



Corporate Health

# CONCERN<sup>®</sup> SERVICES

**EAP NETWORK  
TRAINING**

HEALTH + PRODUCTIVITY  
**STRATEGIES**



# CONCERN<sup>®</sup> SERVICES

- CONCERN is a part of the Corporate Health division of the TriHealth Healthcare System
- We Provide a range of services including:
  - Assessment
  - Referral
  - Short-term counseling
  - Crisis intervention
  - Work/life services
  - Management consultation
  - Individualized parent and lifestyle coaching
  - Absence management
  - Training: topical presentations, DFSP training, supervisory/leadership training

# WHAT IS AN EAP?

- An employee assistance program is an arrangement between a corporation, academic institution, or government agency and its employees, to provide a variety of support programs for employees and their family members
- EAP programs partner with companies to reduce lost work time, and to improve the health and well-being of their employees

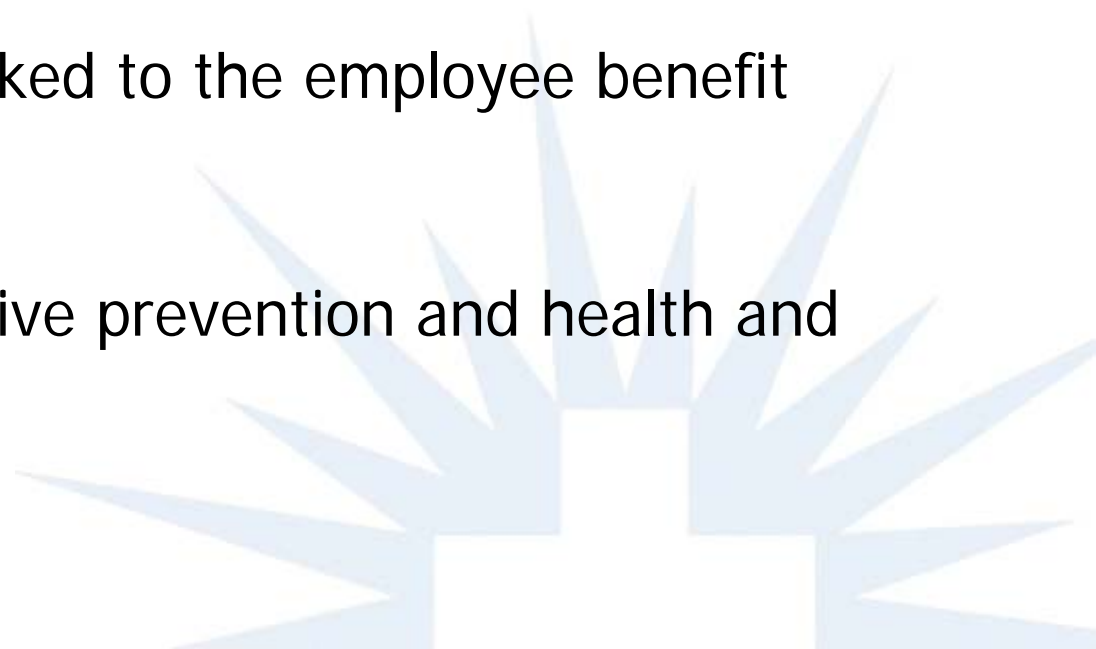


# EAP PROGRAMS HAVE EVOLVED

- EAPs began in the 1970's, to intervene with alcohol and drug problems in the workplace
- Their scope expanded over time, with many programs addressing a variety of mental health, lifestyle, and interpersonal problems
- In the 1980's, managed care brought changes and consolidation to EAPs
- In the last ten years, many EAPs began incorporating work/life assistance, including legal, financial, childcare, and eldercare assistance
- Today, the market is divided between several large national EAP providers, and smaller regional, local, and "boutique" assistance programs
- Future visions of EAP will be a comprehensive program focused on holistic wellness

