



# TELUS Mental Health Index.

Canada | July 2023

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# What you need to know for July 2023.

## 1. After no change for three months, the mental health of workers in Canada improved in July.

- At 65.2, the mental health of workers improved more than a half point from the prior month
- 31 per cent of workers have a high mental health risk, 45 per cent have a moderate mental health risk, and 25 per cent have a low mental health risk
- All mental health sub-scores have improved from June to July
- Mental health scores in Newfoundland and Labrador, Saskatchewan, the Maritimes, and British Columbia have declined while scores in other provinces have improved compared to June 2023
- Managers continue to have a higher mental health score than non-managers and the national average

## 2. More than one in five workers are considering leaving their jobs.

- 35 per cent of managers have experienced increased turnover in the last year
- Workers under 40 are more likely than workers over 50 to be considering leaving or to have had a job change in the last year
- 20 per cent left or are considering leaving for a better career opportunity
- 12 per cent left or are considering leaving for better benefits
- Women are more likely than men to say that feeling underappreciated is the primary reason they left or are considering leaving their job
- Higher workplace culture scores are associated with lower turnover, better mental health, and higher work productivity



want better control over their finances



want better control over their health



of workers **have** taken medication for their mental health



say it took **more than** a year to find effective mental health medication

Higher workplace culture scores are associated with lower turnover

### 3. Nearly one-third of workers want better control over their health.

- 38 per cent want better control over their finances
- 31 per cent want better control over their health
- 20 per cent want better control over their emotions
- The mental health score of workers who have full control over their work is 36 points higher than workers with no control and more than 15 points higher than the national average
- Workers under 40 are more likely than workers over 50 to report having no control over their emotions or their finances
- Women are more likely than men to report having no control over their work, their finances, or their health

### 4. Among workers who have taken medication for a mental health issue, nearly half had to try more than one medication or dosage to treat their condition.

- 23 per cent of workers have taken medication for their mental health
- 46 per cent said they had to try more than one medication
- 32 per cent say it took more than a year to arrive at an effective treatment
- 12 per cent are still trying to find the right medication or dosage to treat their condition
- The mental health score of workers who are still trying to find the right medication or dosage is 27 points lower than the national average and 22 points lower than workers whose first medication or dosage was effective
- Women and workers under 40 are more likely to have taken medication for a mental health issue

### 5. Nearly one-third of workers say that work has a mostly positive impact on personal relationships.

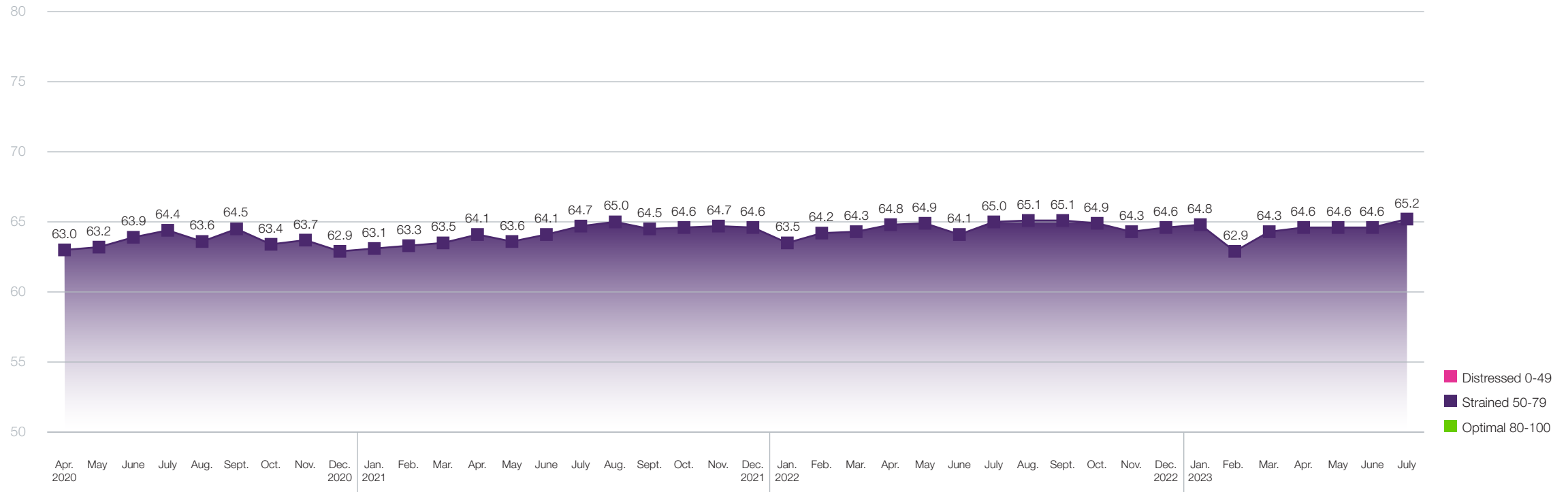
- 31 per cent reporting a mostly positive impact of work on their relationship have a mental health score more than 22 points higher than workers reporting a mostly negative impact
- 30 per cent reporting a mostly positive impact of the relationship with their partner/spouse on work have a mental health score nearly 25 points higher than workers reporting a mostly negative impact



# The Mental Health Index.

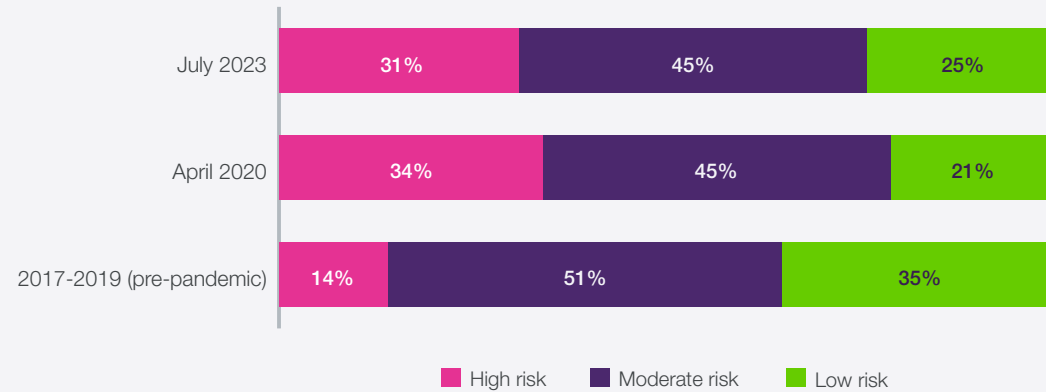
The overall Mental Health Index (MHI) for July 2023 is **65.2**. Following three months of no change, the mental health of workers in Canada improved more than half a point in July 2023.

MHI Current Month July 2023	June 2023
65.2	64.6



## Mental health risk.

In July 2023, 31 per cent of workers in Canada have a high mental health risk, 45 per cent have a moderate mental health risk, and 25 per cent have a low mental health risk. More than three years since the launch of the Index in April 2020, there has only been a three per cent reduction in high-risk workers and a four per cent increase in low-risk workers.



Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of workers in the low-risk group report diagnosed anxiety or depression.

## Mental Health Index sub-scores.

For more than one year, the lowest Mental Health Index sub-score is for the risk measure of anxiety (59.2).

Isolation (60.9), depression (63.6), work productivity (63.7), optimism (66.5), and financial risk (69.8) follow. General psychological health (72.5) continues to be the most favourable mental health measure in July 2023.

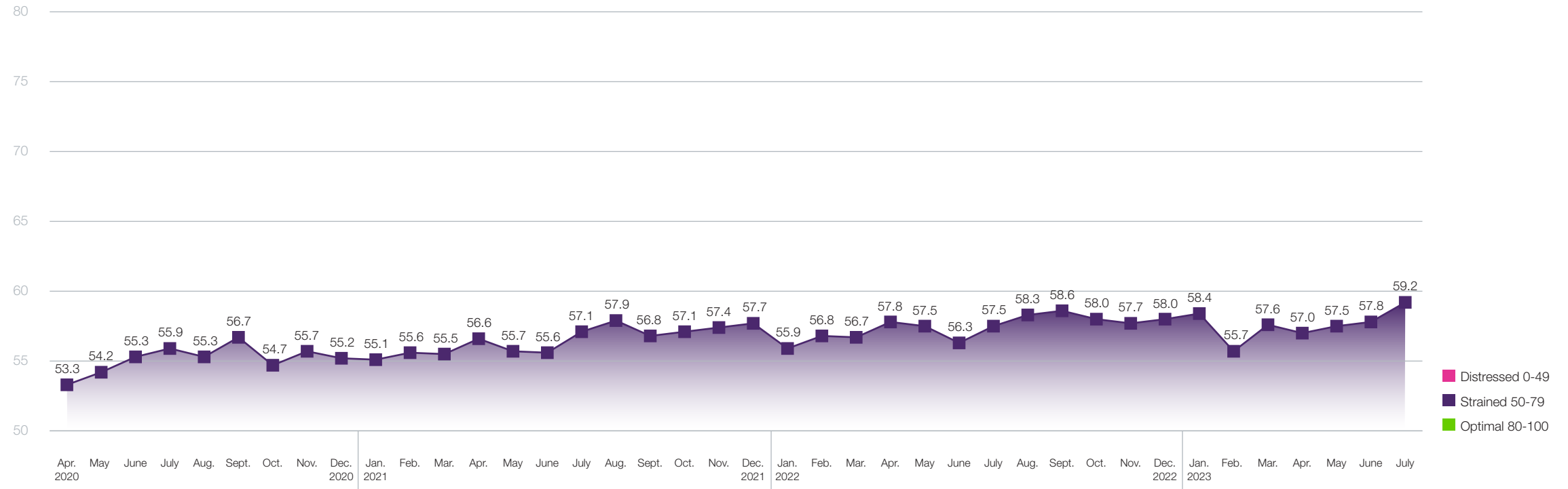
- Anxiety and isolation have been the lowest mental health sub-scores for 15 consecutive months
- All mental health sub-scores have improved from the prior month
- Anxiety, depression, and work productivity sub-scores are at their highest levels since the launch of the Index in April 2020

Mental Health Index Sub-scores	July 2023	June 2023
Anxiety	59.2	57.8
Isolation	60.9	60.0
Depression	63.6	63.1
Work productivity	63.7	63.0
Optimism	66.5	66.3
Financial risk	69.8	69.5
Psychological health	72.5	72.0



## Anxiety

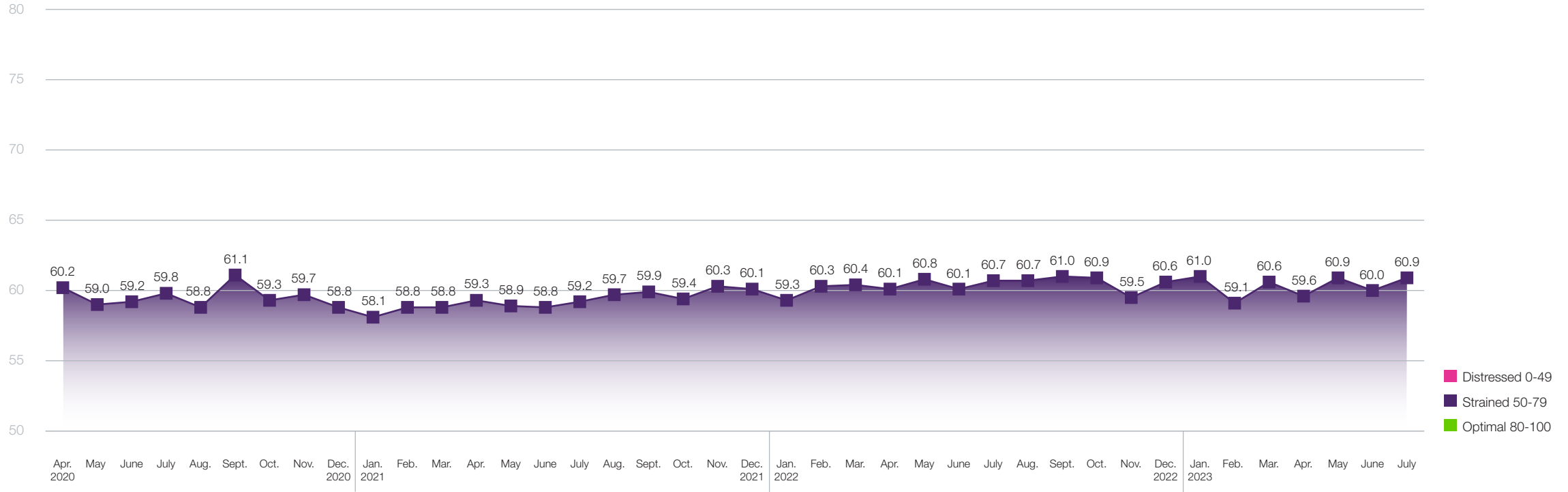
The anxiety sub-score has fluctuated since the launch of the Index in April 2020, although there has been a general trend of improvement. After reaching its high in September 2022 (58.6), the anxiety score declined through February 2023 despite two months of modest improvements during this period. A significant 1.9-point improvement was observed in March 2023. In July 2023, the anxiety score (59.2) improved significantly from the previous month and is at the highest level recorded since the launch of the Index in April 2020. Despite reaching this peak, anxiety continues to be the lowest score across all mental health sub-scores for the 15th consecutive month.





