



Peace of Mind...

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Hurry Up...The Train Is Leaving The Station

Why EAP's Need To Start Producing Workplace Outcome Measures Today!



NBC Conference September 18, 2013

Todd Donalson MA LCPC • Director of Training & Consultation • tdonalson@chestnut.org • 309.820.3619



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Agenda

- NBC EARF Findings – Is This Our Call To Action?
- Overview of Chestnut's Workplace Outcome Suite (WOS)
- Tips For Practical Implementation of WOS
- Case Scenarios - Using The WOS To Prove Value
- Discussion

Is This Our Call To Action?

“Unfortunately, there is simply an insufficient amount of ongoing, credible research to prove the valuable contribution of EAP’s and related services to workplace productivity.”

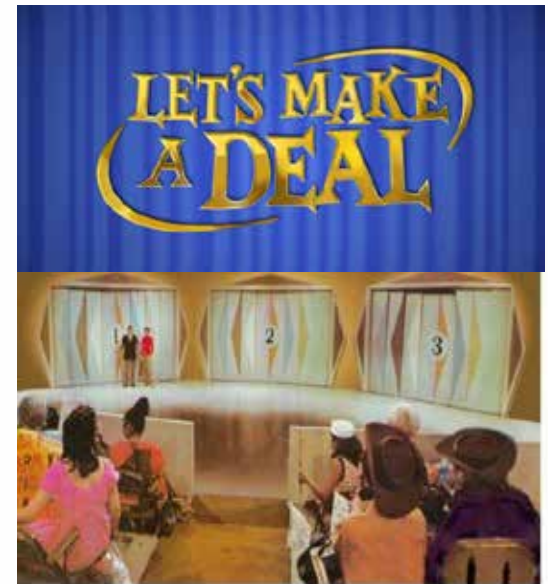
Employee Assistance Research Foundation 2013



What's Behind Curtain #3?

Challenges With Measuring Quality In EAP Industry

1. Quality cannot be inferred from utilization
2. Lack of transparency in metrics
3. Outdated or proprietary research
4. Difficulties correlating price with quality
5. Clinical vs. workplace outcomes





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NBC 2012 EARF Survey

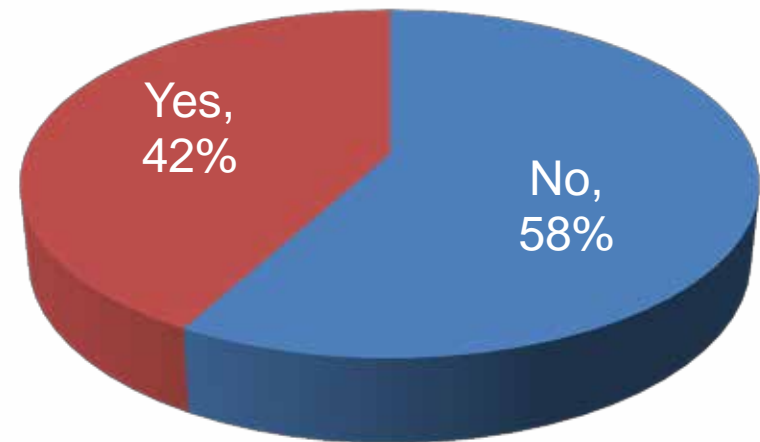
National Behavioral Consortium

- 1st publicly available benchmarking study based upon large and diverse sampling of EAP vendors
- Data collected from 82 external EAP vendors covering over 146 million lives
- Findings to be published late 2013 in JWBH

