

WORK, STRESS, AND HEALTH 2011: WORK AND WELL-BEING IN AN ECONOMIC CONTEXT

FINAL PROGRESS REPORT [REVISED]
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WORK, STRESS, AND HEALTH 2011: WORK AND WELL-BEING IN AN ECONOMIC CONTEXT - FINAL PROGRESS REPORT

ABSTRACT

Project Title: Work, Stress, and Health 2011: Work and Well-Being in an Economic Context

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The 2011 Work, Stress, and Health Conference addressed the changing nature of work and the implications of these changes for the health, safety, and well-being of workers. The conference covered numerous topics of interest to labor, management, practitioners, and researchers, such as work and family issues, new forms of work organization, changing worker demographics, and best practices for preventing stress and improving the health of workers and their organizations. The conference gave special attention to economic aspects of job stress – which seemed especially appropriate given recent worldwide economic turmoil. Expert presentations and informal get-togethers with leading scientists and practitioners provided an exciting forum for learning about the latest developments on the conference themes and topics.

Researchers, business and organizational representatives, labor leaders, and medical and social science professionals with interests in occupational safety and health presented posters, paper sessions, and symposia that addressed the conference topics. However, there was an emphasis on the presentation of research findings focused on the main conference theme of “Work and Well-Being in an Economic Context.” Specifically, there were numerous poster, paper, and symposia presentations which addressed the following issues:

- Influence of the economy on management and employment practices, the organization of work, job security, and income disparity;
- Economic consequences of stressful working conditions and stress-related disorders for employers, employees, and society at large, including costs of illness, injury, disability, and organizational productivity and performance losses;
- Economics of stress prevention and workplace interventions, including economic barriers to their implementation.

SECTION 1

Significant (Key) Findings

The conference addressed timely and pressing economic issues which affect work, stress, and health of workers across the globe. The research findings presented at the conference included the best available theories, methods, and innovative practices, which will assist researchers, practitioners, and policy makers to identify health concerns and priorities across the country and world. In addition, the presentation of these findings at the conference will serve as a driving force to bridge the gap between research and practice from a global perspective.

Translation of Findings

Because the format and agenda of the conference are clearly articulated and planned, in conjunction with formative evaluation in the planning process, and summative evaluation of post-conference impact, it is expected that the conference findings will translate in a real-world practical way. For example, in addition to typical presentations such as posters, papers, and symposia, the proposed conference includes workshops, awards, and three special sessions, tutorials, meet-the-experts, and career development opportunities that will serve to extend the impact of the conference.

As the conference was designed to systematically address a theme identified by global and multidisciplinary experts as timely and broadly applicable to worker health, safety, and well-being, the research and findings shared through the many presentations will likely carry forward into new areas of research, thus affecting future findings at the next conference in 2013. Furthermore, the proposed conference employed novel approaches to deliver research findings as well as effective applications. For instance, the conference included Spanish language sessions and on-site interpreters who provided simultaneous interpretation of Spanish language sessions into English and vice-versa. This bridges the gap between traditional OHP research conducted in the U.S., Europe, Scandinavia, and Asia, and the expanding focus of such research in Latin America. Finally, the conference provided innovative special sessions to tailor participants' needs beyond general topics. The conference organizers also collaborated with partners to develop strategies moving forward for disseminating timely information.

Outcomes/Impact

Respondents seemed very satisfied with the conference and expect it to be offered again. The APA/NIOSH/SOHP team dynamic proved to be very effective and efficient. Even before the 2011 conference began, discussions concluded and planning commenced for the next conference, which will be held May 16-19, 2013 in Los Angeles, California at the Westin Bonaventure Hotel and Suites. The title of the tenth international conference on occupational stress and health is Work, Stress, and Health 2013: Protecting and Promoting Total Worker Health™. The Call for Papers was published/released in late May of 2012, with a submission deadline of October 1, 2012.

