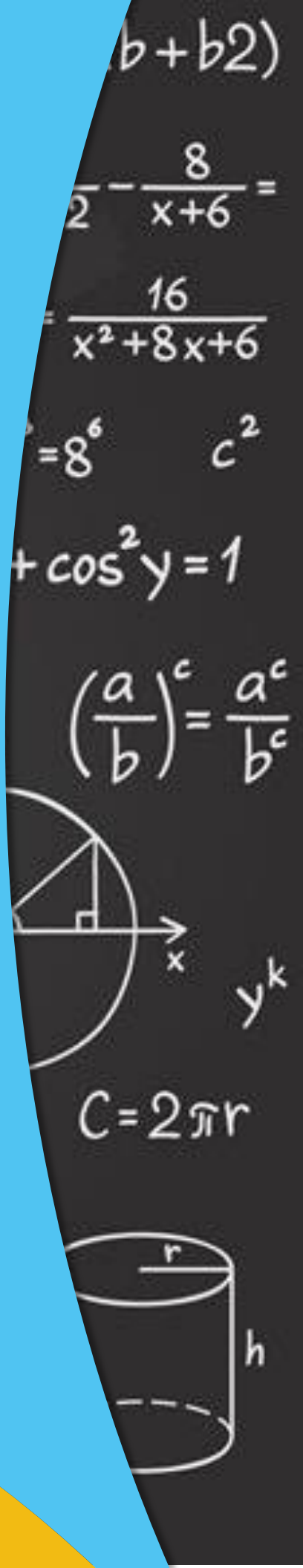




Case Study Summary

EAP Outcomes and Impact

The Effectiveness of Employee Assistance Program Counseling on Depression, Alcohol Misuse, Work Absenteeism and Work Productivity Outcomes
(Journal of Medical Internet Research, 2022)





Case Study: EAP Outcomes and Impact

About CuraLinc Healthcare

CuraLinc Healthcare provides a comprehensive array of employee assistance (EAP) and mental wellbeing programs to over 2,800 clients with more than 4 million employees worldwide. CuraLinc delivers **transformative mental health care fueled by connectivity** – marrying technology and personalized advocacy to engage, empower and support employees with programs that have a measurable impact on health, wellbeing and productivity.

Methodology

Employee assistance programs, otherwise known as EAPs, are employer-sponsored employee benefits that offer confidential assessments, short-term counseling, referrals and follow-up services to employees who have personal and/or work-related problems. EAPs address a wide array of concerns affecting mental and emotional well-being, such as depression, stress, anxiety, grief, family problems, relationship issues, and alcohol or other substance abuse.

To employers, the value proposition of an EAP is based on the understanding that employees with the aforementioned concerns often have troubles in their professional and personal lives that ultimately impact a company's bottom line. Historically, EAP providers have used a variety of metrics to illustrate their ability to resolve or mitigate these concerns, such as employee utilization rates, referrals to external resources, satisfaction surveys or website visits. While these measurements are effective and valuable tools that help employers evaluate the reach of the program, they don't truly measure the *impact* of the EAP on employee health, wellbeing and productivity.

In an effort to quantify the true impact of an EAP, CuraLinc developed a proprietary assessment and follow-up process that utilizes four clinically validated instruments to measure baselines and outcomes from evidence-based treatment through the program:

- **Productivity.** Stanford Presenteeism Scale (SPS-6)
- **Depression.** Patient Health Questionnaire (PHQ-9)
- **Absenteeism.** Workplace Outcomes Suite (WOS)
- **Alcohol Use.** Alcohol Use Disorders Identification Test (AUDIT)

Case Study: EAP Outcomes and Impact

For the purpose of this study (*The Effectiveness of Employee Assistance Program Counseling on Depression, Alcohol Misuse, Work Absenteeism and Work Productivity Outcomes (Journal of Medical Internet Research, [2022])*), CuraLinc measured the health and productivity of 23,572 employees who used the EAP from 2017 through 2021. During the initial clinical assessment for each new user, CuraLinc's Care Advocates, all of whom are licensed mental health counselors, offered the SPS-6 and WOS to all employees; and offered the PHQ-9 and AUDIT to those who presented with depression and alcohol use, respectively. CuraLinc followed up with participants 30 days after the case was closed to measure changes in their health and productivity, evaluate their satisfaction with the program and profile for variations in health status or referrals to other resources.

