

A STEVENS PUBLICATION

employee assistance

Behavioral Healthcare Solutions in Today's Managed Care Environment

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The Quality Maze Following Critical Path Solutions

PROVIDER PANELS

*Building Criteria
to Upgrade Referrals*

PRESCRIPTION DEPENDENCE

*Examining Controversy
on Risk-Assessment*

COST-EFFECTIVE MODELS

*Testing Concurrent
Feedback Analysis*



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EA11/96

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An updated list of key questions helps

EA professionals compile accurate data on referral resource treatment providers, their program track records and delivery of services.

by Walter F. Scanlon, MBA, MAC, CEAP

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Applying the added dimension of concurrent feedback analysis to treatment outcome

measurement enables the BHC field to perform not only cost evaluations, but quality evaluations.

by Peter L. Brill, MD

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Besides the basic elements, the optimal components of this quality management strategy include planning, goal-setting and determining goal-achievement accountability.

by Larry Strassner, RN, MS, CNA



Seeking Answers

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PROFITING FROM EA EXPERTISE



Team building may no longer be a buzz word, but it's still vital to implementing such currently spotlighted issues as disease management, critical pathways and outcomes improvement. Team building may also be EA's opportune bridge over the troubled waters of accountability. In fact, a double bridge.

On the one hand, EA professionals play a valuable role as part of teams with HR and benefits. They address such workplace issues as: mediation for harassment or discrimination disputes; return-to-work for drug testing or workers' compensation follow-up; crisis prevention or debriefing; and work/life programing. On the other hand, they work as part of the behavioral healthcare team that delivers and monitors the continuum of care, collects and analyzes data and submits reports to back up the bottomline figures at budget time.

Above and beyond their workplace and clinical expertise, EA professionals can offer companies a potentially more profitable expertise: their people skills. As management and work teams are key to the success or failure of company "re-engineering," their ability to manage interactive human relationships as well as the task at hand also becomes key. Melding the expertise of various departments in a common effort is smart thinking, but its harder and initially more time-consuming than the old comfortable way, unless the team members are prepared. Enter the EA professional. Training supervisors, department heads and the potential team workers themselves to develop and apply people skills may turn out to be one of EA's most valuable roles in a restructuring future.

The staff of *employeeassistance* enjoyed visiting with you at EAPA and SECAD. Your feedback is always welcome. If we missed you and you would like to pass on your ideas about future editorial, please call or leave a message on the Net: cmac@texnet.net.

Carole McMichael

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NICOTINE ADDICTION

Withdrawal Profiles May Unmask More Serious Issues

By David C. Jones

Denial is the most difficult obstacle for an any addict to overcome on the road to wellness. Nicotine addiction goes even further. Not only is the smoker in denial, but so is most of the therapeutic community. Go to any treatment center and the addictions therapist will tell you, "Don't stop smoking now, one addiction at a time." Also, denial that nicotine dependence is a primary disorder is well entrenched. On top of all this, many counselors themselves smoke. The smoker does not get a "driving while intoxicated" citation, does not have



David C. Jones

slurred speech and can function reasonably well. Everything about smoking gives the appearance of a passive dependence that is not that serious. Oh yes, you can get lung cancer, but the thinking is: "It will not happen to me. I'm going to quit someday anyway, I'm just not ready yet."

Some pointed facts are: Smoking kills more people each year than all other addictions combined, including alcoholism, heroin addiction and cocaine dependency. Smoking costs businesses billions of dollars each year in lost production, fires and increased health insurance

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