# EAP PROGRAMS VARY WIDELY

- Some focus on substance abuse problems only.
- Some take a “broad brush” approach to employee and family problems.
- Some are actively linked to the employee benefit structure.
- Some provide proactive prevention and health and wellness activities



# EAP PROGRAMS CAN ADDRESS:



Job  
Stress



Relationships



Parenting



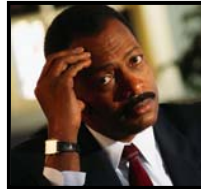
Grief



Family Issues



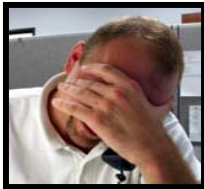
Finances



Anxiety



Daycare  
Issues



Depression



Job Performance



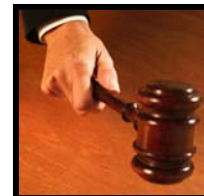
Eldercare



Wellness



Anger



Legal Issues

# PERSONAL PROBLEMS DO IMPACT THE WORKPLACE

EMPLOYEE PROBLEM	HOURS LOST PER WEEK
Substance Dependence	4.8 hours
Marital Distress	2.14 hours
Financial Concerns	4 hours
High Levels of Stress	1.6 hours
Depression	4.5 hours
Occupational Stress	2.18 hours
Childcare Issues	1.02 hours
Eldercare Issues	3.68 hours

# EAP PROGRAMS CAN IMPROVE EMPLOYEE JOB PERFORMANCE

- EAPs can help employees with work-related difficulties
- They can address personal problems that affect the employee's attendance and/or work performance
- EAPs can help employees cope with a personal issue before problems appear on the job
- They can help supervisors and managers support their employees as they address their problems, seek counseling, and return back to productive work.



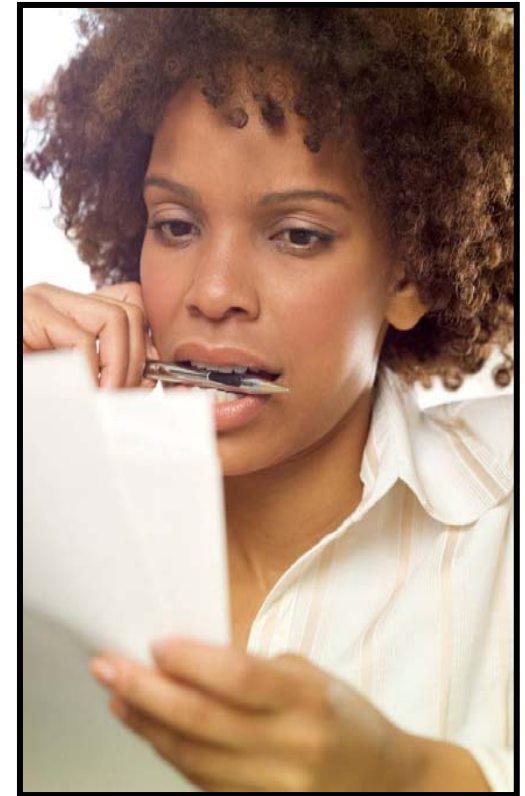
# ORGANIZATIONS WITH EFFECTIVE EAP PROGRAMS HAVE . . .

- More productive employees
- Reduced costs in health care claims
- Reduced cost in disability claims
- Better workplace morale
- More engaged employees and supervisors
- Less conflicts and team problems
- Lower turnover of employees
- Better ability to prepare for crises
- Greater ability attract new employees



# EASNA STUDIES SHOW IMPROVED PRODUCTIVITY

- Work “cut-back” days were reduced from 8 days to 3.4 days
- There was a 57% improvement in the ability to work productively
- 50% of cases had improved absences and/or productivity
- 64% of cases with work issues had improvement after EAP use, and 46% had improved productivity