This report presents empirical findings from an applied real-world evaluation study conducted by CuraLinc in partnership with Dr. Mark Attridge, an expert in workplace mental health, who has authored more than 250 papers and presentations on topics in health care, psychology and communication.

By the Numbers



Headquarters/Location Chicago, Illinois



EAP Clients 2,982¹



Covered Employees 4.05 million¹



EAP Session Model Three to Twelve Sessions per Issue



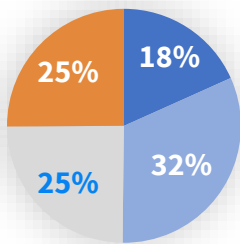
Case Resolution Rate 98.0% of Cases Resolved in the Program

¹as of January 1, 2022

Case Study: EAP Outcomes and Impact

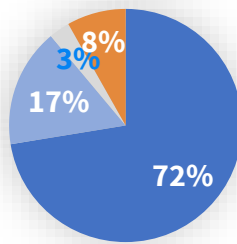
Participant Profile

Age



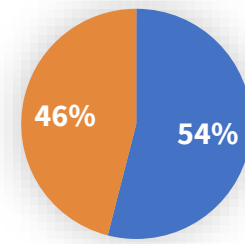
- Under 30
- 30-39
- 40-49
- 50 or Over

Modality



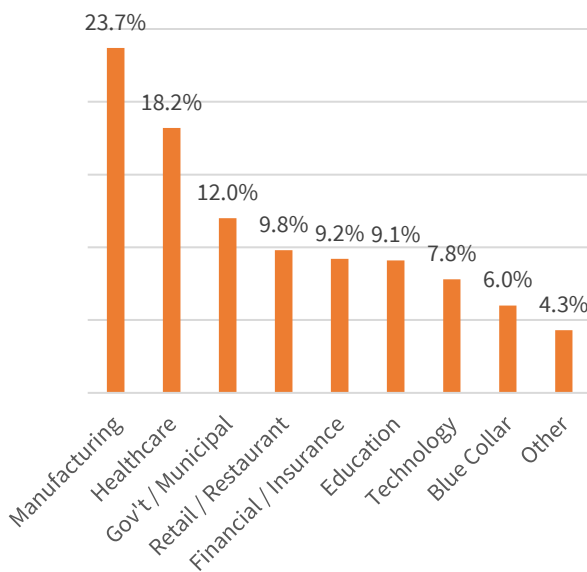
- In-Person Office or Clinic
- Virtual (Telebehavioral)
- Text Therapy
- Dedicated / Onsite

