



# @evolutionEAP

## EMPLOYEE ASSISTANCE REDEFINED

Evolution EAP is a far-reaching and innovative redefinition of employee assistance that goes beyond previous benchmarks for service, quality and value for money in the industry.

The EAP industry is increasingly perceived as not fulfilling clients' needs and becoming overly product focused instead of customer focused. This often leads to confusion for employers as to how effective their EAP actually is in tackling workplace issues such as stress and absenteeism. How can your organisation be sure that individual employees are getting appropriate outcomes and solutions from EAP interventions? Moreover, is your organisation itself getting the best out of the EAP service, both in strategic and financial terms?

Through our unique client directed, outcome informed model, Evolution EAP allows us to address employee needs directly, but also to deliver satisfaction and value for money to your organisation.

### What is Evolution EAP?

Evolution EAP is the most comprehensive EAP ever offered in the marketplace. Going beyond traditional EAP services including short-term counselling and support, work-life services, and legal and financial advice, Evolution EAP also provides access to a wide range of specialist group and clinical interventions provided by the Priory Group.

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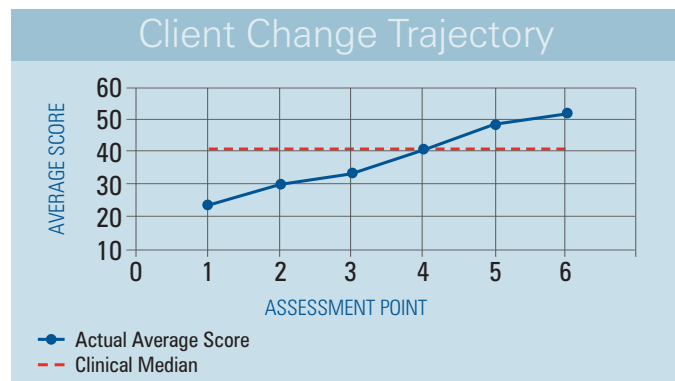


Traditional EAP Services:	Specialist Services:	Outcome Informed Service Delivery
<ul style="list-style-type: none"> <li>- Telephone support</li> <li>- Face-to-face counselling</li> <li>- Work-life services</li> <li>- Family life services</li> <li>- Legal advice</li> <li>- Financial advice</li> </ul>	<ul style="list-style-type: none"> <li>- Psychiatric assessments</li> <li>- Group therapy</li> <li>- Life skills including assertiveness, anger management, anxiety and depression</li> <li>- Specialist psychotherapy including CBT and treatment for couples, trauma, addictions and eating disorders</li> </ul>	<ul style="list-style-type: none"> <li>- Outcome informed services</li> <li>- Client directed practice</li> <li>- Quality rating</li> <li>- Key performance indicators</li> <li>- ROI measures</li> </ul>
<p>+ +</p> <p>= Evolution EAP</p>		

## How Does It Work?

Evolution EAP is a broader and more inclusive EAP than has previously been available in the market. By offering core, short and medium-term EAP solutions, alongside other specialist psychological interventions, we can best meet the needs of individual employees while significantly improving workplace performance.

Integral to the new Evolution EAP is our ability to systematically evaluate the outcome of EAP interventions. We commit to certain outcome levels as part of our service level agreements (SLAs). In addition, by linking our SLAs to your organisation's key performance indicators (KPIs) we can offer meaningful feedback to the company on employee outcomes.



Our extensive feedback and evaluation systems can be adapted and customised to meet the specific requirements of your organisation and support the needs of individual employees.

Evolution EAP is the first EAP to combine session quality ratings for individual client EAP sessions with outcome ratings in determining overall client satisfaction levels.

Using Web 2.0 online systems, our client organisations will be able to quickly and easily assess the performance of their EAP service via an online portal, administered securely and confidentially. This can generate aggregate administrative reports that identify key areas of work-related and employee wellness concerns within the organisation. Recommendations are then generated to achieve optimal benefit to your organisation.

Employers can then obtain aggregate employee wellness data quickly and easily whenever it is convenient, without waiting for reports to be compiled. While individual employee confidentiality is maintained, management and HR will see the key trends in their organisation. This easy-to-use evaluation and reporting tool can be seamlessly integrated into the EAR User Website or on your organisation's intranet.



employee advisory resource

This product overview is intended for descriptive purposes only. Please speak with your Account Manager or Sales Person for additional details.

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