

FROM THE EDITOR'S DESK

International Journal of Health & Productivity (IJHP) Expands its Thought Leadership Role

ARTICLES

EAP Works: Global Results from 24,363 Counseling Cases with Pre-Post Data on the Workplace Outcome Suite® (WOS)

Demonstrating Value: Measuring Outcome & Mitigating Risk: FOH EAP Study Utilizing the Workplace Outcome Suite®

Development and Validation of a Critical Incident Outcome Measure

Validation of the 5-item Short Form Version of the Workplace Outcome Suite®

Measuring Coaching Effectiveness: Validation of the Workplace Outcome Suite® for Coaching



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International Journal of Health & Productivity Further Extends its Thought Leadership Role



William B. Bunn III, MD, JD, MPH
Editor-in-Chief

This Special Edition marks IHPM's increased attention to the area of health that has the greatest impact worldwide on functional impairment and, consequently, on lost productivity at work.

This very Special Edition of IHPM's *International Journal of Health & Productivity (IJHP)* stakes out new ground in the Institute's domain of measuring outcomes to know the effectiveness of actions to improve employee health and wellbeing.

IHPM has built a strong connection with the behavioral/mental health community over the years – recognizing the increasingly critical role that providers of these services play in maintaining or improving the total health and wellbeing of the work force. And drawing on its own considerable field research with employers, the Institute long has appreciated the huge impact of health issues such as depression – and psychological factors like stress – on functionality and work performance.

The Workplace Outcomes Suite (WOS) was developed by Chestnut Global Partners (CGP) as a self-report instrument to measure the effectiveness of Employee Assistance Program (EAP) counseling services in addressing these behavioral/mental health issues for employees using those services. In the interest of the entire EAP field, CGP distributed the WOS free of charge to other providers of these services, in exchange for sharing the data from their use of the instrument.

The articles collected here in this special edition of the *IJHP* all report positively on results obtained from use of the WOS with working populations, and include:

- A large global study by Attridge, Sharar, DeLapp and Veder of more than 24,000 counseling cases in 26 countries, though concentrated in the US (79%) and China (15%), reported a drop in monthly missed work time related to the personal issue involved in the counseling from 7.4 to 3.9 hours – or nearly 50 percent;
- A study by Lennox, Sharar, Schmitz and Goehner confirmed that the 5-item version of the original 25-item WOS – with items corresponding to measures of presenteeism, work engagement, life satisfaction and workplace distress as well as a separate

measure based on total and partial days absent from work – could be used to approximate the 25-item version without excessive loss of reliability, validity or sensitivity;

- A study of federal government employees by Mintzer, Morrow, Tamburo, Sharar and Herlihy and using the 5-item version of the WOS, reported significant improvements in absenteeism, workplace distress, life satisfaction and workplace presenteeism;
- A study by Lennox, Sharar and Miller reported that the coaching version of the WOS – developed also by Chestnut Global Partners to measure the effectiveness of coaching interventions for a range of workplace behavioral health issues – was employed in disease management services for depression and diabetes, and reliably tested the effectiveness of coaching without creating concern for significant measurement error;
- And a study by Lennox, Sharar, Herlihy and Mollenhauer introduced the Critical Incident Outcome Measurement Scale (CIOM) to measure the success of response to traumatic incidents in the workplace, and beta tested the tool with a pilot sample of respondents; the goal was to select the best single indicator for an abbreviated version of the CIOM to enhance its suitability for applied applications – recognizing that collecting data is not as important as attending to the needs of employees affected by a traumatic incident.

This Special Edition – made possible by financial support from global behavioral health leader Morneau Shepell – marks IHPM's increased attention to the area of health that has the greatest impact worldwide on functional impairment and, consequently, on lost productivity at work. Along with chronic pain, it also is the leading reason for early exit from the work force because of disability – a loss of the experienced and skilled workers that economies can ill afford. The success of EAP services in ameliorating these behavioral/mental health issues is vital to the future performance of the work force, and measurement is key to that success.

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