

**ABOUT TRIHEALTH CORPORATE HEALTH**

TriHealth Corporate Health is recognized as the employer health partner to more than 7,000 companies and organizations. Employers of all sizes and industry types trust TriHealth Corporate Health year after year to help them build and maintain healthy, strong and well balanced workforces.

As a division of TriHealth, a not-for-profit health system that includes Good Samaritan and Bethesda North Hospitals, we bring over 150 years of compassion and world-class care to the people we serve. Our division was established in the early 1980's with a single focus – to improve employee health thereby increasing workplace productivity.

Our medical staff, fitness and wellness specialists, and Worklife counselors are experts in Workplace Health and Medicine. We are passionate about helping businesses empower their employees to make healthy lifestyle choices, because healthy people perform to their fullest on the job and impact the overall health of our communities.

Corporate Health is uniquely positioned to help maximize an employer's opportunities for sustaining long-term bottom line success. We set the standard for holistic employee care, offering the industry's greatest breadth of employer health solutions delivered through an integrated model we developed called Health & Productivity Strategies, (HPS). HPS systematically addresses all aspects of employee health affecting work performance.

**HEALTH + PRODUCTIVITY STRATEGIES**

We are committed to helping employers care for their greatest assets – the individuals they employ. In partnership with employers, we will continue to develop innovative strategies that improve employee health, contain healthcare costs and increase staff productivity.

TriHealth Corporate Health includes SHARE® On-site Nurse Program, CONCERN® Services, Preventive Health Systems, Occupational Medicine, Executive Health, and TriHealth Fitness & Health Pavilion



# Improving Employee Performance

Through EAP/Worklife Solutions

## CONCERN® Services



You realize the connection between an employee's well-being and their ability to fully function on the job. When you empower employees with skills to help them effectively balance their work and personal lives, you see improved individual performance, reduced absenteeism and increased employee morale.

Today, your employees may be suffering from addictions, stress, anxiety, and depression or struggling to cope with a disability

or family crisis. Employees may feel without hope and unable to cope with pressures at work and at home. As they turn to you for support and resources, you want to respond with effective and compassionate programs that will help them be their best on the job and at home.

Choose CONCERN® Services as your source for the most comprehensive and reliable employee assistance programs (EAP), Worklife and Behavioral

Health Management programs available. As part of TriHealth Corporate Health, we partner with you to implement the right programs for your employee population. From counseling to disability management, we help employees stay healthy, on the job and provide them with the ongoing support they need to cope with life's everyday challenges.

# A BALANCED APPROACH TO LIFE INCREASES PRODUCTIVITY AT WORK

**F**or more than 20 years, CONCERN® Services has partnered with employers throughout the United States, Puerto Rico and Canada to transform their operations by implementing high-quality and customized EAP/Worklife and Managed Behavioral Health solutions. CONCERN sets the industry standard for total employee care by integrating with the full range of employer health services delivered through TriHealth Corporate Health.

When you implement CONCERN Services as a part of your organization's health and productivity strategy, you are equipping your employees and their families with life skills that help them to manage the demands of life and resolve their problems effectively.

We partner with you to confront the critical business issues challenging every organization: turnover, productivity, absenteeism, and health care costs. We address corporate issues through programs that are targeted at both the professional and personal development needs of employees and their families. As a result of our counseling, innovative resources and support, employees can effectively balance their work and personal lives, increasing their productivity on the job.



**Y**ou are important to us. When you choose CONCERN® Services, you can trust that we will provide your employees and their families with knowledgeable assistance and personal attention whenever they need it. Your employees can access services choosing the method best for them: web-based resources, telephonic and in-person counseling, and on-site assistance. We are ready to help at anytime, day or night, 24 hrs a day/7 days a week. Our highly trained counselors treat employees and family members with care, concern and a priority for helping them achieve their best at work and home.

**DISCOVER HOW CONCERN® SERVICES CAN HELP YOU TO IMPROVE EMPLOYEE PERFORMANCE.**

Call Jackie Glaser today at (513) 985.5455 x235 to arrange a free initial assessment or visit [www.CONCERNservices.com](http://www.CONCERNservices.com) to find out why so many of the nation's most respected companies choose CONCERN as their EAP/Worklife Solution.

*Helping People Work Better. Helping People Live Better.*

## OUR SERVICES

CONCERN Services offers an extensive array of integrated and stand-alone services, products and programs that are tailored to match the needs of your organization. We work closely with you to develop a customized plan that will include programs from one or more of the following service lines:

### • EMPLOYEE ASSISTANCE

Our services are designed to assist employers in addressing productivity issues and assist employees and their families in identifying and resolving personal concerns. We take a broad brush approach to employee assistance by offering counseling, direction, support and understanding to employees and family members. Utilizing customized action plans, participants improve their level of performance at work and at home.

