



TELUS Mental Health Index.

United States of America | October 2023

Table of contents

1. What you need to know for October 2023	3
--	----------

2. The Mental Health Index	5
Mental health risk	6
Mental Health Index sub-scores	7
Anxiety	8
Isolation	9
Work productivity	10
Managers compared to non-managers	11
Mental health by gender and age	12
Mental health by employment status	12
Emergency savings	12

3. The Mental Health Index by region	13
---	-----------

4. The Mental Health Index by industry	15
---	-----------

5. Spotlight	16
MHI and productivity	16
Health conditions	17
Diagnosed conditions	17
Undiagnosed health conditions	19
Health benefits	21
Work preferences	23
Work stress	25
Work-life balance	27
COVID-19 policy in the workplace	29

6. Overview of the TELUS Mental Health Index	30
Methodology	30
Calculations	30
Additional data and analyses	30

What you need to know for October 2023.

1. The mental health of workers in United States continues to fluctuate month-to-month since July 2023.

- At 70.7, the mental health of workers increased one point from the prior month
- 23 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk
- All mental health sub-scores, apart from optimism, improved from September to October; anxiety, isolation, work productivity continue to be the lowest mental health sub-scores for the 18th consecutive month
- The mental health score improved in all regions with increases in the South and Midwest being most significant over September 2023
- The mental health of managers continues to be higher than that of non-managers
- Laborers have a lower mental health score than service and office workers

2. Anxiety and depression are the most prevalent diagnosed conditions among workers in United States.

- 20 percent report diagnosed anxiety; a further 11 percent believe they have undiagnosed anxiety
- Workers with diagnosed anxiety lose 47 working days in productivity per year
- 14 percent report diagnosed depression; a further seven percent believe they have undiagnosed depression
- Workers with diagnosed depression lose 51 working days in productivity per year
- 12 percent report diagnosed sleep issues; a further seven percent believe they have undiagnosed sleep issues
- Workers with diagnosed sleep issues lose 42 working days in productivity per year
- Workers under 40 more than twice as likely as workers over 50 to report both diagnosed and undiagnosed anxiety and depression. This group is also more than twice as likely to have used health benefits for psychological services and to value psychological benefits most
- Workers reporting diagnosed mental health conditions other than anxiety or depression lose 66 working days in productivity per year



3. More than one-quarter of workers say better support for their wellbeing is more important than a 10 percent increase in salary.

- The proportion of workers saying better support for their wellbeing is most important increased modestly from August 2022
- 60 percent of office workers would prefer a 5-day work week with the ability to work remotely as much as they want
- 40 percent of office workers would prefer a 4-day work week in office

4. Among sources of work-related stress, manager relationships have the most significant impact on productivity loss.

- Workers reporting their primary source of work stress is the relationship with their manager lose 47 working days in productivity per year
- Workers reporting their primary source of work stress is relationships with colleagues lose 43 working days in productivity per year
- Workers reporting fear of termination or layoff is their primary source of work stress lose 42 working days in productivity per year
- Workers reporting workplace conflict lose 42 working days in productivity per year
- Despite volume of work being the third most cited source of work stress, it has the lowest productivity loss (33 days)

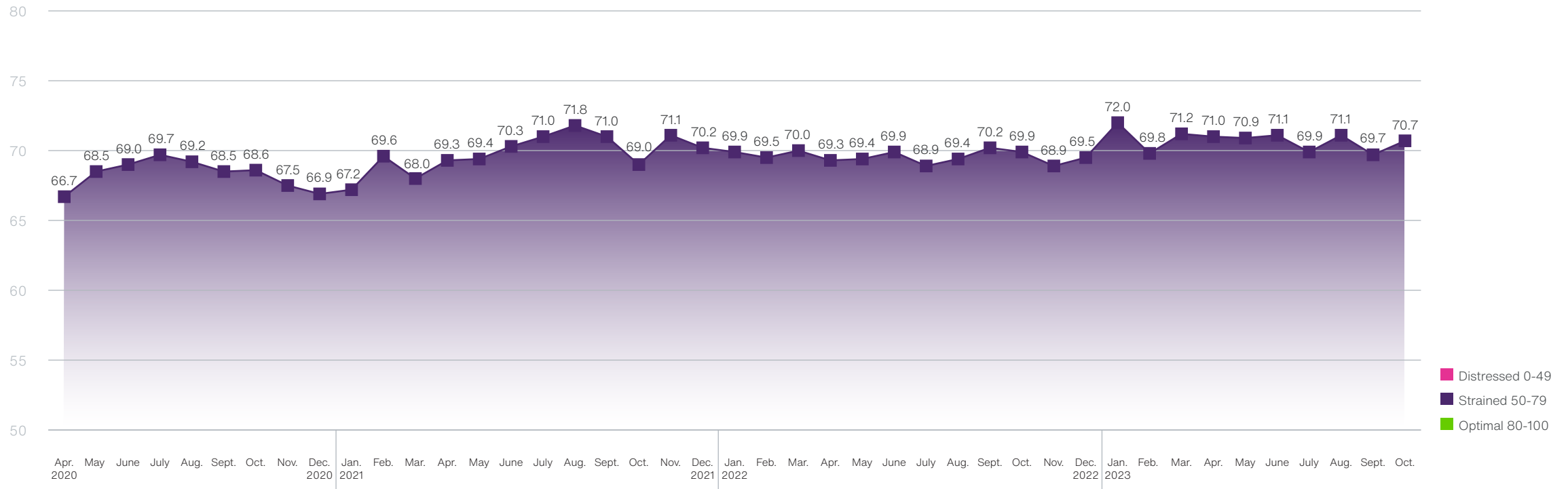


The Mental Health Index.

MHI Current Month October 2023	September 2023
70.7	69.7

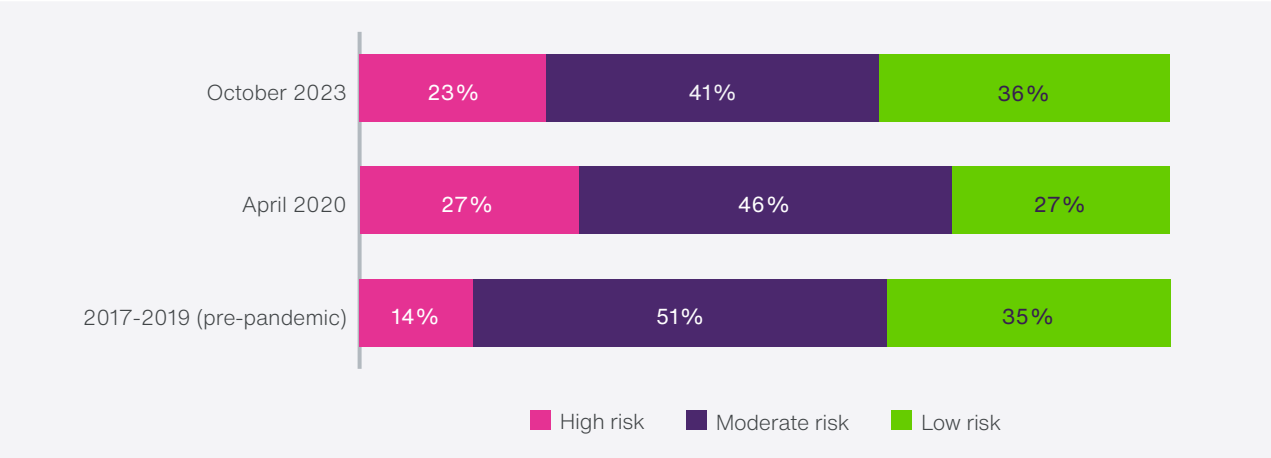
The overall Mental Health Index (MHI) for October 2023 is 70.7.

The mental health of workers in the United States improved one point over September 2023.



Mental health risk.

In October 2023, 23 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk. More than three years since the launch of the Index in April 2020, there has been nearly no reduction (two percent) in high-risk workers.



Approximately 30 percent of workers 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 workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For 18 months, the lowest Mental Health Index sub-score is for the risk measure of anxiety (63.9). Isolation (67.5), work productivity (70.5), depression (70.6), optimism (71.4), and financial risk (74.4) follow. General psychological health (77.5) continues to be the most favorable mental health measure in October 2023.