Gender

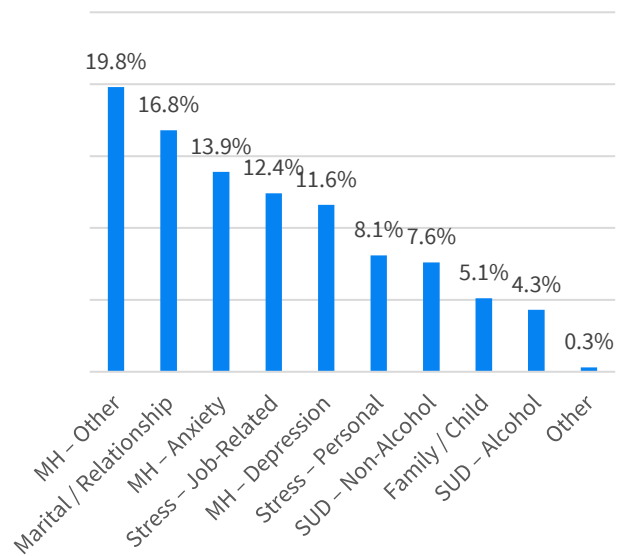


- Female
- Male

Industry



Presenting Concern



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Results

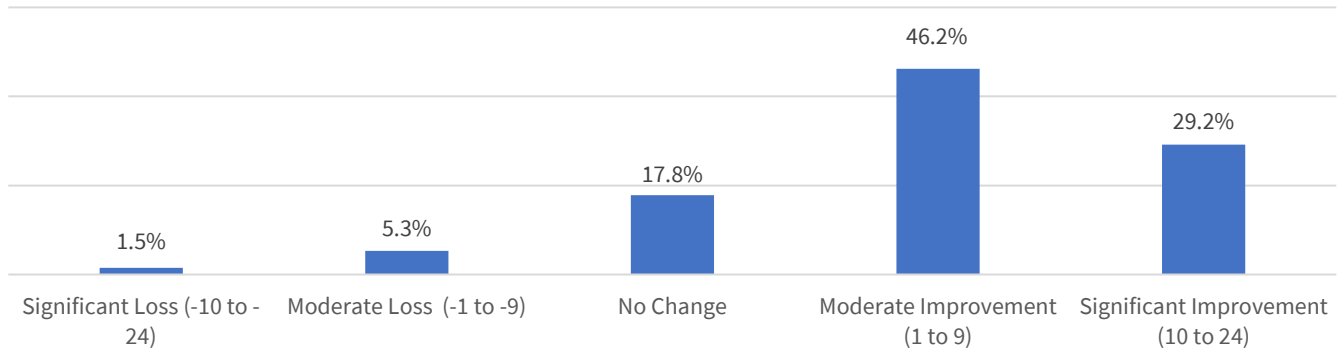
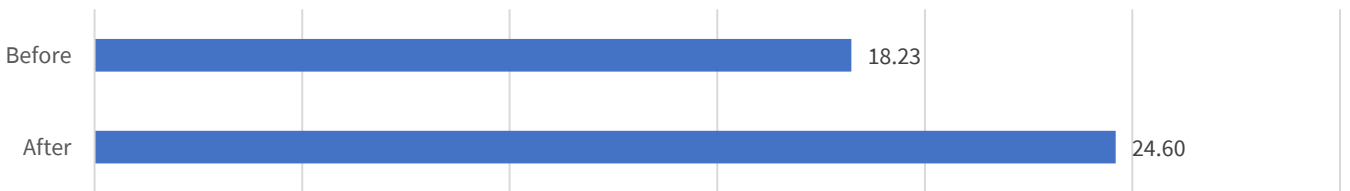
Productivity

CuraLinc used the Stanford Presenteeism Scale-6 (SPS-6) to assess the relationship between presenteeism, health problems and productivity for employees who participated in the EAP. The SPS-6 measures an employee's perception of his or her ability to overcome the distraction of current physical and/or psychological problems in order to handle job stress, complete tasks, achieve goals and maintain sufficient focus and energy levels.



75% of employees reported improved productivity after using the EAP.

The average SPS-6 score for employee participants increased from 18.23 (moderate productivity) to 24.60 (high productivity). In addition, over 75% of employees reported improved productivity after using the program.



