

The
PSW Health & Safety
Matters
SURVEY
HAVE YOUR SAY · CHANGE THE FUTURE

Worklife and Quality of Care from the Perspectives of Community Based PSWs

Home Care Ontario Symposium, June 23, 2016

Catherine Brookman, Margaret Denton, Isik Zeytinoglu,
Sharon Davies, Susan VanderBent



Funded By:  Ontario

McMaster
University 

The
PSW Health & Safety
Matters
SURVEY
HAVE YOUR SAY · CHANGE THE FUTURE

Findings of the PSW Health & Safety Matters Survey research study funded last year by the Ministry of Labour (grant # 13-R-030).

Research Advisory Committee

Patricia Boucher, Advanced Gerontological Education (AGE), St. Peter's Hospital
Catherine Brookman, CB Consulting
Brigid Buckingham, SEIU Healthcare
Sharon Davies, McMaster University
Margaret Denton, McMaster University
Ronda Dickie, PSW Representative, PSNO
Janitha Joseph, Canadian Union of Public Employees (CUPE), Local Union 3358-01
Margaret McAlister, Home Care Ontario
Stefanie Nucci, PSW Representative, OPSWA
Wendy Robertson, St. Clair West Services for Seniors
Deborah Simon, Ontario Community Support Association
Susan VanderBent, Home Care Ontario
Henrietta Van hulle, Public Services Health & Safety Association
Isik Zeytinoglu, McMaster University

Design & Media Members

Steven De Lisser, Art Direction & Graphic Design
Bruno Marsala, Green Screen Studios

PSW Kalsang



Acknowledgements

We had a lot of support to get the voices of PSWs heard from many different organizations which we would like to thank including: Home Care Ontario, Ontario Community Support Association, Ontario Personal Support Worker Association, Ontario Personal Support Worker Registry, Personal Support Network Ontario, Public Services Health & Safety Association, Service Employees International Union, as well as many individual community organizations.

We would also like to thank all those PSWs who took the time to share their perceptions with us!!

