

OHN Survey Results

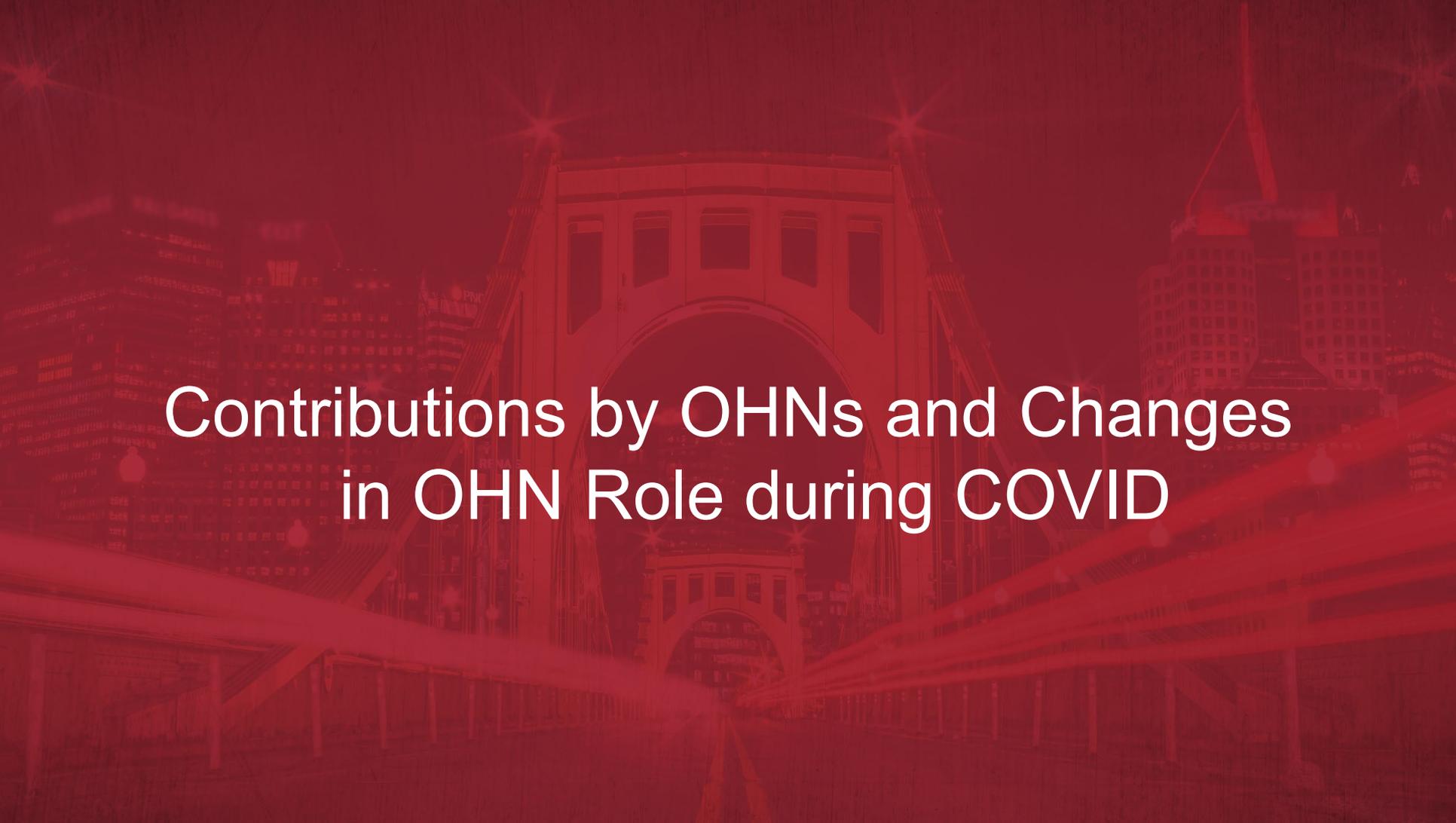
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Contributions by OHNs and Changes in OHN Role during COVID

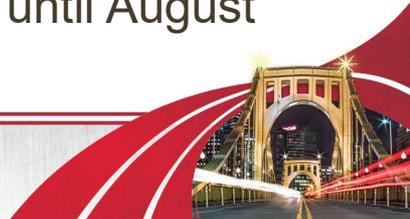
Conflict of Interest

- We hereby certify that, to the best of our knowledge, no aspect of our current personal or professional situation might reasonably be expected to affect significantly our views on the subject on which we are presenting.