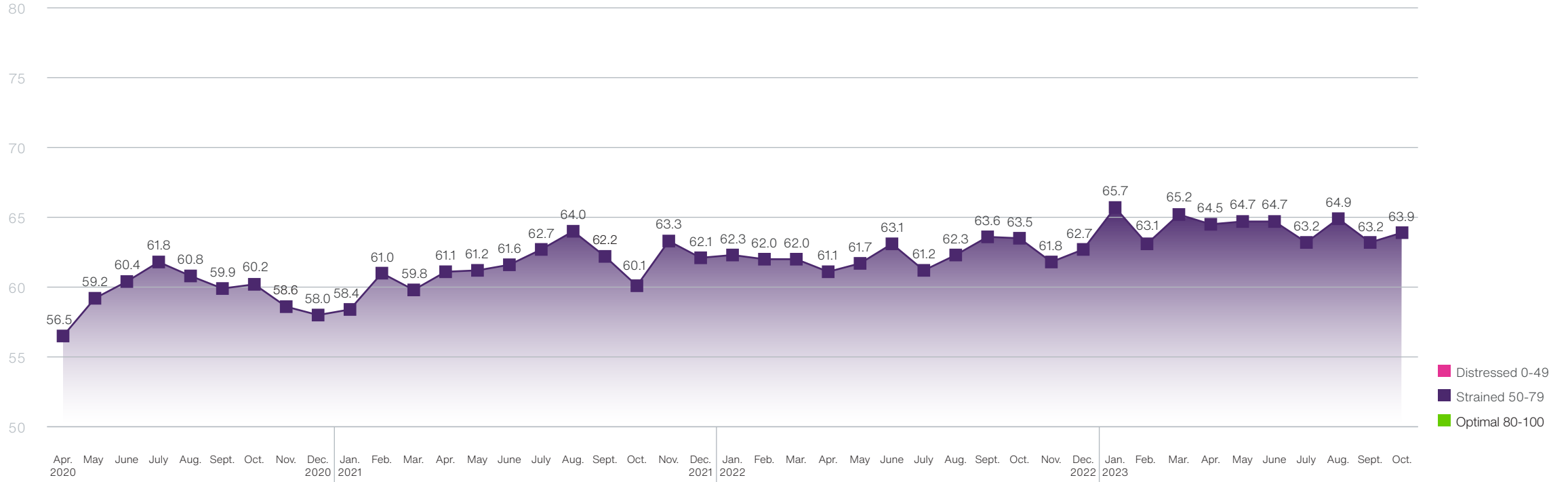
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for 18 consecutive months
- All mental health sub-scores, apart from optimism, improved from the prior month
- With a 0.5-point improvement, general psychological health remains the strongest sub-score in October

Mental Health Index Sub-scores	October 2023	September 2023
Anxiety	63.9	63.2
Isolation	67.5	65.6
Work productivity	70.5	68.1
Depression	70.6	69.0
Optimism	71.4	72.3
Financial risk	74.4	71.7
Psychological health	77.5	77.0



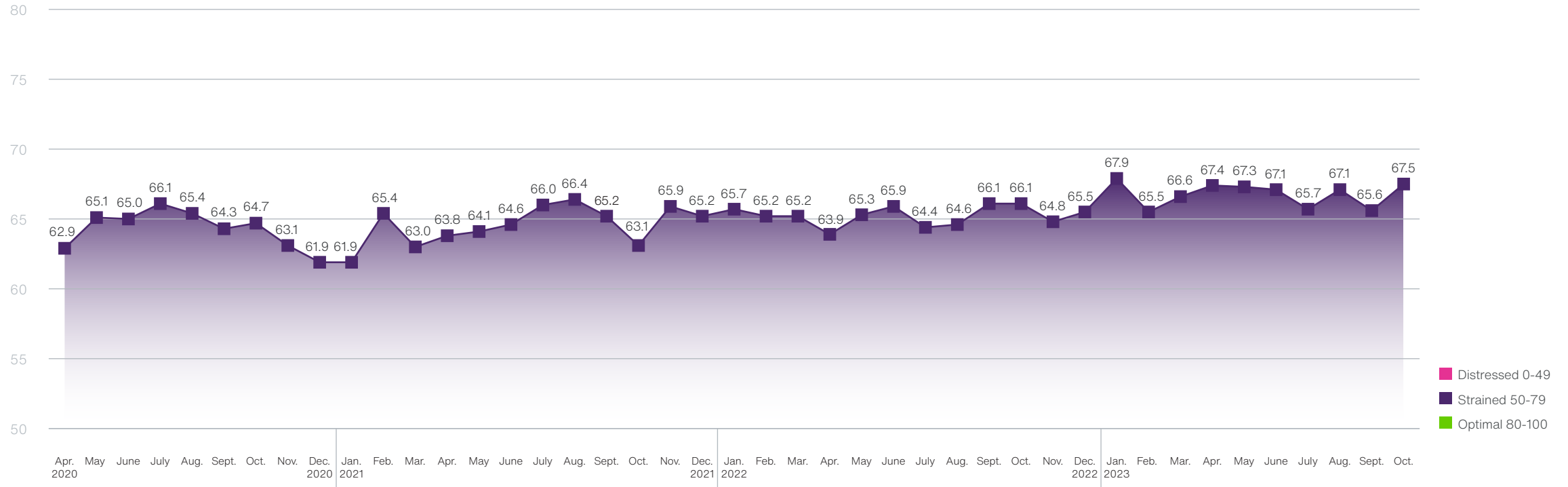
Anxiety

The anxiety sub-score has shown an increasing trend since the launch of the Index in April 2020. Anxiety scores stabilized between April 2023 and June 2023, followed by a series of fluctuations through September. In October 2023, the anxiety score improved 0.7 points; however, it continues to be the lowest across all mental health sub-scores for the 18th consecutive month.



Isolation

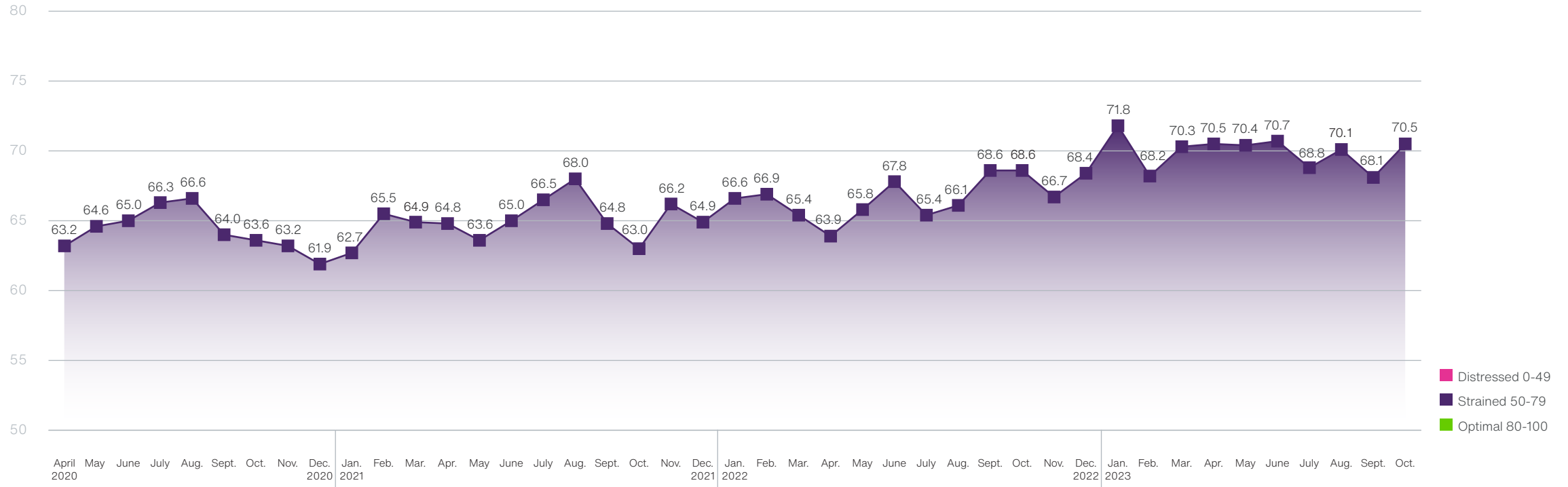
Isolation sub-scores have fluctuated since the launch of index in April 2020. Following a significant increase in January 2023 wherein the isolation sub-score reached its peak, the isolation score has varied considerably. In October 2023, the isolation score improved nearly one point yet remains the second lowest mental health sub-score for the 18th consecutive month.



