



A Brief Introduction to EAP Data Collection & Analysis 2024

Data Collection & Analysis



Data can be thought of generally as “information.”



Collection is how we gather this information. We are always collecting information—informally & formally.

For example, we can observe people wearing (or not wearing) PPE. Or we can anecdotally hear that people have used the EAP.

But without intentionally and formally collecting data across multiple levels of the organization, we might miss critical information. Missing or inaccurate data might mean the difference between safe and unsafe, well and unwell, healthy and unhealthy.



Analysis helps us understand the information we collected.

It helps us *make meaning* of the information.

It's important to identify the data we need, document (collect) it and make informed decisions (analysis) based on what we collected.

EAPs offer an opportunity for employers to both support workers and better understand what issues might be impacting the workforce. However, employees don't always know about their EAP or how to use it and employers don't collect data about their EAP.

According to NSC research:

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survey respondents offer an EAP as an employee benefit.

>75%

of survey respondents do not track data about how or if their EAP is used.

20%

of survey respondents didn't know if their workplace offered an EAP.

EAP Data Collection & Analysis

While most EAPs *can* collect data—the types of data they collect or track may differ.

Your EAP might not collect data unless you ask for and pay for it upfront.

A good place to start with your EAP data collection is by collecting information that helps answer these questions:

1. Are workers using the EAP?
2. How are they using it?
3. What was the outcome of their EAP use?

You can dig deeper into these questions depending on your organization's needs and what services your EAP provides.

EAP Data Collection & Analysis

EAPs typically collect data in the form of “encounters,” “outcomes,” “referrals” or something similar.

- EAP data is not usually people-level information.
 - EAP encounters are duplicative data—meaning it could be the same person using the EAP multiple times or multiple people using the EAP one time—these are all counted as “encounters.”
- You also can learn the topic of the “encounter”—was the employee concerned about substance use, mental health, finances, relationships, healthcare, etc.
- Beyond learning about EAP usage, you might want to know what the outcome was of that encounter.
 - Did the EAP provide resources?
 - Did they provide direct services (like mental health sessions)?
 - Did they refer the person to another provider, agency or support service in their community or healthcare network?

EAP Data Collection & Analysis

1. Identify
2. Collect
3. Analyze
4. Strategize

Identify



Step 1: Identify the data you want to collect



Can your EAP provide this data to your organization? Do they currently provide this data? How much will it cost for them to provide it? What format will they use to provide it?



When do you want to receive your EAP data? Annually, Quarterly, Monthly?



Make sure the data you're collecting gives you the information you need to know to make sure your workplace is safe, healthy and well.

Collect



Step 2: Collect the data



Start collecting your data.

Make sure you receive the intended information, in the format you requested & in the agreed timeframe.



Assign responsibilities for checking incoming data and ensuring it is stored appropriately.

Analyze



Step 3: Analyze the data you collected



What questions do you want to answer?



What, if anything, changed over time?



Are there more EAP encounters related to some issues?



Are there more EAP encounters from a particular shift or job title?



Are there more EAP encounters during any particular time period?

Strategize



Step 4: Strategize what to do with what you learn



Determine the information meaning AND start an action plan.

Example: Data showed the EAP is underutilized and did not have enough encounters to analyze use

Next steps might be to promote the EAP across the organization

This could include:

- Promoting EAPs across all levels—meetings, newsletters, emails, tool talks, daily check ins
- Demonstrating how employees can use the EAP—what does it sound like or feel like to make the call to the EAP?
- Educating workers on all the ways the EAP can help. Lead by example, provide opportunities for staff to share their experience with the EAP.