## Isolation

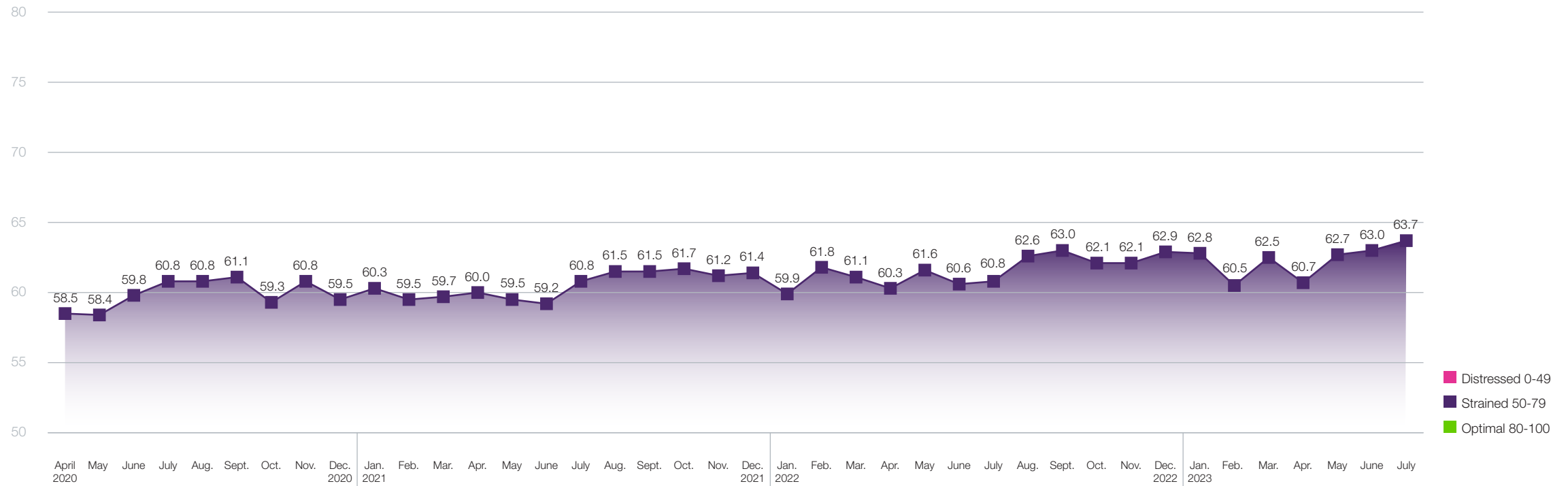
The lowest isolation sub-score was observed in January 2021 (58.1). From January 2021 through September 2022, the isolation sub-score made incremental improvements. Since September 2022, isolation scores have fluctuated with sharp declines followed by sharp increases. In July 2023, the isolation score has improved nearly one point from June.



## Work productivity

The work productivity sub-score measures the negative impact of mental health on work productivity and goals.

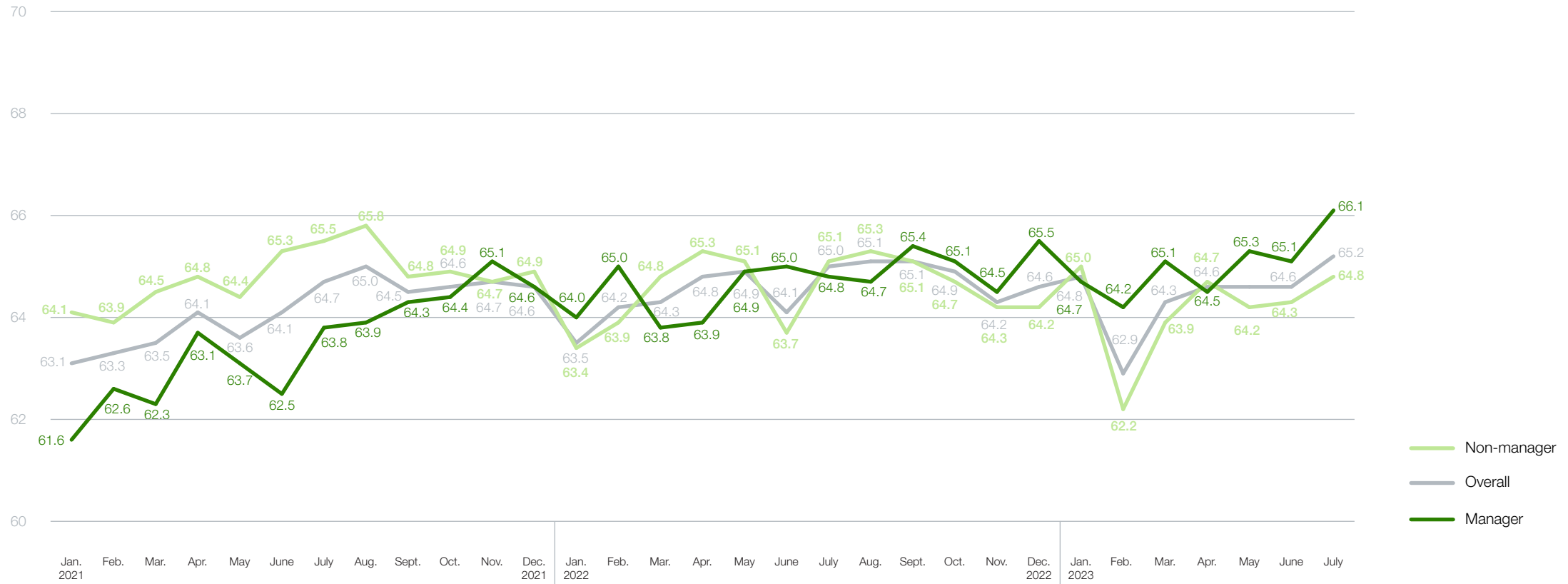
Overall, the impact of mental health on work productivity has shown general improvement. Similar to other sub-scores, the work productivity score declined sharply in February 2023 but recovered two points in March. In April 2023, the work productivity score again declined sharply; however, the score rebounded strongly in May and continues to improve, including a modest 0.7-point increase from June to July 2023. The work productivity sub-score is at the highest level since the launch of the Index in April 2020.



## Managers compared to non-managers.

From January to October 2021, the mental health scores of managers were lower than non-managers and lower than the Canadian average.

From November 2021 to January 2023, managers and non-managers have reported similar mental health scores; however, in February 2023 a strong decline in the mental health scores of non-managers is observed. Since February 2023, the mental health scores of managers have typically been higher than non-managers. In July 2023, the mental health of managers and non-managers improved compared to the prior month.