Work productivity

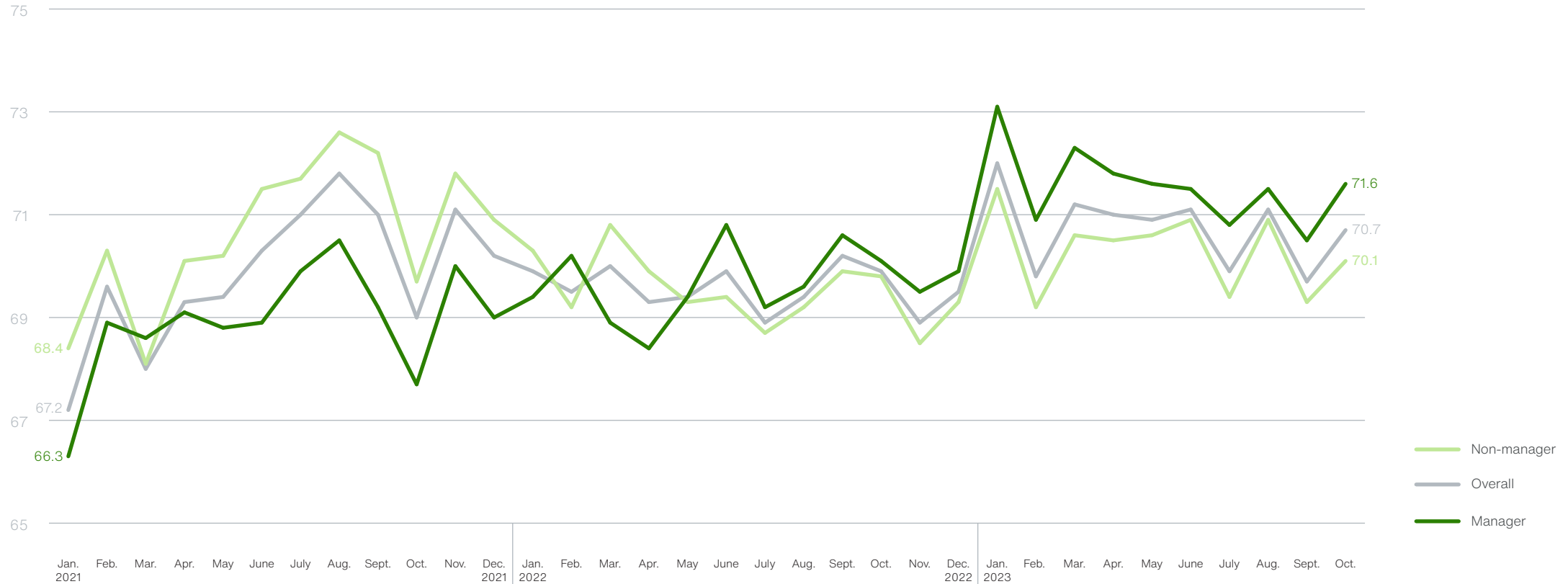
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite alternating periods of increases and decreases, the work productivity sub-score has generally shown improvement since the launch of the MHI in April 2020. After reaching its peak in January 2023, the work productivity score has generally declined through September 2023. However, in October 2023, the work productivity score improved more than two points from the prior month.



Managers compared to non-managers.

From January 2021 to May 2022, the mental health scores of managers have typically been lower than non-managers and lower than the overall American average. Since June 2022, managers have maintained a better mental health score than non-managers. In October 2023, the mental health score of managers (71.6) is higher than non-managers (70.1) and the national average (70.7).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In October 2023, the mental health score of women is 68.5 compared to 73.1 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 (65.7) than workers without children (72.5)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and seven percent report reduced hours or reduced salary
- Individuals reporting working fewer hours compared to the prior month have the lowest mental health score (61.3), followed by workers reporting reduced salary (62.2), individuals not currently employed (68.8), and workers with no change to salary or hours (71.4)
- Laborers have a lower mental health score (66.7) than service (70.5) and office workers (71.8)
- Managers have a higher mental health score (71.6) than non-managers (70.1)
- Respondents working for employers with more than 10,000 employees have the highest mental health score (72.1)
- Respondents working for companies with 51-100 employees have the lowest mental health score (68.2)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (52.6) than the overall group (70.7). Workers with emergency savings have a mental health score of 76.1

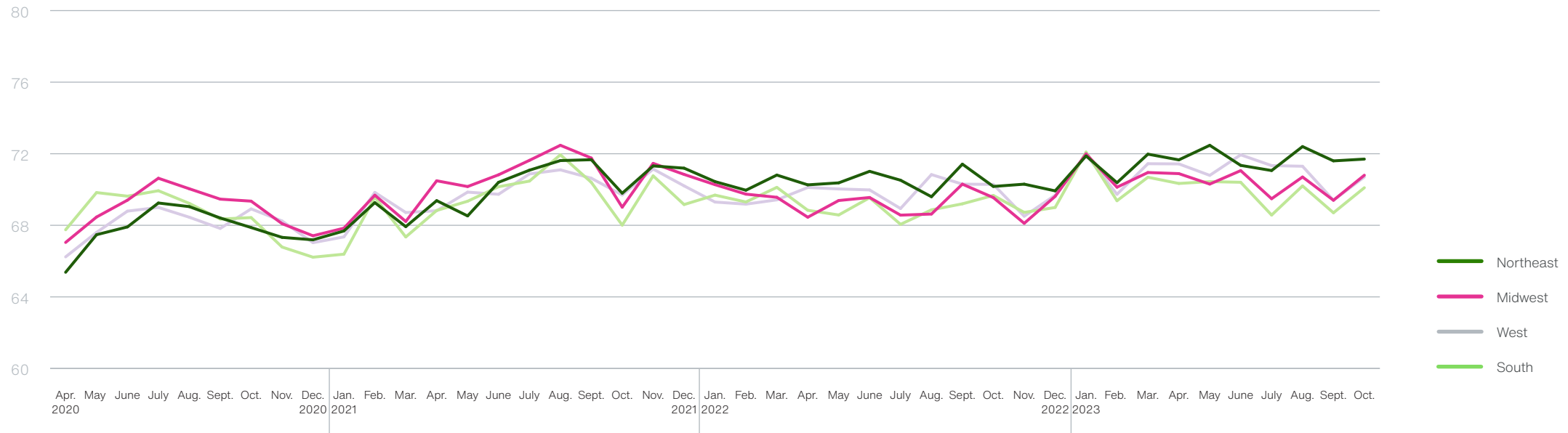
¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by region.

From August 2021 to November 2022, the mental health scores in all regions of the United States followed a declining trend. Since February 2022, some fluctuations have been observed in scores. Following a notable improvement in all regions in January 2023, the mental health of workers in all regions declined sharply in February 2023 and rebounded in March. In October 2023, the mental health scores in all regions improved compared to September 2023.



- The mental health score in the Northeast (71.7) remains the strongest for the second consecutive month with a modest 0.1-point increase
- Despite a significant 1.4-point increase, the mental health score in the South (70.1) remains the lowest for the fifth consecutive month



Employment status	Oct. 2023	Sept. 2023
Employed (no change in hours/salary)	71.4	70.8
Employed (fewer hours compared to last month)	61.3	59.5
Employed (reduced salary compared to last month)	62.2	55.7
Not currently employed	68.8	64.7

Age group	Oct. 2023	Sept. 2023
Age 20-29	59.5	55.3
Age 30-39	62.3	62.7
Age 40-49	66.8	66.8
Age 50-59	71.1	70.9
Age 60-69	77.7	77.5

Number of children	Oct. 2023	Sept. 2023
No children in household	72.5	71.5
1 child	66.2	64.2
2 children	65.1	67.1
3 children or more	65.6	65.0

Region	Oct. 2023	Sept. 2023
Northeast	71.7	71.6
Midwest	70.8	69.4
South	70.1	68.7
West	70.7	69.4

Gender	Oct. 2023	Sept. 2023
Men	73.1	72.6
Women	68.5	67.2

Household income	Oct. 2023	Sept. 2023
<\$30K/annum	60.1	58.1
\$30K to <\$60K/annum	65.2	63.8
\$60K to <\$100K	70.7	69.9
\$100K to <\$150K	73.4	74.0
\$150K or more	78.7	78.2

Employer size	Oct. 2023	Sept. 2023
Self-employed/sole proprietor	71.0	68.7
2-50 employees	71.1	67.4
51-100 employees	68.2	66.8
101-500 employees	70.3	70.6
501-1,000 employees	69.7	69.7
1,001-5,000 employees	71.5	71.7
5,001-10,000 employees	70.1	70.3
More than 10,000 employees	72.1	72.4

Manager	Oct. 2023	Sept. 2023
Manager	71.6	70.5
Non-manager	70.1	69.3

Work environment	Oct. 2023	Sept. 2023
Labour	66.7	63.9
Office/desk	71.8	71.7
Service	70.5	69.1

Numbers highlighted in pink are the lowest/worst scores in the group.

Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Employees working in Food Services have the lowest mental health score (59.1) in October 2023, followed by individuals working in Information and Cultural Industries (61.7), and Management of Companies and Enterprises (62.8).

Respondents employed in Wholesale Trade (76.9), Public Administration (75.1), and Professional, Scientific and Technical Services (74.8) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	October 2023	September 2023	Change
Agriculture, Forestry, Fishing and Hunting	69.9	60.9	9.0
Media and Telecommunications	68.9	64.9	4.0
Other services (except Public Administration)	73.1	70.2	3.0
Real Estate, Rental and Leasing	74.5	71.9	2.7
Retail Trade	68.1	65.5	2.6
Health Care and Social Assistance	71.0	68.8	2.1
Finance and Insurance	74.6	73.0	1.6
Information and Cultural Industries	61.7	60.6	1.1
Professional, Scientific and Technical Services	74.8	73.9	0.9
Food Services	59.1	58.2	0.9
Wholesale Trade	76.9	76.1	0.8
Manufacturing	72.7	72.0	0.7
Technology	71.7	71.2	0.5
Other	68.8	68.6	0.2
Accommodation	67.6	67.4	0.1
Public Administration	75.1	75.3	-0.1
Administrative and Support services	65.2	65.5	-0.3
Educational Services	72.2	72.6	-0.4
Management of Companies and Enterprises	62.8	63.2	-0.4
Transportation and Warehousing	69.2	69.7	-0.5
Construction	69.0	69.7	-0.7
Utilities	71.0	72.2	-1.2
Arts, Entertainment and Recreation	66.0	68.3	-2.4

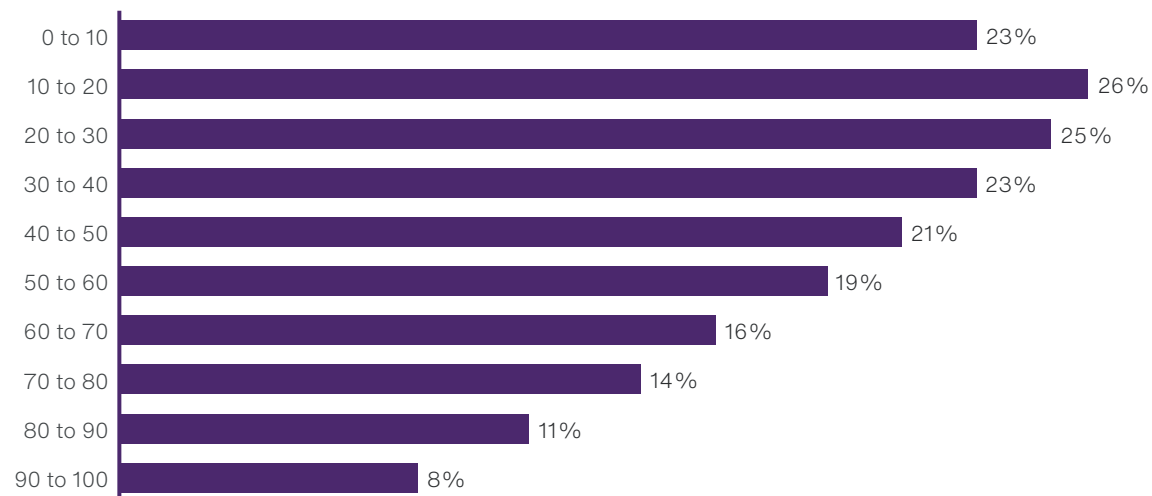
Spotlight

MHI and productivity.

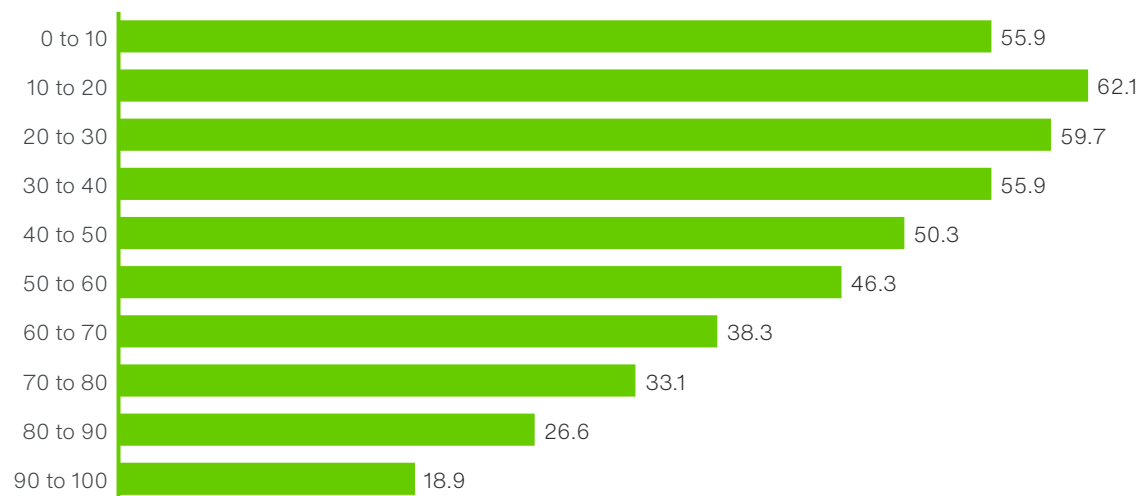
Productivity losses are calculated using the amount of effort put into work when feeling well (referred to as discretionary effort), the frequency of working when feeling unwell, and the amount of effort put into work when feeling unwell. Productivity loss is reported as a percentage of working time and as the number of days lost per year (based on 240 working days per year).

- Mental health scores are strongly correlated with productivity. Lower/worse mental health scores correspond to greater productivity loss and higher/better mental health scores correspond to less productivity loss
- Nineteen percent of workers have a mental health score of 50 or lower. The productivity loss of this group is equivalent to at least two and half times as many days as the 22 percent of workers with a mental health score of 90 or higher

