

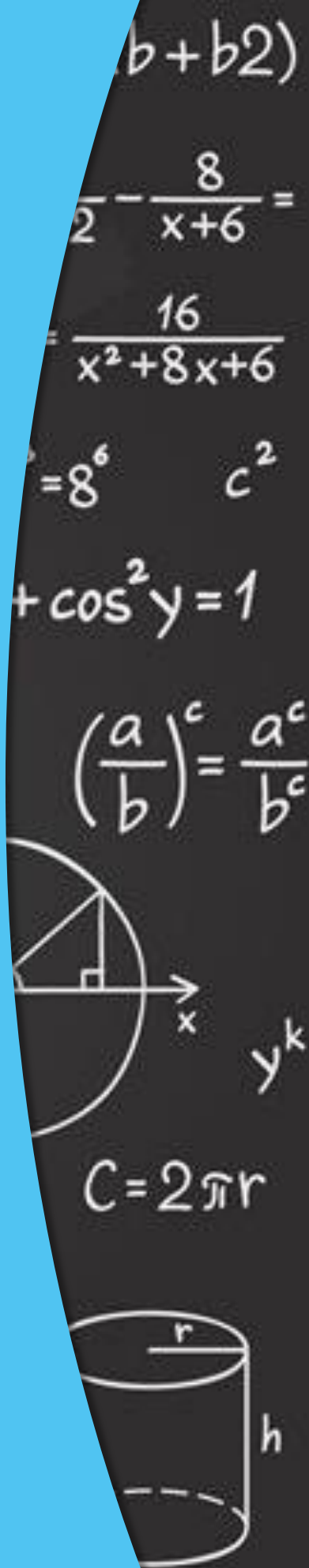


# Peer-reviewed study summary

## Treatment through CuraLinc's EAP improves participants' clinical and work outcomes in the technology industry

Employee Assistance Program Counseling in the U.S. Technology Industry: Clinical and Work Outcome Risks and Results for 5,869 Cases at CuraLinc Healthcare

Source: International Journal of Scientific and Research Publications, Volume 14, Issue 3, 2024





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# CuraLinc's impact within the technology industry

## About CuraLinc Healthcare

CuraLinc Healthcare provides a comprehensive array of employee assistance (EAP) and mental wellbeing programs to over 4,200 clients with nearly 9 million employees worldwide. CuraLinc delivers **transformative mental health care fueled by connectivity** – marrying technology and advocacy to engage, empower and support employees with programs that have a measurable impact on health, wellbeing and productivity.

## Introduction

In the fast-paced world of the technology industry, mental health challenges are pervasive, with nearly half of employees currently experiencing a mental health disorder. Many individuals feel the impact of these issues on their work productivity, particularly in an environment characterized by intense competition, long hours and heavy workloads. To foster a healthier and more supportive workplace culture, it is essential to implement an effective workplace mental health program. Not only does this prioritize employee wellbeing, but it also plays a crucial role in attracting and retaining top talent within the industry.

This peer-reviewed study delves into these industry-specific stressors, shedding light on the significant impact of CuraLinc's EAP in addressing mental health concerns and enhancing overall wellbeing among technology employees. It also offers a valuable benchmark for employers in this industry to evaluate and enhance their workforce mental health program.

## Methodology

For this study, CuraLinc analyzed the health and productivity outcomes of 5,869 employees who worked at 229 employers in the technology industry that used CuraLinc's EAP from 2017 through 2023.

Before receiving treatment, CuraLinc assessed all participants via a standardized telephone or online survey to create a personalized care plan for each participant and assess their symptoms of anxiety, depression and alcohol misuse, as well as lost work hours due to absenteeism and presenteeism.

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CuraLinc conducted individual follow-ups about 30 days post-treatment to collect outcome measures and assess any additional needs using the same clinically validated tools at intake, which included:

- **Depression.** Patient Health Questionnaire (PHQ)
- **Anxiety.** Generalized Anxiety Disorder Scale (GAD)
- **Alcohol use.** Alcohol Use Disorders Identification Test (AUDIT)
- **Work productivity.** Workplace Outcome Suite (WOS)

This report presents empirical findings from an applied real-world evaluation study conducted by CuraLinc in partnership with Dr. Mark Attridge, an expert in workplace mental health, who has authored more than 250 papers and presentations on health care, psychology and communication topics.

