

# The Mental Health Index by LifeWorks™

United States of America | August 2022



 **TELUS** Health

 **LifeWorks**

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# What you need to know for August 2022

## 1. The mental health of working Americans has failed to show improvement in 10 months and remains significantly strained.

- At 69.4, the mental health of Americans improved modestly from July.
- 26% of Americans have a high mental health risk, 40% have a moderate mental health risk, and 34% have a low mental health risk.
- Despite a modest improvement over July 2022, the most concerning mental health sub-score continues to be anxiety.
- All mental health sub-scores apart from depression improved from July to August.
- Mental health scores improved in the Southern and Western United States, while the Northeast region declined, and the Midwest remained unchanged from the prior month.
- For the third consecutive month, full-time post-secondary students have the lowest mental health score.
- 38% of Americans are negatively impacted by the current political climate in the U.S.
- More than one in five report that the current political climate in the United States is having an impact on personal or workplace relationships.

## 2. Productivity losses are two and half times higher among Americans reporting a negative workplace culture.

- The overall American Workplace Culture Score for the United States is 68.7 out of 100.
- A higher Workplace Culture score is correlated with better employee mental health and higher work productivity while a lower score is associated with poorer mental health and lower work productivity.
- Workplaces depicted as collaborative, flexible, relaxed, inclusive, innovative, motivating, respectful, safe, and supportive have employees with significantly higher mental health scores than the national average and compared to those describing their workplace culture a counter to any of these nine indicators.

## 3. Workplace culture influences productivity, inclusivity, and mental health.

- 38% believe there is a big difference between the culture their workplace claims to have and what actually happens; the mental health of this group is nearly 14 points below those who believe their workplace culture is aligned with what it claims.
- 28% do not believe, or are unsure, whether their workplace culture promotes inclusiveness.
- 9% say their workplace culture decreases productivity; the mental health score of this group is nearly 16 points lower than those who say their workplace culture increases productivity, and 13 points below the national average.

48%

do their job when feeling unwell at least one day per week

38%

believe there is a difference between what their workplace culture claims to be and what actually happens

26%

want better support for their wellbeing over a 10% salary increase

Productivity losses are nearly two and half higher

among Americans reporting a negative workplace culture

#### 4. Americans are divided in their choice of work options.

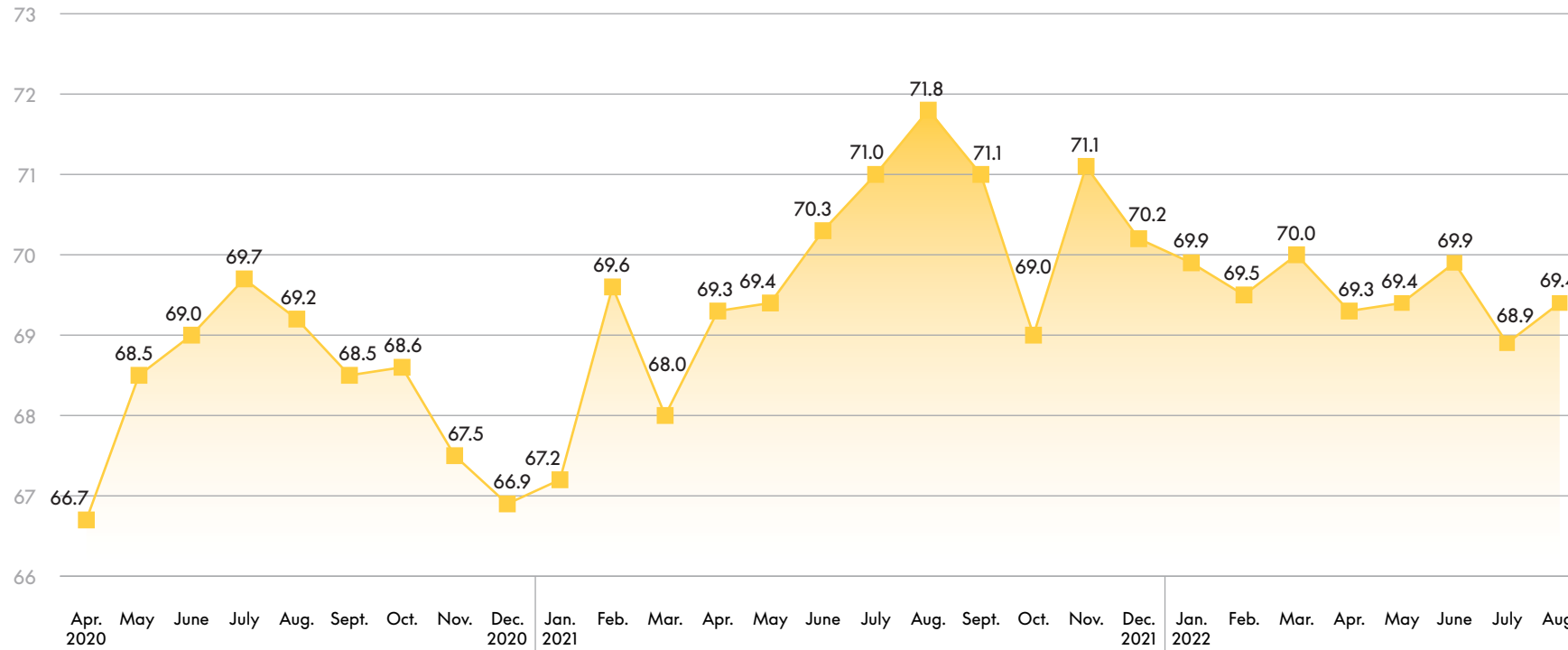
- 36% would prefer working at the worksite four days per week with the same amount of work expected in five days.
- 33% would prefer working from home full-time five days per week.
- 31% would prefer the same work situation they had before the pandemic.
- Managers are more likely to prefer working at the worksite four days per week with the same amount of work expected in five days.

#### 5. Americans are putting in more discretionary effort at work now than they did one year ago.

- The average energy given to work in August 2022 is 89 percent compared to 87 percent in August 2021.
- Americans who give more energy to their work have higher mental health scores than those who put in less effort.
- 48% do their job when feeling unwell at least one day per week.
- 26% say that better support for their wellbeing is more important than a 10% increase in salary. Parents are more likely to say that support for wellbeing is more important.

# The Mental Health Index™

The overall Mental Health Index for August 2022 is 69.4 points<sup>1</sup>. A modest half point improvement is observed from the prior month.



**MHI Current Month**  
August 2022

**69.4**

**July 2022**

**68.9**

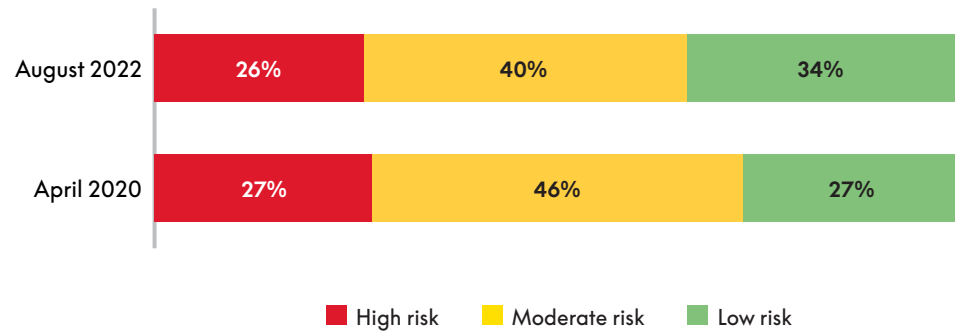
- Distressed 0-49
- Strained 50-79
- Optimal 80-100

<sup>1</sup> Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence the reference relative to that benchmark is no longer relevant.

## Mental health risk

In August 2022, 26 percent of Americans have a high mental health risk, 40 percent have a moderate mental health risk, and 34 percent have a low mental health risk. Approximately 30 percent of people in the high-risk group report diagnosed anxiety or depression, seven percent report diagnosed anxiety or depression in the moderate-risk group, and one percent of people in the low-risk group report diagnosed anxiety or depression.

In contrast, in April 2020, at the launch of the Index and near the onset of the COVID-19 pandemic, 27 percent of Americans had a high mental health risk, 46 percent had a moderate mental health risk, and 27 percent had a low mental health risk.



## Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (62.3), followed by isolation (64.6), work productivity (66.1), depression (67.6), financial risk (72.1), and optimism (72.8). General psychological health (77.6) continues to be the most favorable mental health measure in August 2022.