OHN Survey and Employer Survey

- The OHN Survey and Employer Surveys were created and analyzed in a program called Qualtrics XM by Lisa Hunwardsen.
 - The OHN Survey was deployed on September 13, 2021 and closed on October 10, 2021.
 - The Employer Survey was deployed on December 1, 2021 and closed on December 27, 2021.
 - This research has been reviewed and approved by an IRB within the Human Research Protections Program (HRPP).
 - When defining the time periods at the time the survey was released, “during the COVID-19 pandemic” means from March 2020 until August 2021.



OHN Survey Demographics

- The survey was sent to about 5,500 OHNs.
 - Members of ABOHN, AOHP, AAOHN, and Canadian OHN Associations
- Received 565 completed surveys or 10.3% response rate
 - 48 incomplete surveys could not be used.
 - 68% of those responding were certified OHNs
 - 92% were from the US
 - 27% from the Hospital/Clinical business sector; 38% from Manufacturing/Production.
 - 62% of OHNs are between the ages of 46 – 65.
 - **67% state they work > 40 hours per week.**



When asked what the OHN felt was their most important job duties:

| Prior to the onset of COVID-19 | During the COVID-19 pandemic | 18 months after the onset of the pandemic |
|---|--|--|
| Work-related injury and illness assessment | Illness assessment, treatment and triage | Work-related injury and illness assessment |
| Medical Surveillance | Education about infection control | Guiding policies for infectious disease and contact tracing. |
| Disability management and return to work assistance | Return to work coordination for workers | Disability management and return to work assistance |
| Immunization education and administration | Contact tracing for employees due to illness | Immunization education and administration |

Guiding policies for infectious disease and contact tracing became a new important role for OHNs. This was also indicated by the employers as the most significant contribution made by the OHNs during the pandemic.



Estimate the percentage of individual workers that you helped in any way with their health or well-being due to the COVID-19 pandemic

| Variable | Count | Average | Median |
|--------------------------------|-------|---------|--------|
| % of employees that you helped | 519 | 62.39% | 70% |

OHNs state that they helped about 62% of employees with their health and well-being due to the COVID-19 pandemic.



Prior to the COVID-19 pandemic, did your workplace have a pandemic plan?

| Yes | No | Not Sure |
|-------|-----|----------|
| 295 | 169 | 139 |
| 48.9% | 28% | 23.1% |

When OHNs were asked what is one thing they would like to change now that they have worked during the COVID-19 pandemic, 21 said they will make sure to have a pandemic plan going forward.



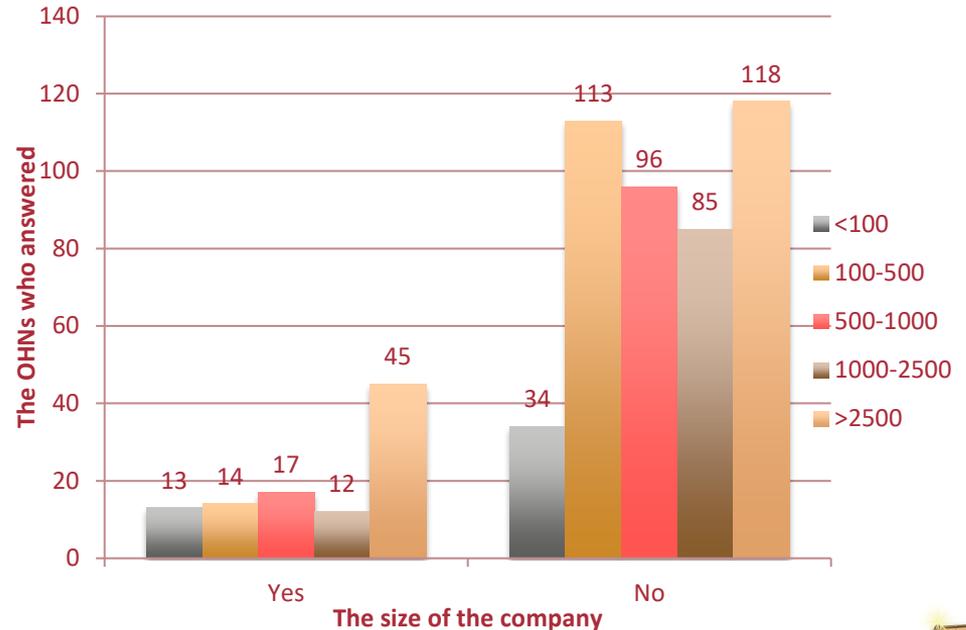
Was there an increase in the threats of violence in the workplace?

