Demonstrating Value: Measuring Outcomes and Mitigating Risk

WITH WORKPLACE OUTCOME SUITE
WITHIN THE FEDERAL GOVERNMENT
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Introductions

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Federal Occupational Health
Overview of FOH

- Federal Occupational Health (FOH) is the largest provider of occupational health services in the Federal Government
- Created in 1946 by an amendment to the Public Health Service Act (42U.S.C.), FOH has been providing services exclusively to federal agencies for almost seven decades.
- In 1984, FOH became fully reimbursable – or non appropriated – operating free of congressional appropriations

Problem Statement

- History of research in outcomes
  - Morphed methodology, players changed over time
- Uniquely positioned to explore the federal population
  - More than 900,000 covered EAP lives
  - Unique population
Current Environment

The Federal Government anticipates:
- Requirement for increased accountability documenting employee productivity
- Much greater scrutiny of funds
- Rapid expansion in law enforcement agencies
- Instruction from OMB to grow employee productivity

Workplace Outcome Suite

- Developed by Dr. David Sharar & Dr. Richard Lennox of Chestnut Global Partners in 2010
- Documented validity and reliability (Lennox, Sharar, Schmitz, Guehnue, 2010)
- Gold standard measure, used in over 400 EAPs
- Originally 20 items, FOH used the 5-item short version at intake in the call center

Workplace Outcome Suite (WOS)

- Short, 5-item questionnaire
  - designed to measure outcomes of EAP use
- Five scales to assess:
  - Absenteeism
  - Presenteeism
  - Work engagement
  - Life satisfaction
  - Workplace distress
Implementing the Tool

- Change process in the Federal space
  - “Turning the Titanic”
- Random sampling
- Resource allocation
  - Training Call Center – new scripting
  - Additional time on calls
  - Follow up & tracking

METHODS

Test analyses examine changes in scores from before and after respondents received EAP services. A statistically significant variation in score indicates that an actual change very likely occurred.

Methods

- Random sample of callers were asked to participate at intake, and were contacted 3 months later for follow up
- Response rate = 28%
- N=4800 complete pre and post tests
- Paired samples t-test used to examine changes in questions from pre- to post-test
- All five items were statistically significant, demonstrating the positive impact of using the EAP!
RESULTS!

Change in Work Absenteeism

ITEM: For the period of the past 30 days, please total the number of hours your personal concern caused you to miss work. Include complete eight-hour days and partial days when you came in late or left early.

Self-report data from 1,524 cases; change significant at p < .000

Change in Work Presenteeism

ITEM: My personal problems kept me from concentrating on my work.

Self-report data from 1,524 cases; change significant at p < .000
ITEM: I am often eager to get to the work site to start the day.
Self-report data from 1,524 cases; change significant at p < .05

Change in Work Engagement

ITEM: So far, my life seems to be going very well.
Self-report data from 1,524 cases; change significant at p < .000

Change in Life Satisfaction

ITEM: I dread going into work.
Self-report data from 1,524 cases; change significant at p < .000

Change in Workplace Distress

ITEM: I am often eager to get to the work site to start the day.
Self-report data from 1,524 cases; change significant at p < .05

Change in Life Satisfaction

ITEM: So far, my life seems to be going very well.
Self-report data from 1,524 cases; change significant at p < .000

Change in Workplace Distress
Return on Investment

Very conservative elements included in the calculator

Did NOT include:

- Relocation costs
- Retraining costs
- Accident costs
- Medical premium costs

(Attridge, Servizio, Sharar & Mollenhauer, 2015)

Return on Investment

For every $1 invested, the Federal Government gets back $1.78

Discussion

Behavioral health concerns (depression, anxiety, stress) are the primary drivers of lost productivity, with absenteeism following closely behind

23% reduction in presenteeism demonstrates FOH EAP successful impact with clients, allowing them to focus more effectively on the job

(Sullivan, 2017)
Discussion

25% improvement in life satisfaction demonstrates FOH EAP impact in client's lives

Employees who are satisfied outside of work tend to have higher job satisfaction and less intention to leave, thus there’s a positive impact on retention.

Impact on Retention

25% improvement in Life Satisfaction

10% reduction in Workplace Distress

Questions?