

# **Staff Psychological Services in the Hospital Authority: An Integrated Approach to Enhance Psychological Wellbeing**

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# Hospital Authority (HA), HK



- Public organization
- 43 public hospitals/  
institutions, 49 Specialist  
Out-patient Clinics & 74  
General Out-patient Clinics  
in 7 clusters
- ~90,000 staff
- 7.4 million HK population

# Challenges for Healthcare Workers

## Mental health issues

- Insomnia
- Depression
- Anxiety
- PTSD
- Suicidal risks

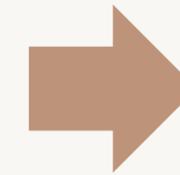
## Stress & fatigue

- Burnout
- Compassion fatigue/  
Empathic Strain



## Work-related impacts

- ↓ Work performance
- ↑ ERRORS
- ↓ Patient empathy
- ↑ Sick leave
- ↓ Interpersonal relations



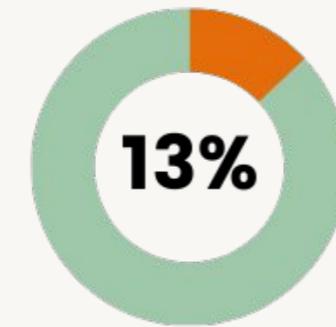
## Organizational impacts

- ↑ Absenteeism
- ↑ Attrition rate
- ↑ Medical errors
- ↓ Patient safety
- ↓ Productivity
- ↓ Service quality & continuity