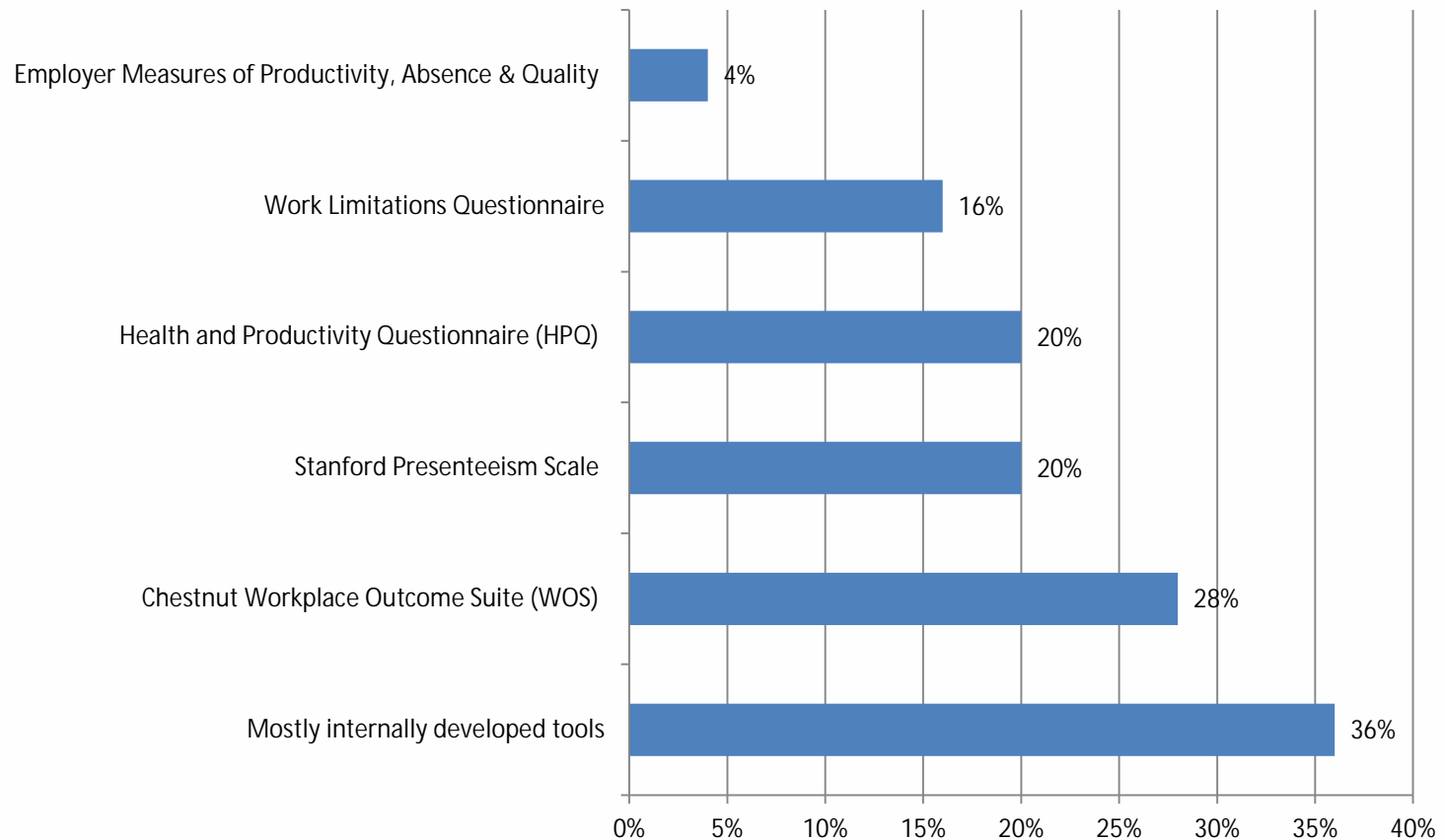
NBC EARF Survey - Measuring EAP Outcomes

“On follow up surveys do you use a standardized and research-validated tool to measure EAP outcomes?”

Those EAP's who produce outcomes, however, are demonstrating reduced absenteeism, improved job performance, and high customer satisfaction



Validated Survey Tools Used





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A high-speed train, likely a TGV, is shown at a station platform. The train is red and blue with a white stripe. It is moving from left to right, as indicated by the motion blur on the windows and the platform. The station has a large, arched glass and steel roof. The number "2" is visible on the side of the train.

The Train Is Departing. Is your organization onboard?



