



<b>Name of Representative:</b> Florentine Timmenga (FVE Intern)	
<b>Title of Meeting:</b> FVE/ZOETIS Veterinary Well-being webinar	
<b>Location:</b> Webinar	<b>Date &amp; Time:</b> 7 December 2021 3:00-4:30 PM CET
<b>Attached information:</b>	
<b>Participants:</b> 50-60 participants during the webinar	
<b>Chair:</b> Lizzie Lockett	
<b>Minutes</b>	

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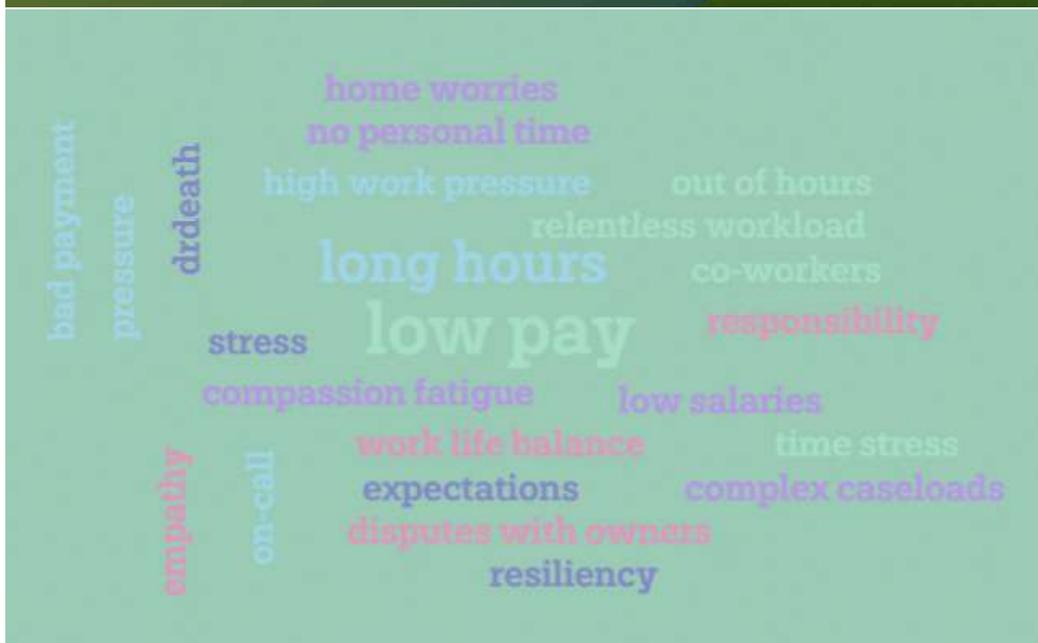
# INTRODUCTION BY CHAIR LIZZIE LOCKETT



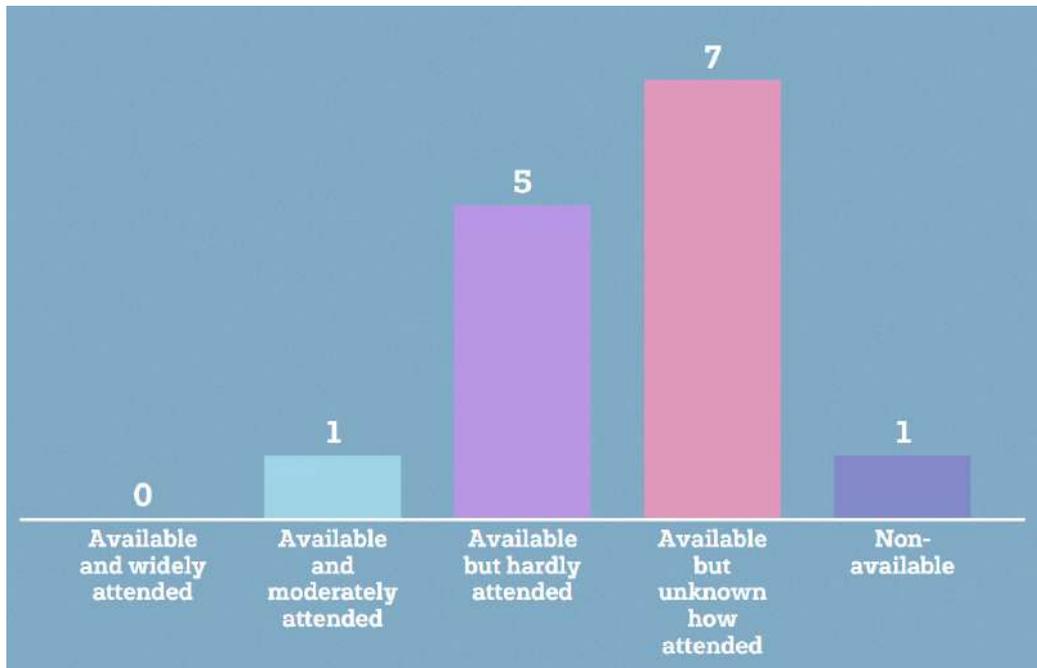
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# WORDCLOUD & QUIZ MENTIMETER® 2436 7856



