

Employee Assistance Programs

B.E.S.T. offers management and administrative support for employee assistance programs. An employer-sponsored employee assistance plan (EAP) is a work-based intervention program designed to identify and assist employees in resolving personal problems that may be adversely affecting their performance at work, such as marital, financial or emotional problems; family issues; or substance or alcohol abuse. EAPs may also offer a wide array of services covering basic legal assistance and referrals, adoption assistance, help finding elder care services, wellness programs, and more.

Employers have a vested interest in the ability of employees to work at or close to their full potential. EAPs are valuable resources that can help employees cope with issues affecting their ability to reach that potential. **B.E.S.T.** can provide consulting services designed to enhance the management, productivity, growth, and marketing of these programs both internally and externally.



Conduct a detailed analysis of the existing internal EAP Operations

- Evaluate the efficiency and effectiveness of the program
- Review usage patterns related to each hospital and all employees
- Identify the most and least used services / areas and why
- Review survey results where possible
- Identify significant gaps related to the goals of the services
- Develop plans to improve service this closing performance gaps

Review business relations with all EAP service providers

- Identify the most effective EAP service providers and utilize their “best practices”
- Establish specific well defined performance standards for all service providers
- Identify the least effective EAP service providers and either establish and monitor a plan to improve their service delivery or transition them from the system
- Develop a succession plan in all areas with highly competent service providers to insure ubiquity in service delivery

Identify all areas of improvement within the entire EAP

- Establish specific benchmarks for each improvement area
- Plan and implement appropriate training to foster improvement
- Provide internal employee development and external vendor development in the areas of communication, customer service, marketing, and sales
- Implement strategic follow up plan to insure improvement goals are met