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CGP Workplace Outcome Suite

- Developed at the request of long term CGP client
- Developed by Chestnut LI research institute
- Data is reported to customer in a “scorecard” report
 - EAP Utilization - metrics of specific interest
 - Client vignette
 - Outcomes data
 - Claims data for MBH services (EAP is gatekeeper)



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CGP Workplace Outcome Suite (WOS)

- Offered free to the EAP field with a license agreement
- Now used by more than 400 EAP's worldwide
- In 2014 Dupont will become the 1st organization to systematically evaluate its global EAP by using WOS data



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CGP Workplace Outcome Suite

Each scale can "stand alone"

Absenteeism - # hours away from work in past 30 days due to EAP concern

Presenteeism - extent to which problems inhibit or distract one from work

Engagement - measure of passion or "over" involvement with the job

Life Satisfaction - affective state of well-being

Workplace Distress - sense of "dread" about work

Implementation Challenges

- Using the 25 item WOS vs. 5 item WOS
 - 25 item takes 10-15 minutes to administer
 - 5 item takes 2-3 minutes but is less sensitive
- Getting staff “buy-in”
 - Counselors may be resistant to collecting data in session
- Selling the WOS to clients at intake
 - Calm even tone, engaged and non judgmental attitude
 - “Our goal is to minimize the impact of personal issues on job performance. We are conducting a brief survey to help us measure that. Would you be willing to participate?”
- Emailed link to zoomerang survey may be an alternative



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Implementation Challenges

- 90 day follow up calls – 8-10 hours week investment needed
- Obtaining multiple client locator data is critical
- Current response rate = 40-50% (most employers aren't concerned)
- Sample size > 200 required for statistical significance
- Most EAP's don't develop a process to monitor implementation



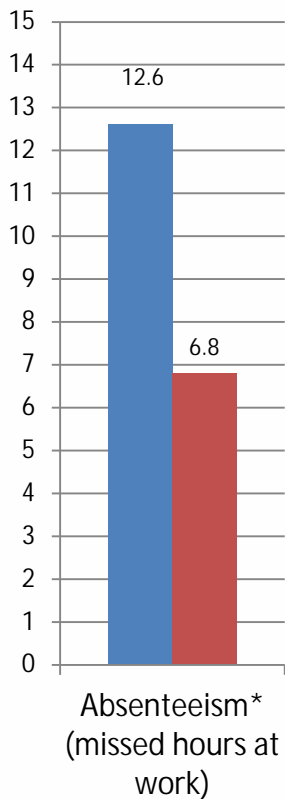
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Proving Our Value