### By the numbers



**Headquarters/Location**

Chicago, Illinois



**EAP Clients**

4,211<sup>1</sup>



**Covered Employees**

8.8 million<sup>1</sup>



**EAP Session Model**

Three+ sessions per issue

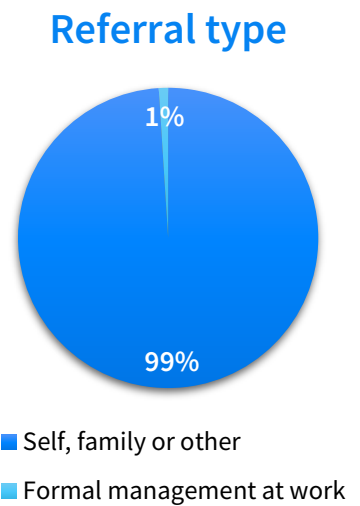
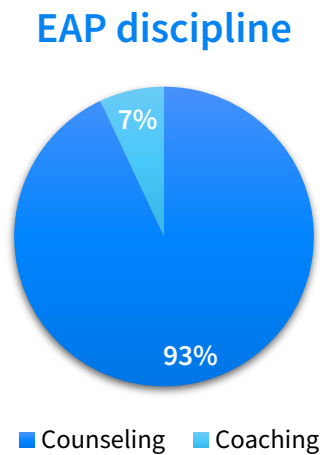
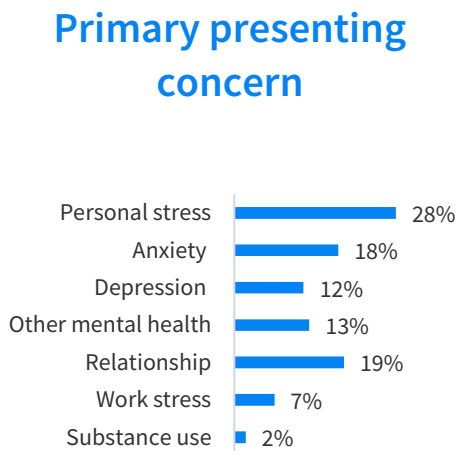
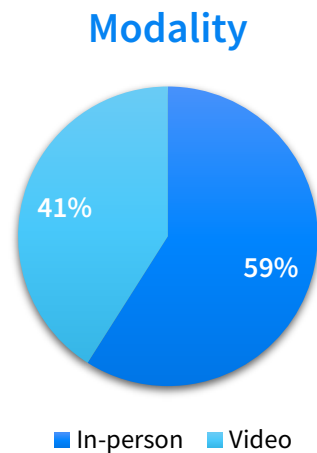
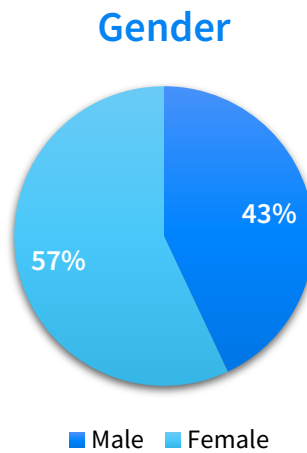
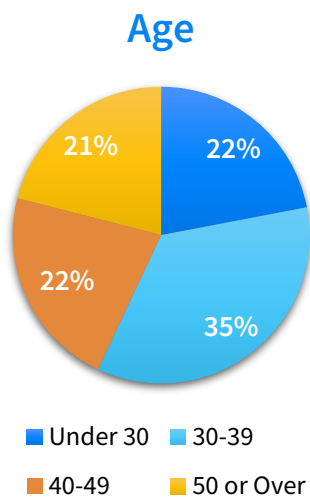


**Case Resolution Rate**

95% of cases resolved in the program

<sup>1</sup>as of January 1, 2024

## Participant profile



## Results

### Anxiety

Tool used: Generalized Anxiety Disorder Scale (GAD)

At intake, participants completed the GAD-2 by answering questions about their feelings of nervousness, anxiousness and being on edge, as well as their current ability to stop or control worrying.

- **Employees at-risk before treatment** 40% of technology EAP users met the criteria for clinical anxiety before starting treatment
- **Change in clinical status after treatment** Only 7% of technology EAP users remained at risk for anxiety after treatment
- **Recovery** 82% of technology EAP users who started treatment at risk for anxiety recovered to no longer be at risk after treatment



82% of technology employees with anxiety recovered after EAP treatment.

### Depression

Tool used: Patient Health Questionnaire (PHQ)

At intake, participants completed the PHQ-2, answering questions about having little interest or pleasure in doing things, as well as feeling down, depressed or hopeless.

- **Employees at-risk before treatment** 24% of technology EAP users met the criteria for clinical depression before starting treatment
- **Change in clinical status after treatment** Less than 1% of technology EAP users remained at risk for depression after treatment
- **Recovery** 93% of technology EAP users who started treatment at risk for depression recovered to no longer be at risk after treatment



93% of technology employees with depression recovered after EAP treatment.

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### Alcohol use

Tool used: Alcohol Use Disorders Identification Test (AUDIT)

At intake, participants who presented with an alcohol use concern completed a 10-question survey to screen their risk of developing alcohol use disorder. This study analyzed pre- and post-treatment AUDIT scores to identify recovery trends.

- **Employees at-risk before treatment** 14% of technology EAP users met the criteria for hazardous alcohol use before starting treatment
- **Change in clinical status after treatment** Less than 2% of technology EAP users remained at risk for hazardous alcohol use after treatment



Less than 2% of the technology employees who were at risk for alcohol misuse remained at risk after EAP treatment.

### Work productivity

Tools used: The Workplace Outcome Suite (WOS) and Stanford Presenteeism Scale

These tools gauge the time missed from work (absenteeism) and unproductive work time (or presenteeism) due to personal and mental health concerns. Following established research practices in the EAP field, CuraLinc estimated the number of hours of lost work productivity per case per month.

- **Employees at-risk before treatment** 48% of technology EAP users had a work productivity problem before starting treatment
- **Change in at-risk status** Only 7% of technology EAP users remained at risk for a work productivity problem after treatment
- **Recovery** 91% of technology EAP users who started treatment with a work productivity problem recovered to no longer be at risk after treatment
- **Restored work productivity** Technology EAP users with a work productivity problem before starting treatment recouped an average of 38.82 hours per month after treatment



91% of technology employees with a productivity problem no longer had this problem after EAP treatment.



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### Conclusion

CuraLinc Healthcare's EAP had a positive impact on the health and wellbeing of technology employees who used the program between 2017 and 2023:

- 82% of employees at risk for anxiety recovered to no longer be at risk after EAP treatment
- 93% of employees at risk for depression recovered to no longer be at risk after EAP treatment
- Of the 14% of employees at risk for alcohol misuse, less than 2% of employees remained at risk after EAP treatment
- 91% of employees with a work productivity problem recovered to no longer be at risk after EAP treatment, restoring nearly 39 hours of productive time per month on average

For additional information regarding this study, visit [EAPOutcomes.com](https://EAPOutcomes.com) to review the complete analysis published in the [International Journal of Scientific and Research Publications](#) (IJSRP).