

**PARTNERS EAP
CONTINUOUS QUALITY IMPROVEMENT
2012 OUTCOMES FOR ALL ENTITIES**

Partners EAP gets results

- **82% of EAP clients reported that the help they received at the EAP had a positive effect on their job performance and productivity.**
- **85% of clients reached at case closure showed improvement or problem resolution.**
- **95% of all managers agreed/strongly agreed that the consultation received from the EAP consultant offered specific suggestions and/or a plan to address the problem.**

Client Satisfaction	95% of surveyed clients were satisfied with the overall quality of assistance they received.
Manager Satisfaction	98% of surveyed managers were satisfied with manager consultation services offered by EAP.
EAP Resilience Trainings	92% of participants found the training provided by EAP helpful and informative.
Problem Resolution	85% of those reached reported improvement or problem resolution after using EAP.

Favorable results from manager consultation satisfaction and outcome surveys:

- 100% of managers agreed/strongly agreed that they would recommend Partners EAP to their colleagues.

Favorable results from client satisfaction and outcome surveys:

- 98% reported easy access to EAP services
- 97% satisfied with availability of appointments
- 97% would recommend the EAP to others
- 95% satisfied with EAP counselor's responsiveness and professionalism
- 95% reported overall satisfaction with EAP services
- 82% indicated the help received from the EAP had a positive effect on their job performance and/or productivity