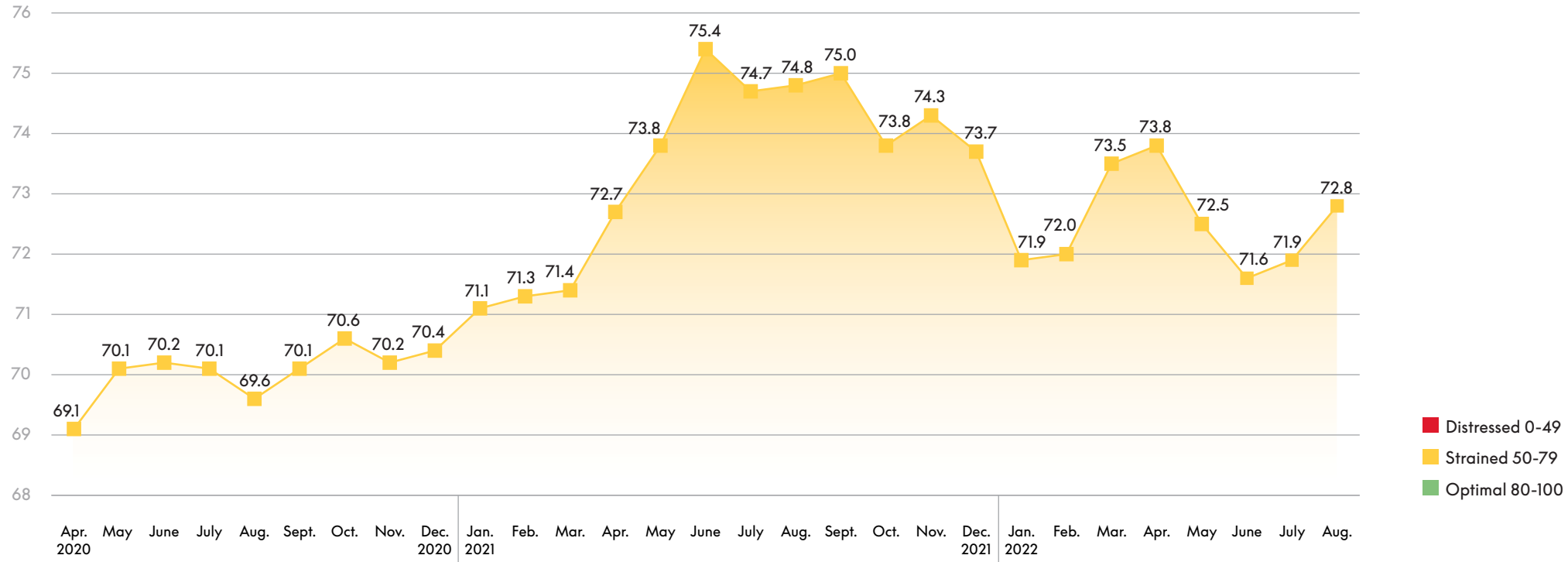
- All mental health sub-scores apart from depression improved compared to July 2022.
- With a 1.1-point increase, the anxiety score has the greatest improvement over the prior month.

Mental Health Index™ Sub-scores <sup>2</sup> 2022	August	July
Anxiety	62.3	61.2
Isolation	64.6	64.4
Work productivity	66.1	65.4
Depression	67.6	67.8
Financial risk	72.1	71.5
Optimism	72.8	71.9
Psychological health	77.6	77.1

<sup>2</sup> The demographic breakdown of sub-scores is available upon request.

## Optimism

Optimism scores increased from April 2020 to June 2021 and then followed a declining trend from July 2021 to January 2022. From February through April 2022, the optimism sub-score increased but fell 1.3 points in May and a further one point in June 2022 to 71.6, the lowest score in 15 months. With a one-point increase, the optimism score improved for the second consecutive month in August.

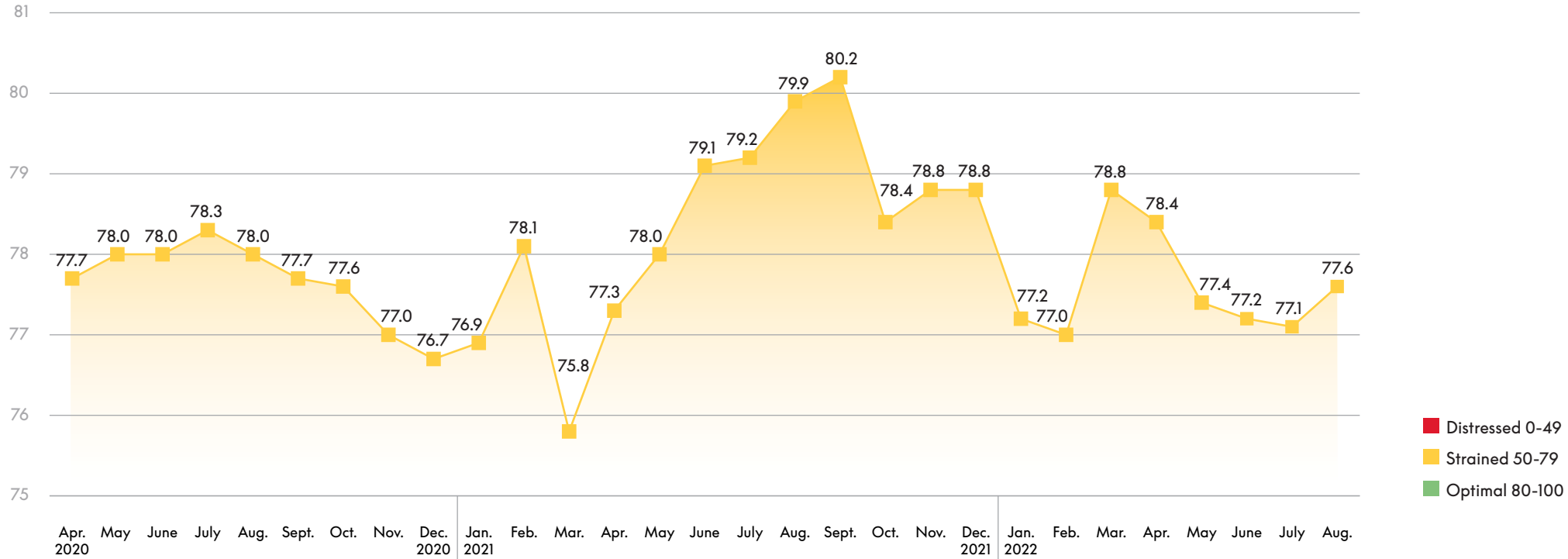




## General psychological health

The psychological health sub-score assesses individuals' self-perception of their overall level of psychological health.

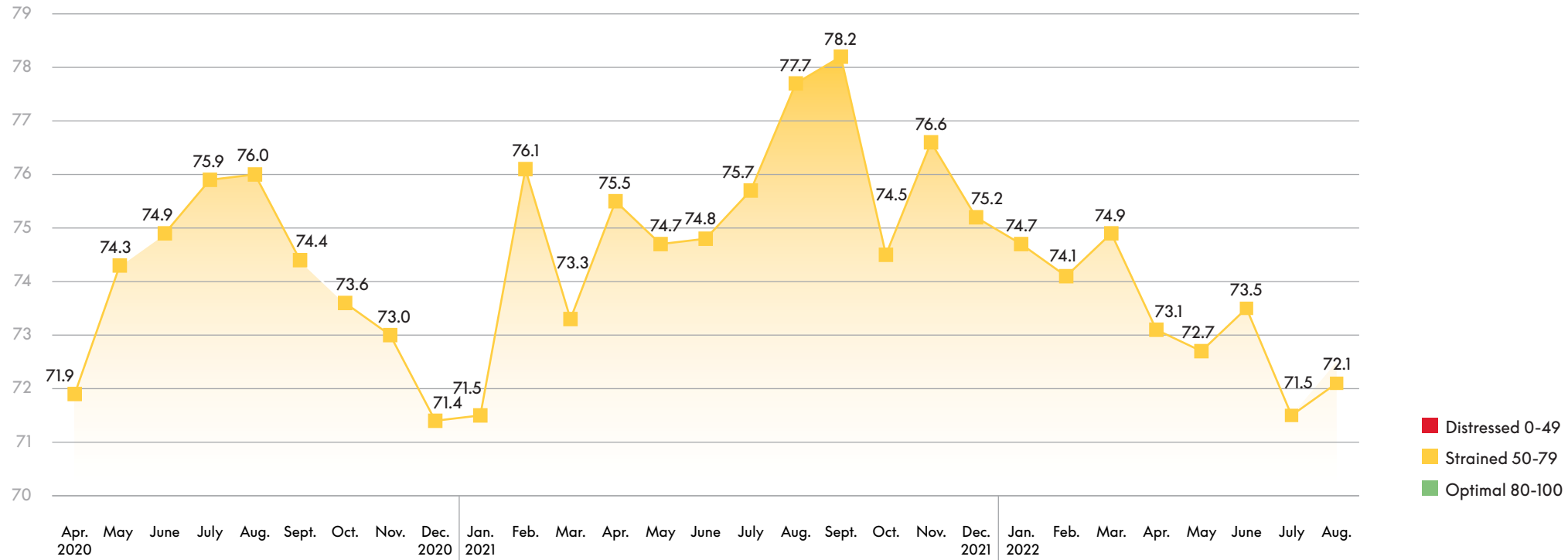
While modest improvements to general psychological health were observed from April 2020 to July 2020 and from December 2020 to February 2021, the psychological health score of Americans dropped dramatically in March 2021. Since March 2021, psychological health sub-scores showed seven continuous months of improvement, reaching a high of 80.2 in September 2021. A sharp decline of nearly two points occurred in October and following three months of stability, the general psychological health score fell in January and February 2022 to the lowest score in ten months. A sharp increase was observed in March 2022, but the score fell in April and continued its decline in July to 77.1. In August 2022, the general psychological health score of Americans improved modestly to 77.6.