# OTHER STUDIES SHOW . . .

- For every dollar spent in an EAP, the average return on investment is between \$3.00 and \$10.00
- EAPs provide high levels of user satisfaction, significant clinical symptom relief, substantial improvements in work productivity, and, in some cases, reductions in employee absenteeism
- CONCERN's client satisfaction surveys show a 60% improvement in the employee's ability to cope with the problem that brought them to counseling, and an overall satisfaction score of 4.8 on a 5 point Likert scale
- More research is needed to determine which EAP practices and programs contribute most to positive outcomes

# MODELS OF SERVICE

- **Referral-only Programs**

Employees can call or visit the EAP program, to obtain a referral to community resources. Some programs also include some crisis intervention.

- **In-House Programs**

Employees can see EAP professionals who specialize in crisis intervention, assessment, and referral. Many of these programs also provide assistance to supervisors and managers as they handle employee performance issues.



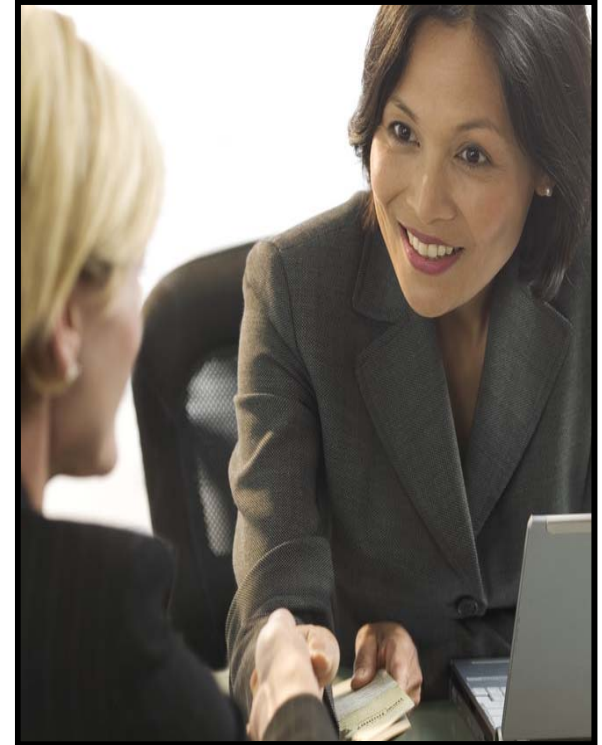
- **External Programs**

Employees are referred by the EAP to a consultant or firm, who provides crisis intervention, assessment, sometimes counseling and referral

- **CONCERN Services**

An “in house” program for TriHealth employees, and an external program for another 100+ companies regionally in the Cincinnati area and nationally

- Companies have the option of purchasing different “packages” from CONCERN, from an assess/refer plan to a set maximum number of brief counseling sessions
- The plan the company purchased does play a role in the referral to affiliates.



# CONCERN'S RELATIONSHIP WITH THE COMPANY

- CONCERN partners with companies to reduce lost work time, and to improve the health and well-being of their employees
- For Supervisors, Managers, and HR professionals, CONCERN provides consultations around numerous regulatory and personnel issues, including performance and fitness-for-duty issues
- For employees, CONCERN provides Worklife and EAP services, which assist with whatever personal problem may be interfering with their performance

# CONCERN'S PHILOSOPHY OF TREATMENT

- The Emphasis is on treating the whole person, with the focus on the overall wellness of the client
  - Physical Health
  - Mental Health
  - Spiritual Health
  - Relationships
  - Career



# CONCERN'S PHILOSOPHY OF TREATMENT

- The clinician fully assesses the client
  - Emotional well-being
  - Alcohol and drug use
  - Marital/family/social relationships
  - Job functioning
  - Spiritual and cultural issues
  - Interaction between physical health and mental health
  - Effects of medication on functioning

# CONCERN'S PHILOSOPHY OF TREATMENT

- Referral or coordination with primary care physician to address medical/health concerns
- The emphasis with the client is on the development of self-care skills, recognizing a total body approach.
  - Healthy eating
  - Exercise
  - Relaxation
  - Cognitive strategies
  - Community supports
  - Relationship skills