- **18.5% stated yes.**

There is a statistical significance between the number of OHNs who answered yes and the size of the company.

- 45 of the OHNs who answered yes were in companies that had > 2,500 employees
- That is 45%!

Number of OHNs who answered that there has been an increase in the threats of violence in the company since the Onset of COVID-19.



How often did you feel like you had adequate support from your employer during the COVID-19 pandemic?

| Frequently | Often | Sometimes | Rarely | Never |
|------------|-------|-----------|--------|-------|
| 149 | 174 | 131 | 69 | 13 |
| 27.8% | 32.5% | 24.4% | 12.9% | 2.4% |

60.3% say they felt like they frequently or often had adequate support from their employer.



How many hours per week did you have meetings with the following groups during the COVID-19 pandemic? This question was designed to investigate if OHNs were spending a lot of time in meetings.

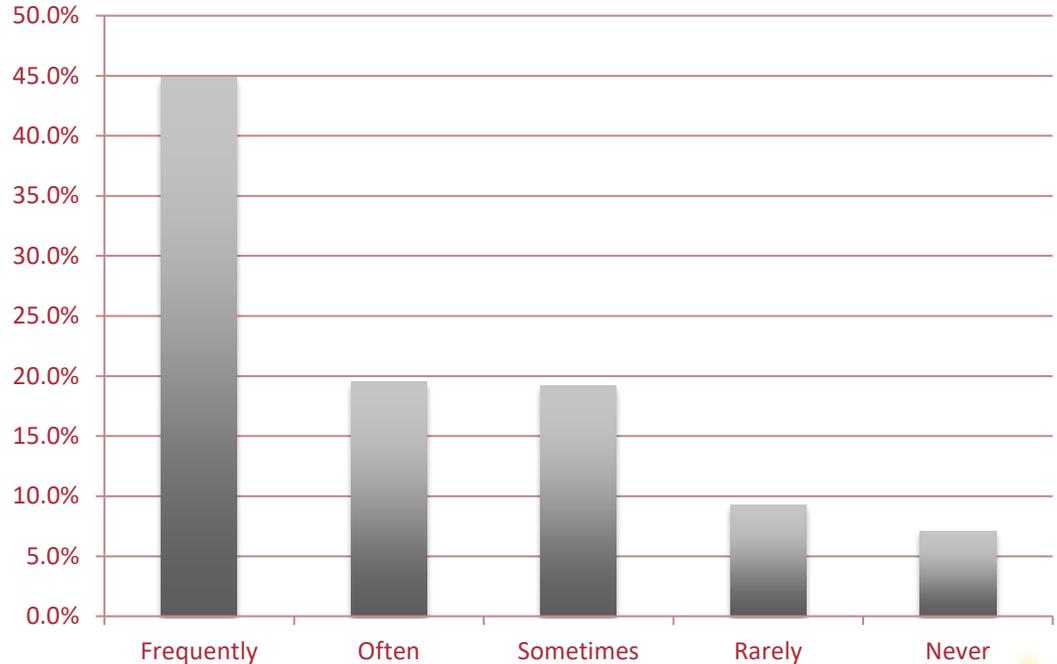


- 188 said they spent 4 or more hours per week in meetings with management
- 158 said they spent 4 or more hours per week in meetings with environmental health and safety team, or some comparable team.
- 45 said they spent 4 or more hours per week in meetings with organizations like the department of health.