## Financial risk

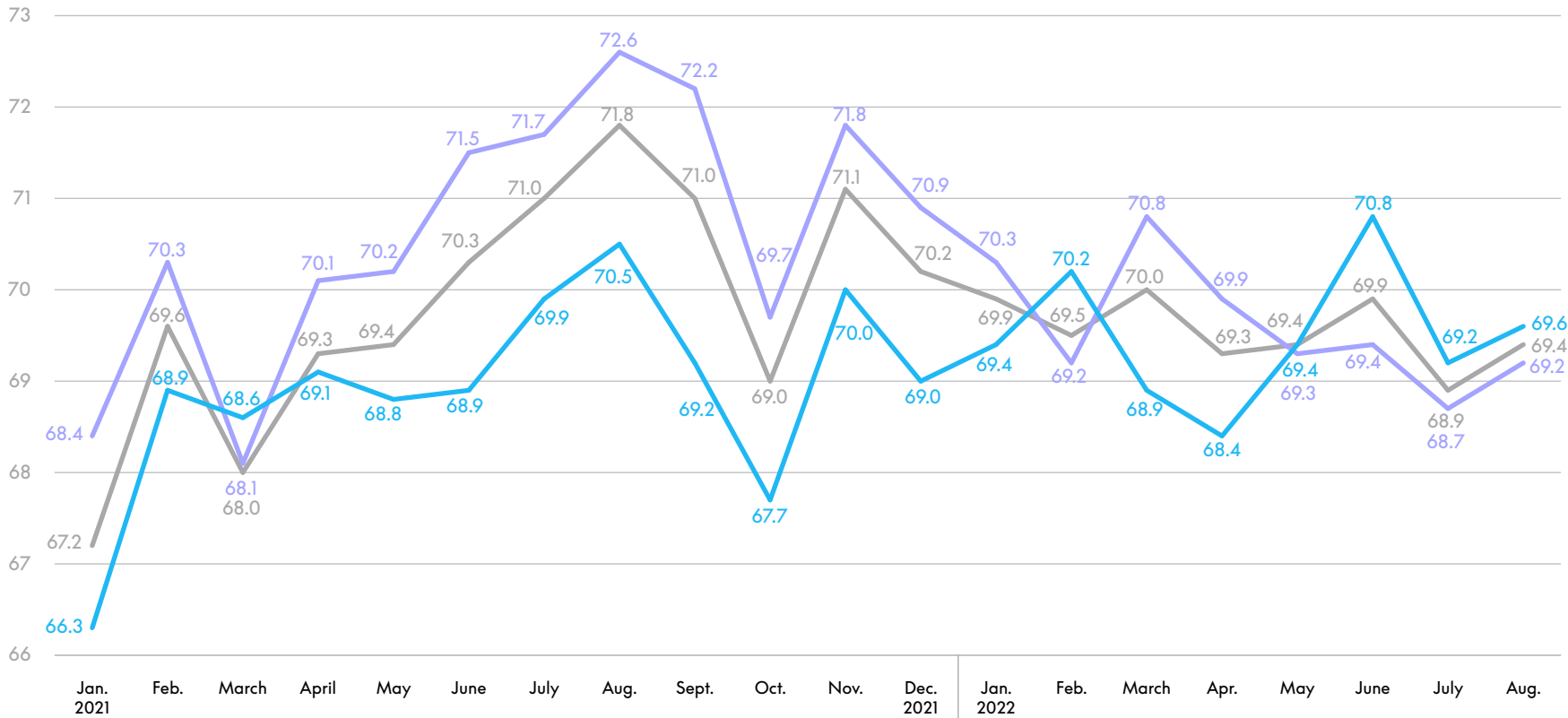
The financial risk sub-score measures the level of individuals' emergency savings.

The financial risk sub-score has been inconsistent since the launch of the Index in April 2020. Following a high of 78.2 in September 2021, the financial risk score declined sharply, then rebounded slightly, before following a downward trend since December 2021. In August 2022, despite a half point improvement, the financial risk score of Americans (72.1) remains more than six points below its high (78.2), recorded nearly one year ago, in September 2021.



## Managers compared to non-managers

Since January 2021, the mental health scores of managers have typically been lower than non-managers and lower than the overall American average. In February 2022, a reversal of this trend is noted as the mental health score of non-managers declined along with the overall American average, whereas an improvement is observed in mental health score of managers. A similar trend has been observed since May 2022. In August 2022, managers report a modestly better mental health score (69.6) compared to the national average (69.4) and that of non-managers (69.2).



## Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In August 2022, the mental health score of women is 66.9 compared to 72.2 for men.
- Since April 2020, mental health scores have improved with age.
- Differences in mental health scores between those with and without children have been reported since the launch of the Index in April 2020. More than two years later, this pattern continues with a lower score for those with at least one child (64.6) than those without children (71.5).

## Employment

- Overall, four percent of respondents are unemployed<sup>3</sup> and nine percent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (56.3), followed by those working fewer hours (59.8), those not currently employed (67.3), and those with no change to salary or hours (70.5).
- Managers have a slightly higher mental health score (69.6) than non-managers (69.2).
- Individuals working for organizations with 1,001-5,000 employees have the highest mental health score (71.4).
- Self-employed/sole-proprietors have the lowest mental health score (65.8).

## Emergency savings

- Those without emergency savings continue to experience a lower mental health score (51.8) than the overall group (69.4). Individuals with emergency savings have a mental health score of 75.5.

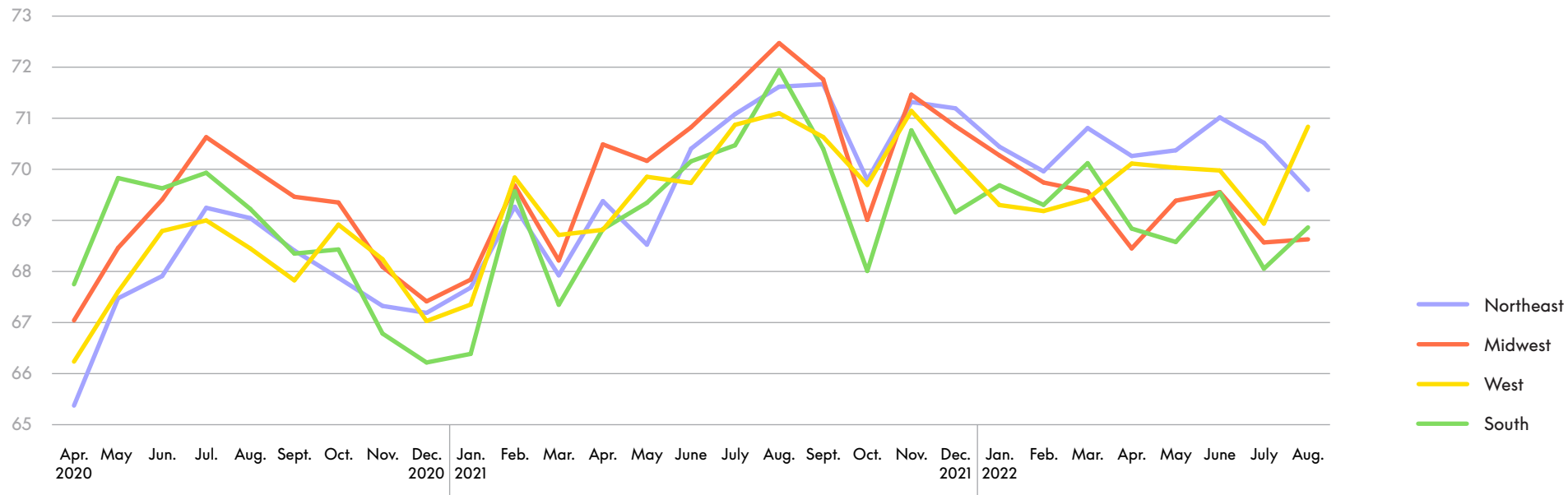
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3 MHI respondents who have been employed in the past six months are included in the poll.

# Mental Health Index™ (regional)

Since April 2020, regional mental health scores had shown general improvement through July 2020, followed by declines until December 2020. Since January 2021, mental health scores have been inconsistent although the overall trend was improving through August. Following two months of declines, the mental health scores for all regions improved in November 2021. From December 2021 to February 2022, declines in mental health were seen in all regions of the United States. Variability in mental health scores has been ongoing since February 2022. In August 2022, the mental health of Americans declined in the Northeast while improvements are observed in the Southern and Northeastern United States. The mental health score in the Midwest is unchanged from July 2022.

- With a 1.9-point improvement over July, the Western United States has the highest mental health score (70.8).
- Despite a one-point decline in the Northeast, the lowest mental health score is in the Midwest (68.6).



Employment status	Aug. 2022	July 2022
Employed (no change in hours/salary)	70.5	70.0
Employed (fewer hours compared to last month)	59.8	57.0
Employed (reduced salary compared to last month)	56.3	58.6
Not currently employed	67.3	68.7
Age group	Aug. 2022	July 2022
Age 20-29	55.5	56.3
Age 30-39	62.7	61.9
Age 40-49	66.4	65.9
Age 50-59	72.7	72.2
Age 60-69	77.5	78.0
Number of children	Aug. 2022	July 2022
No children in household	71.5	70.9
1 child	64.8	63.6
2 children	64.7	65.1
3 children or more	63.8	62.7

Region	Aug. 2022	July 2022
Northeast	69.6	70.5
Midwest	68.6	68.6
South	68.9	68.1
West	70.8	68.9
Gender	Aug. 2022	July 2022
Men	72.2	71.9
Women	66.9	66.4
Household income	Aug. 2022	July 2022
<\$30K/annum	57.5	57.9
\$30K to <\$60K/annum	63.4	63.3
\$60K to <\$100K	70.6	69.5
\$100K to <\$150K	72.8	72.5
\$150K or more	78.7	78.6

Employer size	Aug. 2022	July 2022
Self-employed/sole proprietor	65.8	67.4
2-50 employees	69.1	68.4
51-100 employees	66.0	64.6
101-500 employees	70.8	69.6
501-1,000 employees	68.6	68.0
1,001-5,000 employees	71.4	71.1
5,001-10,000 employees	70.0	69.0
More than 10,000 employees	71.3	71.9
Manager	Aug. 2022	July 2022
Manager	69.6	69.2
Non-manager	69.2	68.7

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

# Mental Health Index™ (industry)

For the third consecutive month, full-time post-secondary students have the lowest mental health score (51.8). This score is significantly lower than the next lowest score, among individuals employed in Food Services (59.1), and Agriculture, Forestry, Fishing and Hunting (63.3).