# CONCERN'S PHILOSOPHY OF TREATMENT

- Treatment should be goal-oriented
  - The primary presenting problem is improved or resolved
  - The outcome is return to functionality
  - Referral is made if issues cannot be resolved in brief treatment
    - Provide education about the process of therapy and need for referral
    - Ease the transition to a more in-depth therapy process

# EAP VS PRIVATE PRACTICE COUNSELING

- EAP counseling is confidential; however there are always two customers: the client and the company
- It is intended to be brief, with one focal area of concern
- The goal is to treat employees with mild to moderate problems
- It often deals with DSM-IV R “V” code or adjustment disorder diagnoses, or other disorders consistent with brief treatment
- For other diagnoses, or for situations requiring on-going or more specialized care, the EAP benefit is to assess and refer

# THE EAP AFFILIATE DOESN'T . . .

- Contact the company, without discussing the situation with CONCERN first
- Provide write-off permission from work
- Get involved in court-ordered counseling or provide custody assessments
- Disparage the company or officials to the client, or advocate for the client against the company

# CONFIDENTIALITY

- All EAP counselors provide confidential assistance to clients
- As part of TriHealth, CONCERN adheres to HIPAA and state and federal confidentiality laws
- Any lapse in confidentiality needs to be reported to CONCERN who will report the lapse to the client, and to TriHealth's Compliance Officer
- No release of information is necessary for affiliates to talk with a CONCERN case manager

# CONCERN'S AFFILIATES

**Are an  
extension  
of  
CONCERN**

**May use  
the forms  
of their  
choice**

**Follow the  
treatment  
philosophy  
of  
CONCERN**



**Don't need  
consent to  
speak to  
CONCERN**

**Involve  
family with  
children &  
adolescents**

**Assess  
within the  
first 3  
sessions**

**Refer if  
need of  
intensive  
counseling**

**Need to  
determine if  
client would  
benefit from  
brief  
counseling**

# SERVICE PHILOSOPHY

- As a contracted clinician, the affiliate is an extension of CONCERN
- Emphasis is on customer/client service at all times
- A major goal is to de-stigmatize emotional issues and the process of therapy because this is often client's first time seeking assistance

# BRIEF TREATMENT IS MOST APPROPRIATE WHEN . . .

- The presenting problem is more of a situational or life experience problem
- The problem is a V code or an Adjustment Disorder
- The client has a level of stability and motivation
- The intensity of the necessary service is low and the client presents no danger of harm to self or others
- The treatment goals are specific and attainable

# EAP COUNSELING ISN'T APPROPRIATE WHEN . . .



- The client has a low GAF
- The client's situation is more intense, less stable, and/or their symptoms are more severe



- The client needs a specialized treatment not readily available through brief individual counseling
- The client will require ongoing treatment longer than the contracted limit

# CONDITIONS REQUIRING SPECIALIZED TREATMENT:

An Eating Disorder

Treatment Ordered by the Court



Psychotic Disturbance or Symptoms



A Chronic Recurring Problem or Mental Illness

Sexual Abuse or Incest

Homicidal or Suicidal Ideation, with Intent & Plan

Client Having Multiple Focal Areas



Severe Depression or Anxiety



Substance Abuse

Sexual Dysfunction

Severe Marital Discord

Physically Abusive Relationship

# CLINICAL UPDATE FOR ADDITIONAL SESSIONS SHOULD ANSWER THE QUESTIONS

- What is the diagnosis?
- What is the level of stability and lethality?
- What intensity of services are necessary?
- How severe are the symptoms?
- What are the goals for brief treatment?
- Can the problem be resolved in brief treatment, or will ongoing-treatment be necessary?

