

A STEVENS PUBLICATION

# employee assistance

*Behavioral Healthcare Solutions in Today's Managed Care Environment*

MAY/JUNE 1996

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## Treatment Technology

**Taking Your Software  
for a Test Drive**

### WORKPLACE VIOLENCE

*Learning Lessons  
From Long-Term Follow-up*

### CULTURAL DIVERSITY

*Tying Behavioral Norms  
To Improving Effectiveness*

# Yes! Treatment Works

Yes, Valley Hope offers quality substance abuse treatment services with the focus on individual recovery.

Professional, certified staff direct an individualized treatment plan. All Valley Hope facilities are JCAHO accredited and/or state licensed.

# Yes!

Quality treatment does not have to be expensive.

Valley Hope can answer your questions about affordability with a resounding yes, too. Call us today and let Valley Hope say yes to your treatment needs.

The most important question you can ask concerning substance abuse treatment is whether or not it works. At Valley Hope, our answer is a resounding Yes! Treatment Works. People can and do recover from their addiction to alcohol and other drugs. Lost work days can become productive work days and families torn apart by the addiction can begin to love again.

There are some other important questions. Valley Hope's answer is the same for each. . . Yes.

# Yes!

Yes, the treatment services offered by Valley Hope are grounded in 12-Step philosophy with strong emphasis on family participation, spirituality (non-denominational) and continuing care placement.

# And Yes! Again



## VALLEY HOPE ASSOCIATION

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Fly to Recovery Program available across the United States.

Corporate Offices P.O. Box 510 Norton, KS 67654

**ADMISSIONS 1-800-544-5101**

**INFORMATION 1-800-654-0486**



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## FINDING THE 'COMFORT ZONE'



**M**ost business professionals would probably tell you they consider computers to be one of their most important tools. But can the same be said about employee assistance professionals and therapists? Do they trust computers that much? The proliferation of behavioral health software for screening, testing and diagnosis, as well as evaluation, outcome measurement and various TQM-related functions, would suggest such computer programs are already gaining acceptance. Still, there are many EA and mental health practitioners who haven't found that all important comfort zone when working with treatment technology.

A comfort zone generally depends on achieving a sense of control and trust, no matter what the task or tool. It helps one cope with barriers and expands one's options. Several of the feature topics in this issue, among them cultural diversity, workplace violence and assessment software, focus on the significance of employees developing a sense of control and trust.

Of course, in times of almost constant change, anything dependent on a sense of control or trust would seem to be at great risk. When workloads have doubled or trebled and work flow is on fast forward, comfort zones draw less from well-established habits and work relationships and more from the tools that support the current priority. Here again, we come to computers.

EA assessment and behavioral therapy are not going to be replaced by software programs, but in the not too distant future, the practitioners who cannot get comfortable with this burgeoning technology may find themselves replaced by a generation with less professional experience but a solid computer comfort zone.

*Carole McMichael*

**employeeassistance**

*Behavioral Healthcare Solutions in Today's Managed Care Environment*

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