## Mental health by gender and age.

- Since the launch of the MHI, women have a significantly lower mental health score than men. In July 2023, the mental health score of women is 62.5 compared to 68.0 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without children have been reported since the launch of the Index in April 2020. More than three years later, this pattern continues with a lower score for workers with at least one child (62.7) compared to workers without children (66.2)

## Mental health by employment status.

- Overall, four per cent of respondents are unemployed<sup>1</sup> and eight per cent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (53.6), followed by individuals working fewer hours (56.3), individuals not currently employed (64.9), and individuals with no change to salary or hours (66.1)
- Managers have a higher mental health score (66.1) than non-managers (64.8)
- Labourers have a lower mental health score (63.2) than service (65.8) and office workers (65.5)
- Self-employed/sole proprietors have the highest mental health score (68.2)
- Respondents working for companies with 51-100 employees have the lowest mental health score (62.9)

## Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (49.9) than the overall group (65.2). Workers with emergency savings have a mental health score of 70.9

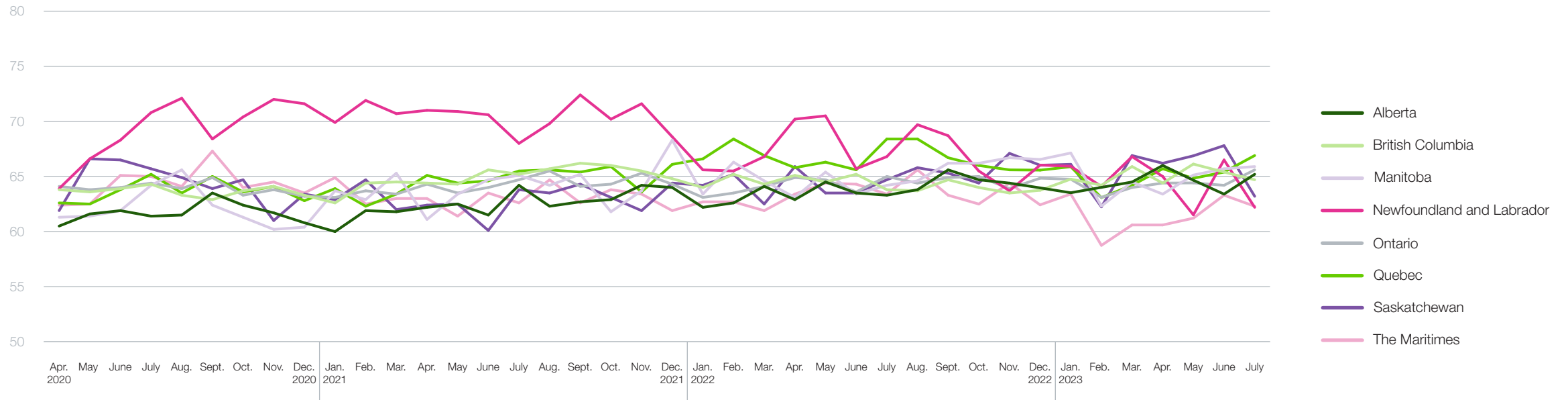


<sup>1</sup> MHI respondents who have been employed in the past six months are included in the poll.

# The Mental Health Index by province.

Since April 2020, provincial mental health scores have fluctuated. Apart from Newfoundland and Labrador, and the Maritimes, the fluctuation patterns for the provinces have been similar. In July 2023, the mental health scores in Newfoundland and Labrador, Saskatchewan, the Maritimes, and British Columbia have declined while scores in other provinces have improved compared to June 2023.

- The greatest improvement in mental health is in Alberta, up nearly two points from the previous month
- With a 4.3-point decline, Newfoundland and Labrador has the lowest mental health score (62.2) in July 2023



Employment status	July 2023	June 2023
Employed (no change in hours/salary)	66.1	65.4
Employed (fewer hours compared to last month)	56.3	56.6
Employed (reduced salary compared to last month)	53.6	55.5
Not currently employed	64.9	60.7

Age group	July 2023	June 2023
Age 20-29	53.8	55.2
Age 30-39	59.8	58.5
Age 40-49	62.2	62.1
Age 50-59	66.9	66.1
Age 60-69	72.9	72.4

Number of children	July 2023	June 2023
No children in household	66.2	65.9
1 child	62.7	60.5
2 children	63.2	62.7
3 children or more	60.3	58.9

Province	July 2023	June 2023
Alberta	65.2	63.4
British Columbia	64.7	65.4
Manitoba	65.9	65.7
Newfoundland and Labrador	62.2	66.5
The Maritimes	62.3	63.3
Quebec	66.9	65.4
Ontario	65.6	64.2
Saskatchewan	63.2	67.8

Gender	July 2023	June 2023
Men	68.0	66.8
Women	62.5	62.5

Household income	July 2023	June 2023
<\$30K/annum	54.7	53.2
\$30K to <\$60K/annum	61.1	61.1
\$60K to <\$100K	63.9	64.7
\$100K to <\$150K	67.6	67.0
\$150K or more	71.8	69.6

Employer size	July 2023	June 2023
Self-employed/sole proprietor	68.2	66.4
2-50 employees	66.6	64.4
51-100 employees	62.9	63.1
101-500 employees	64.2	64.3
501-1,000 employees	62.9	62.2
1,001-5,000 employees	66.7	65.7
5,001-10,000 employees	64.3	63.9
More than 10,000 employees	65.2	66.0

Manager	July 2023	June 2023
Manager	66.1	65.1
Non-manager	64.8	64.3

Work environment	July 2023	June 2023
Labour	63.2	62.6
Office/desk	65.5	65.2
Service	65.8	64.3

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

# The Mental Health Index by industry.

Employees working in Administrative and Support Services have the lowest mental health score (58.3) in July 2023, followed by individuals working in Information and Cultural Industries (58.5), and Food Services (59.1).

Respondents employed in the Automotive industry (72.3), Mining, Quarrying, and Oil and Gas Extraction (69.2), and Professional, Scientific and Technical Services (68.8) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	July 2023	June 2023	Change
Accommodation	68.6	60.7	7.9
Automotive Industry	72.3	65.9	6.3
Construction	67.4	63.3	4.1
Warehousing	61.4	57.6	3.7
Real Estate, Rental and Leasing	67.3	65.0	2.3
Transportation	66.9	65.2	1.8
Educational Services	65.9	64.3	1.6
Other	65.2	63.9	1.4
Technology	64.7	63.4	1.3
Arts, Entertainment and Recreation	63.6	62.5	1.1
Health Care and Social Assistance	62.5	61.5	1.0
Wholesale Trade	66.2	65.7	0.5
Other services (except Public Administration)	67.9	67.5	0.5
Public Administration	68.1	67.7	0.4
Mining, Quarrying, and Oil and Gas Extraction	69.2	69.1	0.1
Retail Trade	64.9	64.9	0.0
Media and Telecommunications	59.8	59.9	-0.2
Manufacturing	67.4	68.1	-0.7
Finance and Insurance	64.7	65.5	-0.8
Agriculture, Forestry, Fishing and Hunting	60.5	61.3	-0.8
Administrative and Support services	58.3	60.0	-1.8
Professional, Scientific and Technical Services	68.8	70.6	-1.8
Food Services	59.1	61.0	-1.9
Information and Cultural Industries	58.5	62.1	-3.6
Utilities	60.0	65.4	-5.4

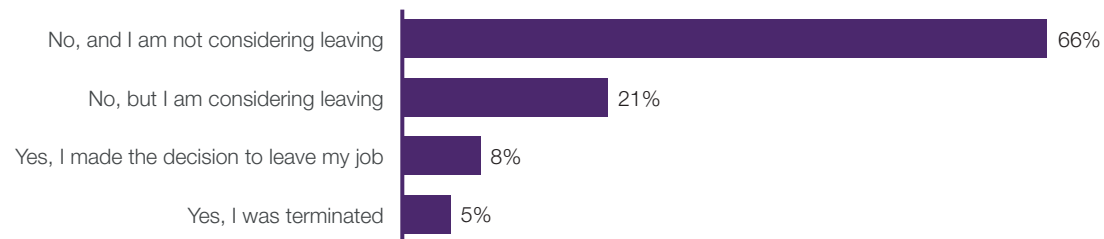
# Spotlight

## Turnover

Workers were asked whether they have had a job change in the last year.