Those employed in Real Estate, Rental and Leasing (78.0), Public Administration (77.5), and Mining and Oil and Gas Extraction (75.0) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	August 2022	July 2022	Change
Accommodation	72.4	64.8	7.6
Real Estate, Rental and Leasing	78.0	72.8	5.2
I am a student	51.8	49.3	2.5
Administrative and Support services	64.1	62.0	2.2
Information and Cultural Industries	64.4	62.4	2.0
Finance and Insurance	72.8	70.9	1.9
Arts, Entertainment and Recreation	67.1	65.3	1.8
Manufacturing	73.1	71.7	1.3
Educational Services	73.0	71.7	1.3
Other services (except Public Administration)	69.2	68.2	1.1
Wholesale Trade	64.5	63.5	1.0
Construction	71.0	70.2	0.8
Professional, Scientific and Technical Services	73.9	73.1	0.8
Utilities	71.5	71.2	0.4
Other	68.5	68.2	0.3
Public Administration	77.5	77.2	0.3
Health Care and Social Assistance	67.3	67.1	0.2
Agriculture, Forestry, Fishing and Hunting	63.3	63.6	-0.3
Transportation and Warehousing	69.5	70.1	-0.6
Food Services	59.1	60.8	-1.7
Retail Trade	64.5	67.9	-3.4
Management of Companies and Enterprises	64.3	70.5	-6.3

# Spotlight

## Workplace culture

Employed Americans were asked whether they like their workplace culture.

- More than three-quarters (78 percent) like their workplace culture, and this group has the most favorable mental health score (72.2).
- One in ten (10 percent) do not like their workplace culture. The mental health score of this group is 57.6, nearly 15 points below those who like their workplace culture (72.2), and nearly 12 points below the national average (69.4).

### I like my workplace culture



### MHI score by I like my workplace culture

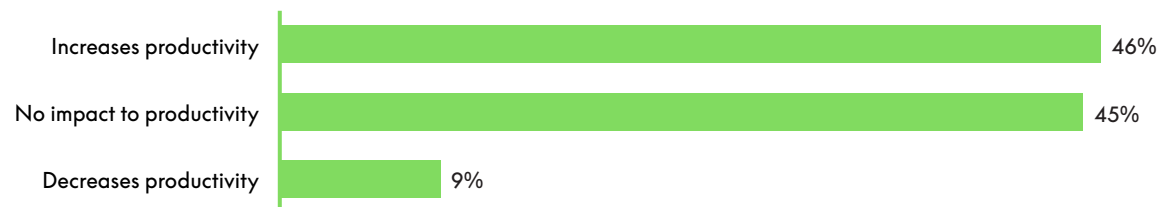




Americans were asked how their workplace culture impacts their productivity.

- Nearly half (46 percent) report that their workplace culture increases productivity, and this group has the most favorable mental health score (72.0).
- Nine percent report that their workplace culture decreases productivity. The mental health score of this group is 56.3, nearly 16 points below those who report increased productivity (72.0), and 13 points below the national average (69.4).
- Managers are 50 percent more likely than non-managers to indicate that their workplace culture increases their productivity.

### Impact of work culture on productivity



### MHI score by impact of work culture on productivity



Americans were asked whether their workplace culture promotes inclusiveness.

- More than seven in ten (72 percent) indicate that their workplace culture promotes inclusiveness, and this group has the most favorable mental health score (71.4).
- Nearly one in ten (8 percent) report that their workplace culture does not promote inclusiveness. The mental health score of this group is 62.2, more than nine points below those who indicate their workplace culture promotes inclusiveness (71.4), and more than seven points below the national average (69.4).

### My workplace culture promotes inclusiveness



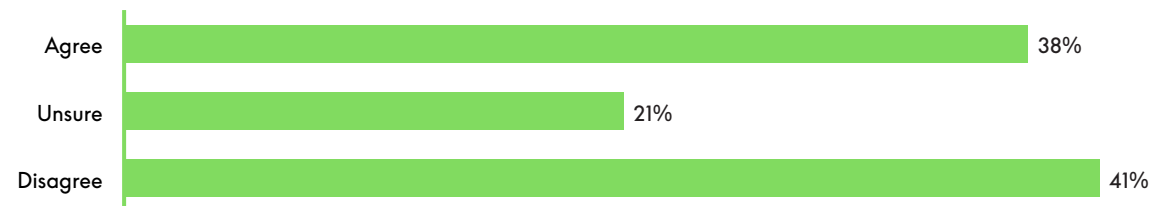
### MHI score by my workplace culture promotes inclusiveness



Americans were asked whether they believe there is a difference between the culture their workplace claims to have and what actually happens..

- A nearly equal proportion of respondents believe there is a big difference between the culture their workplace claims to have and what actually happens (38 percent) than those who do not (41 percent).
- Those who believe a difference exists have the lowest mental health score (62.8), nearly 14 points below those who believe their workplace culture is aligned with what it claims (76.4), and more than six points below the national average (69.4).
- Respondents under 40 are twice as likely as those over 50 to believe there is a difference between the culture their workplace claims to have and what actually happens.
- Parents are 60 percent more likely than non-parents to believe there is a difference between the culture their workplace claims to have and what actually happens.
- Managers are 50 percent more likely than non-managers to believe there is a difference between the culture their workplace claims to have and what actually happens.

### There is a big difference between the culture my workplace claims to have and what actually happens



### MHI score by there is a big difference between the culture my workplace claims to have and what actually happens



# Workplace Culture Score

Americans were asked to rate their workplace culture across nine indicators on a scale from one to five, with opposite connotations.

The nine indicators of workplace culture are:

	Scored as one	Scored as five
1	Competitive	Collaborative
2	Inflexible	Flexible
3	Hard driving	Relaxed
4	Cliquish	Inclusive
5	Stagnant	Innovative
6	Demotivating	Motivating
7	Disrespectful	Respectful
8	Unsafe	Safe
9	Uncaring/hostile	Supportive

The Workplace Culture Score is a combination of these nine indicators, calculated to a score from 0 to 100. Higher Workplace Culture scores are correlated with better employee mental health and higher work productivity while lower scores are associated with poorer mental health and lower work productivity. **The Workplace Culture Score for working Americans is 68.7.**

**Workplace Culture Score  
August 2022**

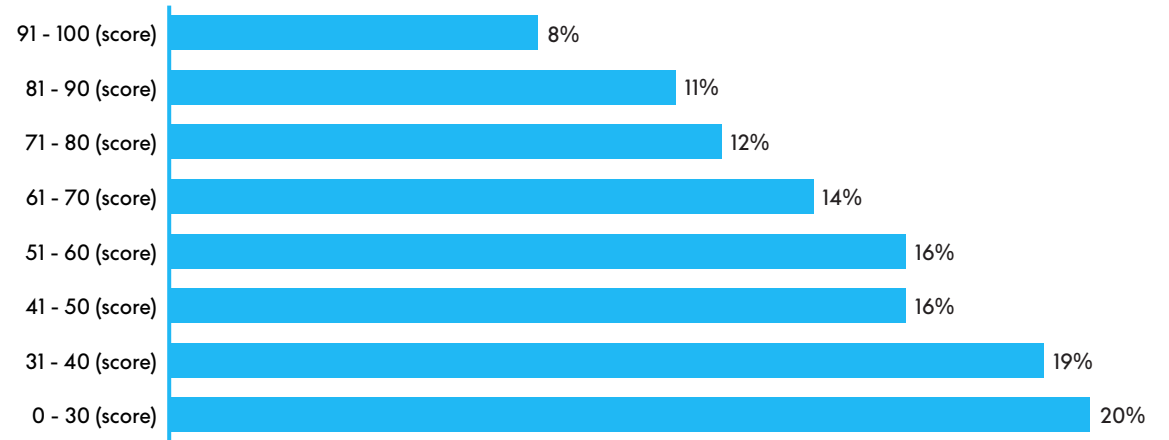
68.7

## MHI score by Workplace Culture Score



Productivity<sup>4</sup> losses are 2.5 times higher (20 percent of working time or one in five work days) among those reporting an extremely negative workplace culture (score of 0 to 30) compared to those reporting a strong positive workplace culture (score of 91 to 100) (eight percent).

### Productivity loss (percentage of working time per year) by Workplace Culture Score

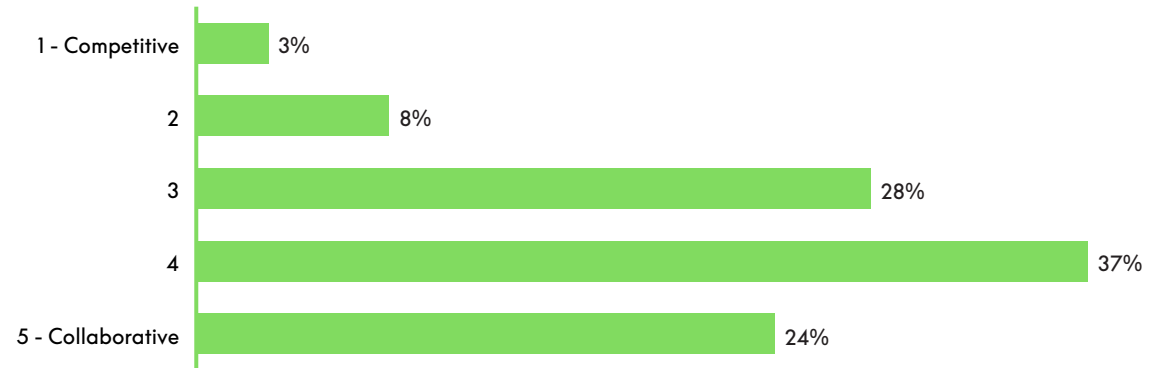


4 Calculated using discretionary effort, days worked while unwell, and energy given to work when unwell.

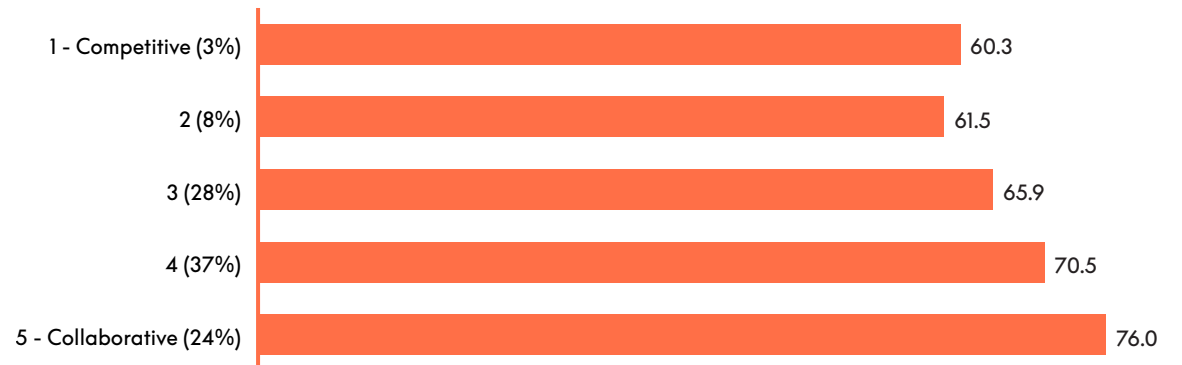
## Competitive vs. Collaborative

More than three in five (61 percent) score their workplace four or five, signifying a collaborative culture. The mental health score of those who rate their workplace a five (collaborative) (76.0), is 13 points higher than those who rate their workplace a one (competitive) (63.0), and nearly seven points higher than the national average (69.4).