Average productivity loss by MHI score



Average productivity loss in working days per year by MHI score



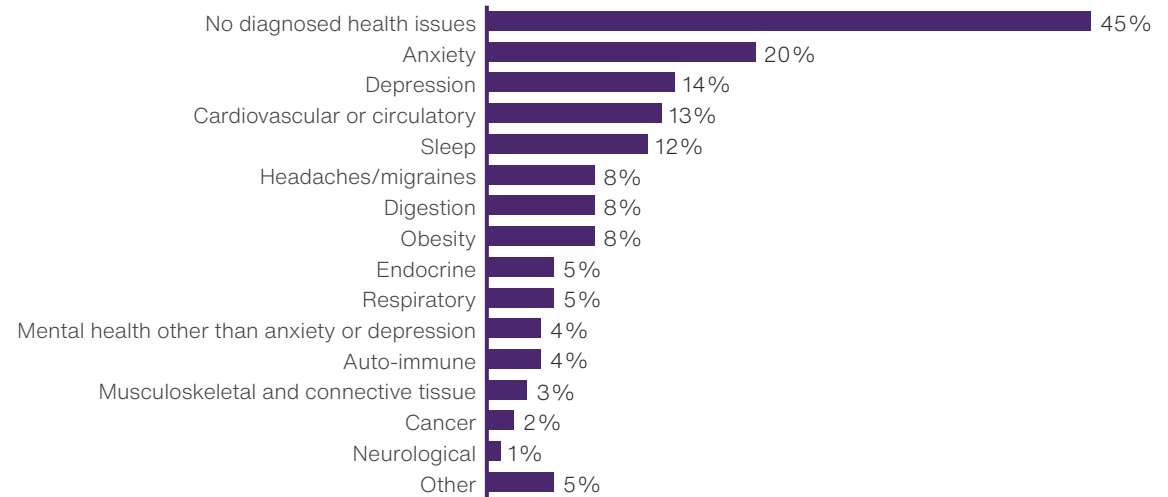
Health conditions

Diagnosed conditions

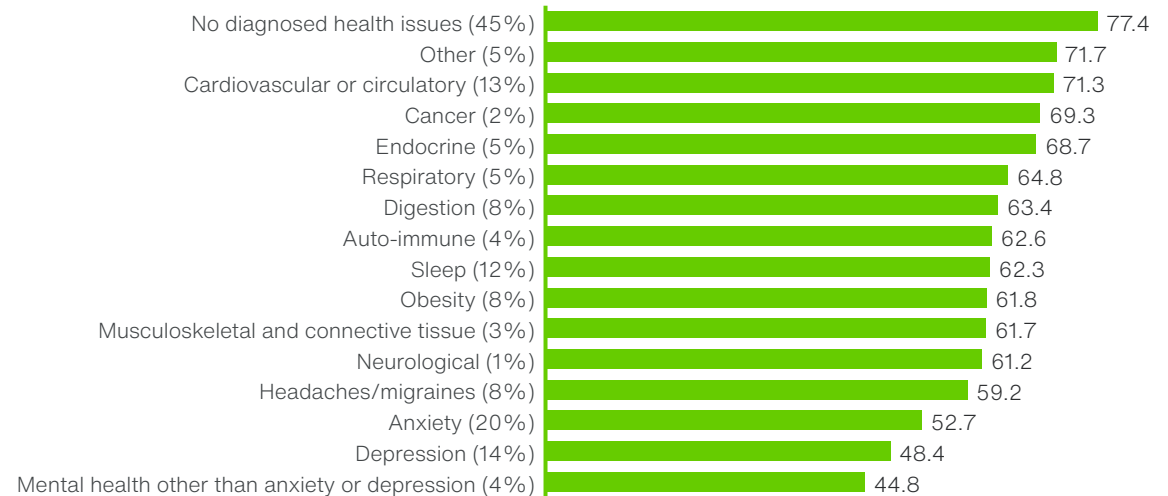
Workers were asked about the health conditions they are currently diagnosed with.

- One in five (20 percent) report an anxiety diagnosis, 14 percent report a depression diagnosis, and 13 percent have diagnosed cardiovascular or circulatory conditions
- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Women are 70 percent more likely than men to report being diagnosed with anxiety and 40 percent more likely than men to report being diagnosed with depression
- Workers over 50 are 40 percent more likely than workers under 40 to report being diagnosed with sleep disorders
- Nearly half (45 percent) did not report any diagnoses. This group has the best/highest mental health score (77.4), nearly seven points higher than the national average (70.7)

Diagnosed health conditions



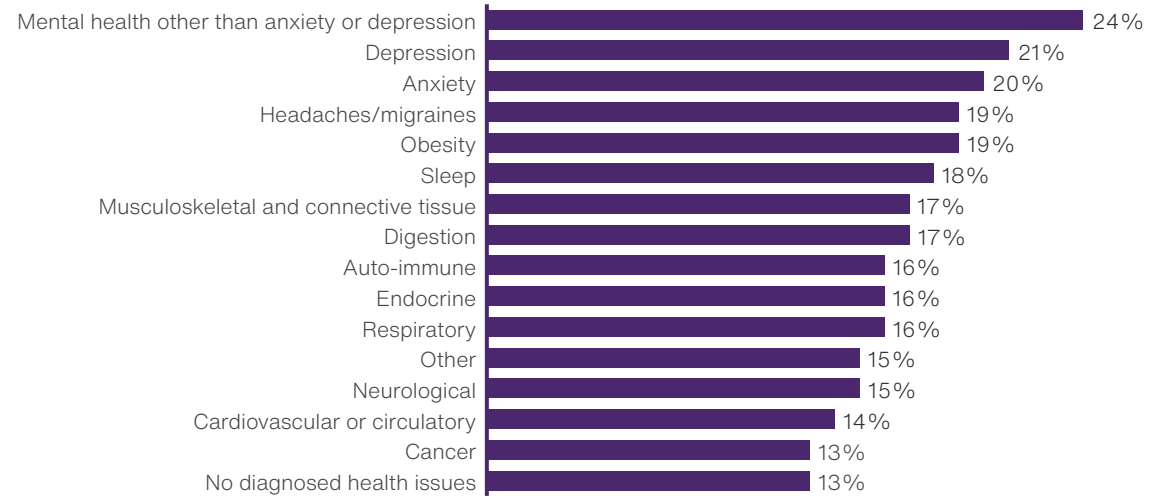
MHI score by diagnosed health conditions



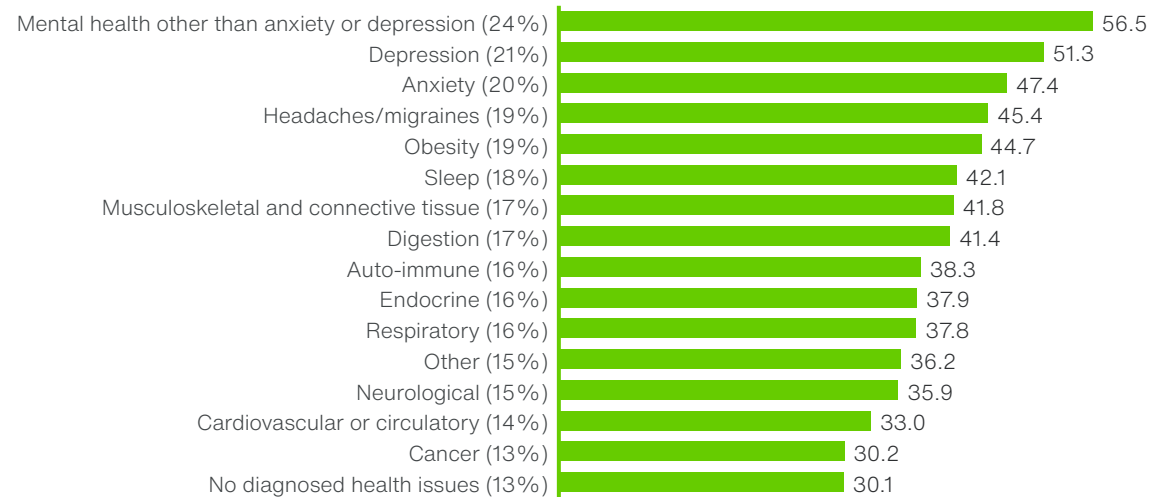
- Workers diagnosed with mental health other than anxiety or depression have the most significant productivity loss (24 percent, equivalent to 56.5 working days/year) and the worst/lowest mental health score (44.8) nearly 33 points below workers with no diagnosed health conditions (77.4) and 26 points lower than the national average (70.7)
- Workers diagnosed with depression have a productivity loss of 21 percent (equivalent to 51.3 working days/year) and a mental health score (48.4) 29 points lower than workers with no diagnosed health conditions (77.4) and more than 22 points lower than the national average (70.7)
- Workers diagnosed with anxiety have a productivity loss of 20 percent (equivalent to 47.4 working days/year) and a mental health score (52.7) nearly 25 points lower than workers with no diagnosed health conditions (77.4) and 18 points lower than the national average (70.7)



Productivity loss as a percentage of time at work by diagnosed health conditions



Productivity loss in working days per year by diagnosed health conditions



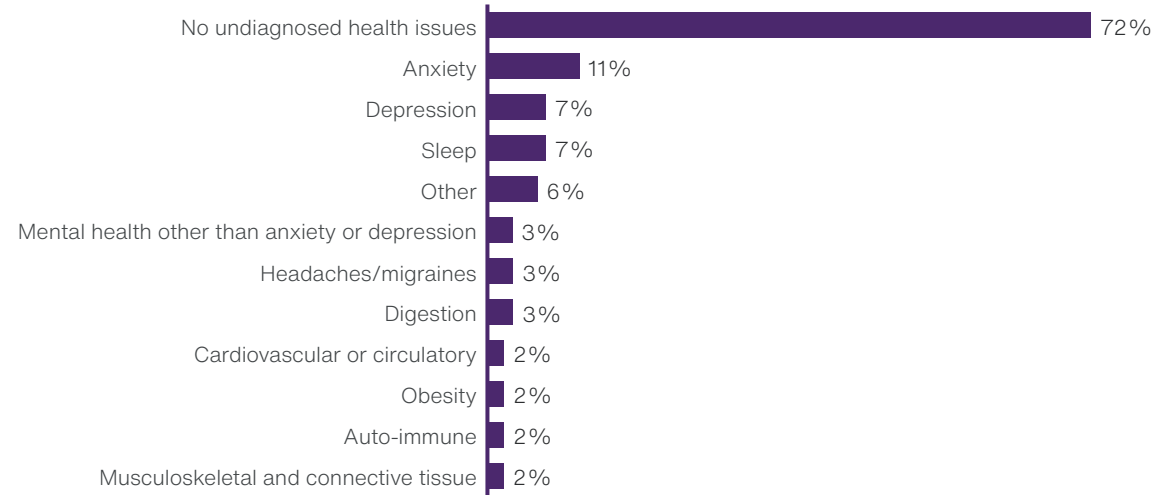
Undiagnosed health conditions.

Workers were asked whether they believe there are any undiagnosed health conditions affecting their health.