# Mental Health of HA Staff

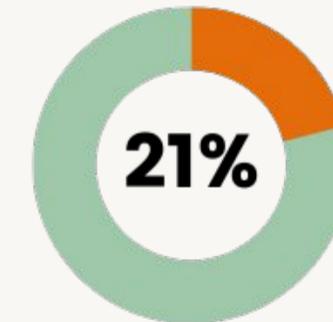
## HK Public

Depression/Anxiety

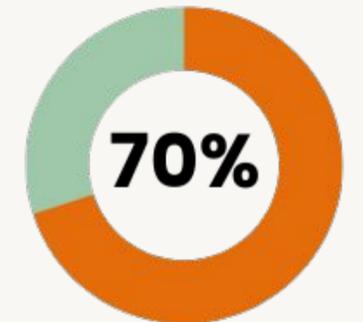


## HK Young Doctors

Depression<sup>1</sup>



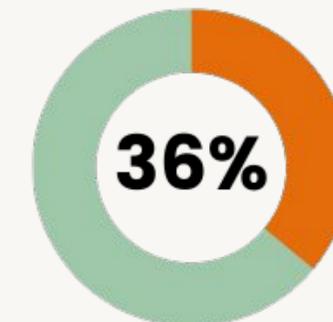
Burnout<sup>1</sup>



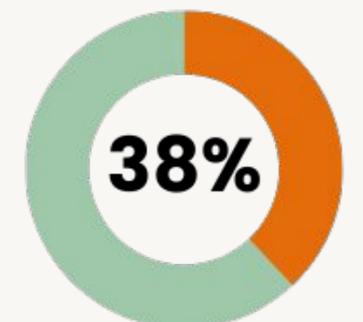
<sup>1</sup>Moderate to severe

## HK Nurses

Depression<sup>2</sup>



Anxiety<sup>2</sup>

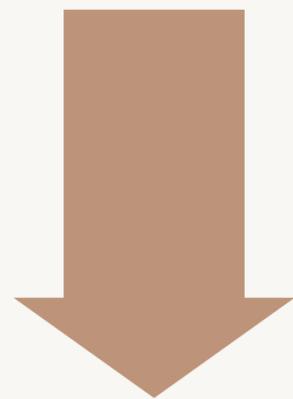


<sup>2</sup>Mild to severe

# Care for the carer

1996 **CCPS**

Corporate Clinical Psychology Services,  
HA Head Office



Destigmatization

2002 **Oasis**



Oasis – Center for Personal Growth &  
Crisis Intervention

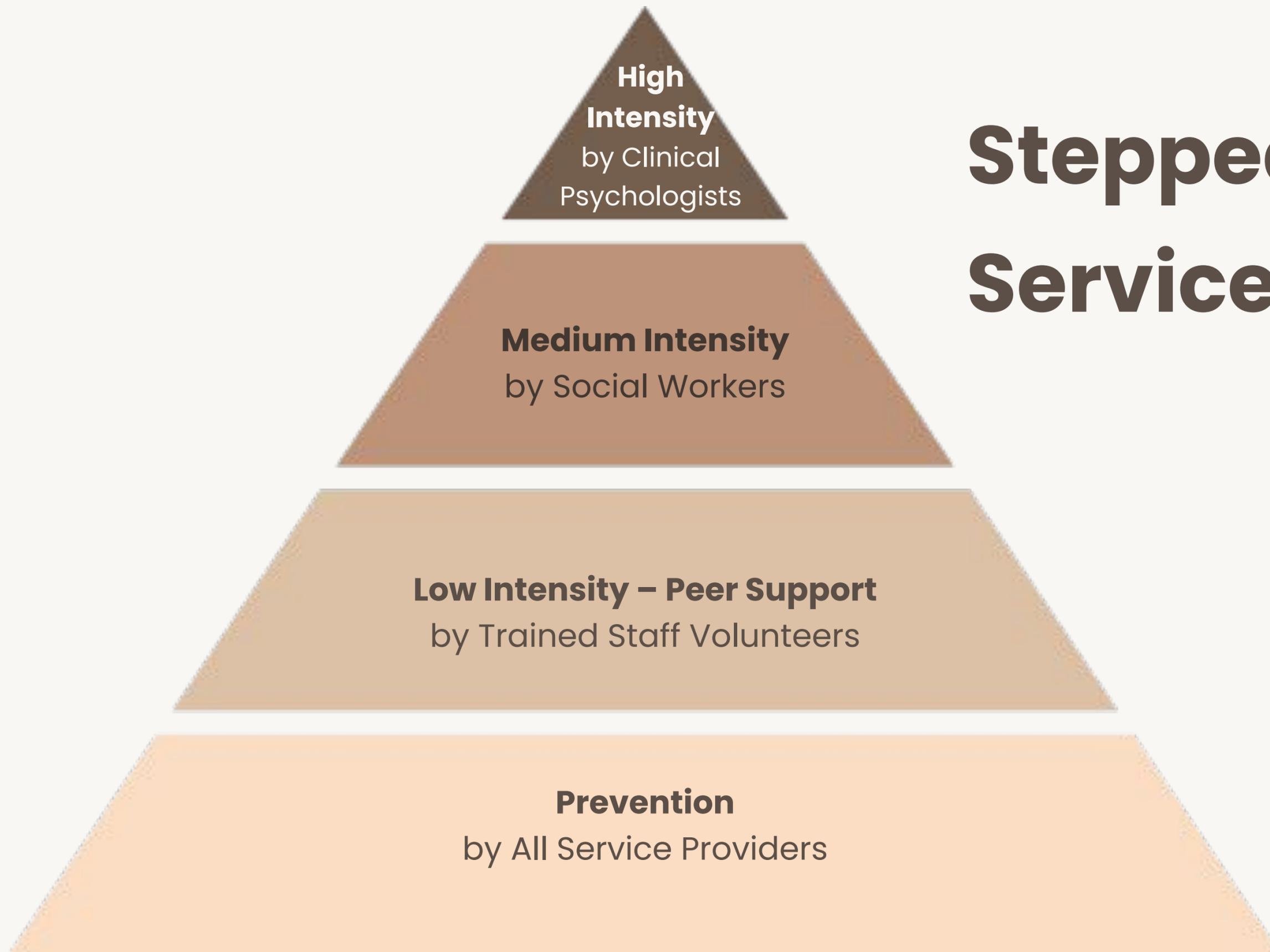