SECTION 2

Scientific Report

Conference Background

The American Psychological Association (APA), in collaboration with the National Institute for Occupational Safety and Health (NIOSH), and the Society for Occupational Health Psychology (SOHP), convened the ninth international conference on occupational stress and health, **Work, Stress, and Health 2011: Work and Well-Being in an Economic Context**, at the DoubleTree Hotel at the Entrance to Universal Orlando, May 19-22, 2011, in Orlando, Florida. Pre-conference workshops were held May 19, 2011.

This was the ninth time APA, NIOSH, and SOHP joined together to convene an international conference on occupational stress and health. The first work stress and health conference, **Work and Wellbeing: An Agenda for the 90s**, was held in November 1990 and attracted about 300 attendees. The widespread interest and need for further information evident at this conference convinced APA and NIOSH to continue the work and to convene the second conference, **Stress in the 90s: A Changing Workforce in a Changing Workplace**, in November 1992. It attracted approximately 700 individuals from nearly 2 dozen countries. The growing agenda around occupational stress and health evident from the second conference led APA and NIOSH to convene the third conference, **Work, Stress, and Health '95: Creating Healthier Workplaces**, in September 1995. Over 850 people attended from 20 countries. A fourth conference, **Work, Stress, and Health 99: Organization of Work in a Global Economy** was held March 11-13, 1999, at the Baltimore Convention Center in Baltimore, Maryland, with approximately 600 participants from 25 countries attending. The fifth conference, **Work, Stress, and Health: New Challenges in a Changing Workplace**, was held March 20-22, 2003, at the Sheraton Centre Hotel in Toronto, Ontario, with attendance of over 650 participants from 28 countries around the world. The sixth conference, **Work, Stress, and Health 2006: Making a Difference in the Workplace**, was held March 2-4, 2006, at the Hyatt Regency Hotel in Miami, Florida, with attendance of nearly 700 from 30 countries. The seventh conference, **Work, Stress, and Health 2008: Healthy and Safe Work Through Research, Practice, and Partnerships**, was held March 6-8, 2008, at the Omni Shoreham Hotel in Washington, DC, with attendance of nearly 750 from 32 countries. The most recent eighth conference, **Work, Stress, and Health 2009: Global Concerns and Approaches**, was held November 5-8, 2009, at the Caribe Hilton Hotel in San Juan, Puerto Rico. Attendance for this most recent conference was nearly 800 and attracted participants from 35 countries.

Conference Specific Aims

1. To examine the latest research and effective interventions to improve the health and well-being of workers, including a focus on model programs, effective policies and practices, case experiences, and effective collaborations. Specifically, current research, emerging trends, and innovative practices will be presented and discussed with a focus on the economic context -- problems and solutions pertaining to work, stress, and health. The conference is designed to identify emerging and/or current critical health concerns

across the country and world, and educate professionals from many disciplines in the best available theories, methods, and tools to effectively respond to these occupational health concerns.

2. To bridge the gap between research and practice from a worldwide perspective, the conference will work closely with leading researchers and partners to disseminate timely knowledge and innovations about work, stress, and health to their constituencies and stakeholders. Specifically, the conference will serve as the driving force to disseminate state-of-the art knowledge about current and emerging workplace health and encourage the translation of cutting edge science into effective organizational practices, which is consistent with NIOSH's focus on research-to-practice.

3. To bring information to researchers and practitioners the latest information on "Work and Well-being in an Economic Context." More specifically, to address the following issues: a) Influence of the economy on management and employment practices, the organization of work, job security, and income disparity; b) Economic consequences of stressful working conditions and economic stress for employers, employees, and society at large, including stress related disorders and costs of illness; c) Economics of stress prevention and workplace interventions, including economic barriers to their implementation.