- Two-thirds (66 per cent) are not considering leaving their job. The mental health score of this group (69.4) is four points higher than the national average (65.2)
- More than one in five (21 per cent) are considering leaving their job. The mental health score of this group (56.3) is 13 points lower than workers not considering leaving (69.3) and nine points lower than the national average (65.2)
- Workers under 40 are 60 per cent more likely than workers over 50 to be considering leaving their job
- Workers under 40 are twice as likely as workers over 50 to report having a job change in the last year

### Have you had a job change in the last year?



### MHI score by “Have you had a job change in the last year?”

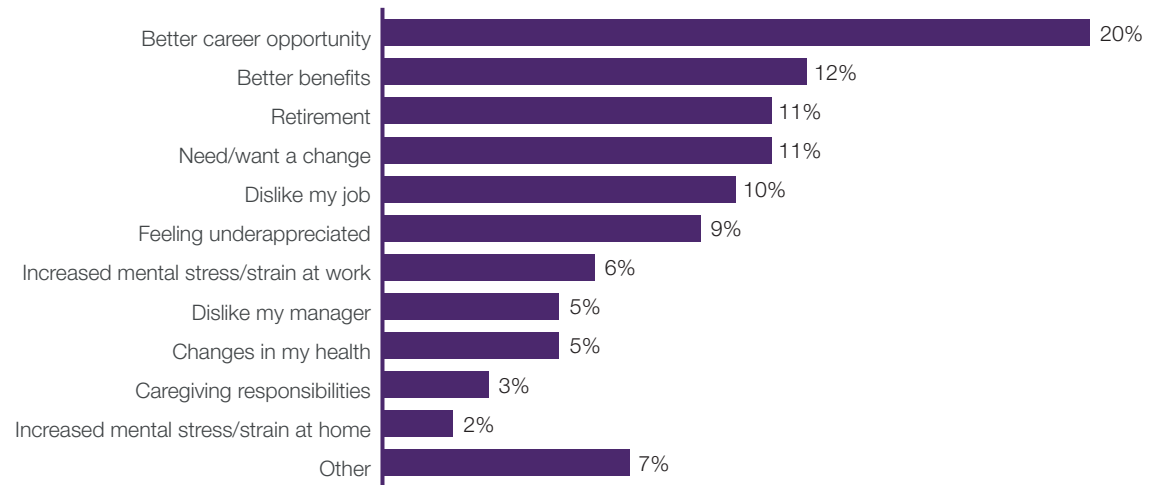




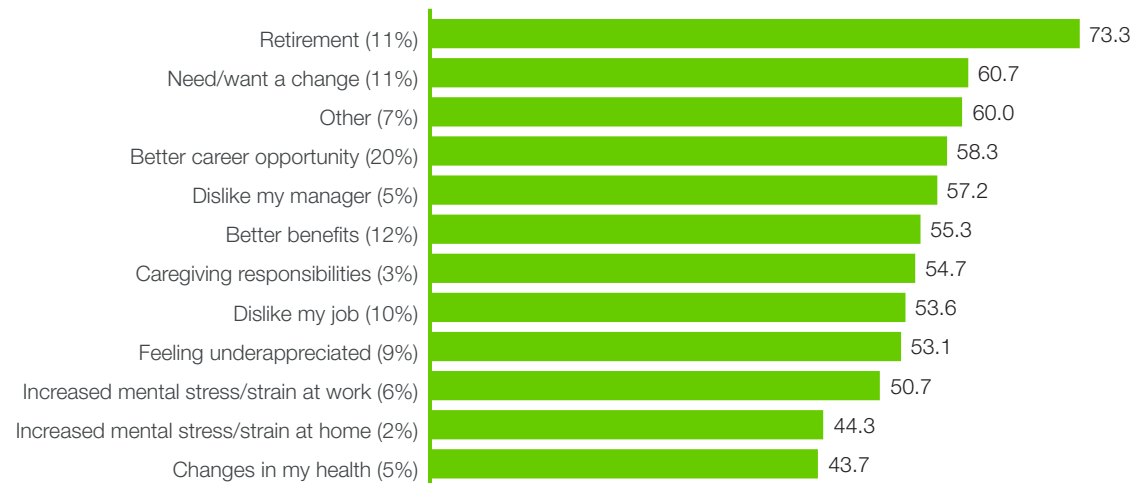
Workers who left their jobs or who are considering leaving were asked for the reason.

- One in five (20 per cent) report a better career opportunity as the primary reason for a job change, followed by 12 per cent reporting better benefits
- Workers under 40 are two and half times more likely than workers over 50 to report a better career opportunity as the reason for job change
- The worst/lowest mental health score (43.7) is among five per cent reporting changes in their health as the reason for job change; this score is more than 21 points lower than the national average (65.2)
- The best/highest mental health score (73.3) is among 11 per cent reporting retirement as the reason for job change
- Women are 65 per cent more likely than men to report feeling underappreciated as the reason for job change
- Parents are twice as likely as non-parents to report better benefits as the primary reason for job change

### Primary reason for job change



### MHI score by “Primary reason for job change”



Managers were asked whether they have experienced increased turnover in the last year.