Staff:  
90,000



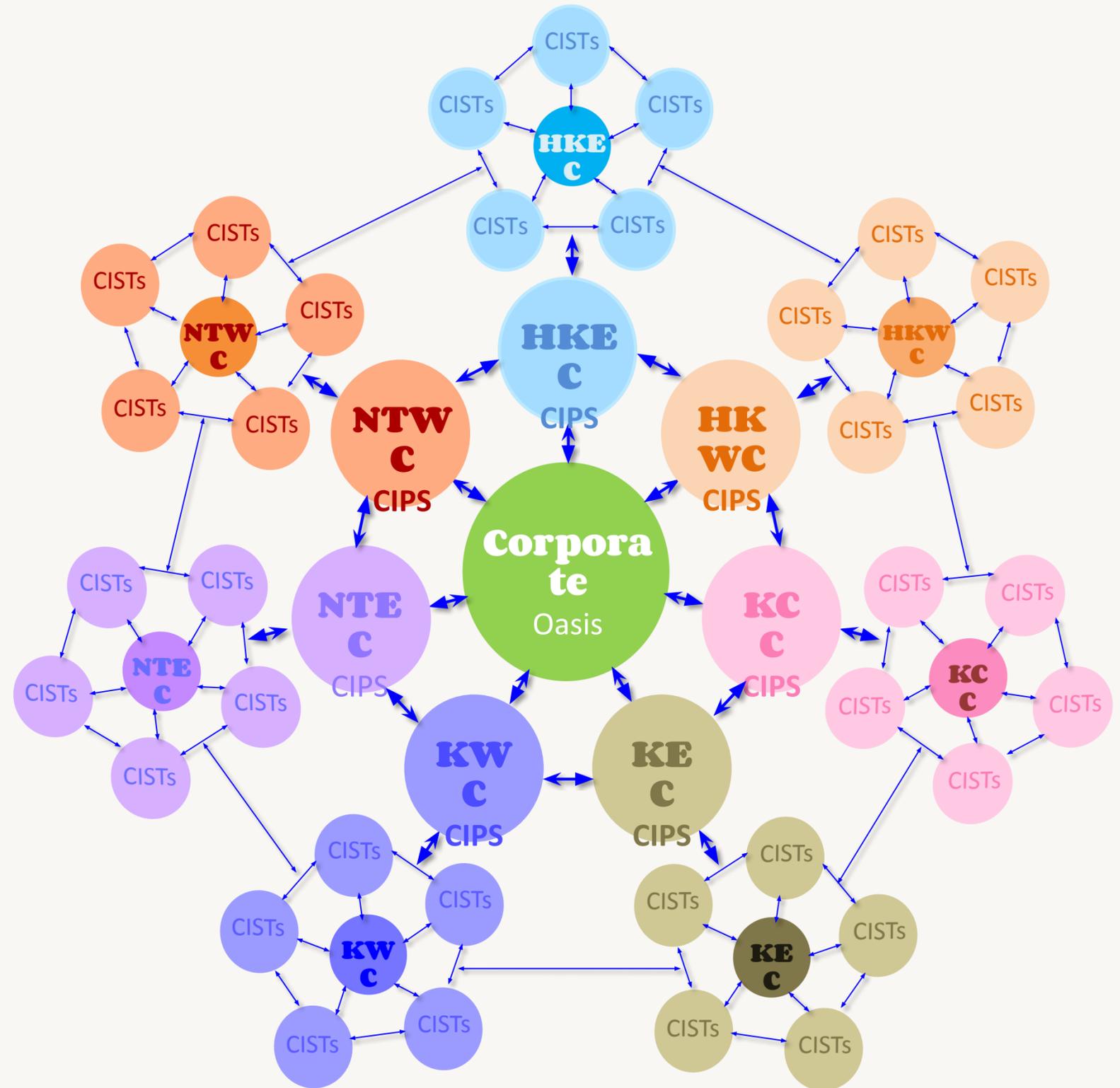
HK citizens:  
7.4 million

# Stepped Care Service Model

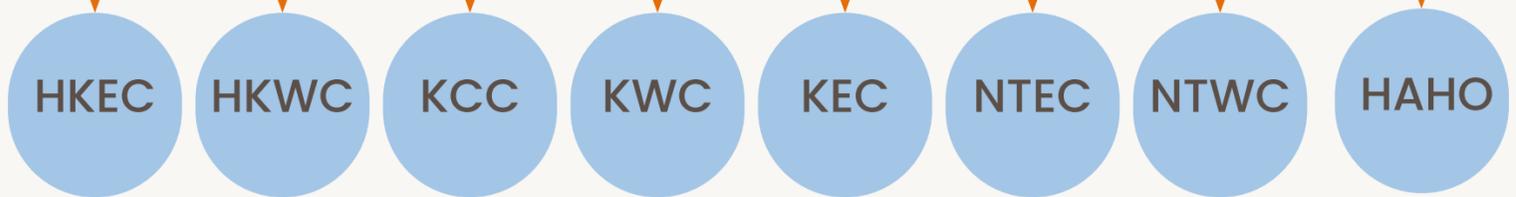
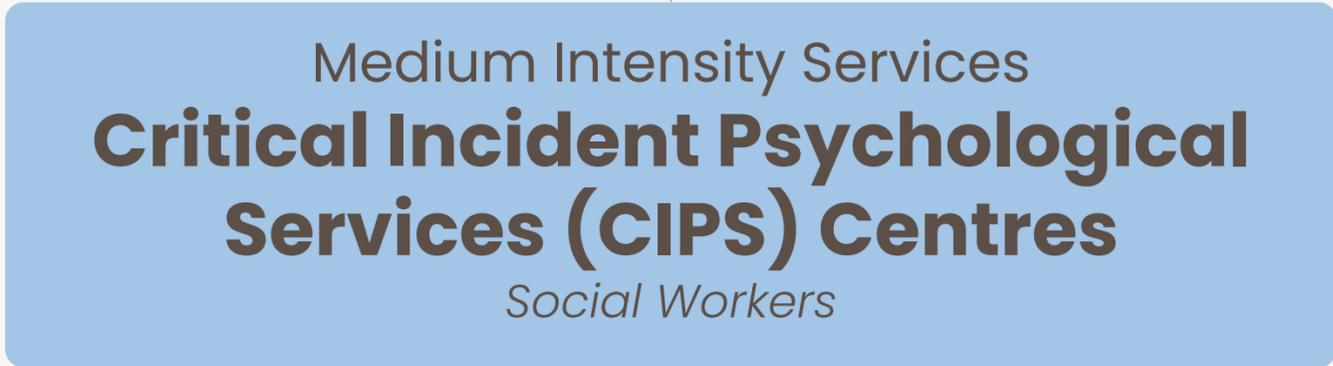
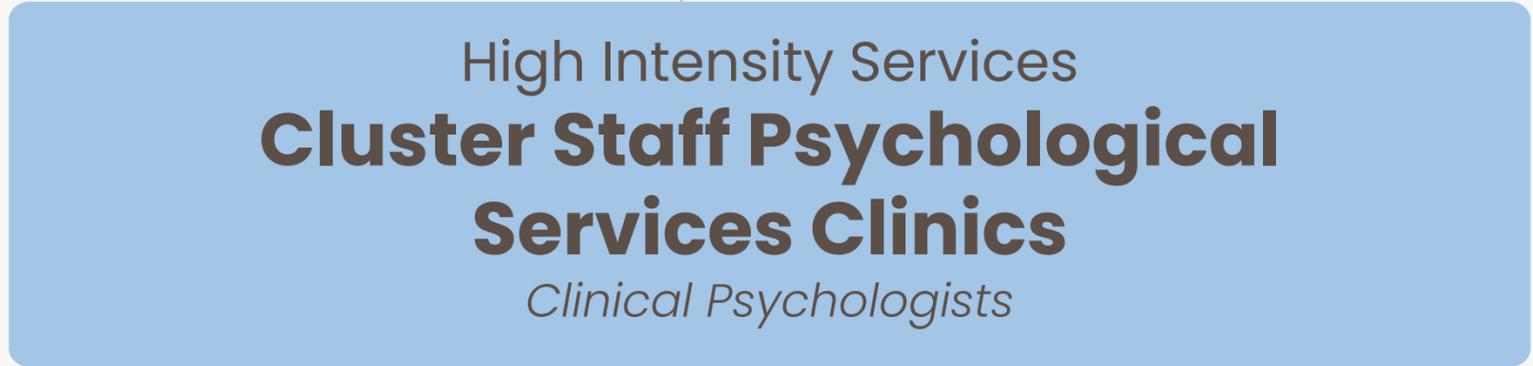


# Hub-spoke Service Model

- Timely psychological support/intervention covering all HA staff



# Governance Structure



# Core Services



## Staff Psychological Services Clinic

- Individual psychotherapy
- Treatment groups
- Professional consultation for managers



## Crisis Intervention

- Individual/group/family crisis intervention
- Grief support services
- Psychological support kits



## Psychological Training

- Structural trainings
- Talks/webinars
- Workshops

# Other Essential Services



## Personal Growth & Development

- A variety of programs  
e.g. seminars, sharing sessions,  
interviews with specialists
- Consultation/caring services



## Peer Support Services

- Emotional support
- Psychological first aid
- Staff caring activities  
e.g. ward visits

# Hurdles in Psychological Services

**>80% of cases:  
Severe at the first intake<sup>1</sup>**

## Common Barriers

- Stigma
- Low awareness
- Concerns about confidentiality
- Time & location constraints of face-to-face services



## Potential Solutions

- Mental health promotion
- Increase service accessibility
- Develop online & self-help services