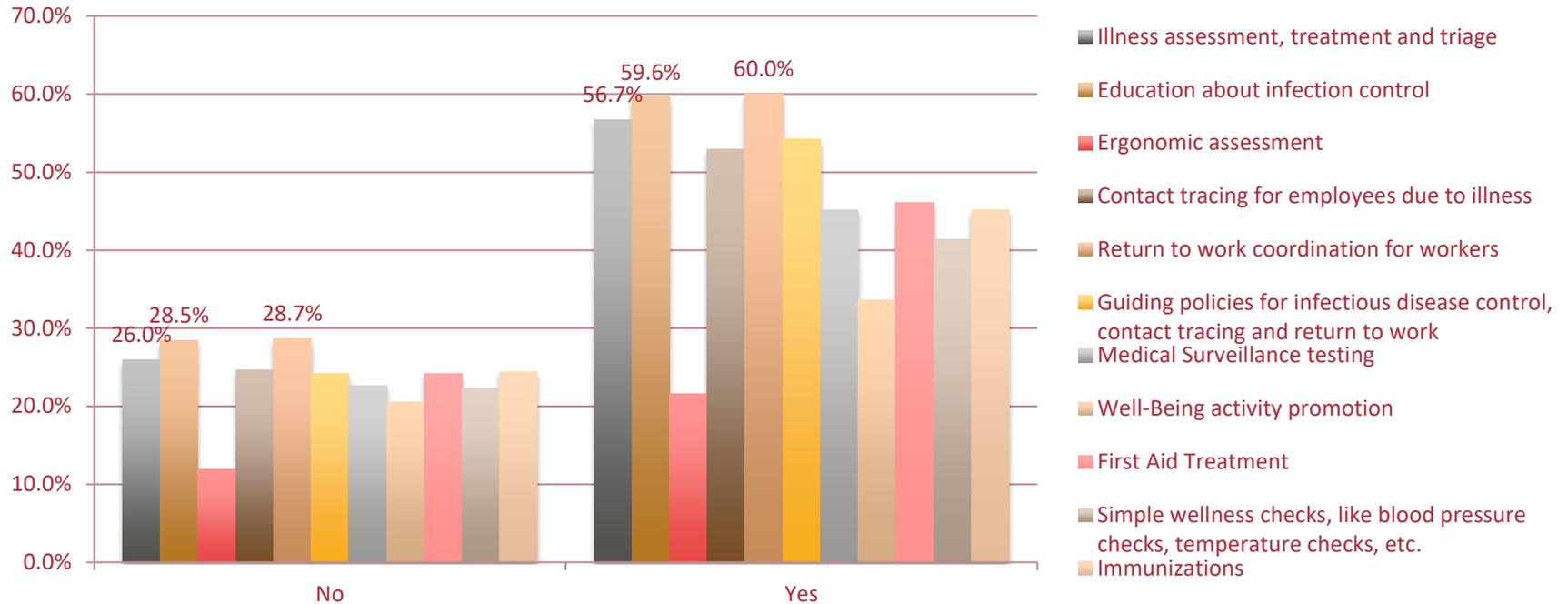


How often did you feel overwhelmed by questions or concerns from employees regarding COVID-19?

- **45% said frequently**
- **20% said often**
- **Only 7% said never**



We compared the two questions “are you a certified OHN” and “what job duties did you perform during the COVID-19 pandemic?”



All OHNs are responsible for similar activities; there is not a statistical significance between the two questions.
Top 3 most frequently performed activities for all OHNs are:
Return to Work Coordination for Workers, Education about Infection Control; Illness Assessment, Treatment and Triage.