- *Make a wordcloud on factors contributing to mental health problems among veterinarians*
- *Veterinary wellbeing support programs in my country are:*
  - *Available and widely attended*
  - *Available and moderately attended*
  - *Available but hardly attended*
  - *Available but unknown how attended*
  - *Non-available*



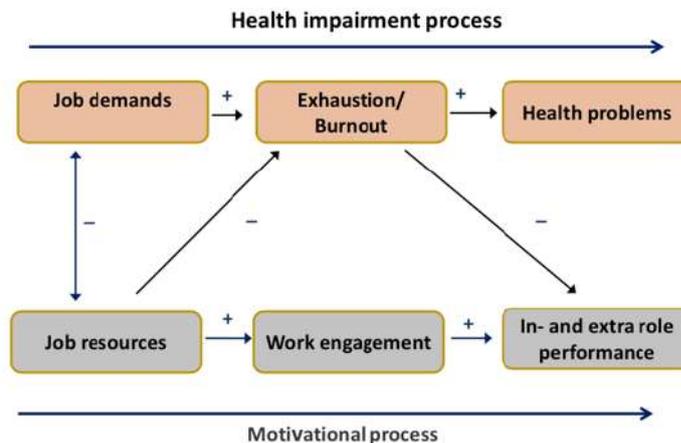
**Nicole Mastebroek (Utrecht University): *The art of staying engaged – how to support sustainable employability of young vets***

Interventions to support sustainable employability of young vets

## Intervention 1: Job crafting

Job crafting is based on a stress model named the Job Demand Resources Model (JD-R model)

### **The Job Demands Resources model** (Demerouti et al., 2001)



Explanatory note on the Job demands resources model. According to the JD-R model:

- relate high job demands positively to burnout, while job resources relate negatively to burnout and positively to work engagement
- leads burn out to negative physical and mental health outcomes and to a more negative attitude towards the organization
- is high work engagement related to a more positive attitude towards the organization, which results in lower levels of sick leave and lower levels of turnover tendency and higher job satisfaction

Job crafting is proactive behaviour that employees use to establish a better fit between themselves and the job. They do this by identifying relevant job demands and job resources for themselves and exploring how they can reduce these job demands, but equally important, how they can strengthen their job resources.

Examples of *job demands* for young vets are work-home balance, role conflicts, workload, job insecurity. Examples of *job resources* for young vets are opportunities for professional development, support from superior, skills discretion and decision latitude. Whether aspects of the job are perceived by the employee as a job demand or a job resource is personal. It is therefore important to start the conversation on this subject together.

#### Terms and conditions of job crafting

- Crafting is something you do on your own initiative
- Make sure there is no negative effect on others or on your own productivity
- Change the content of your task? Consult with your superior
- Do not reject any tasks
- The 'puzzle' will not get bigger or smaller, but it will fit better

#### Benefits of job crafting

- job crafting should be done both individually and with your supervisor or team
- job crafting means taking responsibility for your own well-being
- job crafting leads to enhanced experienced meaning at work, organizational commitment and increased performance, and is associated to higher levels of job satisfaction and commitment
- job crafting is predictive of work engagement

If you'd like to know more about job crafting see

- Demerouti, E. (2014). Design your own job through job crafting. *European Psychologist*
- <https://positivepsychology.com/job-crafting/>

### Intervention 2: A one year development trajectory for young vets

Personal resources are positive beliefs about one's self and the world surrounding and these personal resources are linked to resilience. According to the JD-R model personal resources are positively related to work engagement and performance. Examples of personal resources related to high work engagement and increased performance are self-efficacy, proactive attitude and optimism. By means of a 'one year development trajectory for young vets' we aim to increase young vets personal resources.