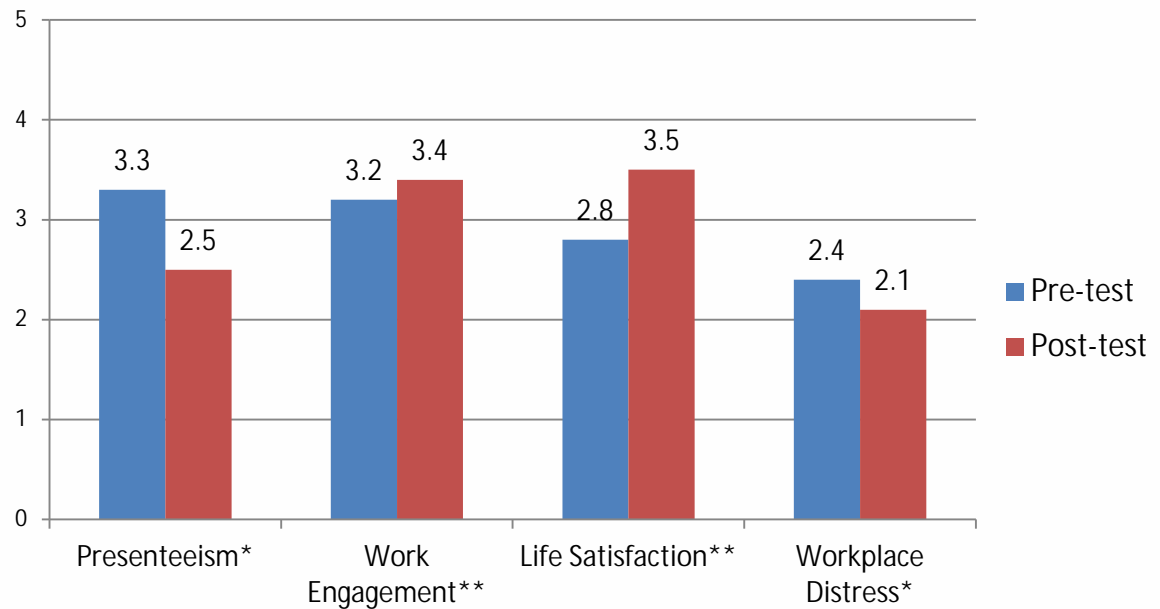


Case Study – CGP Workplace Outcome Suites



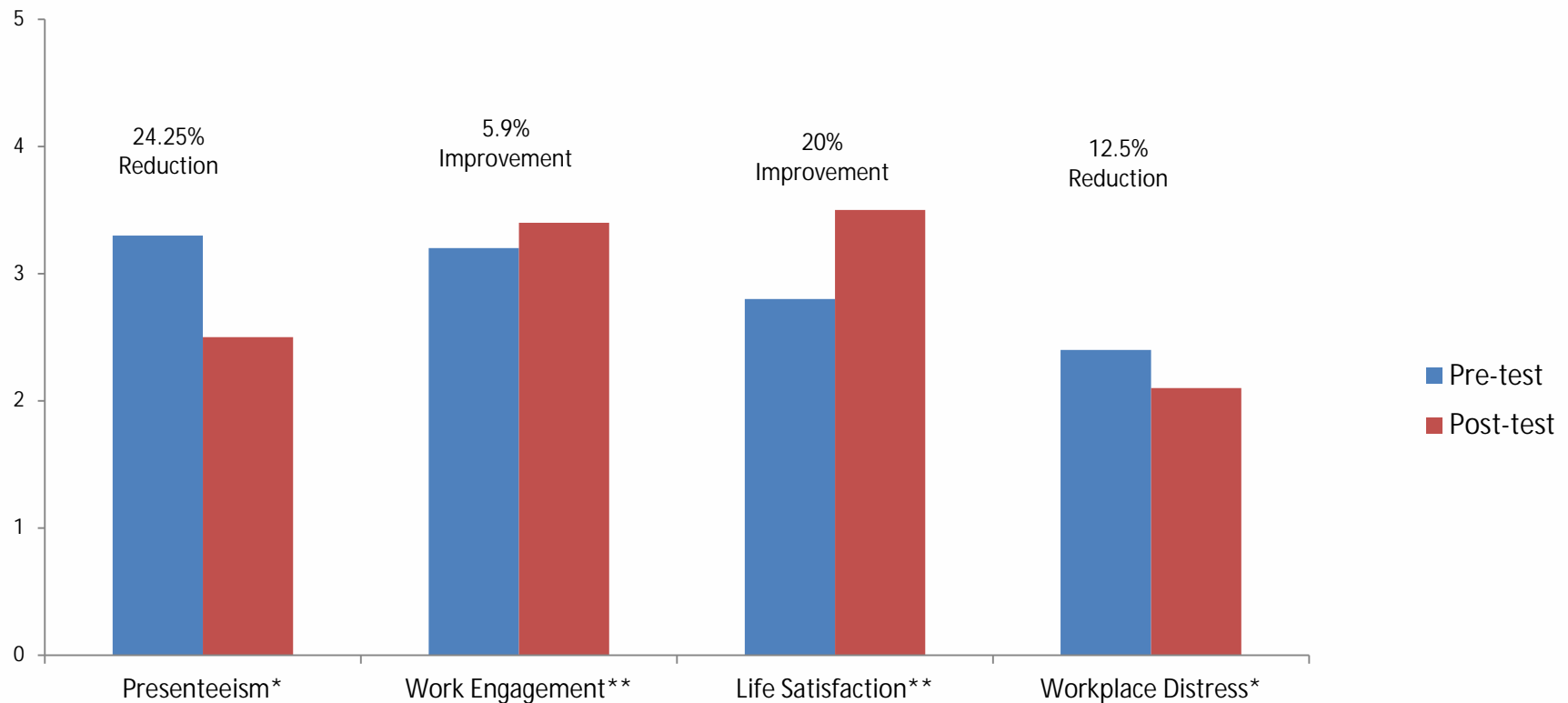
Pooled data from 15 EAP's

Sample size=2878



Notes: *Lower scores are a better outcome. **Higher scores are a better outcome. All scales reflect statistically significant change ($p < .0001$).

Lesson Learned – Use simple non statistical data



Showing ROI ~ Calculating Cost Savings

- WOS absenteeism X 12 months
- Multiplied by estimated hourly wage
- Multiplied by number of EAP cases annually
- Compare to average annual EAP expenditures



- Analyzed B.O.B. results (n=466)
- Absenteeism reduced 3.45 hours per month or 41.4 hours/year
- Emailed PDF summary to existing customers
- Account manager followed up

EVALUATING THE WORKPLACE IMPACT OF EAP SERVICES

An Outcome Evaluation of your Employee Assistance Program

Overview

Historically, the Employee Assistance field has measured the effectiveness of services by reporting on basic metrics, such as employee utilization, while allowing employees to participate on a "feel good" element by providing a benefit/ employees appreciation, the metrics have not fully illustrated the positive impact of offering an EAP.

In 2008, Chestnut Global Partners (CGP) created the Workplace Outcome Suite (WOS) to help our customers better evaluate whether EAP interventions had an impact on workplace performance. This validated and scientific measurement tool is now utilized by more than 400 EAPs worldwide and was recently published in the peer-reviewed publication, *Journal of Workplace Behavioral Health*, Vol. 22, 2013, and *Journal of Health and Productivity*, Vol. 8, 2012.

The WOS is designed to measure change in the five (5) following areas, which relate directly to an employee's work performance:

- **Absenteeism:** is measured by looking at the number of hours within the last 30 days an employee has spent away from the workplace due to a presenting personal or behavior health-related concern.