- More than one-third of managers (35 per cent) have experienced increased turnover in the last year. The mental health score of this group (61.7) is nearly 10 points lower than managers who have not experienced increased turnover (71.4) and more than three points lower than the national average (65.2)



### As a manager, have you experienced increased turnover in the last 12 months?



### MHI score by “As a manager, have you experienced increased turnover in the last 12 months?”



## Workplace culture and turnover.

In August 2022, the TELUS Mental Health Index introduced the Workplace Culture Score (WCS). Workers 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:

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

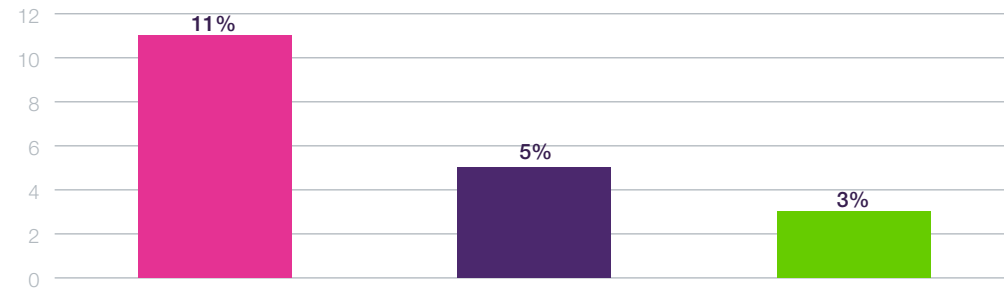
The Workplace Culture Score (WCS) is a combination of these nine indicators, calculated to a score from 0 to 100. In August 2022, it was observed that **higher Workplace Culture Scores are correlated with better employee mental health and higher work productivity** while lower scores are associated with poorer mental health and lower work productivity.



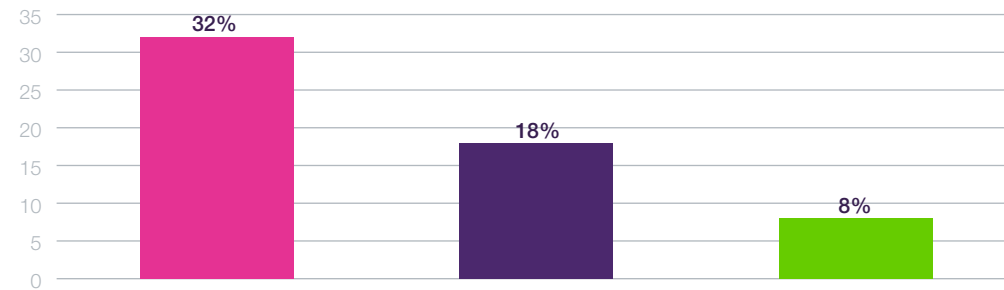
In July 2023, 1,100 workers who participated in the Workplace Culture Score study in August 2022 also provided information on turnover.

- Workers with high-risk Workplace Culture Scores ( $WCS \leq 50$ ) in August 2022 are nearly four times more likely to report having left their jobs than workers with low-risk Workplace Culture Scores ( $WCS \geq 80$ ) in August 2022
- Thirty-two per cent of workers with high-risk Workplace Culture Scores ( $WCS \leq 50$ ) in August 2022 report they are thinking about leaving their jobs in July 2023, four times more likely than workers with low-risk Workplace Culture Scores in August 2022
- Eighty-six per cent of workers with low-risk Workplace Culture Scores ( $WCS \geq 80$ ) in August 2022 report they are **not** thinking about leaving their jobs in July 2023, 60 per cent more likely than workers with high-risk Workplace Culture Scores in August 2022

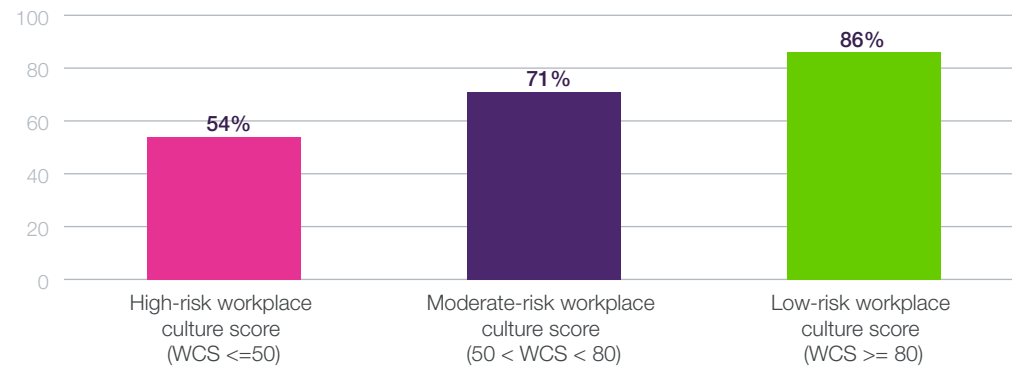
Turnover in relation to Workplace Culture Score



Percentage of workers thinking about leaving their job in relation to Workplace Culture Score



Percentage of workers not thinking about leaving their job in relation to Workplace Culture Score



## Emotional control

Workers were asked how much control they have over their emotions.

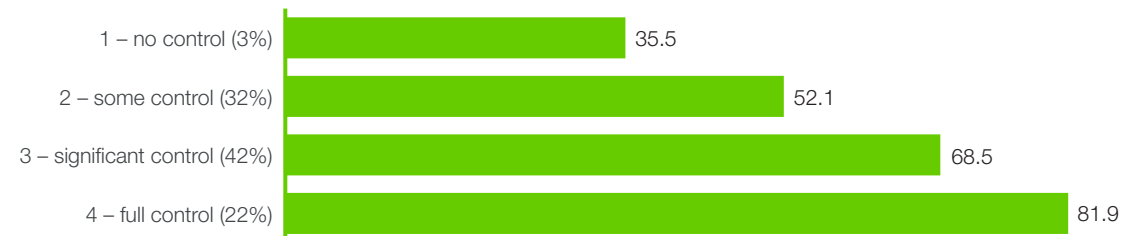
- More than one in five (22 per cent) report having full control over their emotions. The mental health score of this group (81.9) is more than 46 points higher than workers reporting no control (35.5) and nearly 17 points higher than the national average (65.2)
- Three per cent report having no control over their emotions; the mental health score of this group (35.5) is nearly 30 points lower than the national average
- Workers under 40 are two and half times more likely than workers over 50 to report having no control over their emotions



### Generally, how much control do you feel you have over your emotions?



### MHI score by “Generally, how much control do you feel you have over your emotions?”



## Financial control

Workers were asked how much control they have over their finances.

- Nearly one-quarter (23 per cent) report having full control over their finances. The mental health score of this group (79.1) is 41 points higher than workers reporting no control (38.2) and 14 points higher than the national average (65.2)
- Workers with emergency savings are 50 per cent more likely than workers without emergency savings to report having full control over their finances
- Seven per cent report having no control over their finances; the mental health score of this group (38.2) is 27 points lower than the national average (65.2)
- Among workers reporting no control over their finances:
  - Workers under 40 are twice as likely as workers over 50 to report having no control over their finances
  - Workers with an annual household income less than \$100,000 are twice as likely as workers with an annual household income greater than \$100,000 to report having no control over their finances
  - Women are 60 per cent more likely than men to report having no control over their finances

### Generally, how much control do you have over your finances?



### MHI score by “Generally, how much control do you have over your finances?”



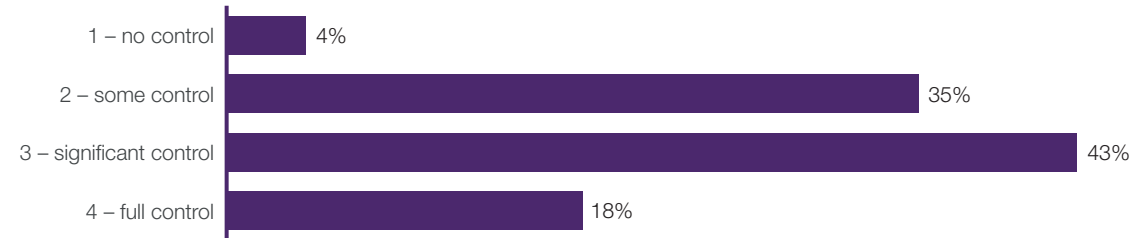
## Control over health.

