

Outcome Measurement Revolution: Want to be Part of it?

WHAT:

Chestnut Global Partners, who created the Workplace Outcome Suite (WOS) in 2010, is once again advancing development of a comparable outcome measurement tool, the Critical Incident Outcome Measure (CIOM). This new tool focuses on the degree of effectiveness of Critical Incident Responses (CIR) conducted by Employee Assistance Professionals. *See reverse side for a DRAFT of the CIOM.*

WHY:

CIR is generally valued and appreciated but next to nothing is empirically known about actual workplace impact. The research that exists is mainly case studies and reviews of archival records. The time has come to build a tool that credibly demonstrates and quantifies the positive workplace effects of CIR conducted by EAPs.

HOW:

The goal is to help EAPs demonstrate the value of CIR for various types of incidents... in other words prove that CIR conducted by EAPs is a valuable resource. We now need help from EAPs to pilot this version of the tool as well as help to decide the most effective and efficient form of how to implement this tool.

WHEN:

The CIOM tool has been developed and a Beta Test was conducted in the Spring 2017. An article on it's Psychometric Testing will be coming out late Fall 2017. Pilot studies of this tool will be conducted in late 2017/early 2018 and hopefully the tool will be ready for Market in 2018.

*** If interested in more information attend EAPA Session: A new tool and method to evaluate the effectiveness of worksite CIR at 10:30 on Friday October 6.**

For more information, please contact:

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Candidate Items for the Critical Incident Outcome Measure

GENERAL INSTRUCTIONS

Below is a series of statements that refer to aspects of a recent "critical incident" or distressing event that occurred at work. Your Employee Assistance provider addressed this incident or event with an on-site service. Please read each item carefully and answer as accurately as you can.

ABSENTEEISM		NUMBER OF HOURS				
1.	For the period of the past thirty (30) days, please total the number of hours the incident has caused you to miss work, including complete 8-hour days and partial days when you came in late or left early.					
INSTRUCTIONS FOR ITEMS 2-22		STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE
EMOTIONAL DISTRESS	2. I feel sad most of the time.	①	②	③	④	⑤
	3. I feel anxious most of the time.	①	②	③	④	⑤
	4. I worry a lot.	①	②	③	④	⑤
	5. I feel like crying a lot.	①	②	③	④	⑤
	6. I don't have any energy.	①	②	③	④	⑤
	PRESENTEEISM	7. I have a hard time doing my work because of the incident.	①	②	③	④
8. The incident keeps me from concentrating on my work.		①	②	③	④	⑤
9. I am not able to enjoy my work because of the incident.		①	②	③	④	⑤
10. The incident makes me worried about completing my normal duties.		①	②	③	④	⑤
11. I cannot do my job because of the incident.		①	②	③	④	⑤
RESILIENCY	12. I actively look for ways to replace the losses I encounter in life.	①	②	③	④	⑤
	13. I look for creative ways to alter difficult situations.	①	②	③	④	⑤
	14. Regardless of what happens to me, I believe I can control my reactions to it.	①	②	③	④	⑤
	15. I believe I can grow in positive ways by dealing with difficult situations.	①	②	③	④	⑤
	16. I can usually find ways to deal with most problems I encounter.	①	②	③	④	⑤
RETURN TO WORK	17. I believe that I can return to my duties without any interference from the incident.	①	②	③	④	⑤
	18. I feel that I can perform my work without any problems from the incident.	①	②	③	④	⑤
	19. I feel competent to return to my normal duties.	①	②	③	④	⑤
	20. There shouldn't be any problem with me doing my regular work.	①	②	③	④	⑤
	21. At this point the incident does not affect my ability to work.	①	②	③	④	⑤
PERCEPTION OF LEADERSHIP						
22.	On a scale of 1 to 5 with 1 being inadequate and 5 being superior, how would you rate the effectiveness of your organization leadership's reaction to the incident?	①	②	③	④	⑤

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