- **Presenteeism:** is a productivity measurement used to evaluate how distracted an employee is at work due to a presenting concern.
- **Work Engagement:** focuses on how involved or "integrated" an employee is by his/her job.
- **Work Disstress:** concentrates on whether an employee is "stressed or distracted" going to work.
- **Life Satisfaction:** is a general measurement of personal well-being and quality of life.

Outcome Evaluation

In the 2012 study conducted by CGP using the WOS, data was collected both Pre and Post EAP intervention (approximately 90 days later) on a random sample of 466 employees (not including dependents) to make up a book of business report. The results showed statistically significant organizational improvement in the following three (3) areas post EAP intervention:

- Absenteeism (Decreased 3.45 Hours/Month)
- Presenteeism (21% Improvement)
- Life Satisfaction (15% Improvement)

Reduction in Work Disstress, while trending in a positive direction, was not statistically significant. There was no identified change in Work Engagement post EAP, which may be in part attributed to the fact that EAP intervention may have limited ability to alter the conditions of the work environment.

CGP Moving Forward

At Chestnut Global Partners, we pride ourselves in being a leader in research and development. In 2013, we plan to expand the capabilities our offering by adding more comprehensive simple data. We seek your input with the ongoing generation of the EAP and the transparency of the program, the positive results will remain a constant each year. The history of these results will be provided to customers on an annual basis. At Chestnut Global Partners, we appreciate the fact you have chosen us to provide your organization quality Employee Assistance and Workplace Services. We look forward to continuing to work with you in the years to come.