### • BEHAVIORAL HEALTH MANAGEMENT

We function as a turnkey solution for your organizational behavioral health needs. We can serve as an EAP gateway or as your third party administrator; managing panel providers and processing claims. CONCERN Behavioral Health Management provides a complete continuum of mental health/substance abuse services from employee assistance to in-patient and out-patient care for employers who are self-insured and want to shape the management of their behavioral health benefits.

### • DISABILITY MANAGEMENT

CONCERN defines disability in terms of functional ability rather than in terms of symptoms. We provide coordination and management of care for an employee disabled due to behavioral health problems with the goal of successfully returning the individual to appropriate work. Through the assistance and support of a case manager, our approach consistently demonstrates that a greater number of individuals will return to work in a timely manner.

### • WORK/LIFE BALANCE

When employees are unable to effectively manage stress, they may have difficulty focusing on their work or be unable to work at all. We provide a wide range of Worklife solutions to assist the various needs of employees and their families based upon age, lifestyle, health, or family situations. We provide a dynamic and proactive process for employees and their families to obtain expert advice and support, learn new skills and abilities, while serving businesses with a direct communication link to employees.

## WHY EMPLOYERS CHOOSE CONCERN®

**Employees return to work quickly & sustain performance** – CONCERN Services has the reputation for helping employers provide just the right type of support to employees who are feeling without hope or promise. Time and time again, individuals struggling to cope with stresses associated with family and relationship problems are able to return to appropriate work and be fully functioning as a result of our care.

**Everyone benefits** – Because CONCERN provides a comprehensive offering of programs and products, all employees and family members can access resources that improve the quality of their lives.

**Customized service models** – Programs are tailored to match the exact needs of employers. Visit [www.CONCERNservices.com](http://www.CONCERNservices.com) for samples of models.

**Health & Productivity Strategies** – Employers know TriHealth

Corporate Health delivers proven corporate-wide health solutions focused on increased productivity. So as your needs evolve, CONCERN represents more than an EAP; you have access to a system-wide approach to employee health care.

**Employees feel cared for and well supported** – You have peace of mind knowing that your employees are receiving the care and attention that you would expect for you and your family members.

**Innovative resources** – Employees and their families have access to a broad range of current and authoritative health and Worklife news, information and educational resources.

**Return on investment** – We demonstrate our accountability by providing employers with tools to monitor our programs. Our solutions are proven to maximize employee productivity and reduce healthcare costs.

## PROVEN RESULTS

A fully functioning employee is one who meets or exceeds your performance requirements. We demonstrate the impact of our solutions by measuring the functional improvement achieved by your employees who use our services and their satisfaction with those services. At the start of treatment, the average client scores 2.47 on our 5 point Likert Scale evaluation of Functional Effectiveness. The average improvement during treatment is 35%, to a score of 3.34. The average Satisfaction score on our 5 point Likert Scale (5 being completely satisfied) is 4.60.

## EXPECTED BENEFITS OF CONCERN® SERVICES

- Improved health status
- Increase in employees' concentration & on-the-job performance
- Reduction in absenteeism
- Improved employee morale
- Savings in workers' compensation claims
- Reduction in health care costs
- Reduction in accidents
- Improved employee retention
- Sustained bottom-line results