PSW Colleen



SAMPLE

1746 Respondents Fully Completed a Survey (reached the end)

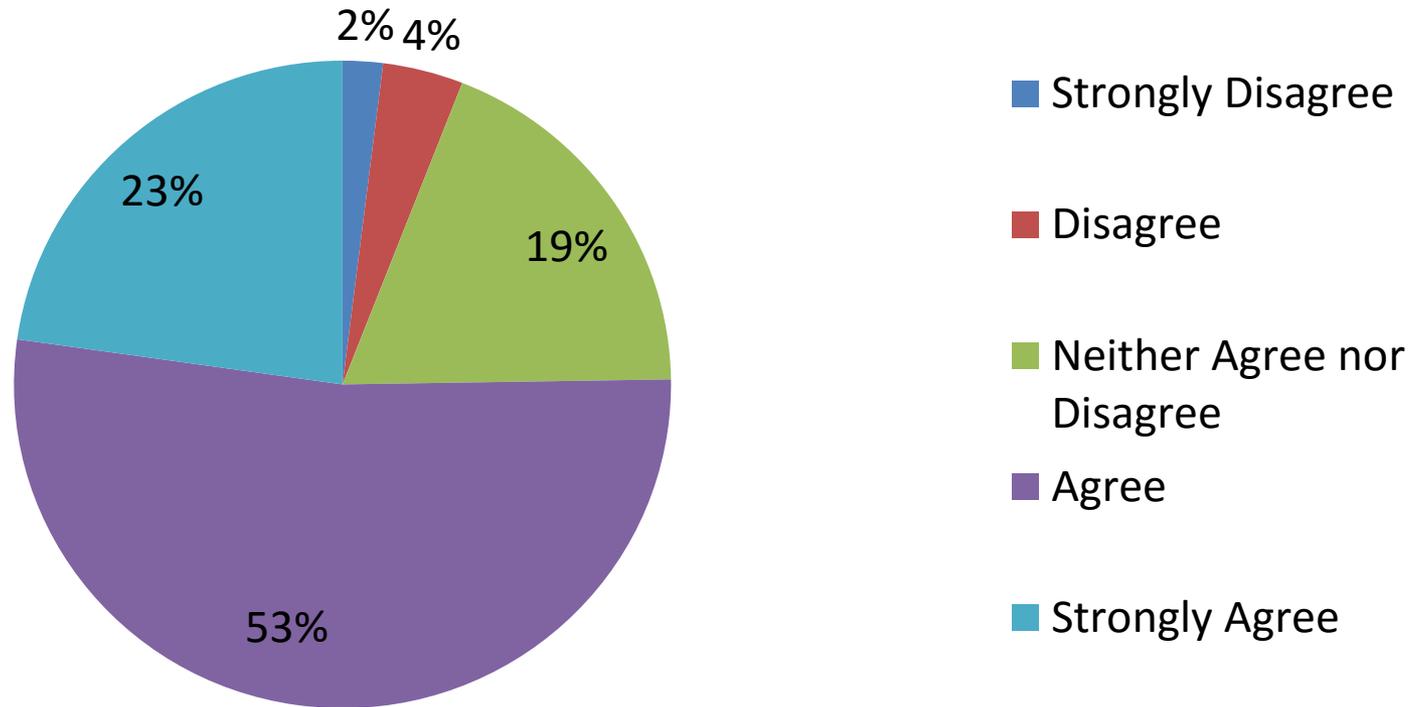
Demographic Characteristics

- Most (69%) of sample were **45 years or older**
- Most (94%) of sample were **female**
- Most (66%) were **married or living with a partner**
- 15% reported **living alone**
- 41% were **not born in Canada**
- 73% reported a **college or equivalent or higher education**



PSW Christine

The quality of home care delivered by your organization is good.



Which worklife factors can affect the quality of home care?

- **Workload**
- **Organizational Support**
- **Supervisor Support**
- **Peer Support**
- **Hazards**
- **Clients with unmet needs**
- **Caring for clients**
- **Training**
- **Organizational practices**

Hazards at Work

	Agree or Strongly Agree (%)
You work in unsafe neighbourhoods or homes/ apartments (i.e. high crime areas, drugs, alcohol).	23%
You are exposed to infectious diseases.	47%
You are exposed to poor physical conditions in client's homes (i.e., cleanliness, hoarding, roaches, bedbugs).	56%
Clients/ homes are excessively hot.	49%
You are exposed to hazards in clients' homes and neighbourhoods (i.e. ice, dim lighting, dogs, scatter mats etc.).	51%
You are exposed to second-hand smoke in clients' homes.	46%
You have allergic reactions to pets or second-hand smoke in clients' homes.	33%
You are at risk of needlestick injuries in your job.	22%

Workload

	Agree or Strongly Agree (%)
The pace in your job is too fast.	37%
Your job is too demanding for the time you have to do the job.	43%
Your job is too demanding because there is not enough time to see all clients.	37%
You have too much to do in this job.	31%
You are expected to do too many different tasks at the same time.	39%
Your job is very hectic.	39%
Your workload is heavy.	43%

Organizational Practices

- 83% agree or strongly agree that they are likely to see the same clients on a regular basis.
- 64% agree or strongly agree that they receive adequate information to care for their clients.
- 49% agree or strongly agree that they are often notified “at the last minute” of scheduling changes.

We looked at statistical relationships between work-life factors and having a positive perception of the quality of care at the organization

PSWs are LESS likely to agree the quality of home care delivered by their organization is good when...

- Their workload is heavier.
- They report clients with unmet needs.
- They report hazards at work.
- They report being often notified “at the last minute” of scheduling changes.

We looked at statistical relationships between work-life factors and having a positive perception of the quality of care at the organization

PSWs are MORE likely to agree the quality of home care delivered by their organization is good when...

- They report caring relationships with clients.
- They report having training.
- They have organization support.
- They have supervisor support.
- They have peer support.
- They see the same clients on a regular basis.
- They receive adequate information to care for their clients.

Conclusion

Worklife factors affect perceptions of the quality of home care for community based PSWs.

Organizations continue to walk that slippery slope of respecting **HOW** clients/patients want to live in their own homes and the resulting worklife safety of the staff/PSW.

The 'Patient's First' agenda will continue to challenge organizations to strive for efficiencies while at the same time address the variability of client/patient needs.

Questions?

Please contact:

Dr. Catherine Brookman

Co-Investigator, Project Manager and Knowledge Translation Lead

Email: catherinebrookman@sympatico.ca

Sharon Davies

Research Coordinator, McMaster University

Email: davshar@mcmaster.ca

Website: www.pswshaveasay.ca