

Shaping a Healthy Workplace Together

Good practices from social partners

EPSU & HOSPEEM

European Sectoral Social Dialogue

Hospitals and Healthcare

30 January 2024



Taking care of those who take care of us





 **Mental Health at Work
already in
the Social Dialogue
before the Pandemic**



Sectoral Social Dialogue in Hospital and Healthcare

- Sectoral Social Dialogue in Hospitals and Healthcare is one of the biggest sectors in Europe
- More than 23 million people are employed in the human health and social work sector, of which more than 13 million are in hospitals
- Multi-faceted and complex main challenges:
 - Recruitment and retention (already in 2010 adopted Framework of Action on Recruitment and Retention)
 - Ageing workforce
 - Health and safety at the workplace, including preventing, managing, and reducing musculoskeletal disorders, and psycho-social risks at the workplace
 - Needlestick injuries (an agreement that was transposed into a directive)
 - Increased use of digital technology
 - Development of new care patterns
 - Skills mismatch and regular upgrading and upskilling requirements
 - Patients' increasing demands and expectations for high-quality healthcare services

Sectoral Social Dialogue in Hospital and Healthcare

- European Survey of Enterprises on New and Emerging Risks (ESENER) from EU-OSHA, 2022:
 - MSDs and PSRs two most frequently reported occupational hazards for hospital and healthcare
- Implementing good Occupational Safety and Health policy contributes to a more efficient way of tackling these challenges, a better work atmosphere
- The sector already under heavy constraints before Covid-19 Pandemic
- Social Partners have been working on the topic before the pandemic

Activities of Sectoral Social Dialogue in Hospital and Healthcare on mental health (Psychosocial Risks Factors)

- 2013 – 2015 Musculoskeletal Disorders (MSDs) and Psychosocial Risks and Stress at Work (PSRS@W)
 - How actions aimed at preventing and managing MSDs and PSRS@W can contribute to improved health, more attractive retention conditions and improved efficiency in management of healthcare institutions
 - Dedicated conference in Helsinki 2015
 - Raise awareness on importance of effective risk assessment and management
 - Identify relevant measures and tools to address them
 - Promoted exchange of knowledge and best practices, fostered cross-country learnings

<https://hospeem.org/activities/msd-psr/>

Activities continuation

- 2017 – 2018 Effective Recruitment and Retention Policies
 - The first focus of the project was Continuous Professional Development (CPD)
 - Collect, discuss, and evaluate Social Partner-based initiatives and policy measures on a range of aspects linked to facilitating access to CPD, and guaranteeing quality services supportive of patient safety and provided by a workforce fit for practice

<https://hospeem.org/wp-content/uploads/2016/11/Final-Joint-Declaration-CPDLLL-08.11.2016-EN.pdf>

- Conference in Vilnius May 2018 on OSH: Preventing and Reducing MSDs and PSRs at Work
 - “A sound mind in a sound body – Taking care of those who take care of us”



Social partners' conference on occupational Safety and Health



Vilnius Conference

- Make economic consequences of absenteeism, PSR, and physical exhaustion visible in organisational results to raise awareness with senior management
 - Role of risk assessment
 - Outcome: solutions can only be found together
 - Working together as Social Partners
 - Both on the European and institutional level
 - Showcased connections between a good OSH policy, healthy health professionals, and a well-functioning healthcare system
- <https://hospeem.org/activities/projects/hospeem-epsu-project-media-release-social-partners-conference-osh/>

Example from the national level

"suntarbetsliv

Tools and trainings Articles Event



Together for healthy workplaces

Suntarbetsliv is run by the trade unions and employers' organizations SKR and Sobona. We address everyone who works with the work environment in municipalities, regions and municipal companies.

[Get started with healthy factors](#)

Find the right one among our content

At Suntarbetsliv you will find free tools, training courses and dialogue starters that you use yourself in the workplace - and articles with inspiration and knowledge. Here we have collected content on a few different themes. Where do you want to start?



Updated Framework of Action on Recruitment and Retention (2022)

Original document adopted in 2010

<https://ec.europa.eu/social/main.jsp?catId=521&langId=en&agreementId=5770>

<https://www.epsu.org/article/social-partners-hospital-and-healthcare-sign-framework-future-sector>

Updated Framework of Action on Recruitment and Retention (2022)

UPDATED FRAMEWORK OF ACTION ON RECRUITMENT AND RETENTION

2022



- *“(2.4) The social partners are committed to addressing occupational safety and health risk factors in the hospital sector by working together, negotiating and agreeing on appropriate instruments and agreements. In particular, the field of musculoskeletal disorders (MSD) and Psycho-social risks and Stress at Work (PSRS@W) is of great importance, taking into consideration that **these two factors are the most prevalent work-related health problems.**”*
- *“3.5 Social partners should encourage the uptake of training to prevent or minimise risks related to musculoskeletal disorders and psychosocial stress and risk at work.”*

Updated Framework of Action on Recruitment and Retention

- Social Partners acknowledge that a comprehensive risk assessment is key to prevent and reduce PSRS@W:

"The presence of PSRS@W affects all levels of the health system and society as a whole: It impacts the health workers and managers (poor well-being and job satisfaction, lower motivation), the organisation (increased absenteeism, presenteeism, increased accident, and injury rates), as well as society (costs and burden on individuals and society as a whole).

*Therefore, trade unions and the Member States should support employers in preventing and managing those risks. EPSU and HOSPEEM acknowledge the key to reducing and preventing PSRS@W is a **comprehensive risk assessment**. This assessment should take place at the organisational, team, and individual levels. EPSU and HOSPEEM are committed to supporting the development of measures aiming to improve the protection from PSRS@W including through the current [Strategic Framework on Occupational Safety and Health 2021 – 2027](#)."*

- Text can be found on the Commission website [Here](#).

Third-Party Violence

- Multisectoral Guidelines to tackle Third-Party Violence and Harassment related to work (2010)
 - In addition to the cross-sectoral framework agreement on harassment and violence at work (2007)
 - Different sectors involved, e.g. education, local, and regional government, central government
 - Can be physical, psychological, verbal, and or sexual – and can contribute to psychosocial risks at work
 - Guidelines provide best-practice examples
 - Goal: ensure that each workplace has a results-oriented policy addressing TPVH

<https://ec.europa.eu/social/main.jsp?catId=521&langId=en&agreementId=5175>

Third-Party Violence



The role of social partners in preventing third-party violence and harassment at work

Dr. Jane Pillinger



EUPAE | European Public Administration Employers



- 2021 – 2023: Project on Preventing Third-Party Violence
 - Research – Action Plan – negotiations to update the guidelines
- Research showed: Covid-19 Pandemic marks a trend of heightened levels of Third-Party Violence and Harassment
 - Physical violence is the highest in prisons, hospitals, and transport
 - Verbal, psychological, and sexual forms of violence similar across sectors
- Website to be launched soon
- Action Plan shows areas to be discussed

Co-operation with EU – OSHA

- EU OSHA campaign: Safe and Healthy Work in the Digital Age (2023 – 2025)
 - Important in sectors where the pace of change and digitalization are speeding up

<https://healthy-workplaces.osha.europa.eu/en>
- Contributing to the OSHA Research Project “Health and Social Care sector and Occupational Safety and Health” (2022 – 2026)

Looking Ahead: Upcoming Joint Work Programme (2024 – 2026)

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