

A STEVENS PUBLICATION

# employee assistance

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

JANUARY/FEBRUARY 1997

VOL. 9, NO. 1

## Workable Strategies

### Crafting Job Accommodations For Psychiatric Disabilities



#### TREATMENT MATCHES

*Pursuing the Best Fit  
for Patient & Protocol*

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#### OUTCOMES MEASUREMENT

*Evaluating Effectiveness  
of Outpatient Detox*

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#### CRITICAL INCIDENT SOLUTION

*Examining EMDR Success  
with Trauma Problems*



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how we go *from need to...*

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Cover Art by Brad Purse





## GETTING PERSPECTIVE THROUGH EA EYES



**H**ow many times do you analyze a situation only to find that what is obvious logic to you has totally escaped the people with the power to bring about the optimum resolution. It's as if some vital synapses are being blocked. The connections between different functions, departments and programs are outside the focus of those immediately involved. A number of presenters at the November EAPA conference remarked on this very problem and talked about the need for someone to take charge of pulling together the disparate threads of the whole fabric of work.

Actually, it is not the fabric of work, but the fabric of life. Everywhere change-problems at work reveal that all aspects of life are inter-related be they dependent care needs, management-employee conflicts, patient-satisfaction outcomes or return-to-work accommodations, etc. Time and again, EAPs see the results of problems solved in a departmental or program vacuum, i.e., potentially more costly problems in the future.

The evolving EA role as facilitator in areas such as risk-management training, team planning and matching, and launching proactive healthcare strategies depends not only on EA professionals' people skills, but on their "whole fabric" perspective of so many seemingly unrelated corporate functions.

Historically, internal EAPs have had to maintain some distance from other departments, giving EAs more of an overview. But the advent of many profession-threatening changes in the corporate and clinical arenas has drawn EA professionals into a series of integrations with the other areas of employee benefits and job performance. What started as a scramble for survival has turned up yet another strength of employee assistance: the EA professional can be a pivotal advisor on how to make the pieces into a workable whole.

*Carol McMichael*

**employeeassistance**

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

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