# WHEN CAN AN EAP AFFILIATE REFER TO THEMSELVES FOR ON-GOING CARE

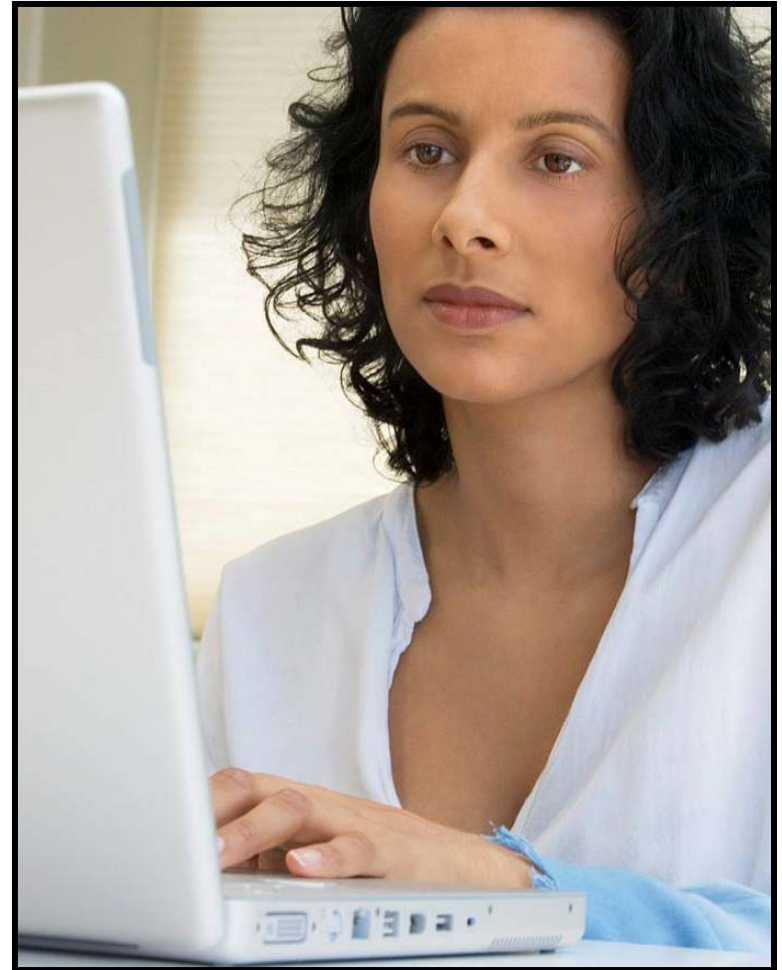
- When they have the expertise to treat the problem
- When they confirm that they are on the client's insurance panel
- When they can provides the times and location that would best meet the client's needs
- When a higher level of treatment is not necessary
- When they present all the other options to the client
- Please inform CONCERN when this is the on-going plan for the client

# PLUS COMPANIES

- “Plus Companies” are those companies in which our contract includes the management of their behavioral health benefit as well as the EAP/WorkLife benefit
- The goal of is to help clients obtain the best level of treatment in the continuum of care.
- Due to requirements of parity legislations, CONCERN has decided to phase out their Plus Program
- We will continue to be the EAP for some of the former plus companies however

# SPECIAL SERVICES CONCERN OFFERS TO THEIR CLIENTS:

- Work/Life Services
- Ask-a-Counselor
- Wellness/Lifestyle Coaching
- Enrichment Series Seminars and Webinars
- Drug-Free Safety Training
- Disability Management



# **SPECIAL SERVICES AVAILABLE TO MANAGERS AND SUPERVISORS**



**Performance Referrals  
Drug and Alcohol Assessments  
Supervisory Training Seminars and Webinars  
Leadership Coaching  
Consultation with Policy Development**

# PLEASE CONTACT US:

- What can we do to facilitate the relationship between CONCERN and its affiliates?
- What are your needs as CONCERN's affiliates?
- How can we make this work more smoothly?
- [Email us](#) with your comments