#### **One year development trajectory for young vets** *Development of personal resources*



A combined quantitative and qualitative study showed that indeed self-efficacy, proactive behaviour and optimism was increased after one year as well as participants self acceptance, self esteem and the awareness that they were able to influence their own situation and improve their work accordingly

If you'd like to know more about this development trajectory for young vets and the results of the study see [\(14\) \(PDF\) Effects of a 1 year development programme for recently graduated veterinary professionals on personal and job resources: A combined quantitative and qualitative approach \(researchgate.net\)](#)

### Intervention 3 A course on mentoring new graduates

The course is designed for mentors of new, recently graduated colleagues working in Anicura veterinary practices. The goal is to have a trained mentor in every Anicura veterinary practice.

## Course for supervisors of young vets entering in Anicura veterinary practice (3 half-day sessions)



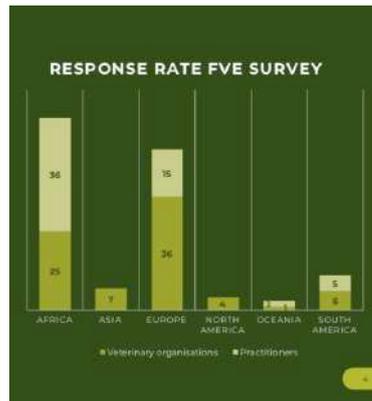
The effects of the course are now being studied. If you'd like to know more about the course on mentoring please send a mail to [n.j.j.m.mastenbroek@uu.nl](mailto:n.j.j.m.mastenbroek@uu.nl)

### **JOSEPH HAHN (MSD): RESULTS OF THE MERCK ANIMAL HEALTH, AVMA & BRAKKE STUDY ON VETERINARY WELLBEING**

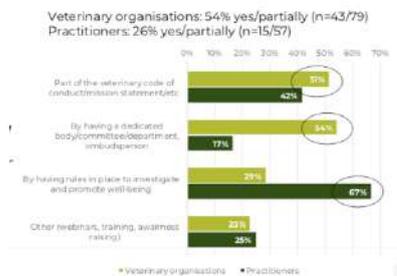
- <https://www.merck-animal-health-usa.com/about-us/veterinary-wellbeing-study>
- Different expectations of the young generation
- We need to bring new vets in but at the same time change expectations and also change the environment

### **FLORENTINE TIMMENGA (FVE): PRELIMINARY RESULTS FVE/WVA/ZOETIS MENTAL HEALTH & DEI SURVEY 2021**

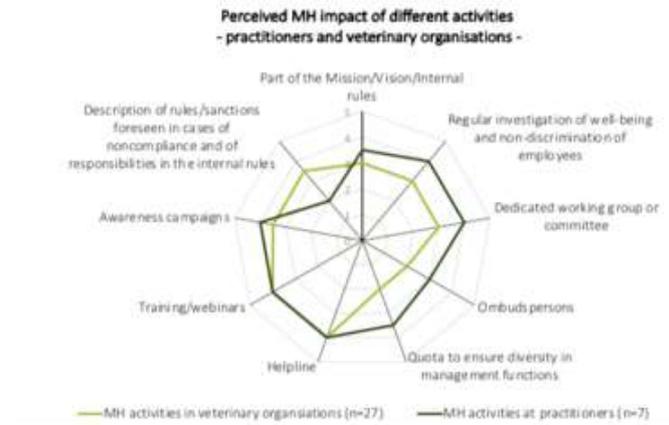
- First step FVE/ZOETIS MH & DEI Research
  - Goal survey: identification, availability and impact veterinary MH & DEI support programmes on a global scale
  - Recruitment strategy: e-mails send to all the members of the FVE & WVA
  - Survey: 10 online questions in English mainly focussing on availability and effect of MH & DEI support programmes available, open from July 20<sup>th</sup>-september 25<sup>th</sup>
- Results Survey
  - The survey was globally spread and we received 146 responses of which 137 met the inclusion criteria
  - Responses from vet associations/organisations and vet practitioners/clinics
  - No responses from the Middle-East
  - We received a lot of responses from Africa and more specific from practitioners working in South Africa.
  - Also in Europe we got a lot of responses, but more divided between all the different European countries and mostly from veterinary organisations.