## Workplace culture rating - Competitive vs. Collaborative



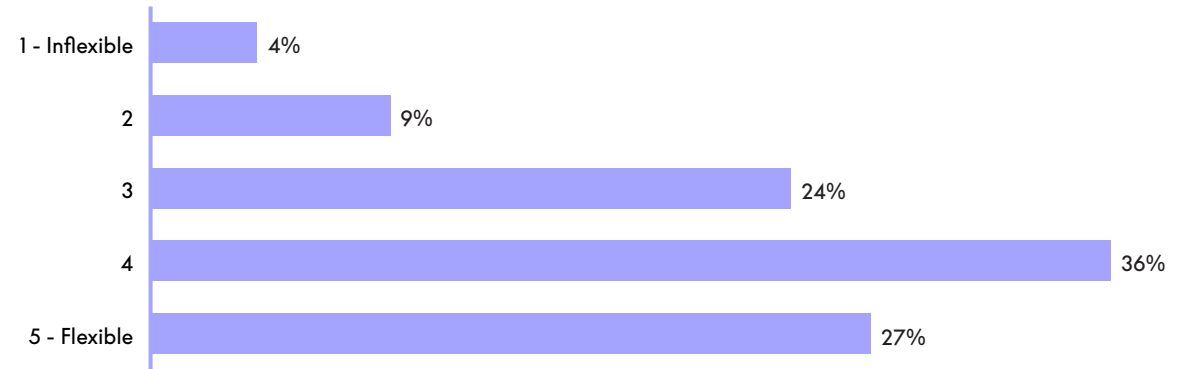
## MHI score by workplace culture rating - Competitive vs. Collaborative



## Inflexible vs. Flexible

More than three in five (63 percent) score their workplace four or five, signifying a flexible culture. The mental health score of those who rate their workplace a five (flexible) (74.7), is 15 points higher than those who rate their workplace a one (inflexible) (59.6), and more than five points higher than the national average (69.4).

## Workplace culture rating - Inflexible vs. Flexible



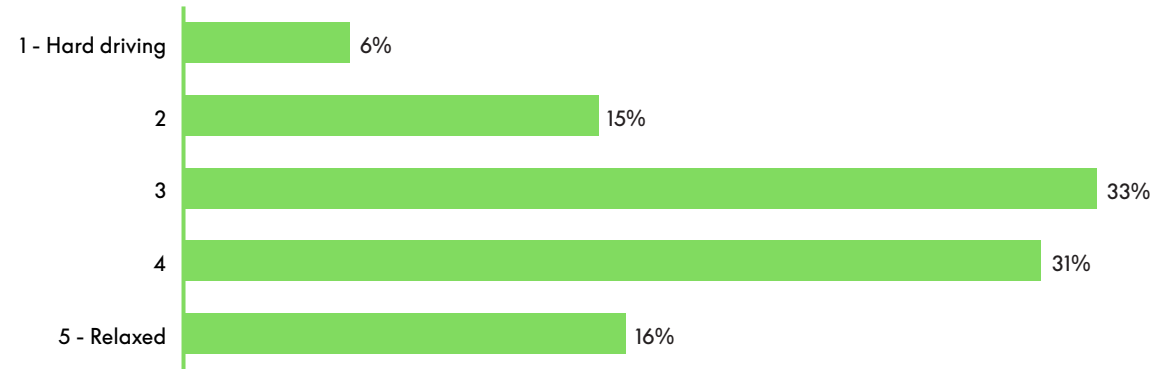
## MHI score by workplace culture rating - Inflexible vs. Flexible



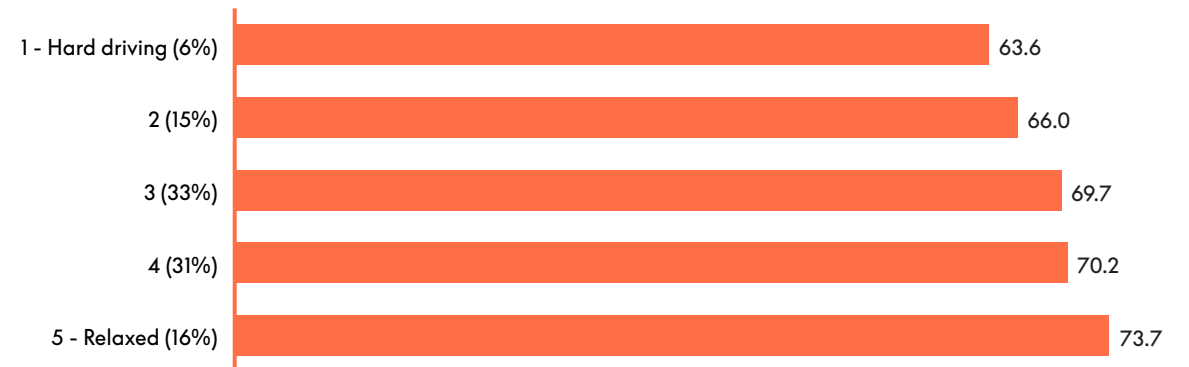
## Hard driving vs. Relaxed

Nearly half (47 percent) score their workplace four or five, signifying a relaxed culture. The mental health score of those who rate their workplace a five (relaxed) (73.7), is 10 points higher than those who rate their workplace a one (hard driving) (63.6), and more than four points higher than the national average (69.4).

## Workplace culture rating - Hard driving vs. Relaxed



## MHI score by workplace culture rating - Hard driving vs. Relaxed

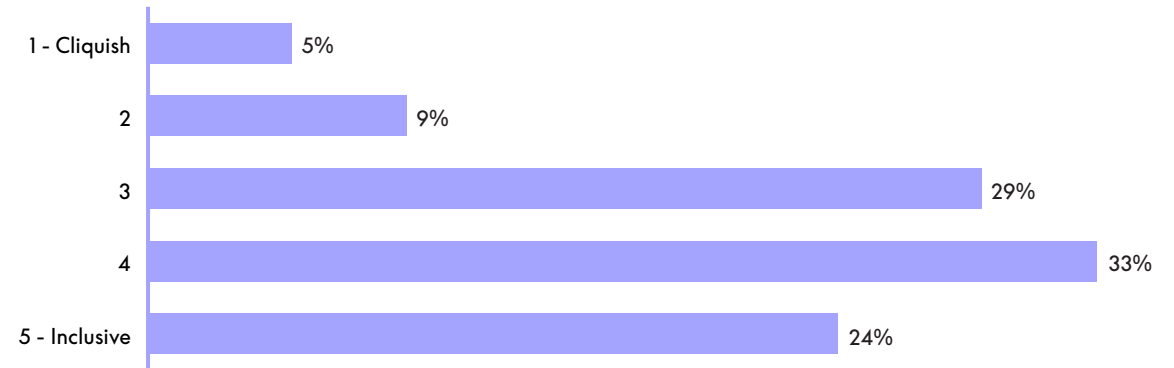




## Cliquish vs. Inclusive

More than half (57 percent) score their workplace four or five, signifying an inclusive culture. The mental health score of those who rate their workplace a five (inclusive) (75.3), is more than 17 points higher than those who rate their workplace a one (cliquish) (57.7), and nearly six points higher than the national average (69.4).