Conference Methodology

Major Themes

01. **Economic Issues and Concerns:** Influence of the economy on management and employment practices, the organization of work, job security, and income disparity; Economic consequences of stressful working conditions and stress-related disorders for employers, employees, and society at large, including costs of illness, injury, disability, and organizational productivity and performance losses; Economics of stress prevention and workplace interventions, including economic barriers to their implementation.
02. **Best Practices in Creating Healthy Workplaces:** Organizational, individual, and multilevel interventions; Policy and legislative developments; Organizational learning; Corporate social responsibility; Program evaluation studies; Model programs; Practitioner toolkits; Evidence-based practice.
03. **Collaborative and Participatory Approaches:** Labor-management initiatives; Government-labor-business-university community partnerships; National and international collaborations.
04. **Workplace Diversity, Minority and Immigrant Workers, Health Disparities:** Differential exposures and susceptibilities; Race/ethnicity-related stressors; Stress and immigrant status; Workplace multiculturalism; Culturally-tailored prevention and intervention programs; Cultural competencies.
05. **Workplace Mistreatment:** Sexual harassment; Violence by customers, clients, patients, coworkers, etc.; Incivility; Violence prevention programs; Personal and organizational responses; Characteristics of perpetrators and victims; Bullying; Discrimination (e.g., gender, age, race/ethnicity, disability).

06. **Changing Employment Arrangements:** Contract and temporary work; Self-employment; Under- and over-employment; Job insecurity; Psychological contracts; Part-time work.
07. **Human Resource Management and Benefits:** Health, pension, and other benefits; FMLA [Family Medical Leave Act] issues, disability benefits; Pay equity and discrimination; Workers' compensation programs; Return to work; Job accommodations.
08. **Work Scheduling:** Shift work; Overtime/extended hours of work; Flexible/compressed schedules; Schedule design; Telecommuting.
09. **Work, Life, and Family:** Work-life balance; Work-family conflict; Child and dependent care; Formal and informal family supports; Positive spillover; Intimate partner violence.
10. **Organizational Practices:** Lean production; Downsizing and resizing; Globalization; Outsourcing; Continuous improvement; Process reengineering; Emerging technologies.
11. **Job and Task Design:** Worker control; Work pace and work overload; Emotional labor; Physical demands.
12. **Social and Organizational Environment:** Organizational climate and culture; Social support; Supervision and leadership; Group dynamics; Communication.
13. **High Risk Jobs and Populations:** Younger and older workers; Hazardous work environments; High-risk occupations (e.g., agriculture, construction, emergency responders, health care, manufacturing, military, mining, transportation).
14. **Traumatic Stress and Resilience:** Assessment, prevention, mitigation, and treatment of traumatic stress; Resilience; PTSD; Psychological first aid; Essential workers and emergency response; Ability and willingness to report to work.
15. **Psychological and Biological Effects of Job Stress:** Depression and stress; Musculoskeletal, cardiovascular, and immune system function; Gender-related health concerns; Obesity; Alcohol and substance abuse; Physiological and psychological pathways to health outcomes; Burnout; Suicide.
16. **Sleep, Fatigue, and Work:** Effects of work schedules on sleep; Sleep disorders and medications; Health and productivity implications of sleep disruptions.
17. **Aging and Work Stress:** Job design for aging workers; Work capabilities and limitations; Attitudes toward aging workers; Implications of an aging workforce; Job retention and retraining; Disability management and accommodations; Health benefit implications.
18. **Health Services and Health and Productivity Management:** Health promotion; EAPs [Employee Assistance Programs]; Vocational rehabilitation; Career and work adjustment counseling; Return to work; Disability management; Stress management; Integrated prevention models.
19. **Safety Climate, Management, & Training:** Management commitment to safety; Safety motivation and leadership; Safety communication; Hazard identification and elimination; Barriers to eliminating or mitigating workplace hazards; Safety climate and culture.
20. **Professional and Educational Development:** Graduate and undergraduate training in Occupational Health Psychology; Teaching innovations; Employee training programs; Career development programs.

