

EAPS EXHIBIT TRANSPARENCY, COMMUNICATION, AND SHARED KNOWLEDGE (6/21/06)

Topics:

1. Sharing of information.
2. Clients, staff and purchasers have information to make decisions.
3. Access to records.
4. Effective communication.
5. Availability of evaluation/audit reports.
6. Record-keeping and destruction policies and procedures.

Purpose/Concern:

1. Programs, policies and procedures support the sharing of information.
2. Programs, policies and procedures assure clients have unfettered access to and ownership of their own EAP records.
3. Individuals using the EAP have all the information they need to make decisions about their care and services.
4. Purchasers of EAP services have all the information they need to make informed decisions about their EAP providers and services.
5. Information about the EAP's performance is available to anyone who may be interested.
6. All facets of the EAP are transparent.
7. Individuals using the EAP are informed about how their records are maintained and destroyed.
8. EAP staff have all the information they need to know (particularly about HR policies, insurance policies, etc.) to perform effective counseling work.
9. EAPs have effective communication strategies in place.
10. Records maintained about individuals using the program is free is stigma and is consistently formatted.

Source of Data/How Measured?

1. Client/User Data (7 questions for satisfaction survey):
 - I felt comfortable asking questions about the EAP and any plans to assist me.
 - Staff helped me obtain the information I needed so I could take charge of managing my situation.
 - I was given information about how my EAP record is maintained and destroyed.
 - EAP staff listened carefully to what I said.
 - I was able to get information about the EAP before I contacted it.
 - I believe the EAP communicates effectively with employees.
 - If I requested it, I was able to look at and/or receive a copy of the information contained in my EAP record.

2. EAP Data (11 questions for survey):

- This EAP has procedures and policies regarding clients' access to their records.
- How do you assure these procedures are being followed?
- Are these policies and procedures communicated to users of the program?
- Does this EAP have a communication strategy?
- Are results from evaluations, audits, etc. available to all those who are interested?
- Structures exist (such as steering or advisory committees) to assure the transparency of EAP information.
- Training and education are continually provided by this EAP.
- Does this EAP have policies and procedures to assure that staff receive the information they need to perform their duties in this host organization?
- Does this EAP have policies and procedures to assure information on referral resources is up-to date?
- How do you know they are being followed?
- Information contained in client records is consistently formatted and does not contain stigmatizing statements.

3. Purchaser/EAP Liaison/Agency Data (7 questions for survey):

- I feel I have all the information I need to make informed decisions about this EAP.
- This EAP easily shares information about its performance.
- This EAP has effective communication strategies.
- This organization is part of on-going meetings/conversations/steering groups where information about the EAP is shared.
- This organization has input into the strategies for communicating information about the EAP.
- The EAP asks me for information about the organization which may impact the health and well-being of employees.
- Has this organization published a System of Records notice for EAP records (as required by the Privacy Act)?