## Workplace culture rating - Cliquish vs. Inclusive



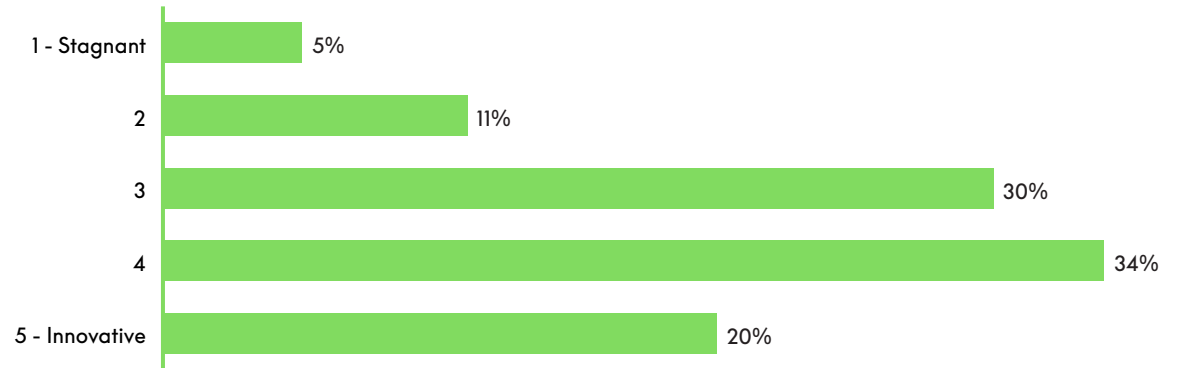
## MHI score by workplace culture rating - Cliquish vs. Inclusive



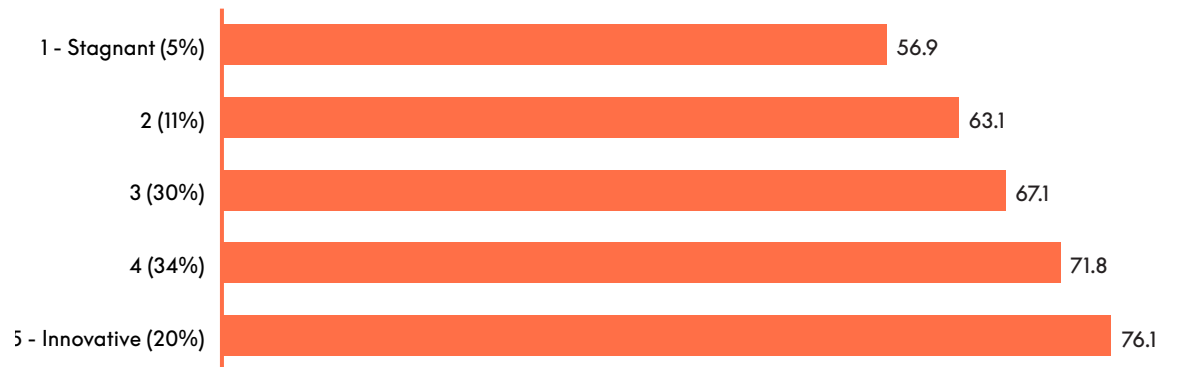
## Stagnant vs. Innovative

More than half (54 percent) score their workplace four or five, signifying an innovative culture. The mental health score of those who rate their workplace a five (innovative) (76.1), is more than 19 points higher than those who rate their workplace a one (stagnant) (56.9), and nearly seven points higher than the national average (69.4).

## Workplace culture rating - Stagnant vs. Innovative



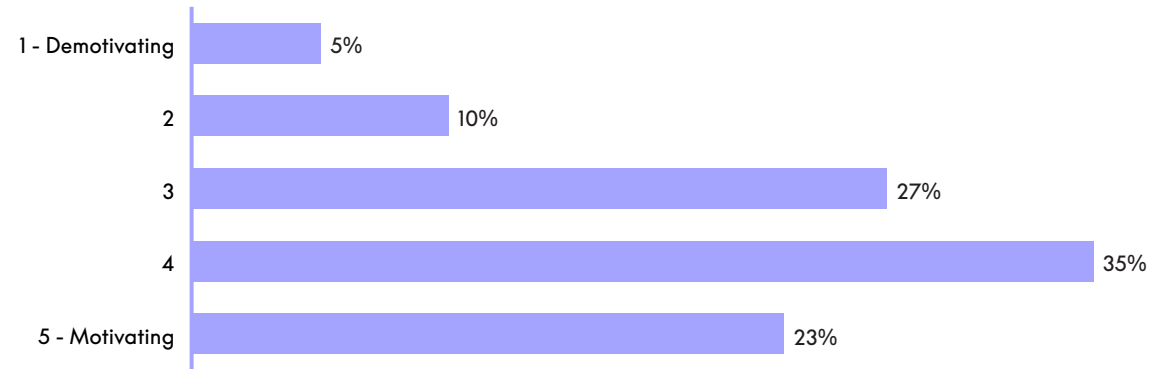
## MHI score by workplace culture rating - Stagnant vs. Innovative



## Demotivating vs. Motivating

Nearly three in five (58 percent) score their workplace four or five, signifying a motivating culture. The mental health score of those who rate their workplace a five (motivating) (76.7), is 20 points higher than those who rate their workplace a one (demotivating) (56.7), and more than seven points higher than the national average (69.4).

## Workplace culture rating - Demotivating vs. Motivating



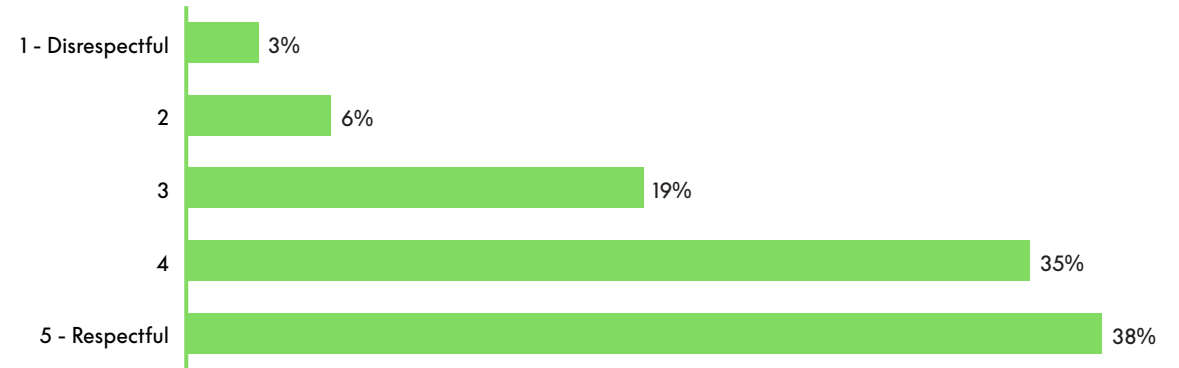
## MHI score by workplace culture rating - Demotivating vs. Motivating



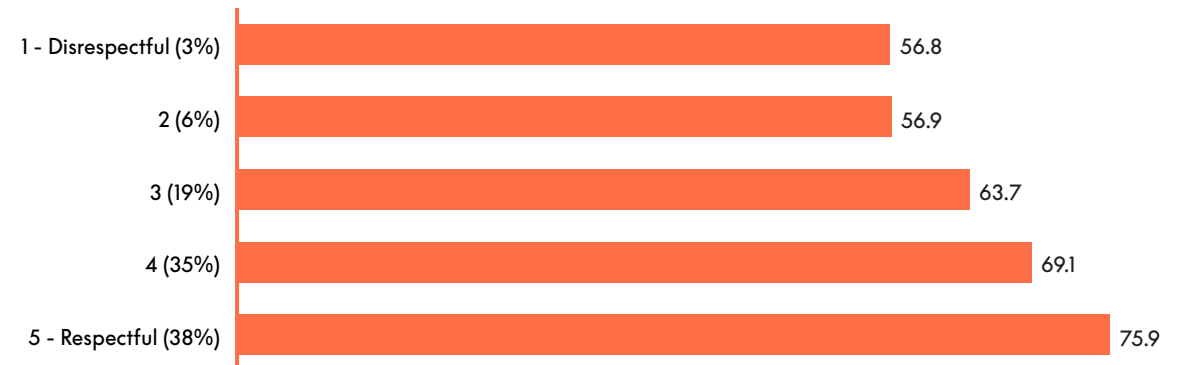
## Disrespectful vs. Respectful

Nearly three-quarters (73 percent) score their workplace four or five, signifying a respectful culture. The mental health score of those who rate their workplace a five (respectful) (75.9), is 19 points higher than those who rate their workplace a one (disrespectful) (56.8), and more than six points higher than the national average (69.4).

## Workplace culture rating - Disrespectful vs. Respectful



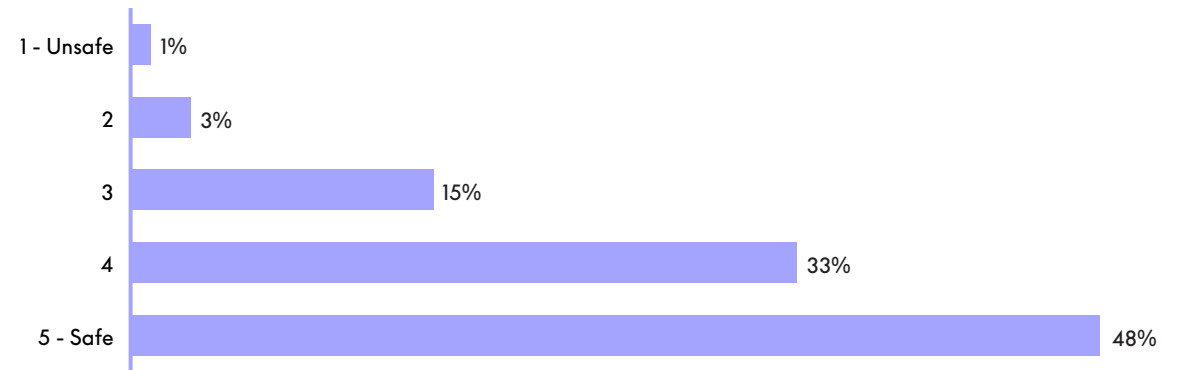
## MHI score by workplace culture rating - Disrespectful vs. Respectful



## Unsafe vs. Safe

Eight in ten (81 percent) score their workplace four or five, signifying a safe culture. The mental health score of those who rate their workplace a five (safe) (74.8), is nearly 21 points higher than those who rate their workplace a one (unsafe) (54.0), and more than five points higher than the national average (69.4).