- One of the most important questions of the survey was *if mental health is assigned as a **key priority area** with a dedicated budget in your organisation/company?*
  - Significantly more veterinary organisations (54%) explicitly assigned mental well-being as a key priority area with a dedicated budget as opposed to practitioners (26%).



- One of the following questions was in what way mental health was implemented as a key priority?
  - In VO, this was even frequently implemented in the veterinary code of conduct/mission statement as by having a dedicated body/committee on this topic
  - In VP, the implementation strategy most frequently used was having rules in place to investigate and promote well-being
- Another important question was *If you have projects or activities, what do you think was **the impact of the activities** taken by your organisation/company regarding mental wellbeing?*
  - In VO the impact on mental wellbeing of **training/webinars and helplines** was scored highest whereas all other activities were scored higher by practitioners, except from description of rules/sanctions foreseen in cases of noncompliance and of responsibilities in the internal rules.

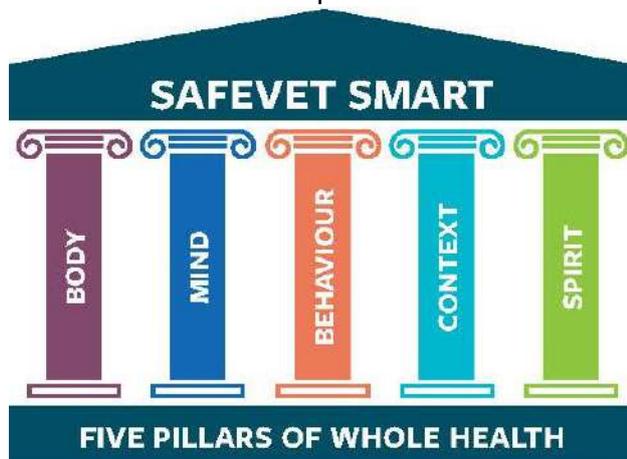


- Second step: interviews
  - 12 virtual interviews with representatives of veterinary associations/organisations on a global scale, between 1<sup>st</sup> of October and 20<sup>th</sup> of November 2021
  - Questions: more specifically on the design of the support programmes and the effects and impact on MH and/or DEI on national level
  - Preliminary results:
    - Main goal most mental health support programmes: creating awareness & break down stigma
    - Support programmes mostly effective in creating awareness
    - Rating of the impact of support programmes difficult: often no impact-studies done and/or support programmes still in its infancy
- Next steps
  - December 2021: 2 webinars, finalise report with recommendations
  - 2022:
    - Editing the final report in an attractive format
    - Launch event in cooperation with Zoetis to present the results & report in Spring 2022

## **AIDEEN HEALY (VETERINARY COUNCIL OF IRELAND): SAFEVET HANDBOOK**

- The VCI is the independent regulator of the veterinary professions in Ireland acting in the interests of animal health and welfare and public health
- It regulates and inspects the practise of veterinary medicine, veterinary nursing and veterinary premises in the state in the public interest. It also regulates programmes of education of veterinary medicine and veterinary nursing.
- As of **7<sup>th</sup> December 2021**, there are:
  - **3,206** registered veterinary practitioners
  - **1,182** registered veterinary nurses
  - **757** registered veterinary premises
- Important strategic objectives of the VCI include ‘Support the health and well-being of registrants’

- The challenge: the veterinary professions are faced with a unique set of challenges including **unpredictable working hours, complex cases, demanding owners and heavy workloads**
- In keeping with the VCI's strategic objective to '**support the health and wellbeing of its Registrants**', it commissioned an updated SAFEVET SMART book as a tool to assist and support its Registrants in achieving this goal.
- SAFEVET SMART book
  - Developed in collaboration with Dr Margaret O'Rourke
  - Aims:
    - help veterinary professionals reduce stress, improve coping strategies and build resilience through evidence-based strategies and tools
    - Focuses on a comprehensive fitness and whole health approach through evidence-based stress management and resilience techniques
    - Provides practical, easy to use, proven stress management techniques organised around a '**Five Pillars of Health Framework**' →5 key sections based on these 5 pillars
      - Body
      - Mind
      - Behaviour
      - Context
      - Spirit



