OHIO STATE’s EAP HYBRID PROGRAM
Who makes up Ohio State's EAP? A team of behavioral health and daily living providers employed at the OSU Health Plan and IMPACT Solutions. The result is a blended EAP model leveraging the best of an internal EAP model with the full service capability of a vendor partner. IMPACT Solutions is an Ohio based, regional EAP firm that started in 1981. IMPACT serves higher education, hospital systems, municipalities and corporations. The partnership with Ohio State launched July 1, 2011 and allows faculty, staff and their extended family members to benefit from a large national network of providers that serve all of OSU's campuses and extension offices regardless of where they live and work.

KEY BENEFITS TO OSU FACULTY and STAFF
Improved ACCESS to the EAP so users of all ages can use the resources that are most relevant to them.
♦ 24/7/365 immediate phone support by licensed, master's prepared mental health professionals.
♦ 5 complimentary counseling sessions (Face to Face Counseling or Telemental Health Counseling) per person, per occurrence.
♦ Online Service Request Form to seek services when it's most convenient for you.
♦ Telephonic Coaching Sessions: Mindfulness, Expanded Eldercare Services, Nutrition and Tobacco Cessation.
♦ Daily Living experts for assistance with Legal, Financial, and Identity Theft Prevention & Recovery assistance services.
♦ Emotional Support Chatbot (January 2020).

EAP on the Web offers thousands of vetted articles and resources, assessment tools, on-demand webinars, personal & professional skill development programs. Everything on the site is mobile and tablet friendly.

Highly, credentialed local and national network of Masters and Ph.D. level clinical providers.

Access to OSU EAP counselors on site (main campus location and embedded in some colleges & hospitals).

OSU & IMPACT resources are so well integrated that we are able to offer additional referrals to campus services.

IMPACT Solutions was selected by the Inter-University Council of Ohio’s Purchasing Group as the preferred EAP provider for Ohio Colleges and Universities in 2010 and again in 2015 for an additional 5 years.
In the last 3 years, we have seen a 62% increase in direct EAP client files.

Utilization is continuing to trend up in 2019 and is anticipated to be 20% higher this year than it was last year.

Prior to OSU's partnership with IMPACT Solutions, Regional Campuses had no access to EAP resources. In 2018, thanks to the hybrid model, utilization (without web) hit 27%.

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**LAST YEAR’S RESULTS**

We surveyed over 400 faculty and staff in 2018 and we learned that 92% were satisfied with the service they received. Here is what else we learned.

- 95% would recommend the EAP to others
- 96% found the Impact phone counselor helpful
- 93% were satisfied with timing of the initial appt.

**Considering the Hybrid Model?**

Contact IMPACT Solutions

216-292-6007 or info@myimpactsolution.com
The Hybrid EAP: The Best of Both Worlds

Sharon Saia, LISW-S, CEAP, Director, Ohio State Employee Assistance Program
Mona Fitzer, M.Ed., LPCC, Director of Education & Healthcare, IMPACT Solutions
The Ohio State University ~ Who are We?

- Established 1870 as a Land Grant School in Columbus, Ohio
- Regional campuses in Mansfield, Lima, Marion, Newark, Wooster, Ohio
- Columbus Campus enrollment (Fall’18) : 61,170
- Total enrollment (includes regionals): 68,100
- 15 Colleges, 168 Masters Degree Programs, 114 Doctoral Programs, 200 + undergraduate majors
- 36,095 faculty and staff
Who are We?

7 Hospitals: Behavioral Health, Cancer, Brain & Spine, Heart, Rehab and two General Hospitals

- Patient Admissions (FY19) - 64,534
- Outpatient visits (FY19) - 1.92 million
- Emergency Department visits (FY19) - 132,632
- Physicians - 1,753
- Residents and Fellows - 879
- Nursing Staff - 4,949
Did I say sports?

O-H!
Hybrid EAP Model

Hybrid Model EAP
On-site and External EAP Staff & Affiliate Network Providers Link Employees to Referral Resources
(Health plan, treatment providers, etc.)