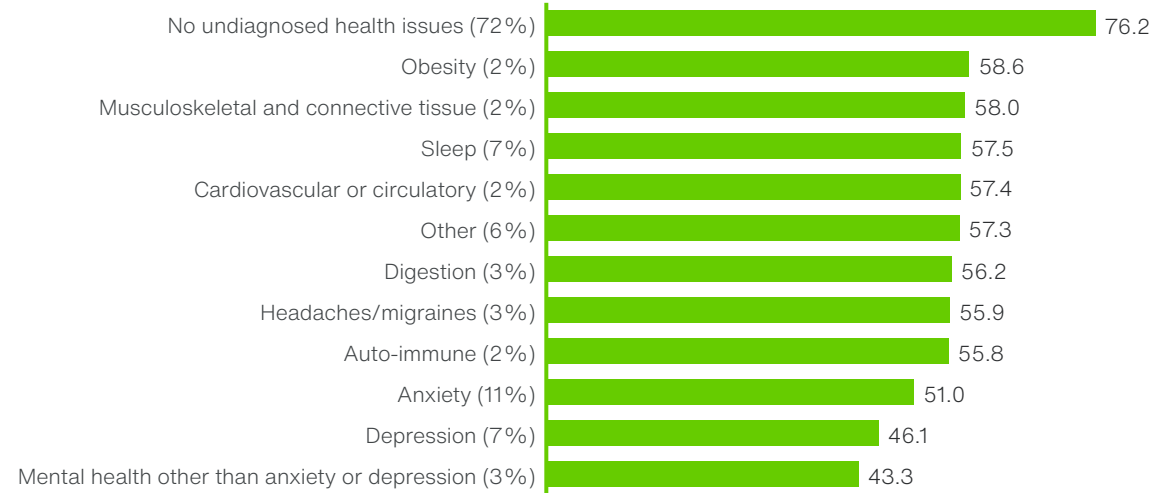
- More than one in ten (11 percent) report undiagnosed anxiety, seven percent report undiagnosed depression, and seven percent report undiagnosed sleep issues
- Workers under 40 are three times more likely than workers over 50 to report undiagnosed anxiety and depression
- Parents are 60 percent more likely than non-parents to report undiagnosed anxiety



Undiagnosed health conditions



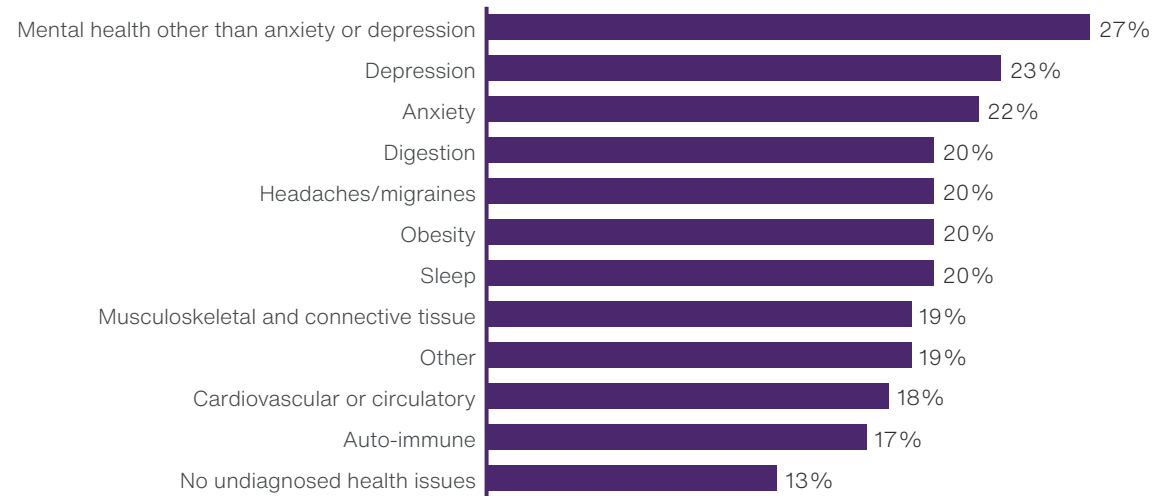
MHI score by undiagnosed health conditions



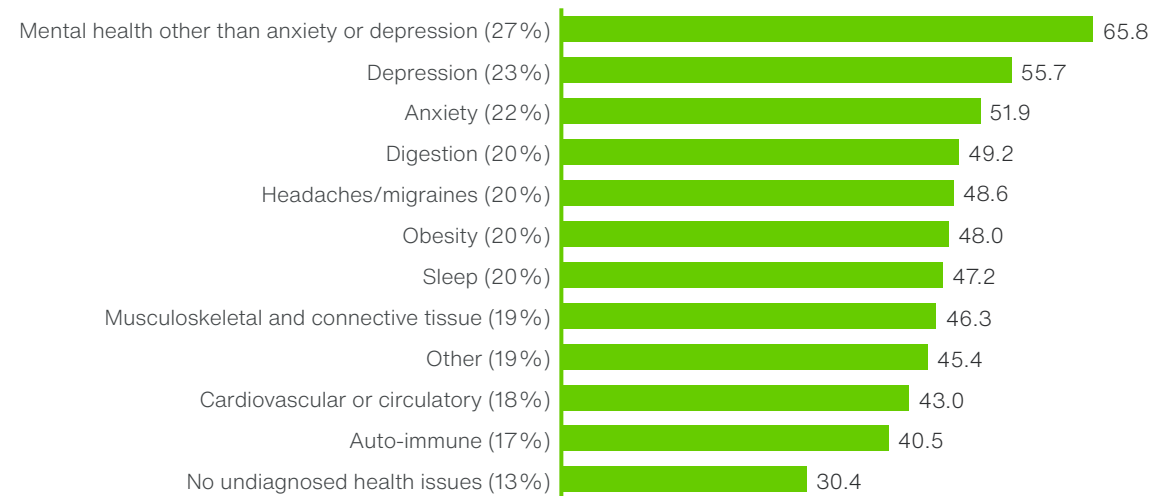
- Workers reporting undiagnosed mental health conditions other than anxiety or depression have the most significant productivity loss (27 percent, equivalent to 65.8 working days/year), followed by workers reporting undiagnosed depression (23 percent productivity loss, equivalent to 55.7 working days/year)
- The worst/lowest mental health score (43.3) is among three percent reporting an undiagnosed mental health issue other than anxiety and depression, 33 points lower than workers with no undiagnosed conditions (76.2) and more than 27 points lower than the national average (70.7)
- Nearly three-quarters (72 percent) report no undiagnosed health conditions. This group has the best/highest mental health score (76.2), more than five points higher than the national average (70.7)



