



Partner Policy: Pathways

Introduction

On occasion a participant will access the WPO service reporting issues unlikely to be satisfactorily addressed during a short-term solution-focused intervention. Some require a referral to resources and agencies outside the EAP environment, however, others could benefit from a longer-term referral to EAP sessions. Pathways has been developed to service that need.

Policy

Pathways is only available to participants whose EAP benefit includes this service.

All Pathways engagements must be approved by the participant's employer; this approval can be provided anonymously via an agreed bank of available hours or via Management Referral. Whenever a partner identifies a participant may benefit from a Pathways intervention, they will raise the case with WPO to expedite the employer's approval as and how required.

Participants can be referred to Pathways via the initial telephonic/video clinical conversation to establish their needs or during/following the completion of short-term EAP sessions when the participant requires further support.

The number of sessions available to the participant under their employer's standard benefit will be utilised before Pathways sessions are charged to the employer.

There is no limit on the number of sessions available to participants referred to Pathways. However, where the counselling is still ongoing after 6 lapsed months, the EAP will undertake a thorough review with both participant and counsellor (separately) to confirm that progress is being made and gain an understanding of how many further sessions are likely to be required. Other options will be considered if it is felt the counselling is not being beneficial. The EAP will work with the counsellor with the aim of ensuring that the Pathways intervention is completed within a 12-month period.

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Pathways sessions can be delivered in-person or via telephonic or video modalities.

Solution-focused therapy is offered; the goal is problem resolution, empathic support and skill development, focusing on the participant's present circumstances rather than a detailed investigation of the past.

The Outcome Rating Scale (ORS) will not be gathered for Pathways cases.

Pathways is not available for Minors, Couples or Family Counselling.

Pathways cases will be reviewed with the counsellor providing the sessions after the 1st session to ensure the counsellor remains confident that the work is within their experience and capability to complete and that nothing was raised in the session that would cause concern. Progress on the case will be reviewed after every 6 sessions.

Sessions must be held regularly, ideally weekly, with any gap (e.g. for counsellor/participant holiday or sickness) properly managed.

Participants presenting with any risk which is assessed as greater than mild cannot be referred to Pathways.

Participants presenting with addiction (e.g. substance or impulse control such as gambling) cannot be referred to Pathways and will be referred to appropriate resources.

Participants presenting with symptoms of/a diagnosis of mental-health issues (e.g. Borderline Personality Disorder, Schizophrenia or Bipolar) cannot be referred to Pathways and will be referred to appropriate resources. Those reporting Anxiety/Depression (symptoms or formal diagnosis) can be referred to Pathways unless they report a significant risk of harm. Participants reporting with symptoms of trauma can be referred to Pathways unless the symptoms are severe indicating a formal assessment for PTSD is required.

The EAP cannot make a referral to Pathways concurrently with other counselling support delivered via the EAP or any other Agency.

Clinical Practice

- Pathways is suitable for participants whose presenting issues cannot be expected to be reasonably addressed in a time-limited format. The participant may have multiple concerns and no clear focus. Symptoms may be chronic and have existed for some time with functioning moderately impaired. There may be a history of previous short-term counselling interventions that have been unsuccessful. There may be concern that an abrupt ending to the sessions would be detrimental to the participant's emotional wellbeing.

- Pathways is not suitable for participants presenting with:
 - Evidence of psychosis,
 - Sexual problems/dysfunction of some duration requiring specialist treatment,
 - Alcohol or drug dependence in need of a multi-agency approach,
 - Eating Disorders requiring medical intervention,
 - Complex phobias requiring specialist treatment.
- Appropriate external resources (e.g. GP's, insurance providers or a specialist Agency) will always be offered as an alternative to a Pathways intervention.
- When a participant is transferred to Pathways during or immediately following a short-term EAP intervention, the EAP will review with the counsellor providing the EAP sessions whether they are willing and experienced enough to undertake the longer-term engagement. If they are, and the participant wishes to continue with them, this will be initiated. Otherwise the participant will be transferred to another counsellor.
- Pathways sessions are financed by employers outside their standard benefit therefore the sessions must end if a participant leaves their employment (for any reason) while undergoing a Pathways intervention. A clinically appropriate ending of one or two sessions will be provided and ongoing resources offered to the participant. An option may be for the participant to sign a waiver and continue privately with the counsellor.

CHANGE HISTORY:

Document Original Author: Alison Brown; Vice President Global Clinical Quality

Stakeholders: Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

Change Date:	Approved by:	Subject Matter Expert(S) [SME] Utilized:	Description/Details of Change [Why & What]:
September 2020	Alan King	Alison Brown/ Maulika Sharma/ Maria Guimaraes	Document Initially Created
November 2020	Alan King	Alison Brown/ Maulika Sharma/ Maria Guimaraes	Annual Review: no changes to policy. Document updated in line with current naming conventions.