Work Organization A
EAP System
EAP Staff
Affiliate

Work Organization B
EAP Staff

Work Organization C
EAP Staff

Referral Resource
Referral Resource
Referral Resource
EAPA
<table>
<thead>
<tr>
<th>Ohio State</th>
<th>2010 Incident</th>
<th>People wanted more from the EAP</th>
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<td>Columbus campus had a traditional internal model since early 1990’s; Director with two full-time onsite counselors. But, OSU is made up of five Regional Campuses AND extension offices in all counties of the state (88)</td>
<td>A Workplace Violence Incident occurred on campus Timing was right AND cultural fit was important</td>
<td>Access needed statewide Desire to expand eligibility beyond the individual Need for increased confidentiality 24 hour response/phone Increase depth of services Increase EAP provider specialty</td>
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The Solution: The OSU EAP Hybrid Program leveraging the BEST of Both Worlds

Network local EAP Providers in the state and across the country
Fall 2010

- Established priorities, identified stakeholders, and built relationships

December 2010

- Built crossover EAP provider network, established data collection and reporting needs

January 2011

- Established OSU EAP brand, centralized 1-800 EAP phone # and communication strategy

March 2011

- Hired dedicated local Account Manager and opened regional office

July 1, 2011

- Launched Hybrid Model for the 28,878 OSU faculty and staff at that time
How it looks

Employee calls, emails EAP

- Financial
- Legal referral
- Elder care referral
- Mindfulness

IMPACT triages call

Warm transfer to OSU for 5 sessions

IMPACT EAP counselor in-person or video

Completes sessions or goes to Health Plan Benefit

Completes sessions with IMPACT EAP counselor &/or to Health Plan Benefit

Employee accesses via website
Accessing the EAP online
Our Hybrid Services

**Internal Team**
- Counseling of Clients
- Referral to OSU resources and community linkages
- Case Management
- Fitness for Duty Consults
- Health Fairs
- Embedded EAP counselors
- Organizational interventions
- Threat Assessment Team
- Training
- Collaborative Partnerships Across Campus

**External Team**
- Answers dedicated EAP line 24/7
- Conducts initial assessment and triages callers
- Warm transfers to schedule with internal team
- Authorizes referrals to campus and network EAP providers
- Manages EAP Provider Network
- Data Collection & Reporting
- Financial, Legal & other daily living referrals
- Dedicated Account Management
- Regional campus support
OSU Hybrid EAP: Services we partner on…

- Critical Incident Response and debriefings
- Strategize on difficult clinical cases
- Formal Management Referrals
- HR & Manager consultation
- Trainings and Orientations (main vs. regional)
- Marketing and EAP promotion
- Managing Stakeholder Expectations
OSU EAP Hybrid Model at it’s Best

- **Columbus Campus: November 2016**, Male OSU student attacked students, staff and a faculty member by driving his car on campus grounds and stabbing people with a knife.

- **Regional Campus: February 2019**, Female OSU student was abducted at gunpoint on campus by her former boyfriend who was the father of her child.

How did we respond? As a TEAM with an integrated approach...
Is a Hybrid Model Right For You?

Factors to Consider:
- Size of Institution
- Scope and complexity
- Geographical presence
- Depth and Breadth of services needed to serve the workforce
What We Are Most Proud Of…

▪ Mutual commitment to service and quality
▪ We are clinicians first
▪ Integration across campus: HR, Integrated Disability, Employee Health, Police, OSU East, Graduate Medical Education, Vet. Med, Public Health
▪ Enhanced engagement – new marketing strategies in 2019
What We Are Most Proud Of: Results

Findings: Since OSU partnered with IMPACT and we launched the Hybrid EAP model, direct EAP counseling files have increased by 350%

Implications:
- An internal EAP can thrive and some even grow with a Hybrid model in place & with the right partner.
- We are excited to measure more than utilization and client satisfaction in 2020 and beyond.
WorkPlace Outcomes Suite Pilot

Average Scores (N=88)

- Absenteeism Declined by 27.4%
- Presenteeism Declined by 10%
- Work Distress Declined by 5.1%
- Work Engagement Improved by 10.2%*
- Life Satisfaction Improved by 9.7%
A Step Further ~ By Presenting Problem

- Absenteeism: 2.5%
- Presenteeism: 14.5%
- Workplace Distress: 23.0%
- Work Engagement: 20.9%
- Life Satisfaction: 19.7%
- Anxiety/Depression: -3.1%
- Work Stress: -86.4%
- Other: -81.7%

Presenting Problem
- Anxiety/Depression
- Work Stress
- Other
What’s Ahead in 2020?

January
- Emotional Support Chatbot and WOS launch

June
- Initial analysis on OSU WOS data is obtained

Early 2021, IMPACT will analyze WOS data comparing OSU against Ohio’s Higher Education BOB
Questions?

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