## Workplace culture rating - Unsafe vs. Safe



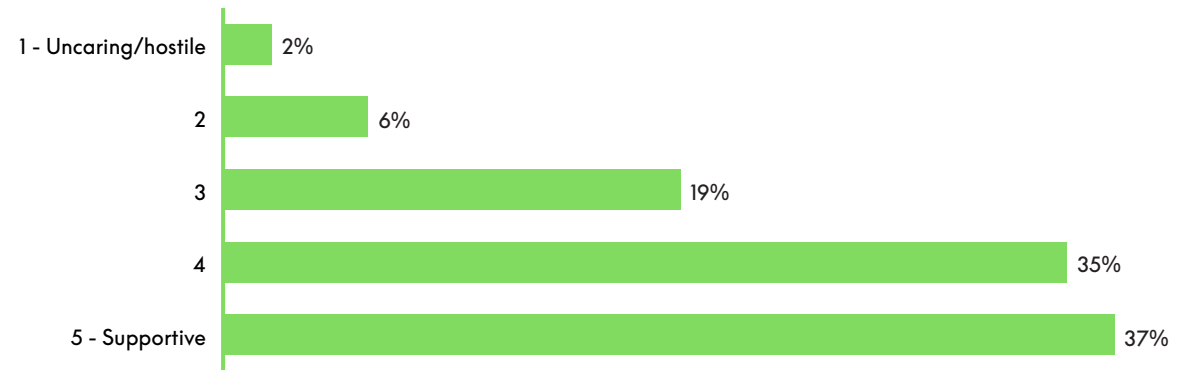
## MHI score by workplace culture rating - Unsafe vs. Safe



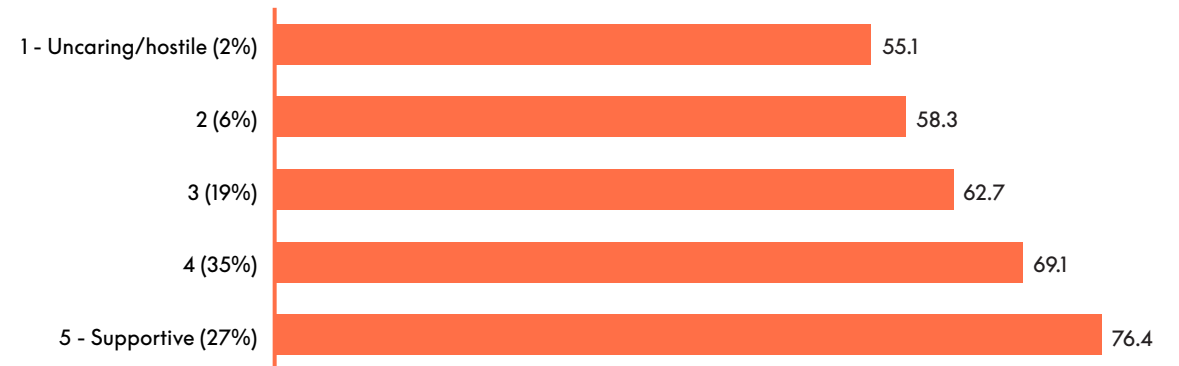
## Uncaring/hostile vs. Supportive

More than seven in ten (72 percent) score their workplace four or five, signifying a supportive culture. The mental health score of those who rate their workplace a five (supportive) (76.4), is more than 21 points higher than those who rate their workplace a one (uncaring/hostile) (55.1), and seven points higher than the national average (69.4).

## Workplace culture rating - Uncaring/hostile vs. Supportive



## MHI score by workplace culture rating - Uncaring vs. Supportive



## Work preferences

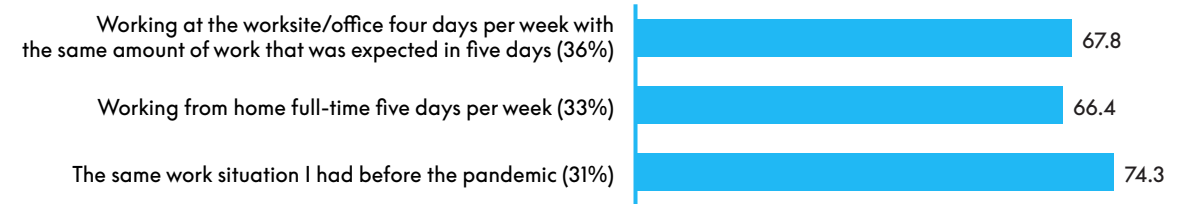
Americans were asked which workplace model they would prefer if given the option and if their job allowed for flexible work.

- More than one-third (36 percent) would prefer working at the worksite four days per week with the same amount of work expected in five days. Thirty-three percent would prefer working from home five days per week, and 31 percent would prefer the same work situation they had before the pandemic.
- Managers are 50 percent more likely than non-managers to prefer working at the worksite four days per week with the same amount of work expected in five days.
- Non-parents are 50 percent more likely than parents to prefer the same work situation they had before the pandemic.

## Preferred workplace situation



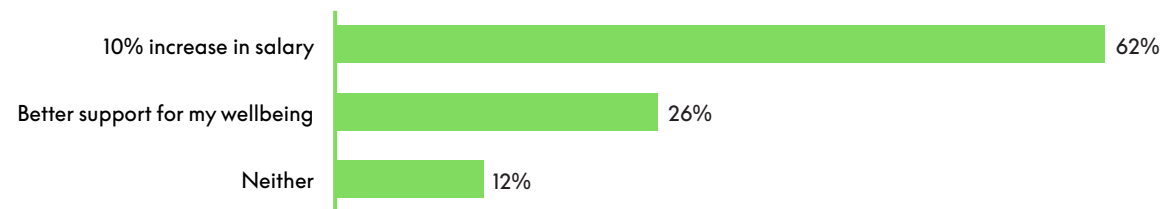
## MHI score by preferred workplace situation



Americans were asked whether a 10 percent increase in salary or better support for their wellbeing is more important.

- More than three in five (62 percent) indicate that a 10 percent increase in salary is more important.
- More than one-quarter (26 percent) indicate that better support for their wellbeing is more important.
- Parents are 60 percent more likely than non-parents to indicate that better support for their wellbeing is more important.

### Which is more important to you?



### MHI score by which is more important





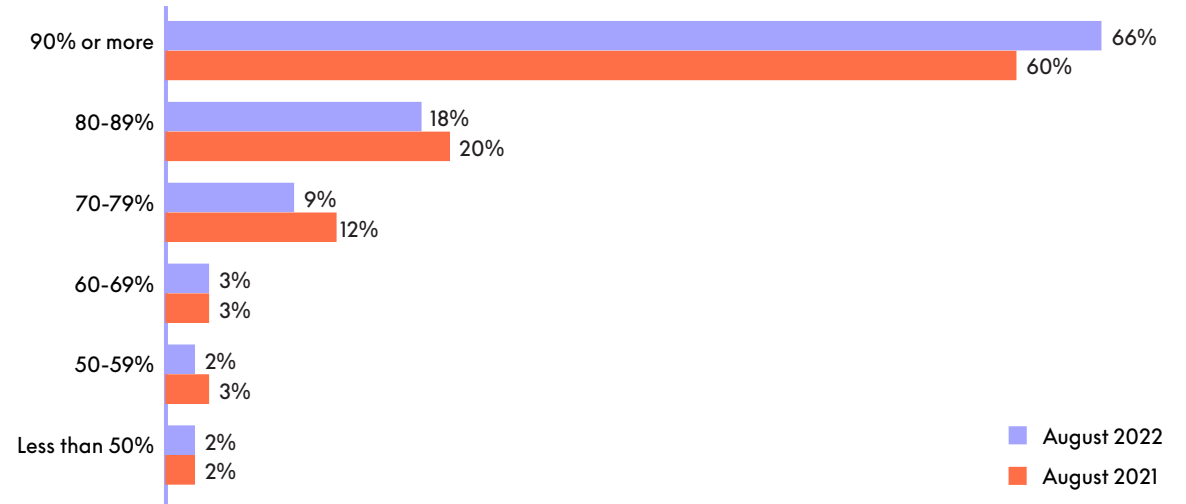
# Productivity

## Discretionary effort

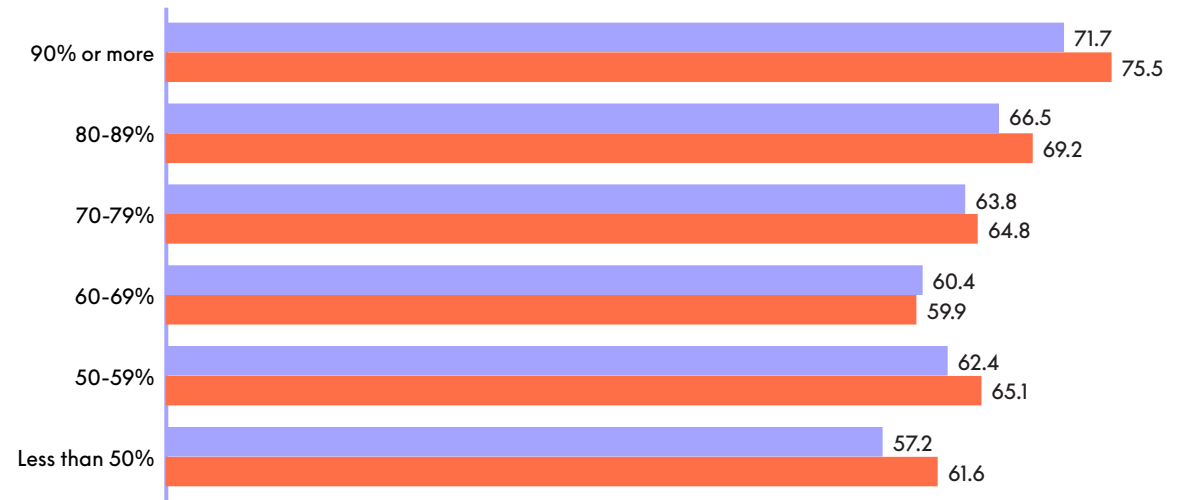
Americans were asked how much energy they give to their work on a typical day.

- The average energy given to work in August 2022 is 89 percent compared to the pre-2020 benchmark of 89 percent, and 87 percent in August 2021.
- In August 2022, the mental health score of Americans who give 90% or more energy to their work on a typical day (71.7) is more than 14 points higher than those who give less than 50 percent of their energy to work (57.2).