We asked OHNs to state one thing they would like to change now that they have worked during the COVID-19 pandemic?

| What is one thing you would like to change now that you have worked during the pandemic | Responses |
|--|-----------|
| Work Remotely | 26 |
| Better Communication with management, leaders or with corporate offices or Public Health | 35 |
| Better Pay / Improved Respect for OHN | 50 |
| Additional Training/ More Resources/Education | 29 |
| Additional Help | 109 |
| Protocol/policy management | 30 |
| On Call too much / work life balance | 50 |
| Improve Management understanding of severity of pandemic/ More help from Admin | 15 |
| Return to work policies / contact tracing | 18 |
| Nothing | 29 |
| More Proactive policy/program/care for well-being of employees | 4 |
| Consult with network of OHNs | 1 |
| Vaccine mandate or vaccine utilization | 11 |
| How onsite services/clinic are utilized | 12 |
| Greater supply of PPE / Pandemic Plan | 27 |
| Improved Medical Record Capacity | 10 |
| Leave the profession/retire/tired of pandemic | 15 |
| Unable to Answer | 5 |

Most common responses

OHNs would like:

- **Additional help**
- **Better Pay**
- **Improved Respect**
- **Stop being on-call 24/7 and improve Work-Life Balance**



The following are actual answers to the previous question that I found interesting and believe should be further investigated.

“OHNs often work independently, so greater access to OHN colleagues, forums and resources specific to Occ Health Nursing for guidance, knowledge and support would be important.”

“Offer more pro-active wellness programs.”

“I would like to be done with this pandemic. The work involved in policy development and administration of those policies is very time consuming. I feel that I have not been able to spend adequate time on traditional OHN duties such as health surveillance.”

“People’s attitudes toward workplace policy that OHNs have no control over and the expressed violence toward the OHN.”



Continued

- “Upper Management understanding what the OHN actually does.”
- “I would like to create a Call Center where a 3rd party handles all COVID-19 related calls and can complete the contact tracing, etc. if I am to continue to perform all of my existing job duties prior to COVID”.
- “I would like to not be available 24/7 with my cell phone for all employees. I need the mental and emotional break from the stress and responsibility that COVID-19 has placed on me.”
- “I no longer want to work in Occupational Health at all. I am looking to change careers completely.”
 - 15 OHNs said they left the profession.



Results from the Employer Survey

OHNs provided contact information for 106 employers.

- Survey was sent two times to the list of employers provided by the OHNs.
- We received 30 responses to the survey.
- Of the employer contacts responding, they classify their job as:
 - » 8 Human Resources
 - » 4 Safety
 - » 1 Nursing Administration
 - » 2 Occupational Medicine
 - » 11 Occupational Health Nurse
 - » 4 Clinic or Health Care Administrator



Business Sectors represented from the Employer Survey

Hospital or Medical Center – 5

Manufacturing or Production – 21

Government – 2

Insurance or Finance – 0

Utilities – 1

Consulting – 1

Food or Meat Processing – 0

Other - 0



How often did you meet with the OHN to discuss employee health and safety?

Prior to the onset of COVID-19

- Weekly – 5
- Monthly – 8
- As Needed – 16
- No - 1

During the COVID-19 pandemic

- Almost daily – 11
- Weekly – 8
- Monthly – 3
- As needed – 7
- No - 1

Prior to the onset of COVID-19, 53% of leaders say they only met with the OHN on an as needed basis to discuss employee health and safety. 16% said they met weekly.

During the COVID-19 pandemic, there are only 23% who said they met with the OHN as needed, but 37% said they met almost daily and 27% said they met weekly.



What is the OHN's level of involvement with interpreting and implementing regulations and standards related to COVID-19?

Employers selected a number between 0 for no involvement and 5 for the OHN was very involved.

The mean answer was 4.4

All 30 employers responded.



We asked the employers “How often did you contact the OHN regarding questions or concerns about COVID-19?”

