



Workplace Outcomes Related to Participation in the Flight Attendant Drug and Alcohol Program (FADAP)

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Acknowledgements

Thank you to the Flight Attendant Drug and Alcohol Program (FADAP) for their interest in measuring outcomes using research methods regarding flight attendants their participation in the FADAP program.

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Introduction and Background

- FADAP contracted with Dr. Jodi Jacobson Frey to help manage data collected through the outcomes measurement process and procedures
- Very little research has been conducted on outcome measures related to the workplace with flight attendants who complete treatment programs through FADAP or related programs

Evaluation Design

- Pre- and post-test survey design with flight attendants who complete treatment coordinated through FADAP
- Additional data collected from treatment provider

Measures

- Form 1: Referral to Treatment form
- Form 2: FA Initial Self Report form
- Form 3: Primary Treatment Summary form
- Form 4: FA Follow-Up Self-Report

Sample – Response Rate

- 210 unique cases (6 FAs refused to participate; 9 FAs had multiple treatment episodes)
- 159 cases include treatment provider data
- 22 FAs completed follow-up surveys to date (75 surveys mailed; 15 FAs were terminated and did not complete survey; 3 were deceased and 35 declined or did not have forwarding contact information); 7 reported not being in recovery so
 - Additional follow-up surveys will be mailed in 2016

Sample – Information from Form 1

- 75% union referred; 21% self-referred
- 11% reported having drug or alcohol violation at time of referral
- 99% referred to inpatient treatment
- Majority (59%) were in treatment for first time
 - Average # treatment episodes = 2.0 ($SD=2.1$)

Disciplinary Action (Form 2)

- Majority did not report any disciplinary action at time of referral
 - 14% facing written discipline / corrective action
 - 7% facing termination
 - 4% facing disciplinary suspension
 - 9% under investigation
 - 1% on a last chance agreement
 - 12% facing other types of action

**Note: FAs could check all that apply*

Costs to Workplace (pre-test)

- Lost Work Time: Alcohol and Other Drugs
 - Average hours = 10.4/month
 - Average cost = \$433/month
- Lost Work Time: Other Reasons
 - Average hours = 8.6/month
 - Average cost = \$358/month
- Total Lost Work Time
 - Average hours = 18.9/month
 - Average cost = \$1,375/month

Sample – Treatment Program Data (N=159)

- Majority completed treatment: 84%
- Primarily treated for:
 - Alcohol and mental health = 34%
 - Alcohol only = 16%
 - Alcohol, drugs, and mental health = 14%
 - Alcohol and drugs = 3%
 - Drugs only = 2.5%

Sample – Treatment Program Data (N=159)

- Social support participation = 56% yes
- MAT offered = 67% yes
- If MAT not offered or FA did not want to use, what was the reason?
 - Majority was due to FA declining to use
 - 22 were not medically cleared
 - Many had other reasons that were not reported
 - 6 treatment programs reported not discussing MAT with FAs

Treatment Engagement

- Treatment provider's perspective = 3.9 ($SD=1.1$)
- FA Initial = 4.4 ($SD=.82$)
- FA Hindsight = 4.1 ($SD=1.08$)
- FA Current at Follow-Up = 3.7 ($SD=1.4$)

FADAP Satisfaction

Overall Satisfaction:

- Initial: 22.4 ($SD=4.8$)
- Follow-up: 20.7 ($SD=7.0$)

Work Engagement and Presenteeism

Work Engagement

- Initial = 3.8 ($SD=1.0$)
- Follow Up = 3.7 ($SD=1.1$)

Presenteeism

- Initial = 18.7 ($SD=5.5$)
- Follow Up = 20.1 ($SD=6.4$)

Follow-Up Comparisons – Specific Outcomes Pre and Post Test ($n=15$)

- 15 out of 22 FAs who completed follow-up surveys reported being in recovery
- Some significant changes observed between **pre-test** and **post-test** questions ($p<.10$)
 - Show up for a flight hungover
 - Drink past the cut-off time

Follow-Up Comparisons: 12-Month Hindsight and Pre Test

- Some significant changes observed between **pre-test** and **12-month** questions ($p < .10$)
 - Overall work performance – company's perspective
 - Rapport with coworkers
 - Rapport with management
 - Compliance with company policy
 - Engage in activities that could have resulted in an on-the-job injury to self

Follow-Up Comparisons:

12-Month Hindsight and Post Test

- Some significant changes observed between 12-month hindsight and post-test questions ($p < .10$)
 - Overall work performance – company perspective
 - Overall work performance – personal perspective
 - Customer service
 - Rapport with coworkers
 - Professionalism
 - Compliance with FAA regulations
 - Bid your flying schedule to have access to alcohol or drugs
 - Show up for a flight hung-over
 - Drink past the cut-off time

Discussion and Next Steps

- Process and procedures for data collection, including response rate
- Measures – potentially shorten based on what is most important to have as an outcome
- Timing for follow-up survey
- Other thoughts, questions, and feedback

Thank you!

For more information, please contact

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