Workers were asked how much control they have over their health.

- Nearly one in five (18 per cent) report having full control over their health. The mental health score of this group (80.6) is 40 points higher than workers reporting no control (41.1) and more than 15 points higher than the national average (65.2)
- Workers with emergency savings are 60 per cent more likely than workers without emergency savings to report having full control over their health
- Four per cent report having no control over their health; the mental health score of this group (41.1) is more than 24 points lower than the national average (65.2)
- Women are nearly twice as likely as men to report having no control over their health



### Generally, how much control do you have over your health?



### MHI score by “Generally, how much control do you have over your health?”

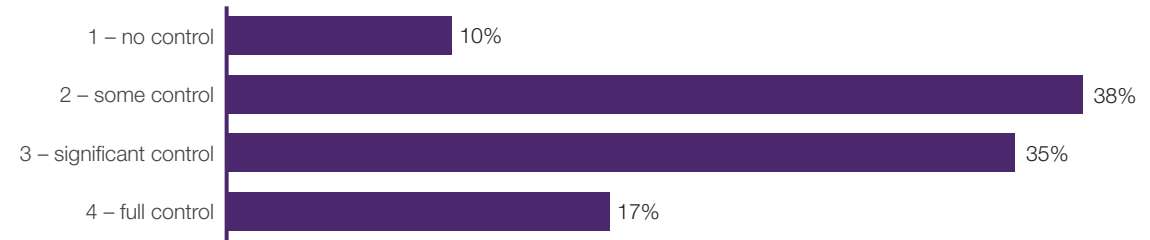


## Control over work.

Workers were asked how much control they have over their work.

- Nearly one in five (17 per cent) report having full control over their work. The mental health score of this group (80.6) is 36 points higher than workers reporting no control (44.5) and more than 15 points higher than the national average (65.2)
- Workers over 50 are 40 per cent more likely than workers under 40 to report having full control over their work
- Workers with emergency savings are 50 per cent more likely than workers without emergency savings to report having full control over their work
- One in ten (10 per cent) report having no control over their work; the mental health score of this group (44.5) is nearly 21 points lower than the national average
- Women are 50 per cent more likely than men to report having no control over their work

### Generally, how much control do you feel you have over your work?



### MHI score by “Generally, how much control do you feel you have over your work?”





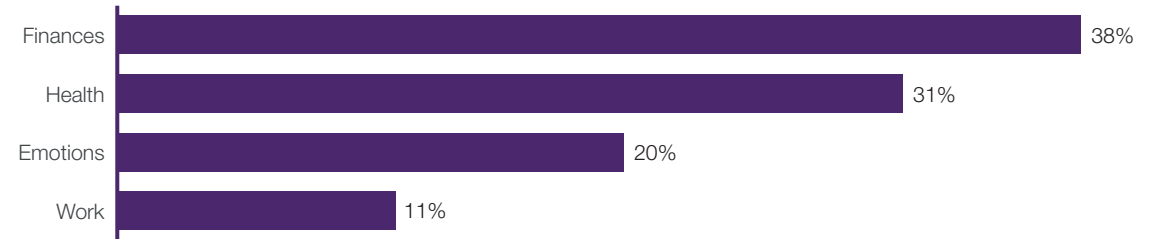
## Improving control

Workers were asked in which area they most want to improve their sense of control.

- Nearly two in five (38 per cent) most want to improve control over their finances and 31 per cent most want to improve control over their health
- Workers over 50 are 50 per cent more likely to want to improve control over their health compared to workers under 40
- Workers wanting to improve control of their emotions have the lowest/worst mental health score (61.4) more than four points lower than the national average (65.2)



### In which area do you most want to improve your sense of control?



### MHI score by “In which area do you most want to improve your sense of control?”



## Medication use for mental health.

Workers were asked whether they have ever taken prescription medication for a mental health issue.

- Nearly one-quarter (23 per cent) have taken prescription medication for a mental health issue. The mental health score of this group (52.5) is nearly 13 points lower than the national average (65.2)
- Women are nearly 50 per cent more likely than men to have taken prescription medication for a mental health issue
- Workers under 40 are 40 per cent more likely than workers over 50 to have taken prescription medication for a mental health issue
- More than three-quarters (77 per cent) have never taken prescription medication for a mental health issue; this group has a mental health score (69.0) nearly four points higher than the national average (65.2)



### Have you ever taken prescription medication for a mental health issue?



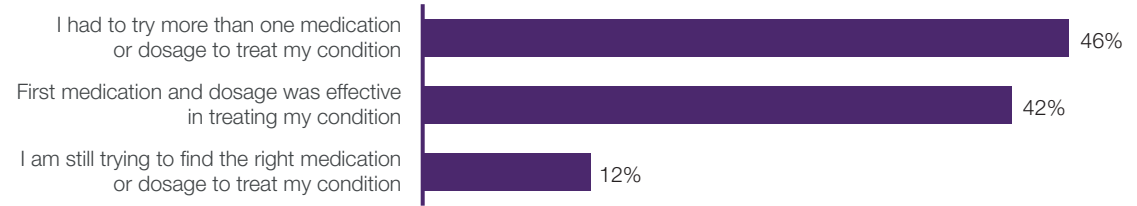
### MHI score by “Have you ever taken prescription medication for a mental health issue?”



Workers who have taken prescription medication for a mental health issue were asked whether the first medication prescribed was effective.