<b>CONCERN Services Employee Assistance Programs</b>	<b>EAP Assessment &amp; Counseling</b>	<b>EAP Assessment &amp; Intervention</b>	<b>EAP Assessment &amp; Referral</b>
<b>TYPES OF SERVICES</b>			
Assessment & Referral up to 3 sessions per episode			X
Assessment & Intervention 5 to 8 sessions per episode		X	
Assessment & Counseling up to 10 sessions per episode	X		
Problem Focused Assessment	X	X	X
Substance Abuse Professional	X	X	X
Fitness-For-Duty	X	X	X
Performance	X	X	X
Post Trauma Stress Debriefing	X		
<b>CASE MANAGEMENT</b>			
Referral Follow-Up	X	X	X
Care Coordination	X	X	
Return to Work Coordination	X	X	
<b>CONSULTATION</b>			
EAP Policy	X	X	X
Performance Improvement	X		
Americans with Disabilities (Behavioral Health)	X		
Family/Medical Leave	X		
Violence in the Workplace	X		
Drug Free Workplace	X		
<b>TRAINING</b>			
Leadership Team Intro to CONCERN EAP/WorkLife	X	X	X
Supervisor Effective EAP Referrals	X	X	
Employee Orientation to Your EAP/WorkLife Benefit	X	X	
Quarterly Supervisor Training	X	Our Site Only	
Quarterly Enrichment Series	X	Our Site Only	
Customized/On-Site	X		
<b>PROGRAM PROMOTION</b>			
Monthly Promotional Flyer/Article	X	X	X
Brochures	X	X	X
Posters	X	X	
Paycheck Stuffers	X		
Calendar Cards	X		
"Brown Bag" Presentations	X		
Special Events (Health Fairs)	X		
Open Enrollment Information	X		
<b>REPORTING</b>			
	<b>Quarterly</b>	<b>Semi-Annual</b>	<b>Annual</b>
Program Utilization	X	X	X
Client Demographics	X	X	X
Types of Problems	X	X	X
Types of Referrals/Services Used	X	X	X
Client Satisfaction	X	X	X
Supervisor Satisfaction	X	X	X
Client Functional Improvement	X	X	X
Training Program Satisfaction	X	X	X
<b>WORKLIFE SERVICES</b>			
	<b>Included</b>	<b>Optional</b>	<b>N/A</b>
LifeHub	X	X	
Stress	X	X	
Health & Fitness	X	X	
Parenting	X	X	
Relationships	X	X	
Career Skills	X	X	
Leadership	X	X	
Performance	X	X	
Emotional Health	X	X	
Personal Finance	X	X	
Eldercare	X	X	



# CONCERN® SERVICES KEY TERMS

<b>Assessment: Clinical</b>	Systematic collection and review of data necessary to determine treatment needs and develop a Treatment Plan.
<b>Assessment: Organizational</b>	Systematic collection and review of data necessary to determine Organizational Diagnosis, Intervention needs, Recommendations and an Intervention Plan.
<b>Case Management</b>	A formal process utilizing clinical standards and protocols to optimize outcomes within appropriate resource management for a particular Case
<b>Coaching</b>	Service designed to improve professional/personal effectiveness through assessment of strengths and weaknesses, goal focused action planning, feedback and evaluation of results. Types of Coaching services available include Parent Coaching and Health & Wellness Coaching
<b>Counseling</b>	Applying clinical counseling principles, methods or procedures to achieve more effective personal, social, or occupational functioning. May be in-person, by telephone or through the Internet or e-mail.
<b>Critical Incident Stress Debriefing</b>	Systematic process designed to stabilize individuals by normalizing post-traumatic event stress reactions and to educate about possible future reactions
<b>Disability Case Management</b>	Management of the care of an employee disabled due to physical and/or behavioral health problems with the goal of successful return to work.
<b>Drug Free Work Place</b>	Ohio Bureau of Worker's Compensation's Drug-Free Work Place (DFWP) program is an incentive program designed to help employers establish a safer and more cost-effective workplace by providing annual employee education and supervisor training on substance abuse, drug and alcohol testing, employee assistance, and a written drug-free workplace policy.
<b>EAP Core Technology</b>	<ol style="list-style-type: none"> <li>1. Consultation, training and assistance to managers, supervisors and union stewards seeking to manage the troubled employee, enhance the work environment, and improve employee job performance. This includes outreach to employees and their family members about availability of EAP services.</li> <li>2. Problem assessment services for employee clients with personal concerns that may affect job performance;</li> <li>3. Short-term intervention to address problems that affect job performance;</li> <li>4. Referral for diagnosis, treatment, plus case monitoring and follow-up.</li> <li>5. Consultation in establishing and maintaining relations with providers</li> <li>6. Consultation to work organization to encourage availability of and employee access to health benefits covering medical and behavioral problems.</li> <li>7. Identification of the results of EAP services.</li> </ol>
<b>EAP Service Models</b>	<p><b>Assessment &amp; Referral</b> Usually offering no more than 3 sessions, the goal of this model is to identify the problem or issue that should be the focus of treatment and to refer the client to an appropriate source of assistance.</p> <p><b>Assessment &amp; Intervention</b> This model may include 5 to 8 sessions and provides for some problem intervention in addition to the assessment. This model increases the opportunity to achieve to necessary level of "permission / persuasion" to motivate the client to follow through with problem solving action.</p> <p><b>Assessment &amp; Counseling</b> This model includes up to 10 sessions of counseling and attempts to assess the problem, intervene in the problem cycle and resolve the issue through professional counseling. Additional referrals are usually not required.</p>
<b>On-Call</b>	Unscheduled urgent or emergency Assessment or Counseling services on an as-needed basis. May be conducted during or after normal working hours and may be delivered by telephone or in-person.
<b>Substance Abuse Professional</b>	A qualified person who evaluates employees who have violated a DOT drug / alcohol regulation and recommends education, treatment, follow-up testing, and aftercare.