- Based on the Whole Health Approach: i.e. what we do in one area of our life affects the way we feel in another area each system (**body, mind, behaviour, context, spirit**) is independent and inter-dependent



- SAFEVET SMART is an evidence-based health and wellbeing programme intended to equip all members of the veterinary professions with the necessary skills to manage stress and adverse events, prevent burnout and build resilience.
- How we communicate our message
  - Launch of SAFEVET SMART: On 30<sup>th</sup> November 2020, the VCI launched the SAFEVET SMART Handbook in Merrion Square in Dublin.
  - A copy of the SAFEVET SMART Handbook was sent to:
    - All vets and veterinary nurses on the VCI Register
    - 5 educational course providers of veterinary nursing
    - UCD School of Veterinary Medicine
    - Booklet was published on VCI website
- Outcome and results
  - Feedback veterinary professionals: overwhelming positive, easy to follow, practical nature of the Handbook
  - Raising awareness among vet students of the challenges they will face and the tools/supports at their disposal
  - Nationwide media coverage: released picked up by 7 media outlets including 4 regional news outlets
  - Next: VCI is developing a Health & Well-being webinar carrying CPD credits
  - Also: further normalising the topic of mental health & well-being to raise awareness and supports available
- [http://vci.ie/getmedia/a695b042-d26b-4232-8324-9b08f7f31cba/SAFEVET-SMART-\(2\)\\_5.pdf](http://vci.ie/getmedia/a695b042-d26b-4232-8324-9b08f7f31cba/SAFEVET-SMART-(2)_5.pdf)



**PANELMEMBERS: CHRISTINE JENKINS (ZOETIS) AND LIDEWIJ WIERSMA (EBVS)**

- *What have you seen that is working, in terms of supporting mental health and wellbeing amongst the veterinary team? Why do you think it's effective?*
  - We have to improve work culture
  - We need to remove stigma's, to make people that need help to not be afraid to ask.

- it's also important to really try to quantify the impact any intervention has and for this we need surveys, for instance the FVE/ZOETIS Survey on MH & DEI
- Evaluation of these programmes is really one of the major challenges - it would be great if we could work on a model for doing it that could be shared and implemented by everyone so we are comparing apples with apples
- It will be interesting to see in the future if a country implements a national wide change, if we will see these impacts in the parameters that assess mental health in the FVE survey
- *How do we better communicate the skills required to be a successful veterinarian to potential vet students before starting and better support them through veterinary school?*
  - Change of environment instead of increasing resilience
  - Should create better specialists (group who is most prone to develop mental health problems) who can be an example to the students
  - It seems that veterinarians are less helpseeking and have even less undergraduate training in all these "non-technical skills" compared to physicians. Therefore it seems that vets are more prone to the mental health symptoms (loneliness, hopelessness) because they actually do not know that these are symptoms of poor mental health. Openness on mental health is not the solution, it is a prerequisite for improving the mental health among vets. And increasing mental health literacy in the curriculum is really important!
  - The last generation is part of the issue: we have to stop the 'in my day' narrative. In your day you worked all night and therefore so should I? the world is not the same
  - In the Netherlands young vets use peer groups for balancing their day to day experiences in practice. These groups gather a few times per year and aim to support young vets staying mentally healthy. This is organized by the Nat Vet Associations. Do other countries have experience with this?
- *How can veterinary associations assist employers in their efforts to provide a mentally healthy workplace with the demands of clients and the reality of the job?*
  - Mental health support should be available and managed on national level to make sure everybody can attend
  - Focus on compulsory CPD, skills building
- *If we had to focus our efforts in one area, what do you think it should be?*
  - Practice should focus on the issues of staff wellbeing. There are truly amazing practices that have done a very good job in this space. We should be celebrating them and encouraging others to replicate what their colleagues have started successfully.