Productivity loss as a percentage of time by undiagnosed health conditions



Productivity loss in working days per year by undiagnosed health conditions

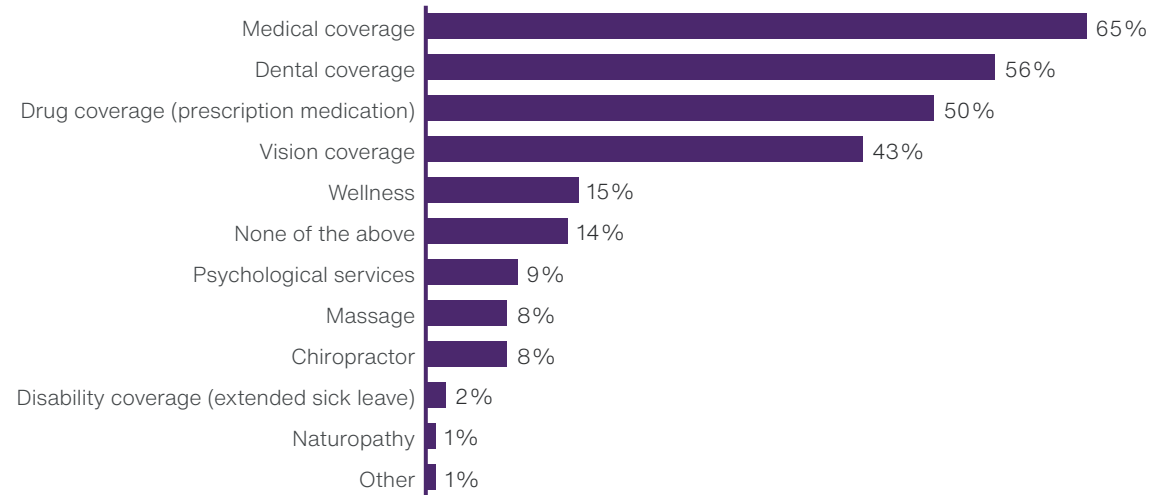


Health benefits

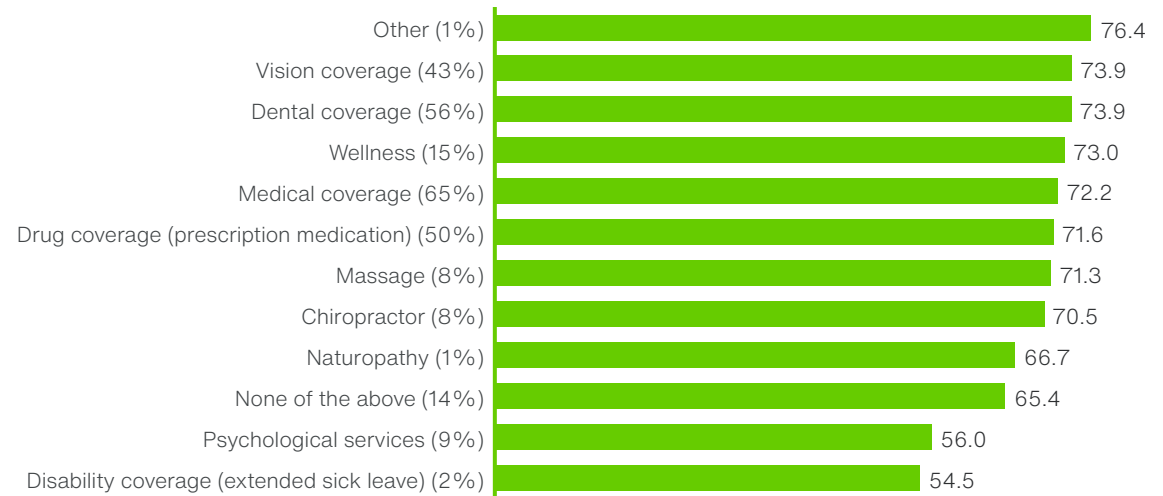
Workers were asked which elements of their health benefits they have used in the past year.

- Nearly two-thirds (65 percent) have used medical coverage, 56 percent have used dental benefits, and 50 percent have used benefits for prescription medication
- Just two percent have used their benefits for disability coverage. This group has the worst/lowest mental health score (54.5), more than 16 points lower than the national average (70.7)
- Workers under 40 are two and half times more likely than workers over 50 to have used health benefits for psychological services
- Workers over 50 are 70 percent more likely than workers under 40 to have used health benefits for prescription medication

Which elements of your health benefits have you used in the past year?



MHI score by “Which elements of your health benefits have you used in the past year?”

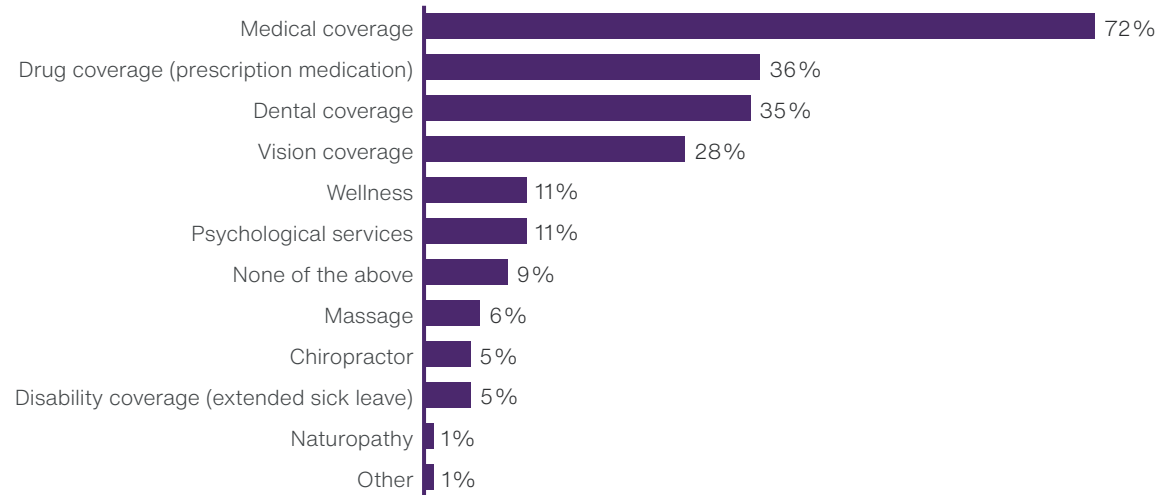


Workers were asked which elements of their health benefits they value most.

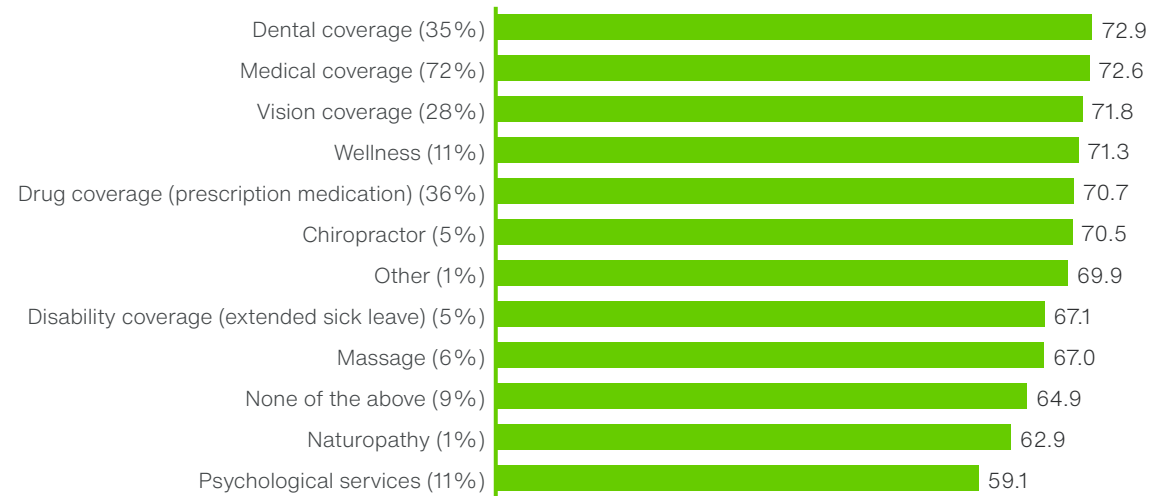
- More than seven in ten (72 percent) value medical coverage the most, 36 percent value prescription medication coverage the most, 35 percent value dental coverage the most, and 28 percent most value vision coverage
- The value placed on elements of health benefits aligns closely with the proportional use of health benefits as reported on the previous page
- More than one in ten (11 percent) value psychological services most. This group has the worst/lowest mental health score (59.1), nearly 12 points lower than the national average (70.7)
- Workers under 40 are nearly three times more likely than workers over 50 to value psychological services most



Which elements of your health benefits do you value most?



MHI score by “Which elements of your health benefits do you value most?”



Work preferences

Office workers were asked whether they would prefer a 5-day work week with the ability to work remotely as much as they want or a 4-day work week in the office.

- Three in five (60 percent) would prefer a 5-day work week with the ability to work remotely as much as they want
- The mental health scores of both groups are nearly equal



Preference for work week



MHI score by “Preference for work week”

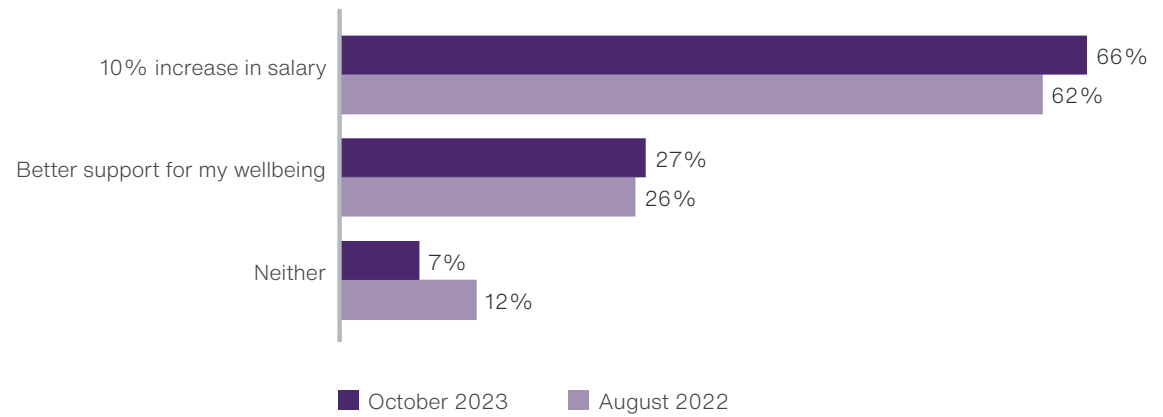


Workers were asked which is most important, a 10 percent increase in salary or better support for their wellbeing.

