

Healthcare Toolkit

Request for Proposals

Submission Deadline: February 23, 2018

Purpose

To identify a vendor to develop and design a toolkit to advance and support psychological health and safety in healthcare organizations. The toolkit will become the property of the Mental Health Commission of Canada (MHCC), and branded accordingly.

Background

Psychological health and safety is about safeguarding the psychological health of employees. The Mental Health Commission of Canada (MHCC) is committed to helping employers create and maintain mentally healthy workplaces by providing the tools, information, and support needed to ensure that every person in Canada can go to work knowing their organization recognizes the importance of psychological health and safety in the workplace.

Regardless of profession or sector, protection and promotion of mental health in the workplace is imperative. However, healthcare settings can be particularly challenging environments. Healthcare workers are 1.5 times more likely to be off work due to an illness or disability than people in all other sectors¹. They also face higher rates of burnout, compassion fatigue, and sleep deprivation that can impact their psychological health and safety, as well as the safety of their patients. Mentally healthy workplaces benefit patients and healthcare workers alike.

Psychological health and safety in Canadian healthcare settings is a shared priority between the MHCC and our partners at HealthCareCAN. Since the launch of The National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard), both organizations worked together to engage the health sector on advancing psychological health and safety in the workplace. With the MHCC's support, HealthCareCAN's policy position strongly encourages all health system stakeholders to implement the Standard. One of the key recommendations from *Implementing the National Standard in the Canadian Health Sector – A Cross-Case Analysis* called for the development of a resource that supports the implementation of the Standard and is customized to the healthcare sector.

In 2016, the *By Health, For Health Collaborative* was created, comprised of healthcare leaders representing over 20 organizations from across Canada committed to advancing psychological health and safety. In partnership with MHCC and HealthCareCAN, this Collaborative has developed an action plan aiming to advance

¹ Casselman, N. 2013, June 18. *Wellness Metrics in Action*. Presentation to the Workplace Wellness and Mental Health Conference, Conference Board of Canada, Toronto, ON.

psychological health and safety within the healthcare industry through mentoring and knowledge exchange, developing tools and resources and system transformation. The toolkit will be one of many actions completed through the Collaborative's workplan - perhaps the most significant.

Description

The MHCC is seeking a proposal from a vendor to develop a toolkit for healthcare organizations. The purpose of this toolkit is to support healthcare organizations to create or expand their psychological health and safety strategies. The toolkit will:

- Collect, synthesize and present the stories of real healthcare organizations' journeys to implement the Standard.
- Leverage successful programs, policies, evaluations and other related initiatives from key champion organizations that have well established mental health strategies.
- Link toolkit users to practical tools and templates used by these organizations and/or developed through the Collaborative.

Ultimately, this toolkit will enable healthcare organizations to learn from the experiences of other organizations in their field, allowing them to promote and protect their staff's psychological health and safety in their workplace.

Audience for the toolkit

All healthcare organizations across Canada. From those just beginning their journey towards creating a psychologically healthy and safe workplace to those further along their journey in sustaining and continuous improvement.

Format for the toolkit

The final product should feature 3-5 healthcare organizations on their journey to psychological health and safety. These champion organizations will be identified by the MHCC. Each organization's story should be organized to align with a set of criteria previously developed by the MHCC.

An overall 'inventory' of tools should also be available allowing users to easily skip to see all tools within a category. The Collaborative has already started collecting tools to be leveraged for the toolkit.

The final product should be produced as a fully designed, interactive PDF document.

Scope of Work

The selected vendor will be expected to undertake the following:

- Design a project plan to meet projected timelines;
- Create an interview guide based on pre-determined criteria provided by the MHCC;
- Interview and capture identified organization’s stories. This should include interviews from administrators and employees to demonstrate a wide range of perspectives;
- Collect organization’s tools/templates used during implementation;
- Develop a layout/design concept for a bilingual interactive toolkit that is consistent with MHCC’s brand standards;
- Develop and/or adapt content and tools within the toolkit;
- Develop/write creative content, where appropriate;
- Complete all interactive development and testing;
- Develop and deliver two (2) versions of the final toolkit (1 in English and 1 in French) including translated English and French versions of all toolkit files and document procured from healthcare organizations.
- Conduct all work with ongoing regular consultation and approvals at key milestones from MHCC staff.