# Going Online & Raising Mental Health Awareness

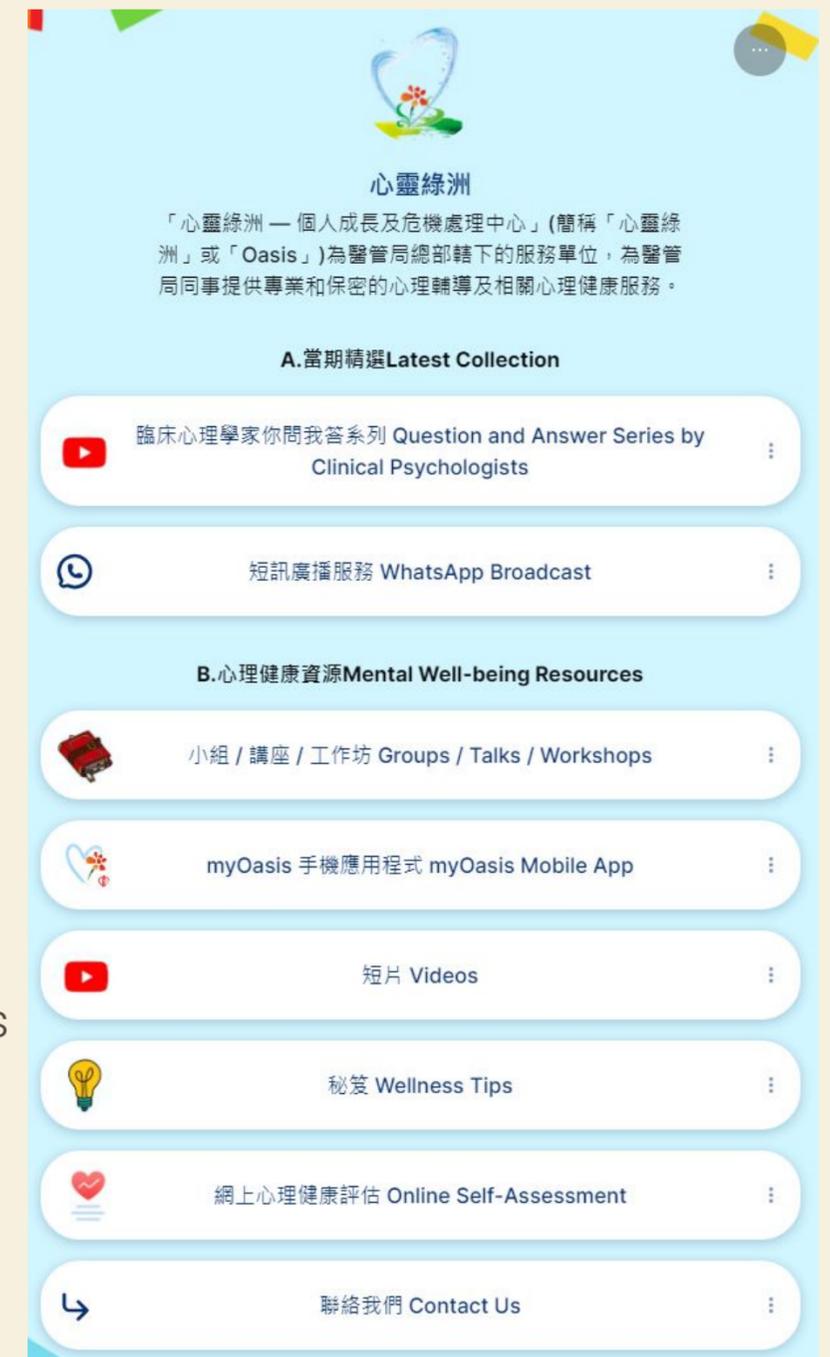


## ePsychological Services

- myOasis App
- Oasis Website
- Online self-help resources
- e-Triage
- Linkage with other HA e-platforms



Latest Services & Mental Health Resources





# myOasis Mobile App

- **Self-help modules**

- Audio-guided Mindfulness exercise
- Breathing Exercise
- Gratitude
- Flourishing

- **Low intensity cognitive behavioral therapy**

- Behavioral activation
- Dealing with worries

- **Psychoeducational resources**

- **Access to staff psychological services**

- **Games & missions**

- **Incentives** (tangible & intangible rewards)



# Let's Try!

Breathing Exercise in myOasis App

# Going Online & Raising Mental Health Awareness

## Mental Health Promotion

- Mental health campaign
- Wellness tips
- Positive quotes

**愛己及人計劃 Cultivating Care**

「心靈綠洲」特別為大家帶來一系列活動，一起愛自己及關心他人，鼓勵彼此關懷，促進連繫！

**第一站**

**START 行善小知識(上)**

- 了解行善小貼士、好處及影響，然後挑戰「行善問答遊戲」，參加抽獎。

**myOasis App 行善之旅**

- 行善問答遊戲 1.0
- 善善任務：記下你的好人好事。

**myOasis App 行善之旅**

- 「行善好easy」：透過互動體驗及分享，宣揚行善，愛己幫人！
- 行善問答遊戲 2.0
- 善善任務 (續)

**行善心意卡、WhatsApp 貼圖**

- 向身邊人送上關懷！

**心理健康小組**

- 詳情稍後公佈。

**獎品豐富!**

- 任天堂 Switch Lite
- Bruno 蒸氣烘烤箱
- Marshall Emberton II 藍牙藍牙喇叭

QR Code 詳情請掃描

愛自己 心靈綠洲

#尋找慈心一刻 @慈愛

#擁抱自己

100k likes

Oasis 心靈綠洲 要照顧好我哋嘅心，一啲都唔難。快啲上「尋找慈心一刻」活動專頁，你可以：

第一步：體驗慈心練習，學吓點樣照顧自己嘅心

第二步：同大家分享你嘅「慈心一刻」，將呢份關心分享出去！

#係時候對自己好啲 #MeTime #俾個retreat自己 #HugMySelf

QR Code 詳情請掃描

有一天我心情非常差，黑晒面，但同事們仍然友好地嘗試關心開解我。我感到溫暖，受重視。

醫院遇到迷路的人，主動協助他們，好讓他們能找到目的地。心裡感恩又開心。

**管理工作壓力**

醫護工作繁忙，應該如何處理工作壓力？

**壓力管理三式**

主動溝通 先後次序 照顧自己

**1. 主動溝通**

- 需要時表達自己的困難
- 向上司清晰反映自己的壓力情況
- 分享自己需要哪些幫助和資源，尋求適切建議 (唔好自己吞埋)

了解更多壓力管理小貼士!

