

CLIENTS EXPERIENCE CONTINUOUS HEALING RELATIONSHIPS (6/21/06)

Topics:

1. Ease of access
2. Timeliness of access
3. Referral resources
4. Follow-up
5. Collaboration/Consultation
6. Method of service (i.e. face-to-face, Internet)

Purpose/Concern:

1. Individuals seeking EAP services shall receive them as soon as needed.
2. Individuals seeking EAP services shall have easy access to the program.
3. Referrals to outside sources are made seamlessly.
4. Contact with clients and others involved in their care will continue until concerns are resolved or until clients no longer desire EAP services.
5. EAPs actively collaborate and communicate with clients and those involved in their care to insure information is appropriately exchanged and care is coordinated.
6. EAP services may be offered in many forms such as face-to-face, Internet, or other IT application.

Source of Data/How Measured?

1. Client/User Data (8 questions for satisfaction survey):
 - If you saw an EAP counselor in person, the location of the EAP was convenient (parking, public transportation, distance, etc.)
 - Services were available at times that were good for me.
 - I am satisfied with the amount of time to get an appointment with the EAP.
 - I was able to get all the EAP services I thought I needed.
 - EAP staff followed up with me until my services were completed.
 - I was given accurate information about services where I was referred.
 - EAP staff were helpful in making my transition to recommended services.
 - The EAP counselor found the right resources for me the first time.
2. EAP Data (9 questions for survey):
 - Do you have procedures to minimize the barriers to timely EAP access?
 - How do you assure the procedures are followed?
 - Are EAP staff available 24 hours a day for emergency response?

- For those clients wanting to see an EAP counselor in person, are EAP staff within 30 miles or 30 minutes from every employee of this organization?
- How quickly are calls to the EAP answered?
- Do you have policies and procedures for assuring that referral resource information is accurate and up-to-date?
- How do you assure these policies and procedures are followed?
- Do you have policies and procedures delineating your relationship with other providers such as insurance companies, affiliates, referral resources, etc.?
- Do you have procedures in place to track/follow-up with clients until all services are completed?

3. Purchaser/EAP Liaison/Agency Data (3 questions for survey):

- I am satisfied with the hours EAP staff are available.
- All of this organization's employees are within 30 miles or 30 minutes of the EAP.
- This organization (including senior managers, union representatives, health and wellness programs, etc.) continuously consults with the EAP about program and any other agency matters that impact the mental health of employees.