

How do you spell help? E-A-P!

The Employee Assistance Program (EAP) at MGH is a service available to the Partners "family". EAP is a workplace based personal consultation, information and referral program for all employees and their families. The EAP offers assistance with all types of work-related, personal or family concerns. The EAP provides consultation and training addressing a wide variety of common (and even uncommon) workplace problems. It provides consultation and crisis intervention to workgroups. The EAP provides free counseling and referrals for issues that effect our personal and public lives. The EAP is an expert resource providing smooth liaison between the workplace and community resources. *All services of EAP are strictly confidential.*

The EAP mission is *"To promote a healthy work environment and to enhance and maintain the well-being of employees of the healthcare community which we serve, making possible excellence in patient care, teaching and research."*

The EAP is sponsored by Partners HealthCare System, Inc. (PHS) and is located at five institutions throughout PHS. As a faculty member, this program is free and offered as part of your MGH benefits.

According to Director Andrea Stidsen, LICSW, "the value of EAP is that it provides an opportunity that is quiet and separate so the focus is on the employee and their situation. EAP provides an individual consultation with an expert to help define the issue and identify the pieces of it and make it

From the Director – Nancy J. Tarbell, MD



We hope you are enjoying the start of summer and find some time to relax.

We also hope that you take the time to read about EAP in this edition. It is an important service at the MGH.

Lastly, it is with mixed emotions that I write my last note to you as Director, Center for Faculty Development. I am on to a new opportunity at HMS, as the Dean for Academic and Clinical Affairs at HMS.

I am excited to be part of and influence some very important HMS initiatives and topics that will affect HMS faculty. It has been a pleasure to work with all of you at MGH and MGHfC. I look forward to working with many of you in my new role as well!

Best,

more manageable. In addition, EAP understands the individual pressures in the context of the organizational culture – we can see the bigger picture, the individual in context of family life within MGH. Our motto is "Support throughout the seasons of life".

Partners EAP was awarded the 2007 Corporate Award for EAP Excellence by the Employee Assistance Society of North America.

EAP can help with:

- » Balancing Work and Family
- » Parenting, Family and Marital Concerns
- » Childcare and Eldercare Resources
- » Workplace conflicts
- » Psychiatric and Emotional distress
- » Addictions
- » Illness and Loss of family members
- » Financial Difficulties
- » Legal Concerns
- » Domestic Violence

The EAP as your partner in lab management

The research faculty at Massachusetts General Hospital who participated in the ORCD's Lab Management Workshop Series recently learned valuable information about using the Employee Assistance Program (EAP) to address personnel and management issues in the laboratory. Lisa Goss, MSW, LICSW, CEAP and Leslie Strachan, LICSW, CEAP, Corporate Employee Assistance Consultants, introduced the services of the EAP and discussed the resources available for lab managers, including management consultations. The interactive workshop looked at the supervisor's role in using the EAP for lab issues, and discussed behavioral indicators, including "on-the-job" absenteeism, difficulty with concentration, changes in judgment or poor relationships with other employees, that suggest an employee could be referred to the EAP. Participants also very effectively used role-playing to practice "supportive confrontation" of an employee exhibiting problems. The EAP has put together a Manager's Handbook, available by calling (866) 724-4EAP, that discusses these topics and others covered in the workshop.

Lisa Goss, MSW, LICSW, CEAP is the EAP liaison to the MGH Research community. One of the services offered by Lisa and the EAP staff is Management Consultations. EAP staff can consult with PI's to assess a lab management situation and recommend courses of action; and they can consult with lab managers on the best way to inform and refer employees who may benefit from EAP services. You may contact Lisa directly at lgoss1@partners.org, or the EAP at (866) 724-4EAP or www.eap.partners.org.

Behavioral indicators that suggest a referral to EAP

(from the EAP Manager's Handbook, pub. 6/2007)

- » Changes in General Appearance
- » "On-the-Job" Absenteeism
- » Difficulty with Concentration
- » Confusion
- » Changes in Energy Level
- » Illness
- » Changes in Speech
- » Too Social/Isolates
- » Poor Employee Relationships on the Job
- » Mistakes/Bad Judgments

Ask us



John Herman, MD

John B. Herman, MD, Associate Professor of Psychiatry, Associate Chief in the Department of Psychiatry, Medical Director for Partners HealthCare Employee Assistance Program shares his thoughts on the Employee Assistance Program.

What is the most important message you would like to get out about EAP?

I think it would have to be – "Don't worry alone – help is available". EAP has a seasoned, highly skilled staff that can help sort through even the most complex problems and recommend solutions.

What is the biggest advantage of EAP?

First, it is our experience from working inside the workplace and culture that provides insights and judgements which help us custom tailor our

recommendations to the unique situations each client brings to us. There are not many 'out of the box' solutions. We are used to collaborative and creative problem solving, and then providing resources to help achieve the solutions we devise. We understand that all sorts of individual personalities must integrate into our organization. When creating the EAP 18 years ago, we decided on a "home grown" and on-site program. This adds significant value to our program – we have built relationships throughout every institution. You will not be calling an anonymous 1-800 EAP line in some other state or country.

As Medical Director, what are some of the types of things that you see EAP can help faculty with?

EAP offers help for a wide scope of work and family life issues, and recommends solutions. We help with tricky conflicts/problems of academic life: career trajectory, lab politics, grant issues, having management responsibility for staff who were once your peer or mentor, etc. We are a resource, a confidential place to talk.