## Energy given to work on a typical day



## MHI score by energy given to work on a typical day



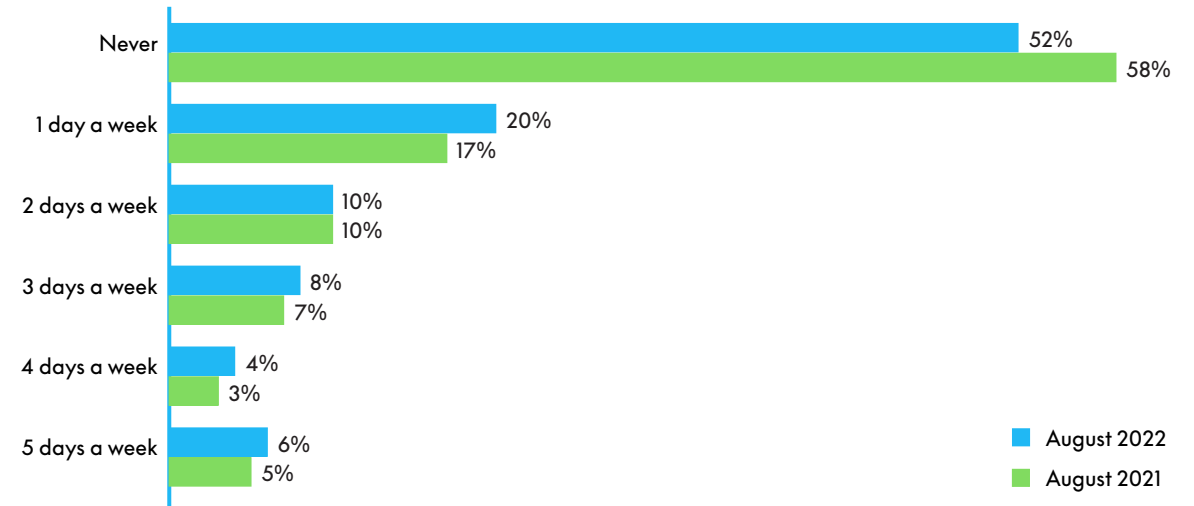
## Working when feeling unwell

Americans were asked how often they do their job feeling unwell, physically, or psychologically.

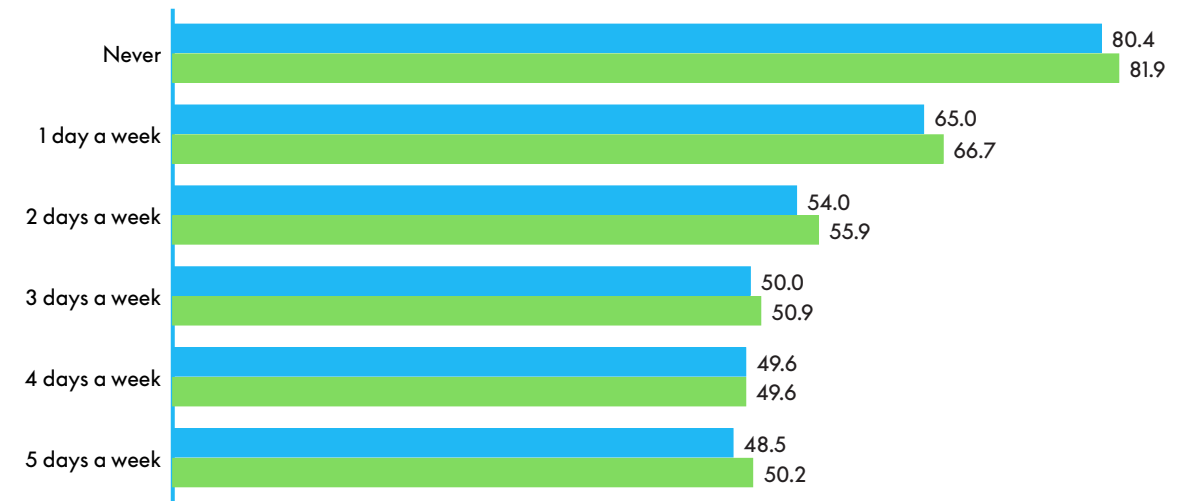
- In August 2022, 48 percent of Americans report doing their job when feeling unwell at least one day per week compared to 42 percent in August 2021.
- In August 2022, the mental health score of Americans who never do their job when feeling unwell (80.4) is nearly 32 points higher than those who work feeling unwell five days per week (48.5).

There are no differences in the demographic profile (gender, age, employment status, manager/non-manager, etc.) among respondents in the productivity analysis.

## Number of days working when feeling unwell



## MHI score by number of days working when feeling unwell

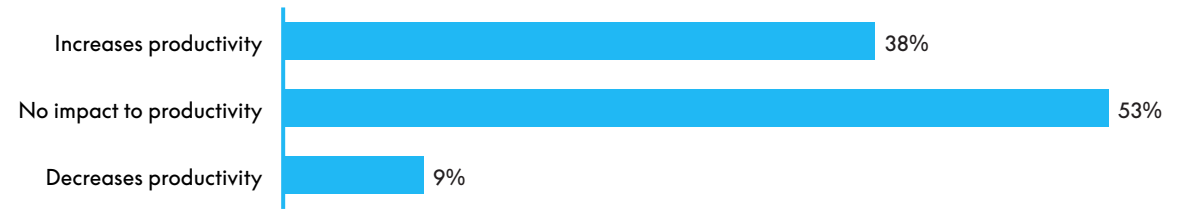


## U.S. political climate

Employed Americans were asked about the impact of the current political climate.

- More than half (53 percent) report that the current political climate is having no impact, and this group has the most favorable mental health score (71.5).
- Nearly two in five (38 percent) report a negative impact because of the current political climate. This group has a mental health score (67.3) two points below the national average (69.4).
- Nearly one in ten (9 percent) report a positive impact because of the current political climate yet this group has the lowest mental health score (65.4), four points lower than the national average (69.4).
- Managers are four times more likely than non-managers to report a positive impact.
- Non-parents are 50 percent more likely than parents to report a negative impact.

## What is the impact on you from the current political climate?



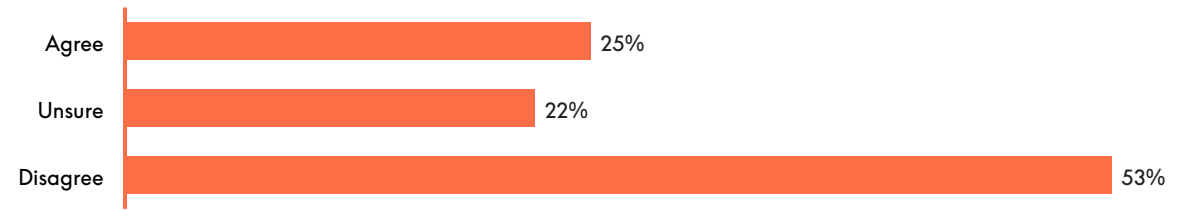
## MHI score by the impact of the current political climate



Employed Americans were asked whether the current political climate is having an impact on personal relationships.

- More than half (53 percent) report that the current political climate is not having an impact on personal relationships, and this group has the most favorable mental health score (76.3).
- One in four (25 percent) report that the current political climate is having an impact on personal relationships. This group has the lowest mental health score (59.1), more than 10 points below the national average (69.4).
- Managers and parents are at least 75 percent more likely to report that the current political climate in the USA is affecting personal relationships.

### The current political climate is having an impact on personal relationships



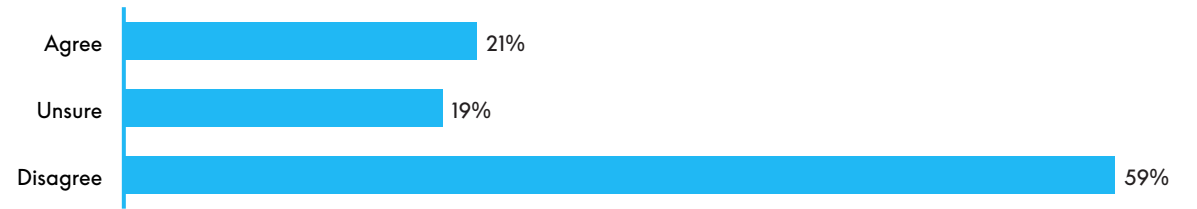
### MHI score by the current political climate is having an impact on personal relationships



Employed Americans were asked whether the current political climate is having an impact on their workplace relationships.

- Nearly three in five (59 percent) report that the current political climate is not having an impact on their workplace relationships, and this group has the most favorable mental health score (75.0).
- More than one in five (21 percent) report that the current political climate is having an impact on their workplace relationships. This group has the lowest mental health score (58.9), more than 10 points below the national average (69.4).
- Manager and parents are twice as likely to report that the current political climate is having an impact on their workplace relationships.

### The current political climate is having an impact on workplace relationships



### MHI score by the current political climate is having an impact on workplace relationships



# Overview of the Mental Health Index by LifeWorks™

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index™ provides a measure of the current mental health status of employed adults. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

## The Mental Health Index™ report has two parts:

1. The overall Mental Health Index™ (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

## Methodology

Data for this report is collected through an online survey of 5,000 people who live in the United States and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United States. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between August 4 and August 12, 2022.

## Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence, the reference relative to that benchmark is no longer relevant.

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

**Distressed** 0 - 49    **Strained** 50-79    **Optimal** 80 - 100

## Additional data and analyses

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact [MHI@lifeworks.com](mailto:MHI@lifeworks.com)



LifeWorks is a wholly owned subsidiary of TELUS now operating as part of TELUS Health as a result of its recent acquisition.

## **About TELUS Health**

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

For more information, please visit: [www.telushealth.com](http://www.telushealth.com).