Considerations/Criteria

There are many paths to implement psychological health and safety within a workplace. This toolkit should feature 3-5 healthcare organizations on their journey towards psychological health and safety – how they did it and what they learned along the way.

Importantly, the toolkit should:

- Leverage champion organizations’ successes and challenges from the field.
- Inspire others along their journey – no matter where they are at in the process of implementation or sustainment.
- Provide stories as well as practical, comprehensive and step-by-step guidance including usable tools, templates and resources.
- Have a specific healthcare focus.
- Avoid duplication of tools that already exist.

The 3-5 organizations will be selected by the MHCC in advance of the project start date and will provide a diverse representation of the Canadian healthcare system.

The successful vendor will ideally:

- Be experienced in developing user-friendly, effective (including cost-effective), adaptable, concise resources, such as toolkits for targeted audiences;
- Be experienced story tellers weaving in real-life experience with practical tools and approaches;
- Be familiar with mental health and principles of psychological health and safety in the workplace;
- Be familiar with the Mental Health Strategy for Canada, The *National Standard of Canada for Psychological Health and Safety in the Workplace* and other guiding documents as listed below;
- Be familiar with implementation science, and health promotion strategies;
- Be experienced with the process of content auditing and assessment for various audiences, particularly decision-makers, policy-makers, and service providers within healthcare

organizations;

- Have effective project management skills (requirement); and
- While not required, bilingualism is an asset.

Guiding Documents

- [Psychological Health and Safety – An Action Guide for Employers](#)
- [Developing a workplace mental health strategy – A how-to guide for health services](#)
- [Ontario Chamber of Commerce – Working Toward Mental Wellness – A Toolkit for Employers](#)
- [Assembling the Pieces: An Implementation Guide to the Standard](#)
- [Implementing the National Standard in the Canadian Healthcare Sector – A Cross-Case Analysis](#)
- [Issue Brief – Workplace Mental Health](#) by HealthCareCAN and MHCC
- [Guarding Minds @ Work](#)
- [Workplace Strategies for Mental Health](#)

Timelines and Deliverables

The project is expected to commence on **March 5, 2018** and is to be completed by **October 31, 2018**

Deliverables include:

- A comprehensive project plan.
- Environmental scan of relevant promising practices within healthcare.
- Teleconference meetings (or face-to-face if proponent is in Ottawa) with MHCC and other relevant stakeholders (as identified by the proponent and the MHCC).
- Bi-weekly project updates provided to MHCC.
- Record of all interviews conducted with healthcare organizations and employees including all original resources provided by the healthcare organizations.
- Two (2) versions of the final comprehensive toolkit provided in an interactive PDF format (1 ENG, 1 FR), including all tools and templates in ENG and FR.

Budget

The total allowable budget for this project is \$100,000 CDN, not including all applicable taxes.

Proposal Requirements

The Proposal should include:

- A summary of the vendor's understanding of the requirements and criteria;
- Information about the qualifications and experience of the vendor;
- A description of two similar projects the vendor has conducted;
- References for two other clients (excluding the MHCC) for whom the proponent has provided similar services within the past three years;
- List of proposed team members (name, title, relevant qualifications), if applicable;
- An overview of the proposed team structure (i.e. reporting relationships) specific to this account and the role/expected level of each team member's participation in the project, if applicable;
- Information about the vendor's fees as they relate to this project, including a detailed budget for the length of the project (can be completed before end date). The proposal should clearly articulate the costs associated with the specific deliverables, and the tasks/timelines necessary to complete the deliverables outlined.
- Note: MHCC reserves the right to select the proponent of its choosing, or to not proceed with any.

Proposal Submission

Submission Deadline: **4PM ET, February 23, 2018**

Please submit your proposal to the attention of:

Laura Mullaly, Program Manager, Healthcare Sector, Prevention & Promotion - Workplace, Mental Health Commission of Canada 350 Albert Street, Suite 1210 Ottawa, ON Canada K1R 1A4 at lmullaly@mentalhealthcomission.ca.

Please cc Hannah Kohler, hkohler@mentalhealthcommission.ca and request confirmation of receipt.