Strategize



Step 4: Strategize what to do with what you learn



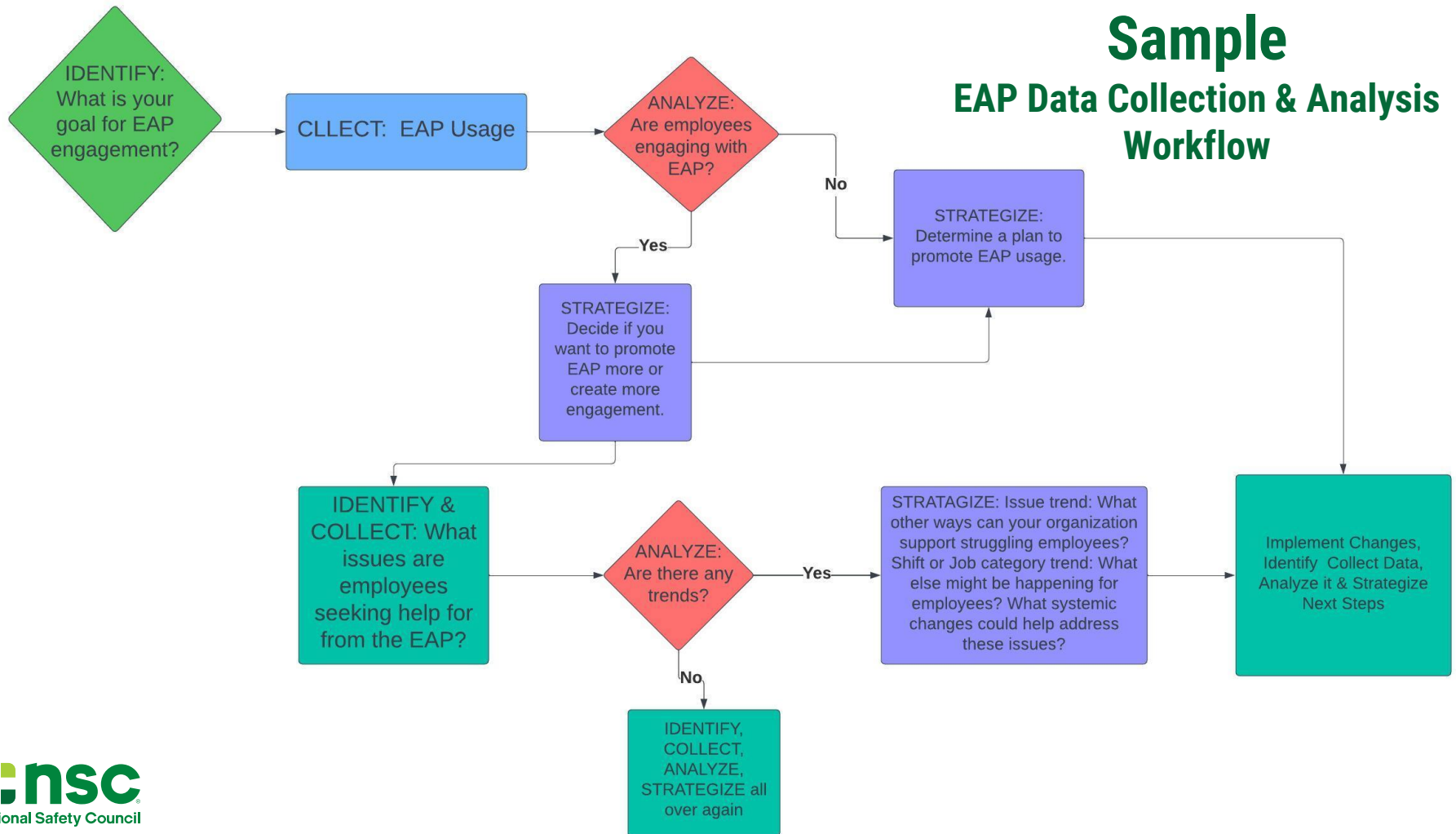
Determine what data to collect next

The same? More? Less?

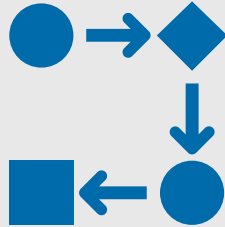
Can you combine data collection efforts—what is your organization’s level of psychological safety? Do workers feel comfortable and confident that calling the EAP or asking for help will not be punished? What do your organization’s worker engagement and worker satisfaction efforts show? Is there something to be learned from all these efforts?

Sample

EAP Data Collection & Analysis Workflow



Data Collection & Analysis is an Ongoing Process!



Repeat this process for continuous improvement!



Explore more about continuous quality improvement and the [PDSA](#) or [PDCA](#) process!