Case Study: EAP Outcomes and Impact

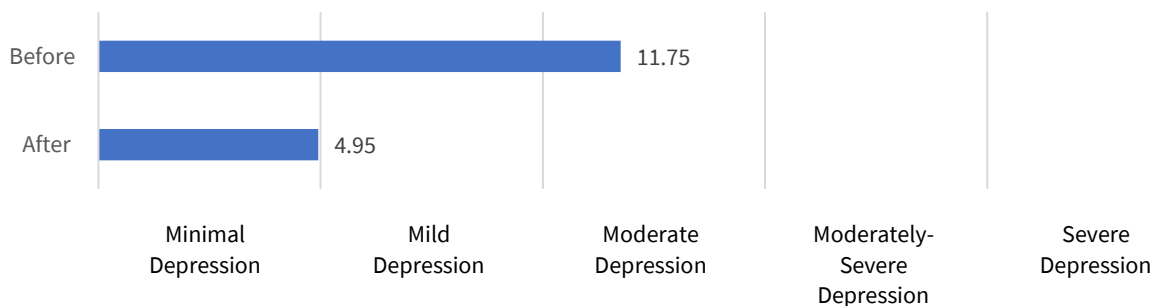
Depression

To measure the impact of the program on depression, CuraLinc used the Patient Health Questionnaire (PHQ), a self-administered version of the PRIME-MD diagnostic instrument for common mental disorders. The PHQ-9 is the depression module of the PHQ, used for screening, diagnosing, monitoring and measuring the severity of depression. The PHQ-9 incorporates DSM-5 depression diagnostic criteria with other leading major depressive symptoms into a brief tool, which CuraLinc uses for both care planning and outcomes-measuring purposes.



93% of employees with depression showed improvement after using the EAP.

The PHQ-9 was offered to employees who presented with depression during the initial assessment as either their primary or secondary issue. From among those who completed the questionnaire during the assessment and again after 30 days, the average PHQ-9 score improved from 11.75 (moderate depression) to 4.95 (minimal depression).



Absenteeism

The Workplace Outcome Suite (WOS) is a psychometrically-tested and validated five-scale questionnaire, developed by Chestnut Global Partners. The WOS was designed to provide assessment on relevant individual differences that focus on outcomes which are related specifically to EAP interventions and are likely to change across time if treatment is successful – and remain static if it is not. The questionnaire requires responses to statements that refer to aspects of the participant's work and life experience that may be affected by the personal problems that the participant wants to address within the EAP.



Employees missed 7.3 hours less work time after using the EAP.

Case Study: EAP Outcomes and Impact

For the purpose of measuring outcomes, CuraLinc uses the Absenteeism scale of the WOS. This five-question tool asked employees to report work time lost due to personal problems for the previous 30 days. From among participants who completed the post-EAP questionnaire, the average number of hours missed during the previous 30 days based on the employee’s presenting concern dropped from 9.40 hours to 2.06 hours, a gain of 7.34 hours.



Alcohol Use

The Alcohol Use Disorders Identification Test (AUDIT) is a 10-question screen that was developed by the World Health Organization (WHO) as a simple way to screen and identify people who are at risk of developing alcohol abuse concerns. For the purposes of this study, CuraLinc analyzed post-EAP AUDIT scores to measure the impact of the employee assistance program.

Employees who presented with alcohol use or abuse during the initial clinical assessment were asked to complete the 10-question AUDIT survey. From among the employees who also completed the questionnaire 30 days post-treatment, the average participant improved from an AUDIT score of 11.76, which represents an increased risk of health problems due to alcohol use, to a score of 4.25, which represents a low-risk situation. In addition, after completing EAP treatment, 92% of alcohol-using employees reported reduced risk.



92% of employees who presented with alcohol use or abuse reported reduced risk after using the EAP.



Case Study: EAP Outcomes and Impact

Satisfaction

Participant satisfaction is another simple metric for assessing the impact of the EAP on employee users. In addition to health and productivity outcomes, as part of its ongoing business practice, CuraLinc also routinely collected anonymous survey data at 30-day post use follow-up to assess user satisfaction and other aspects of quality of service.



95% of employees reported satisfaction with the program.

For the satisfaction goal, employees were asked: “Overall, how would you rate your experience using the program?” with the response options of: Excellent, Very Good, Good, Fair or Poor. When combining Excellent, Very Good and Good into one category, 95% of employees reported satisfaction with the program.

Conclusion

CuraLinc Healthcare’s EAP had a positive impact on the health and wellbeing of employees who used the program between 2017 and 2021.

- 75% of employees reported improved productivity.
- 93% of employees with depression showed improvement.
- Employees missed 7.3 hours less work time.
- 92% of employees who presented with alcohol use or abuse reported reduced risk.
- 95% of participants reported satisfaction with the program.

For additional information regarding this study, visit EAPOutcomes.com to review the full analysis, published in the Journal of Medical Internet Research (JMIR).