Office for Women's Careers (OWC)

Thank you Nancy J. Tarbell, MD!

We would like to congratulate Nancy J. Tarbell, MD, who has been named Dean for Academic and Clinical Affairs at Harvard Medical School (HMS) effective Monday, July 28. She will be charged with coordinating clinical department reviews and will oversee various HMS affiliation agreements. Her portfolio will include the Office of Faculty Affairs, the Office of Faculty and Research Integrity, the Office for Diversity and Community Partnership and the Department of Ambulatory Care and Prevention.

We would like to thank Nancy on behalf of the MGH community for all she has done



to advance faculty development initiatives. Nancy came to MGH in 1997, to start the Partners Office of Women's Careers at MGH. During her time here, she has worked tirelessly to promote the advancement of MGH women faculty, spearheaded the growth of the Claffin Awards, counseled and advised countless faculty members, chaired the Women in Academic Medicine Committee, and in 2005, she expanded her role to the Director of the Center for Faculty Development, where she has been focusing on the Annual Career Conference initiative most recently.

Nancy will continue at MGH in her clinical capacity, as a pediatric radiation oncologist.

Please join us in wishing Nancy much success as she embarks on her new journey at HMS!

Quick tips

Stress relief tips -

- » Try to identify personal stressors.
- » Communicate with friends, family, co-workers.
- » Get moving! Exercise is a great stress reliever. Exercise regularly.
- » Sleep.
- » Change what you can and accept what you can't.
- » Keep it in perspective. "Is this really a matter of life or death or does it just seem like it right now?"
- » Make time for your family.
- » Make time for yourself. Set aside quiet time.
- » Make time for others.
- » Get help if you need it.

Information from EAP website.

How do you help?

We can help our colleagues identify points of stress, and suggest strategies for reducing them. Unmanaged stress can lead to depression. Reducing stress is a non medicinal way to reduce vulnerability to all sorts of illness.

Any last comment regarding EAP that faculty should know?

Yes, I can't imagine EAP saying "no" to a request – their help capacity is that broad. If EAP doesn't know the answer, they are tenacious. They will find it for you.



You may contact EAP Monday through Friday, 8 am to 5 pm at (617) 726-6976. (After hour coverage is available via instruction on EAP voicemail message.)

For more information, please visit EAP website at:

<http://www.eap.partners.org/>



Faculty Spotlight

David Henderson, MD has been honored as the 2008 recipient of the Brockton High School Distinguished Alumni Award.

John B. Herman, MD was elected Chairman of the Board of Registration in Medicine.

Gina R. Kuperberg, MD was invited to serve as a member of the Language and Communication Study Section, Center for Scientific Review.

George I. Papakostas, MD was named this year's winner of the prestigious Max Hamilton Award from the Collegiums Internationale Neuropsychopharmacologicum.

Andrew L. Warshaw, MD has been honored with the prestigious 2008 HMS Joseph B. Martin Dean's Leadership Award for the Advancement of Women Faculty.

Join us in congratulating these faculty members!

Balancing Work and Family

Provided by the Employee Assistance Program

All of us must allocate 24 hours a day to the activities of life. How well we balance responsibilities with doing things we truly enjoy directly affects our quality of life. It also helps manage stress. Are you satisfied with your balance of time between work and family?

If you answered "no," you are not alone. Achieving balance with work and family is an ongoing process of juggling responsibilities at work and the needs of family members. These needs change over time. The key to success is stepping back and periodically analyzing how things are going. You can then decide if changes are needed. The result will be enjoying your life more and being in harmony with the things you value most.

10 Steps Toward Balance with Work and Family:

1. Work and family balance is a conscious decision.
2. Write down family goals.
3. Stick to your values.
4. Recognize that imbalance is sometimes inevitable.
5. Revisit your schedule.
6. Recognize the benefits of balance.
7. Manage distractions and procrastination.
8. Discuss expectations and responsibilities.
9. Organize your work better.
10. Know what Partners EAP can do.

Resilience: Being able to bounce back from stress

Provided by the Employee Assistance Program

Resilience is having the skills or attributes to recover quickly from a mental, physical or emotional crisis. Some individuals seem to have a natural ability to bounce back from adverse circumstances. Others have to learn how to become resilient.

Traits that Promote Resilience:

Sense of Humor: finds humor in life – able to laugh at self

Humble: realistic about both talents and faults - recognizes strengths and weaknesses - modest - unpretentious - receptive - listens and considers

Balanced: dynamic - wise - lives judiciously - is flexible and adaptable

Autonomous: has and enforces safe boundaries between self and others – emotionally distances self from destructive people, environments and life situations - self-reliant - unique

Relationally Healthy: values people – empathic - seeks to know and understand others - chooses healthy people to be with - relationships characterized by a balance of give and take - cooperative - comfortable with people/comfortable alone

Creative: self-expresses through art forms (music, writing, painting, dance, etc.) - values own inner world - has an aesthetic sense - comes at things from varying perspectives - tries new things

Self-Motivated: masters problems - takes the initiative and takes responsibility for actions - courageous - persistent - optimistic and confident - willing to endure reasonable pain for the sake of growth

Content: alive in the moment - able to learn from or make the most of the difficult and enjoy the good - grateful - generous – non-anxious - holds reasonable expectations

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