- Nearly half (46 per cent) had to try more than one medication or dosage to treat their condition. The mental health score of this group (49.5) is nearly 16 points lower than the national average (65.2)
- More than two in five (42 per cent) report their first medication and dosage was effective in treating their condition
- More than one in ten (12 per cent) are still trying to find the right medication or dosage to treat their condition. The mental health score of this group (38.3) is 27 points lower than the national average (65.2), and nearly 22 points lower than the group reporting their first medication and dosage was effective in treating their condition (59.9)

### Was the first medication prescribed effective?



### MHI score by “Was the first medication prescribed effective?”

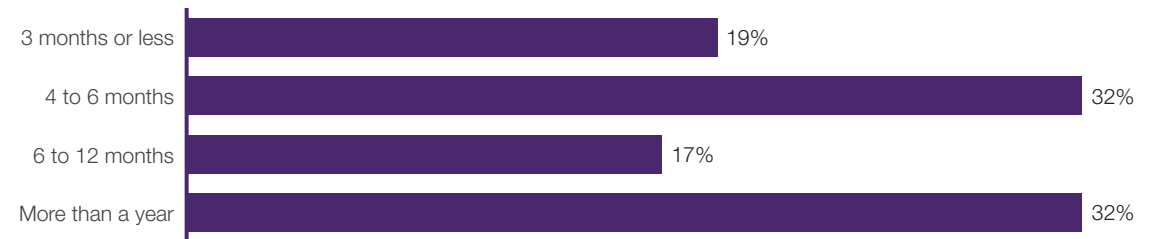


Workers reporting they had to try more than one medication or dosage to treat their condition were asked how long it took to arrive at an effective treatment.

- Nearly one-third (32 per cent) report taking more than a year to arrive at an effective treatment. An equal proportion (32 per cent) report taking 4 to 6 months
- One in six (17 per cent) report taking 6 to 12 months to arrive at an effective treatment. The mental health score of this group (43.6) is nearly 22 points lower than the national average (65.2)



#### How long did it take to arrive at an effective treatment?



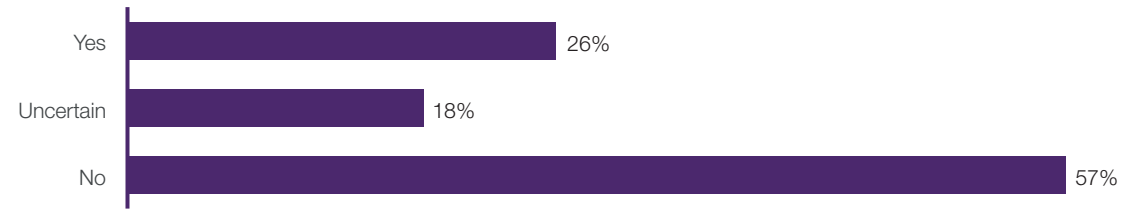
#### MHI score by “How long did it take to arrive at an effective treatment?”



More than one-quarter (26 per cent) of workers report a family member has taken prescription medication for a mental health issue.



### Has a family member ever taken prescription medication for a mental health issue?



### MHI score by “Has a family member ever taken prescription medication for a mental health issue?”



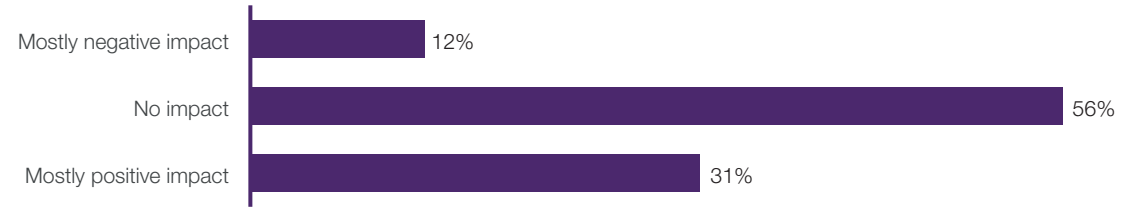
## Relationships

Workers were asked about the impact of work on the relationship with their partner/spouse.

- Nearly one-third (31 per cent) report a mostly positive impact of work on the relationship with their partner/spouse. The mental health score of this group (69.3) is more than 22 points higher than workers reporting a mostly negative impact (46.9) and four points higher than the national average (65.2)
- More than one in ten (12 per cent) report a mostly negative impact of work on the relationship with their partner/spouse; the mental health score of this group (46.9) is more than 18 points lower than the national average (65.2)
- More than half (56 per cent) report no impact of work on the relationship with their partner/spouse



### What impact does work have on the relationship with your partner/spouse?



### MHI score by “What impact does work have on the relationship with your partner/spouse?”

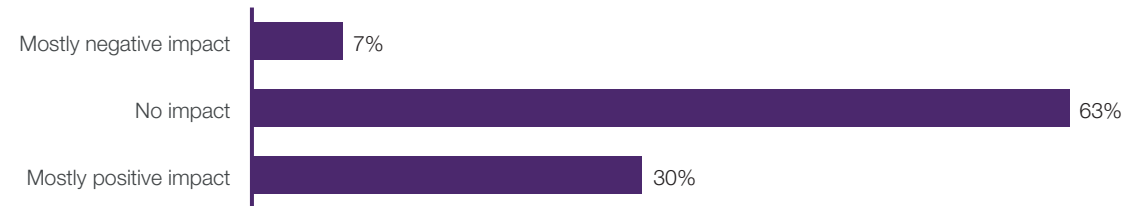


Workers were asked what impact the relationship with their partner/spouse has on work.

- Nearly one-third (30 per cent) report a mostly positive impact of the relationship with their partner/spouse on work. The mental health score of this group (68.6) is nearly 25 points higher than workers reporting a mostly negative impact (44.0) and three points higher than the national average (65.2)
- Parents are 65 per cent more likely than non-parents to report a mostly positive impact of the relationship with their partner/spouse on work
- Seven per cent report a mostly negative impact of the relationship with their partner/spouse on work. The mental health score of this group (44.0) is more than 21 points lower than the national average (65.2)
- Nearly two-thirds (63 per cent) report no impact of the relationship on work



#### What impact does the relationship with your partner/spouse have on work?



#### MHI score by “What impact does the relationship with your partner/spouse have on work?”

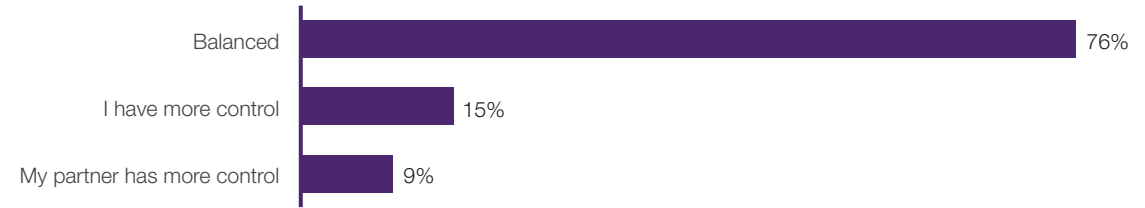


Workers were asked to describe decision-making in their relationship.

- More than three-quarters (76 per cent) report balanced decision-making in their relationship. The mental health score of this group (68.6) is nearly 15 points higher than relationships where the partner has more control (54.0), nearly six points higher than relationships where the respondent has more control (62.8) and more than three points higher than the national average (65.2).



### How would you describe decision-making in your partner/spouse relationship?



### MHI score by “How would you describe decision-making in your partner/spouse relationship?”





# Overview of the TELUS Mental Health Index.

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 3,000 people who live in Canada 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 Canada. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between July 8 and July 26, 2023

## Calculations

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.

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