



Here's why there is no better time to switch EAP providers than right now:

PROBLEM

We are experiencing the largest collective mental health crisis that has happened in years and employees are suffering the consequences.



37%

of Canadian workers agree that workplace stress was so overwhelming in 2020 that they felt physically ill.

63%

of Canadian workers who were already not satisfied with their jobs reported feeling physically ill from stress.

People's lives are at risk, and employers need to make sure their benefits and EAP are making a real impact.

PROBLEM

While many employers provide their organizations with employee assistance programs, traditional EAPs often present many barriers to receiving great care and pain points:

Many employees aren't aware that they have an EAP available to them, resulting in a wasted investment for employers

Long wait times before connecting with a healthcare professional (days and even weeks)

Inconsistent quality of services provided by external network of professionals

Difficult to get in touch with (old-fashioned 1-800 numbers)

Short-term, non-continuous care

Poor or slow accessibility to care

Lack of data or ROI visibility for administrators

Outdated and confusing member experience

Impact

Employees are unhappy with their EAP services which translates into poor outcomes for employees and disappointing investments for employers.



TRADITIONAL EAPS HAVE:

Low satisfaction rates at just **39%**

Low utilization rates at just **11%**

Organizations cannot afford to keep an EAP that isn't resulting in desirable outcomes.

Employees need immediate, high quality, effective support now more than ever. Sticking with an employee assistance program that doesn't provide the help and resources they need will only hurt an organization in the long run.

An underperforming EAP has been shown to negatively impact organizations and employees in the following ways:

Untreated issues can lead to disability leaves and costs – 36% of employees report arriving late or leaving work early due to stress over the last year; 41% of employees took at least one full day away from work due to stress

Organizational losses – 80% of which can be traced back to untreated employee behavioural issues, such as anxiety, depression, substance abuse and dissatisfaction with quality of life

Decreased productivity due to presenteeism (remaining at work while not feeling well)

Low employee morale

Underwhelming ROI due to employees not using services as much as expected

Solution

Here's how Dialogue's virtual EAP resolves these pain points:

Clear, visible offering that is broadly communicated within your organization

Engagement and onboarding tools and materials

Virtual consultations and access to all services via an application

High quality, reliable care with mainly internal multidisciplinary team

Minimal wait times for appointments (<24 hours)

Modern and user experienced

Transparent reporting (measure stats including ROI, utilization, and satisfaction rates)

Continuity of care with the same professional as an option and follow-ups after each consultation

Seamlessly unified with other health and wellness programs on Dialogue's Integrated Health Platform™

91% average member satisfaction rate

70%+ mental health consultations

48% registration rate

~39% annualized utilization rate

Dialogue's virtual EAP has shown favourable results:

Worried that switching EAPs will be a hassle?

Launching Dialogue's EAP is a breeze, thanks to our excellent customer service and account managers who will work collaboratively with you every step of the way to ensure a seamless transition. Dialogue's support includes:

Robust onboarding process

Support with the launch and an ongoing communication strategy

Seamless management of member eligibility through integration with your HRIS

Implementing employee feedback system to monitor program satisfaction

Regular insight into program engagement metrics

And much more

Give your employees the EAP they deserve in no time at all.

It only takes 2+ business days to launch Dialogue's EAP within a new organization*.

*Program launches for organizations with >250 members may follow an adjusted timeline.

Give your employees the support and resources they need during a time when they need it most.

Click here to discover how Dialogue's EAP can transform your employees' well-being now.

Learn more