Making a Difference: Improving the quality of life through assistance services
Chestnut Global Partners | 1.800.443.9115 | www.chestnutglobalpartners.com

2012 Chestnut Global Partners
Outcome Suite Results (N=466)

	Pre EAP	Post EAP	Difference	Improvement Percentage
Absenteeism*	3.21	0.76	-2.45	23% Improvement
Presenteeism*	14.14	11.10	-3.04	21% Improvement
Work Engagement**	17.00	17.02	0.02	0% Improvement
Life Satisfaction**	15.11	15.07	0.04	15% Improvement
Work Disstress*	12.91	12.11	-0.80	6% Improvement

Notes: *Lower scores are a better outcome. **Higher scores are a better outcome. Statistically significant differences are in bold.

Pre EAP vs Post EAP

Notes: *Lower scores are a better outcome. **Higher scores are a better outcome. All metrics except Work Engagement and Work Disstress reflect statistically significant change.

Making a Difference: Improving the quality of life through assistance services
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Showing ROI

CGP Case Examples

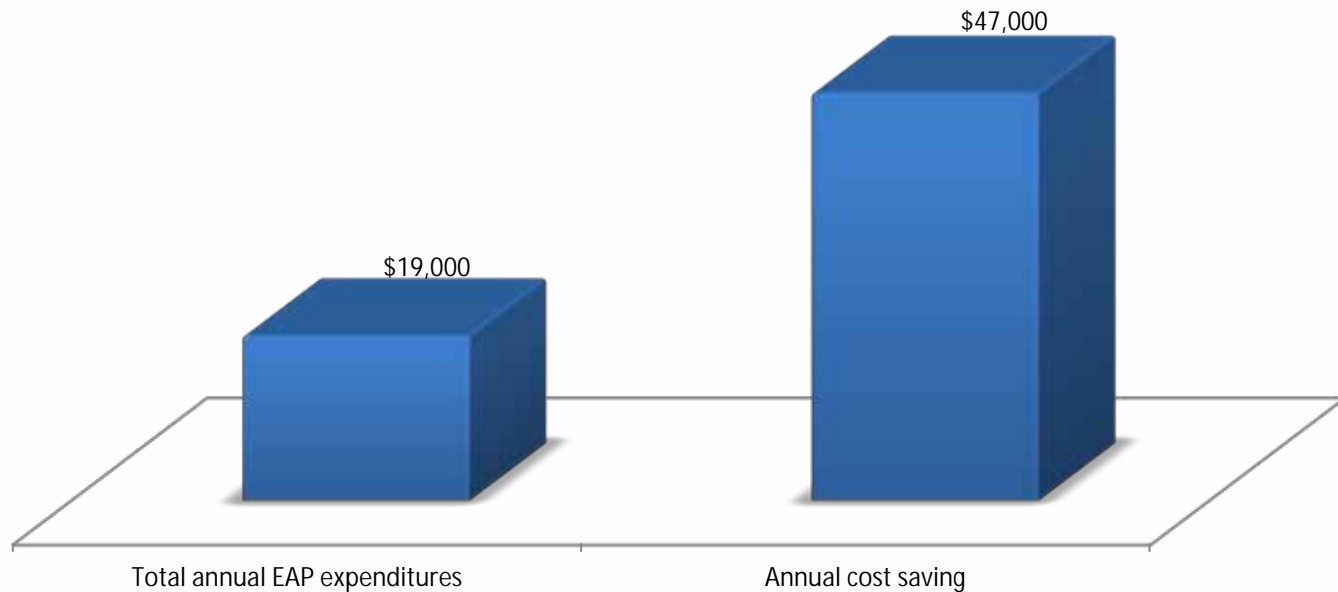


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\$28,000 Profit

Small Employer





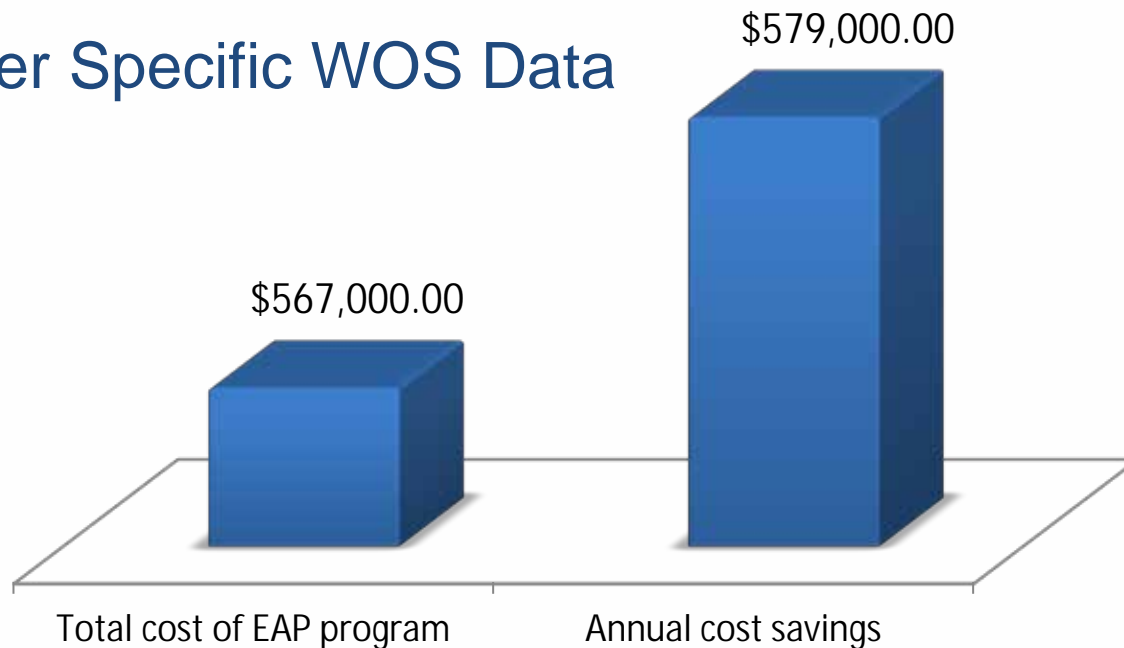
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\$12,000 Profit

