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Getting the Most Out of EAPs: What That Means for Productivity

Support employees, retain valued workers and prevent or shorten disability leave



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What are EAPs?


Supporting physical, mental and financial well-being through:

- Professional counseling
- Legal resources
- Financial resources
- Work-life resources
- Digital tools
- Employee materials and website




What are EAPs?

Meeting individuals where they are




Positioned as a life event resource

- Provides impactful, holistic solutions at the right time
- Specific support for family, relocation and other life events
- Personalized and actionable online resources (communities, on-demand learning programs)
- Supported by on-site visibility days



Integration with other services

- Proactive outreach aids those in need (disability, on leave)
- Collaboration with wellness initiatives promotes well-being
- Custom provider networks and clinical programs



What are EAPs?

How they work, traditionally

- Employer promotes resources
- Employee calls or reaches out via other means
- Employee is triaged and connected with counseling and/or other services

Opportunity:
at time of leave request, proactively offer EAP and related resources

What are EAPs?

Medical/Personal Issue	EAP Support
Musculoskeletal and Chronic Conditions	<ul style="list-style-type: none"> • Counseling • Referrals for helpful resources • Financial and legal consultation
Behavioral & Substance Abuse	<ul style="list-style-type: none"> • Counseling • Community support group referrals • Family member support • Coordination of care
Maternity/Adoption	<ul style="list-style-type: none"> • Consultation and guidance on pregnancy, child care • Counseling • Financial and legal consultation • Online support community

Less visible conditions

Mental/behavioral health

Early warning signs

- Stress
- Fatigue
- Loss of motivation
- Frequent sick days/showing up late
- Moody behavior
- Presenteeism
- Impacts to workplace culture
- Signs of opioid addiction can include weight changes, skin conditions

Impacts to employee

- Diminished morale
- Strong potential for going on claim
- Loss of income
- Added stress
- Exacerbation of condition

Addiction

Strategy

Employer Role / Responsibility

- Create visibility of available resources and encourage use, reducing the need for leave "up stream"
- Have well-branded, well-used program trusted by employees
- Have plan in place for integration of services and what events / conditions trigger proactive outreach for recommendation of support services
- Train managers to be empathetic, which can ease the RTW process



Benefits to employer

- Retain valued employees
- Stay at work / return to work -- prevent or shorten leave
- Maintain productivity
- Reduce cost of absence



Wish
work is healthy

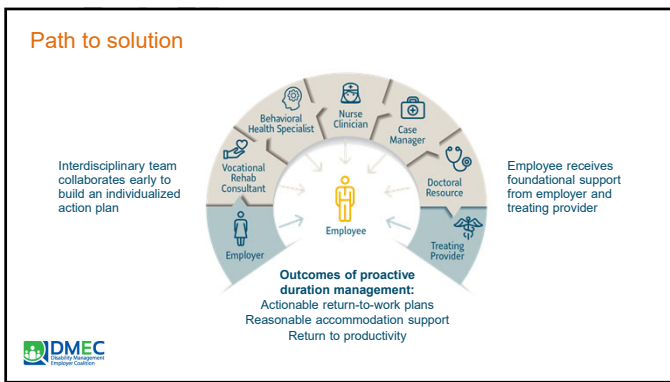
- ✓ Being productive and at work is healthy for everyone
- ✓ Better for individual, their family, society at large
- ✓ Engaged employers and product/service providers



Case studies/examples – at the employee level

Employee condition – Depression

- Potential co-morbid
- Lack of sleep/chronic fatigue
- Additional stress
- Chronic physical pain



Case studies/examples – at the employer level

Large grocery chain with 80,000+ employees

Goals

- Increase individual and organizational awareness of depression
- Ensure employees and their family members getting the appropriate treatment

Solutions

- Training program at various locations, making employees aware of the symptoms of and treatments available for depression
- Implemented a depression screening assessment online through which users were offered outreach
- Coordinated with medical vendor / PBM to identify those receiving depression-related prescriptions and sent letters reminding employees about EAP services

Results

- Increased outpatient treatment for major depression by 41% in the first year as result of both training and the coordination with other vendors
- Outreach efforts resulted in an engagement rate of 24%

Case studies/examples – at the employer level

U.S. retailer with 100,000+ employees

Goals

- Increase integration of absence management and health programs
- Improve management of short-term disability (STD) claims

Solutions

- Coordinated outreach with treatment provider and employee to reduce duration of leave
- Assessment of behavioral health and work-life needs for tailored response
- HR and manager education on mental health issues

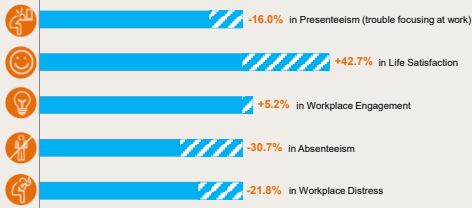
Results

- Average STD claim duration decreased by 17%
- Costs per closed claim decreased by 11%



Outcomes

As demonstrated by Workplace Outcome Suite results, EAP and work-life services have been proven to **reduce absenteeism and increase productivity**:



Total health management opportunity



Tuesday Concurrent Session B1

Questions?



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Thank you