21. **Theoretical and Conceptual Issues in Job Stress:** Personal, organizational, and cultural antecedents of stress; Moderators of stress-outcome relationships; Measurement of stress; Theoretical developments.
22. **Research Methodology:** Innovative research designs; Mixed-method research; Multidisciplinary research; Measure development; Case studies; Econometric analysis; Culturally-competent methods.
23. **Prevention / Intervention Methods and Processes:** Field intervention design; Engaging organizations in safety and health issues; Barriers to safety and health initiatives; Gaining access to organizations; Disseminating research findings to organizations; Intervention evaluation methods and standards; r2p (research-to-practice).
24. **Global Concerns and Approaches:** Surveillance strategies, methods, and programs; Job stress, risk factors, and interventions; Government and NGO initiatives; National policies and guidelines; International networks and collaborations.
25. **Positive Psychology and the Workplace:** Engagement; Wellness.
26. **Individual Factors:** Personality; Coping styles.
27. **Job Attitudes, Turnover, & Retention:** Attraction; Withdrawal intentions and behaviors; Turnover; Motivation; Presenteeism; Absenteeism; Commitment; Organizational citizenship behaviors.
28. **Emerging Risks, Opportunities, and Issues in Work, Stress, and Health.**

Conference Chairs and Planning Committees

Conference Chairs:

Gwendolyn Puryear Keita, PhD
American Psychological Association

Steven L. Sauter, PhD
National Institute for Occupational Safety and Health

Janet Barnes-Farrell, PhD
Society for Occupational Health Psychology

Several other professionals in the field served on the Conference Consultant Committee, and the International Scientific Organizing Committee. These groups, in collaboration with the Conference Chairs, and Core Planning Committee, had the responsibility of planning the 2011 conference.

Contributing and Collaborating Organizations

Key professional associations and organizations were invited to join in the conference as Contributors and collaborators. Organizations were asked to send at least one representative to the conference at their own expense, assist in publicizing the conference, encourage members to attend and contribute, and facilitate the meeting in whatever ways possible. Contributing and Collaborating organizations were listed in the

conference program: U.S. Centers for Disease Control and Prevention, CN Occupational Health and Safety Research Centre, Brazil Chapter of the International Stress Management Association, Communications Workers of America, European Academy of Occupational Health Psychology, European Agency for Safety and Health at Work, Integrated Benefits Institute, Interamerican Society of Psychology, National Business Group on Health, National Institute of Justice, U.S. Occupational Safety and Health Administration, and the World Health Organization.

Call for Papers and Proposal Selection

Approximately 30,000 copies of the Call for Papers were distributed to professionals across disciplines and professional affiliations including attendees of previous conferences. Mailing lists were obtained based on suggestions from the Planning Committee as well as assistance from the Collaborating Organizations. The deadline for the receipt of paper, poster, and symposium proposals was October 15, 2010.

Over 700 proposals were received. Paper, poster, and symposium proposals were sent to three impartial reviewers for anonymous review. A special subgroup of the Conference Planning Committee convened in January 2011 to make final decisions on papers, posters, and symposia to be accepted and to organize specific sessions (paper sessions, symposia, and posters) for the conference program. Several special sessions were developed to ensure that key topics were covered by leaders in the field and were adequately represented. Moreover, they ensured a balanced, structured program to meet the conference's objectives.

Pre-Conference Workshops

Five pre-conference workshops were offered on diverse topics addressing occupational stress and workplace wellness, all 3 hours in length, except for one which was 6 hours. The American Psychological Association's Committee on Continuing Education (CE) sponsored the sessions which enabled attendees to attain APA Continuing Education Credits. A separate fee was charged for each workshop. A total of 87 individuals participated in the 5 Continuing Education workshops.