Large Employer 1

Employer Specific WOS Data

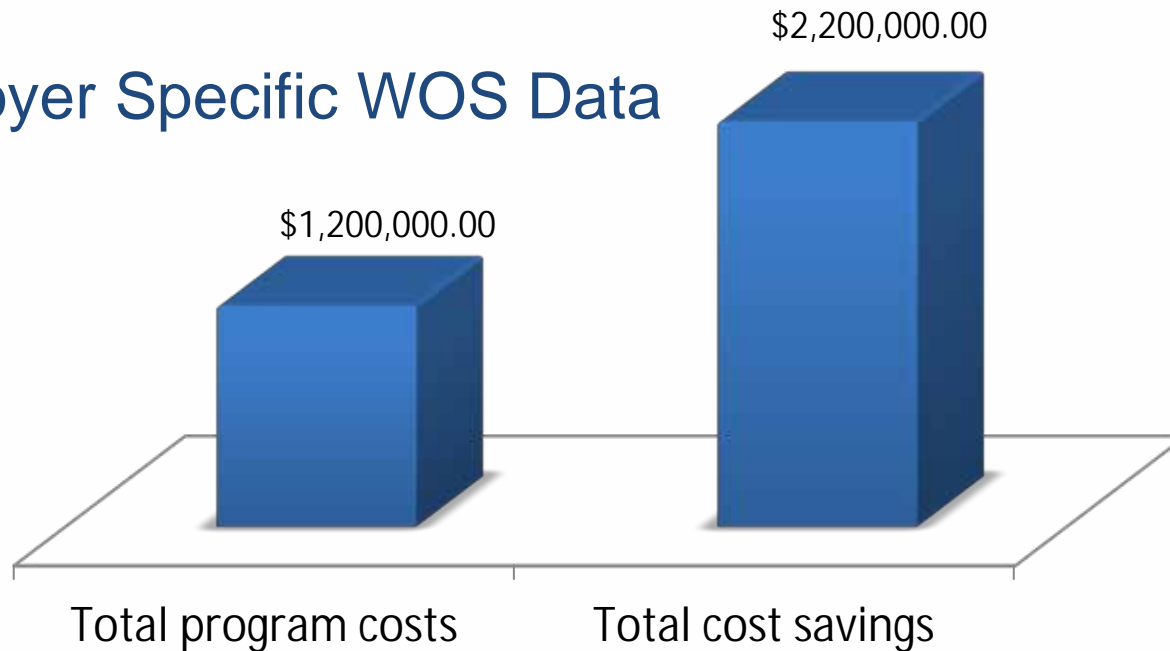


“Thanks Todd. The numbers for reduction in absenteeism, as well as the decline of mental health services seem substantial. _____ VP of Benefits

\$1 Million Profit

Large Employer 2

Employer Specific WOS Data





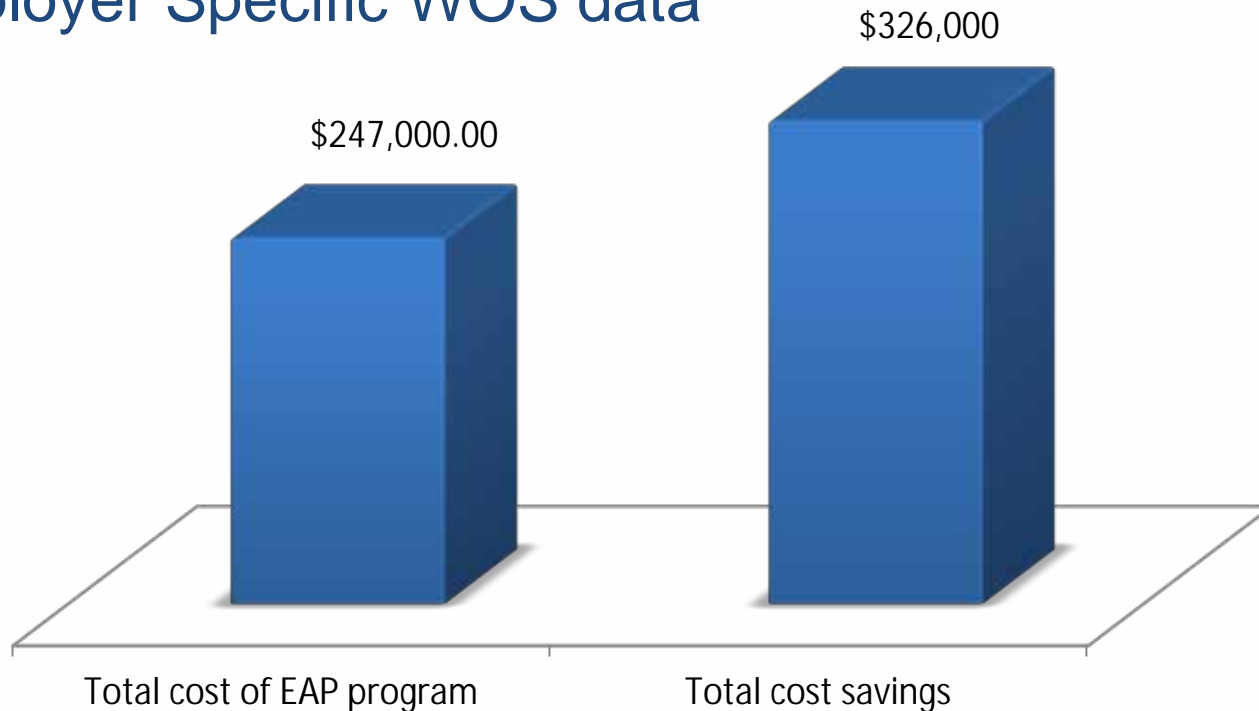
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\$79,000.00 Profit

Large Employer 3

Employer Specific WOS data



Absenteeism – Case Example of Monetizing Outcomes

- Average **28.3** hours decreased absenteeism post EAP intervention
- Average wage \$67.31/hour x 28.3 hours x 731 cases
- \$1.4 Million annual production savings (and) 20% > productivity reported 90 days post EAP