心靈綠洲 電話：23008619

**與孩子一起培養感恩的心**

近年不少研究指出希望感和正向思維是能夠透過後天培養的。

作為家長的你，不妨將希望感和感恩等等的正向心理學元素融入親子活動內。

心靈綠洲心理健康資訊

**解難能力 LEVEL UP!**

適當的解難技巧能幫助我們：

- ✔ 擺脫困境
- ✔ 減低壓力
- ✔ 減少焦慮反應

嘗試用 IDEAL 解難法 把困難拆分為較容易解決的小步驟吧!

**1. IDENTIFY 界定問題**

釐清問題的微結和核心原因，而非着重事情發生的經過，才能對症下藥

**2. DESIGN 尋找解決方法**

列出各種可能的解決方案，並不要急於否決意見，這會限制可行的路徑和創意思維

透過多種途徑收集解決的方法，例如：

- 向家人、朋友和同事集思廣益
- 搜尋前人的經驗
- 尋求專業人士的意見

心靈綠洲 - 個人成長及危機處理中心 聯絡電話：2300 8619

**表達欣賞**

感恩是我們內心的感受，是正向心理其中一個元素。讚賞/欣賞指我們直接向事件或人物表達感恩。為什麼讚賞/欣賞別人那麼重要？

研究指出每天回顧或記下.....

10 星期後

運動 病痛 更加樂觀

感恩的事

另一項研究指出：

工作表現 50% 上司直接表示感恩後

Emmons, R. A., & McCullough, M. E. (2003)

Grant, A. M., & Gino, F. (2010)

心靈綠洲 | 聯絡電話：2300 8619

# Mental Health Promotion Series: Q&As with Clinical Psychologists



Psychoeducation Videos

- Topics:**
- Suicide prevention
  - Mindfulness
  - Sleep
  - Active listening
  - Dreams
  - MBTI

Quizzes/Sharings

💡 Participants are invited to leave their phone no. for Oasis's follow up

從「心」理學看自殺



臨床心理學家  
你問我答

首先第一題就係有同事問  
The first question is

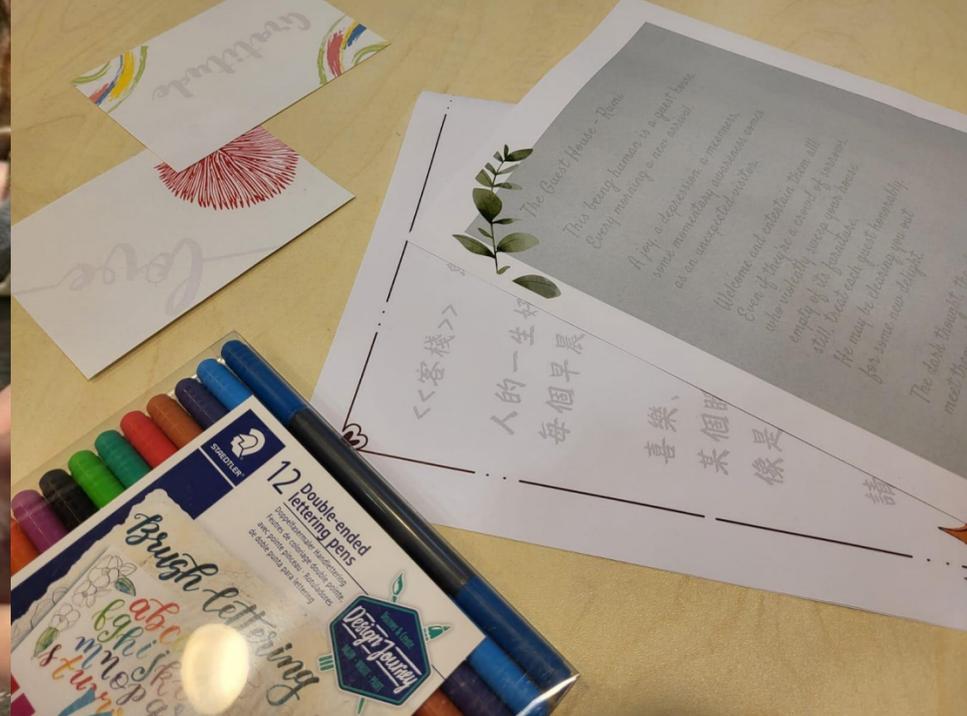
Video:

# Q&A on Suicide

# Recent Programs: **Mindful Self-compassion**

- **1-day Retreat** for frontline staff
- **Train-the-trainer workshop** for mental health professionals & service planners
- Strengthen staff's resilience & mental wellbeing through mindfulness & self-compassion

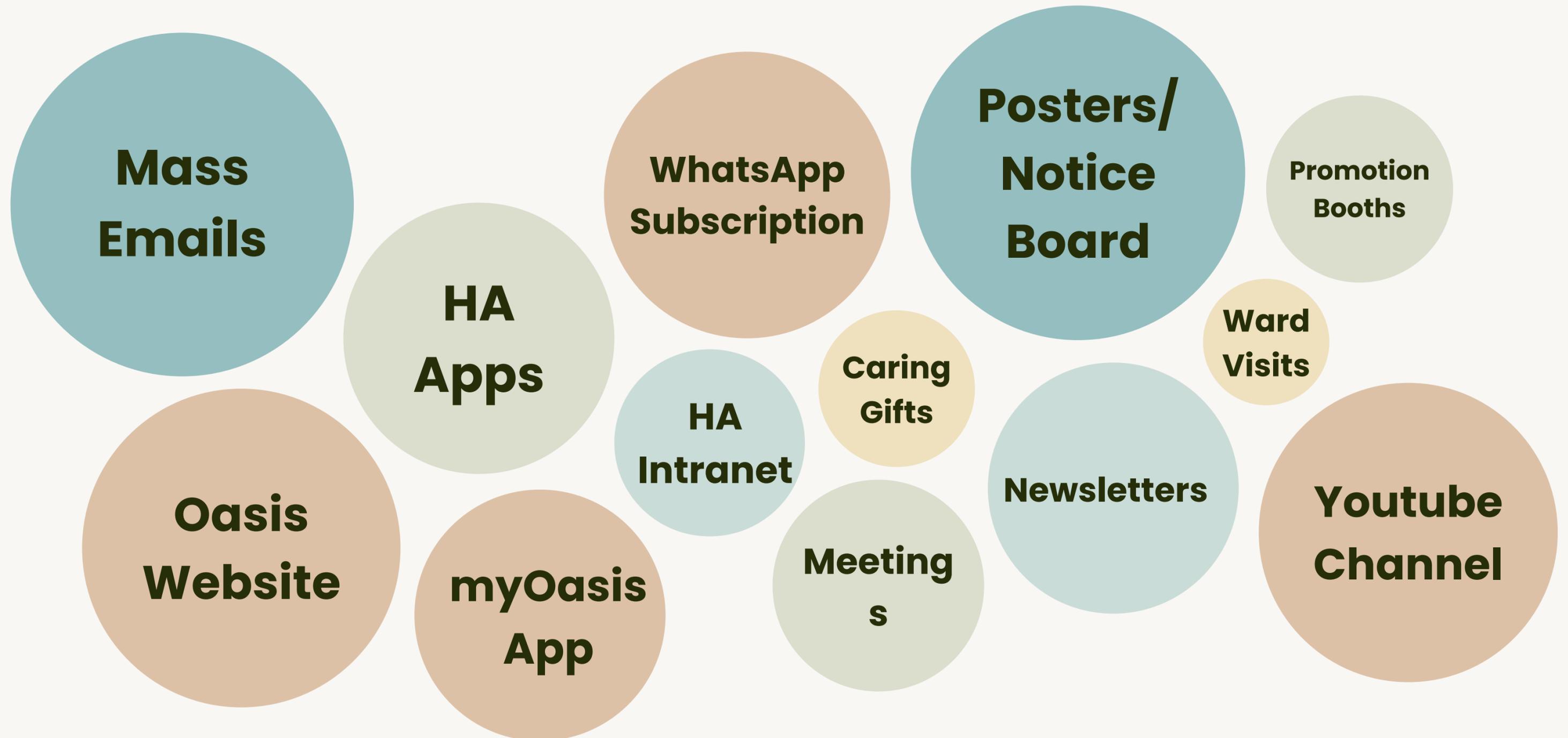




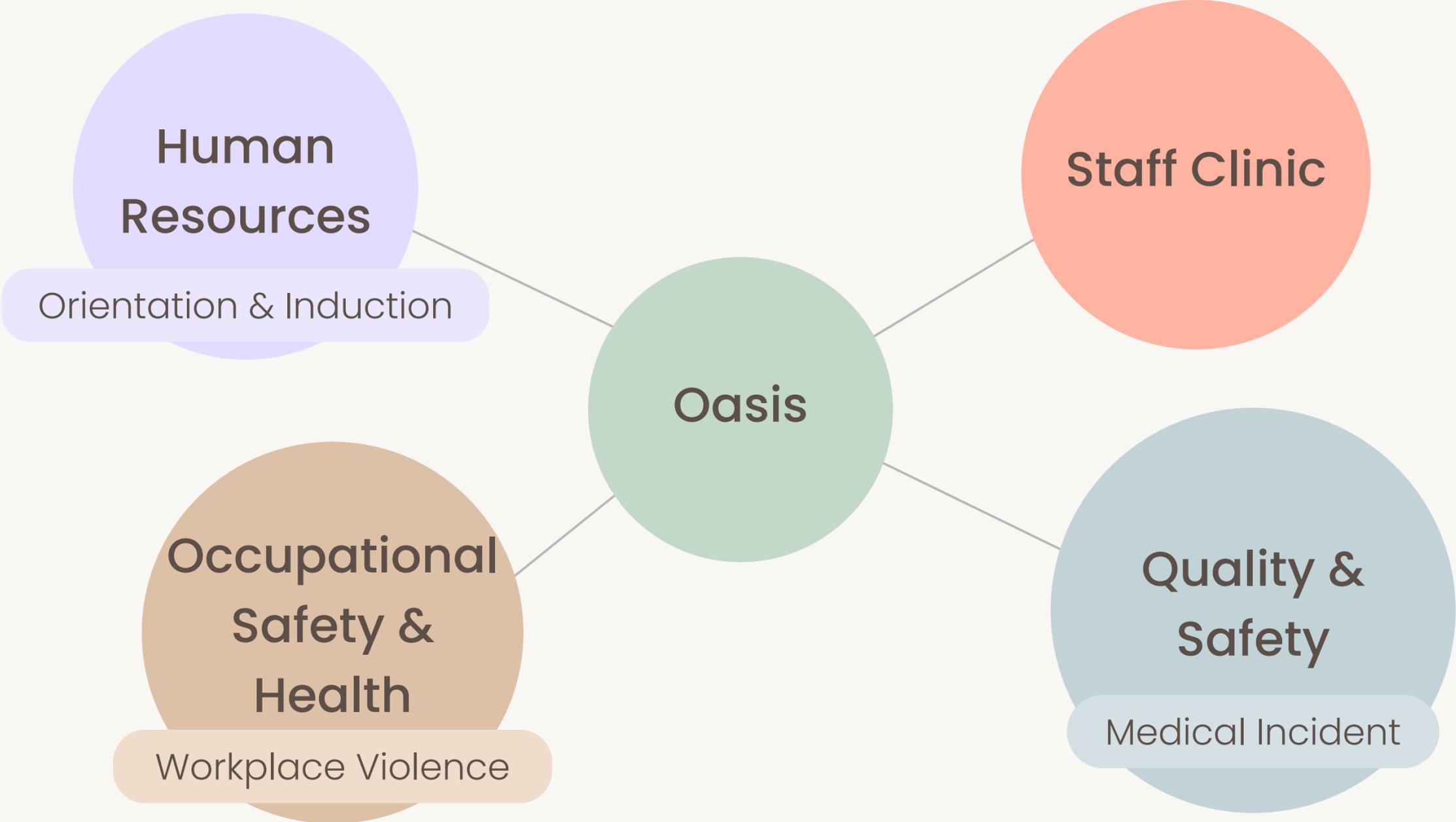
# Staff Wellbeing Space

- Mindfulness/relaxation guided by clinical psychologists
- Focusing Activities
- Wellness tips
- Light Refreshment
- Online self-help services  
e.g. self-assessment, e-triage

# Promotion in Various Channels



# Collaborations with Stakeholders in Hospitals



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# Thank You!



Latest Services &  
Mental Health Resources

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# Resilience Training: Tough Minds Tender Hearts

Modules					
	Main Theme	Frontline Staff	Managerial Staff	Preceptors/Mentors	Duration
1	Cognitive & Emotional Wellbeing	Developing Mental and Emotional Toughness (Part 1)			2 sessions
2	Character Strength	Thriving with Strength and Purpose	Strength-Based Management	Cultivating Strengths & Well-being of Mentee	1 session
3	Positive Connection	Building Resilient Relationships	Communication Skills for Growing a Resilient Team	Building Effective Mentoring Relationships	2 sessions
4	Cognitive & Emotional Wellbeing	Developing Mental and Emotional Toughness (Part 2) <sup>^</sup>			1 session

<sup>^</sup>Pre-requisite: Module 1: Developing Mental and Emotional Toughness

No of participants per group: 15-50