Frequently – 21 – 70%

Often – 8 – 27%

Sometimes – 1 – 3%

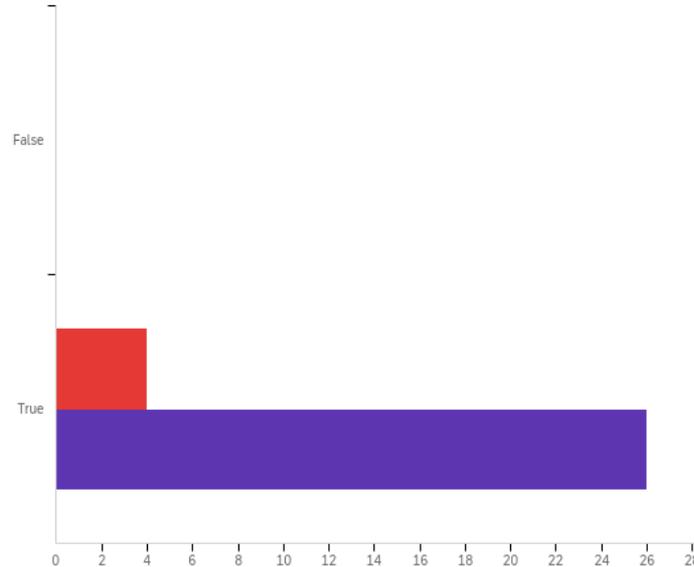
Rarely – 0

Never – 0



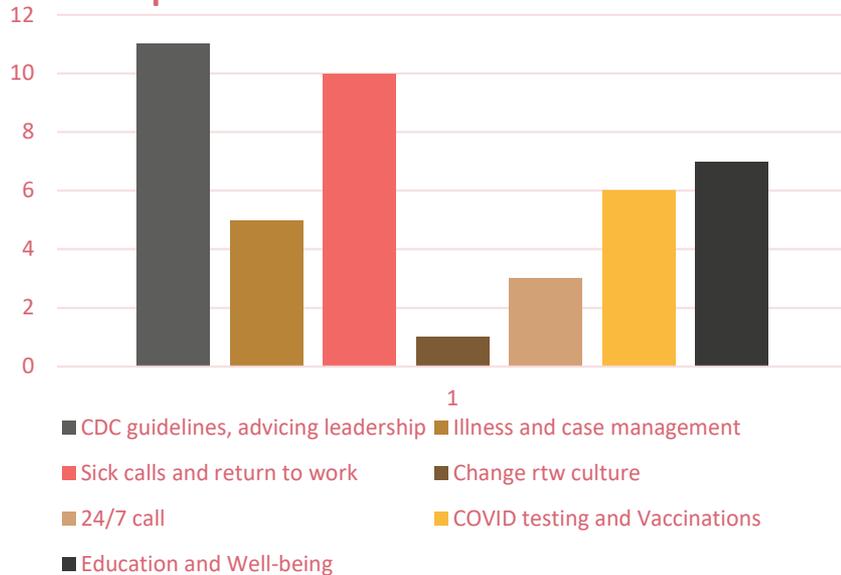
Was there an increase of threats of violence in your workplace during the pandemic?

- 4 (13%) of the 30 employers answered “yes”.



We asked employers to list one or two significant contributions the OHN has made during the pandemic.

OHN Contributions Provided through the pandemic



- 11 - OHN assisted with CDC guidelines and advising leadership.**
- 10 - Managing sick calls and return to work.**
- 7 - Leading education and well-being.**
- 6 - COVID testing and vaccinations**
- 5 - Illness and case management**
- 3 - 24/7 call**
- 1 - Change the return-to-work culture.**



We asked employers if there has been an increase on the Return on Investment for the OHN services?

- 24 out of 30 answered “Yes”!
 - That is 80% of those that took the survey.



Key Findings from the Two Surveys

The goal of the survey was to explore contributions by OHNs during the COVID-19 pandemic and if there has been a change in the OHN role. We surveyed employers on their perspective and to confirm OHN responses.

- The OHN and Employer surveys found that the OHN role has changed and adapted to the needs of the employer during the pandemic.
- Guiding policies for infectious disease and contact tracing became a new important role for OHNs.
- OHNs directly impacted the health, safety and wellness of high percent of employees.
- OHNs have increased time in meetings with HR, management and EHS.
- OHN's in larger companies have seen an increase in threats of violence.
- OHN #1 request was for additional help.
- OHN's state that they would like more respect and better pay.
- OHNs are working long hours, with 50 OHNs stating that they continue to be on-call 24/7 and wish to have better work-life balance.
- OHNs would like a way to network and connect with other OHNs.
- Answers to questions in the OHN survey indicate that the role of the OHN in the pandemic has expanded, requiring more time and knowledge from nurses, which is adding to OHN stress, and the pandemic is still ongoing.