Conference Results and Discussion

The final conference program was composed of 90 paper and symposia sessions, and 149 poster presentations. Additionally, there were 7 special luncheon tutorials offered. Leading experts from 33 countries attended. The conference proper started early on Thursday evening, May 19, 2011, with a keynote address by Sean Nicholson, PhD, associate professor in the Department of Policy Analysis and Management at Cornell University, titled "What is the Value of a Healthy Worker to a Company," and the welcome and opening remarks were given by the Gwendolyn Puryear Keita, PhD (APA), Steven Sauter, PhD (NIOSH), and Janet Barnes-Farrell, PhD (SOHP), and John Howard, MD, NIOSH Director. Two Poster Sessions with accompanying receptions were held, one each on Friday and Saturday mornings. The conference concluded with a reception which was preceded by an address by L. Casey Chosewood, MD, of NIOSH on the Total

Worker Health™ Program at NIOSH, the theme of the 2013 conference. Several awards were presented at the conference, including a Career Achievement Award, a Best Intervention Award, an Award for the Best Paper in the Journal of Occupational Health Psychology, and a Student Award.

Attendance

The Conference Registration Brochure was distributed electronically via listserv and website to potential conference attendees. Over 700 people attended the conference, representing mental health, federal government, human resources, occupational safety and health, labor, management, employee assistance personnel, private industry, and policy development professionals. The conference had a large international component including leading experts from 33 countries, including Australia, Austria, Belgium, Brazil, Canada, Chile, China, Colombia, Denmark, Egypt, Estonia, Finland, France, Germany, India, Israel, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, United Kingdom, and United States.

The international interaction facilitated networking collaborations and the continued development of a global network of occupational stress and workplace wellness specialists.

Conference Conclusions/Evaluation

A Conference Evaluation Tool was developed to determine the overall effectiveness and usefulness of the conference. Evaluation forms were distributed in the registration packets. Attendees were asked to respond to a number of questions related to the format, content, and performance of the conference as a whole.

The questionnaire was divided into sections that addressed various aspects of the conference. Most of the sections were constructed in a ranking format, wherein attendees were asked to rank the content of the conference, the participant benefits of the conference, the program and facilities, and the logistics. Other sections featured short answer questions that addressed participants' conference expectations as well as queries as to their discipline, affiliation, and past conference attendance. At the end of the evaluation, there was a space where respondents could add any other comments. The majority of the participants appeared to be generally satisfied with the conference.

Conference Evaluation Questionnaire:

The following is a summary of the responses to the Conference Evaluation Tool. Time and space constraints prevent an exhaustive listing of responses.

	Low or <u>Poor</u>	<u>Fair</u>	Ade- <u>quate</u>	Very <u>Good</u>	High or <u>Excellent</u>
CONTENT					
1. Range of program topics	3%	5%	32%	42%	18%
2. Substance of information presented	5%	0%	29%	45%	21%
3. Overall quality of opening/closing sessions	3%	8%	21%	50%	18%

4. Overall quality of special economics plenary	3%	8%	18%	53%	18%
5. Overall quality of the platform sessions	8%	18%	24%	37%	13%
6. Overall quality of the poster sessions	3%	5%	13%	47%	32%
7. Opportunity for questions	0%	0%	10%	74%	16%
8. Range of pre-conference workshops	0%	3%	13%	71%	13%
9. Overall quality of pre-conference workshops	3%	3%	24%	46%	24%
10. Overall 2011 conference rating	2%	12%	25%	43%	18%

PROGRAM AND FACILITIES

11. Adequacy of facilities	3%	5%	39%	37%	16%
12. Timing of announcements	3%	5%	26%	40%	26%
13. Accuracy of promotional materials	3%	11%	26%	42%	18%
14. Meeting rooms	0%	10%	42%	32%	16%
15. Conference organization	3%	8%	18%	53%	18%
16. Conference receptions	3%	5%	13%	47%	32%

PARTICIPANT BENEFITS

17. Sessions challenged my thinking	0%	3%	16%	47%	34%
18. I gained insight relevant to my work	3%	3%	20%	32%	42%
19. Understanding of key matters was enhanced	3%	3%	23%	42%	29%
20. I learned new applications	0%	0%	15%	74%	11%
21. Opportunity for networking	0%	21%	45%	26%	8%

CONFERENCE PROGRAM

22. Conference length	3%	5%	16%	55%	21%
23. Number of concurrent sessions	3%	3%	12%	45%	37%

CONFERENCE FEES

24. General registration fees	8%	5%	39%	32%	16%
25. Workshop fees	3%	3%	23%	53%	18%
26. Continuing education fees	0%	5%	37%	40%	18%

27. The 2011 conference featured up to 8 competing paper panel/symposia sessions in each time block. Please indicate below how you feel about the number of concurrent sessions.

A) 1. Keep as is; 2. Have fewer concurrent sessions, resulting in fewer overall accepted paper presentations; 3. Have fewer concurrent sessions, instead moving more accepted paper presentations to poster sessions. [The large majority of responses selected #1].

B) If you selected #3 above, would you be willing to have your accepted presentation scheduled as a poster? [For those who selected #3, they indicated **they would be willing**].

28. The WSH conference typically features 2-3 non-competing poster sessions during the entire meeting. Please indicate below how you feel about the number of scheduled non-competing poster sessions.

1. Good; 2. Increase; 3. Decrease [The large majority of responses selected #1].

29. Continuing education credits were offered for many of the presentations during the 2011 conference, in addition to the pre-conference workshops. Please indicate your preferences regarding the availability of continuing education credits at the conference.

I am interested in CE credits: YES or NO [The large majority of responses indicated **NO**].

LOGISTICS/STAFF

30. Staff was responsive and helpful	3%	5%	16%	55%	21%
31. Enrollment was smooth and efficient	3%	3%	12%	45%	37%

32. The 2011 conference program featured several roundtable discussion sessions. If you attended one of these sessions, what is your opinion about the roundtable discussion format? [The large majority of responses indicated **they favored the roundtable discussion format**].

33. Whether or not you attended one of the roundtable discussion sessions, in general, do you think that this is a useful format for the WSH conference series? YES or NO [The large majority of responses indicated **YES**].

34. If yes, how likely would you be to propose and/or attend such a session on a scale of 1-5 (1 being lower, 5 being highest)? [The large majority of responses indicated **#4**].

35. What would you consider the BEST aspects of the conference?

COMMENTS (representative sampling)

- Chances to network
- Range and quality of topics and presenters
- Organization
- Presentations given at plenary and topical panel sessions
- Depth and breadth of work/stress topics presented
- International representation
- Interdisciplinary nature of the conference
- Special lunch presentations

36. What suggestions would you offer for improving the conference?

COMMENTS (representative sampling)

- Later submission dates/more refined submission process
- Additional/more space for posters
- Additional time for sessions
- Provide for conference follow-up activities allowing presenters to continue interacting with conference organizers
- Scale back conference; less topics will foster interaction among participants
- Hold conference more frequently
- Strictly hold presenters to their time limits

37. Did the conference meet your expectations?

The large majority of responses indicated **Yes**.

38. & 39. To determine the range of disciplines and affiliations represented at the conference, we asked respondents to indicate their professional disciplines and major affiliations. A representative breakdown of professional disciplines and affiliations follows:

Professional discipline

- Nursing
- Epidemiologist
- Licensed Professional Counselor
- Occupational Medicine
- Psychologist
- Labor Leader
- Physician
- Policy Maker
- Public Health Specialist
- Social Worker

Major affiliation

- Private Corporation
- University
- Hospital
- Labor Industry
- Public Industry
- Government Agency

- Nonprofit Organization
- Private Practice

40. Have you attended previous work and stress conferences?

The large majority of responses indicated that many respondents had attended at least most of all of previous conferences.

41. Did you access the conference webpage? If so, please provide your opinions of the homepage and any suggestions you may have for improving it.

The large majority of responses indicated **YES**.

COMMENTS (representative sampling)

- Difficult to find from main APA webpage
- Start online registration sooner
- Was well organized and useful
- Make more user friendly

Inclusion Enrollment Table

Not applicable

Publications

None

Citations

None

Inclusion of gender and minority study subjects

Not applicable

Inclusion of children

Not applicable

Materials available for other investigators

None