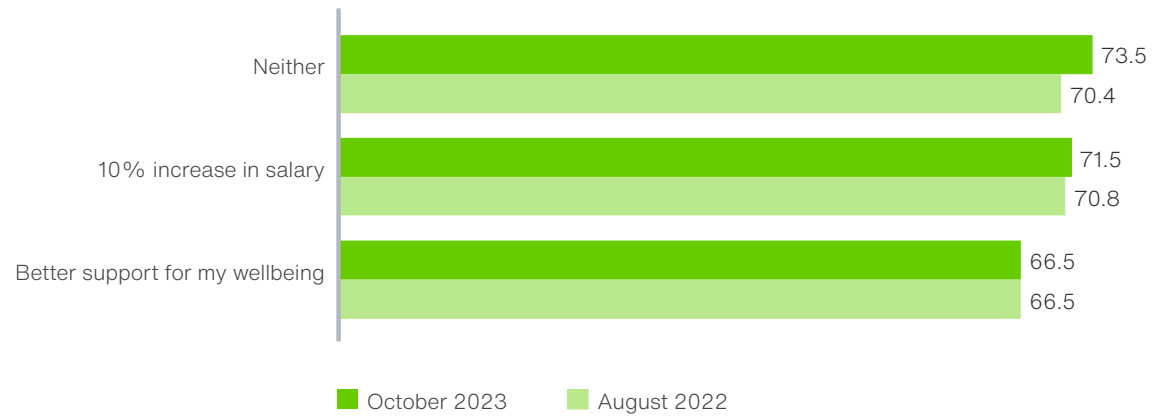
- Two-thirds (67 percent) indicate a 10 percent increase in salary is most important while 27 percent say better support for their wellbeing is most important

The same question was asked in August 2022, with comparable results. In August 2022, 62 percent of workers indicated a 10 percent increase in salary was more important and 26 percent indicated better support for their wellbeing was more important. The mental health scores in October are nearly equal to the scores from August 2022.

Which is most important to you?



MHI score by “Which is most important to you?”



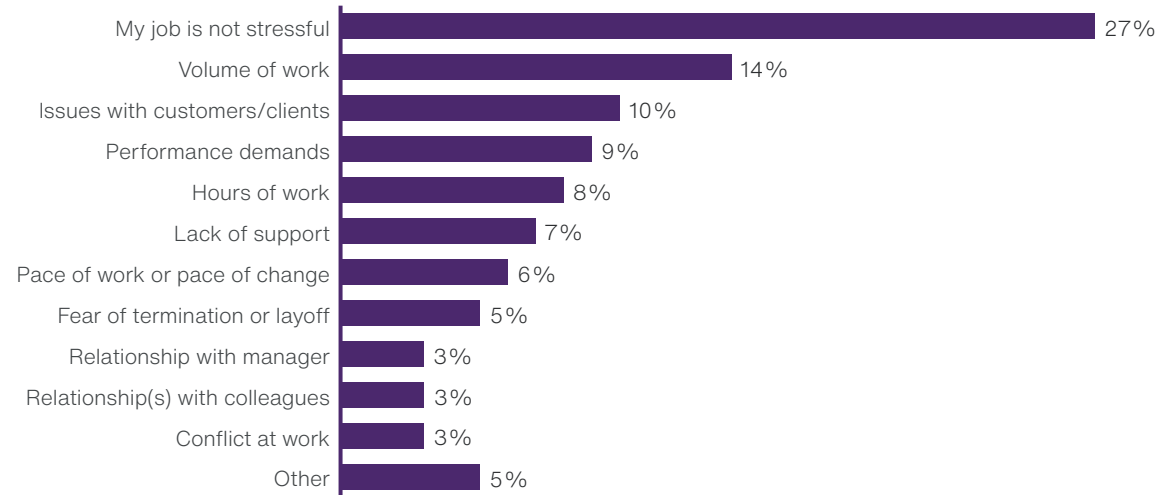
Work stress

Workers were asked about their primary source of work stress.

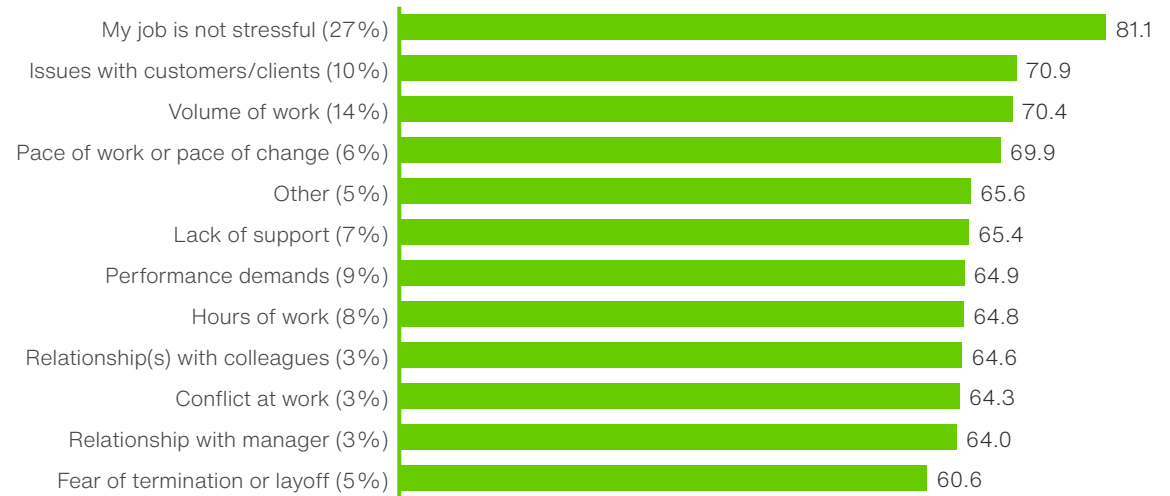
- More than one-quarter (27 percent) indicate their job is not stressful, and this group has the best/highest mental health score (81.1), more than 10 points higher than the national average (70.7)
- The lowest mental health score (60.6) is among five percent of workers reporting fear of termination/layoff as the primary source of work stress, 10 points lower than the national average (70.7)
- Non-managers are nearly 50 percent more likely than managers to report their job is not stressful
- Non-parents are 60 percent more likely than parents to report their job is not stressful



What is your primary source of work stress?



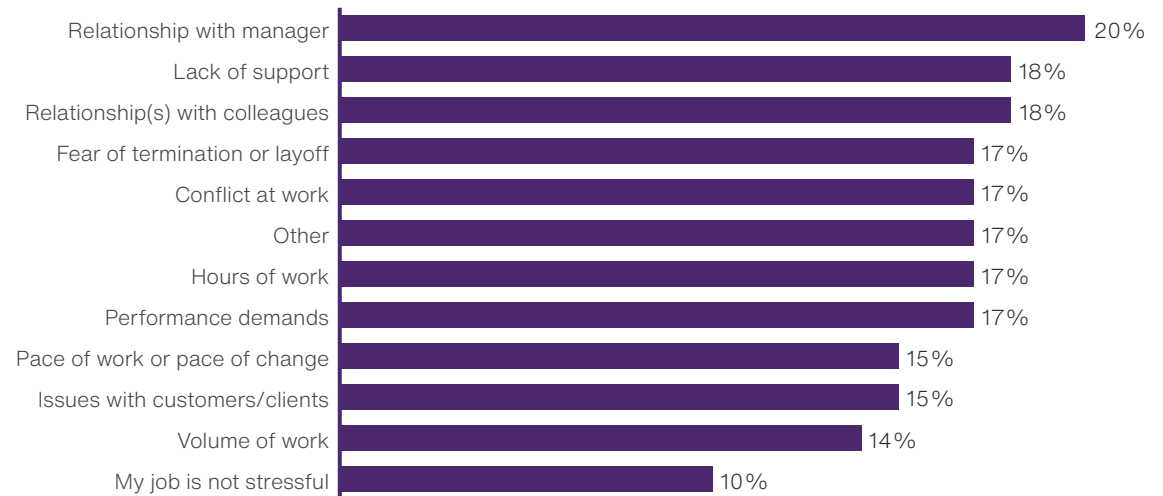
MHI score by “What is your primary source of work stress?”



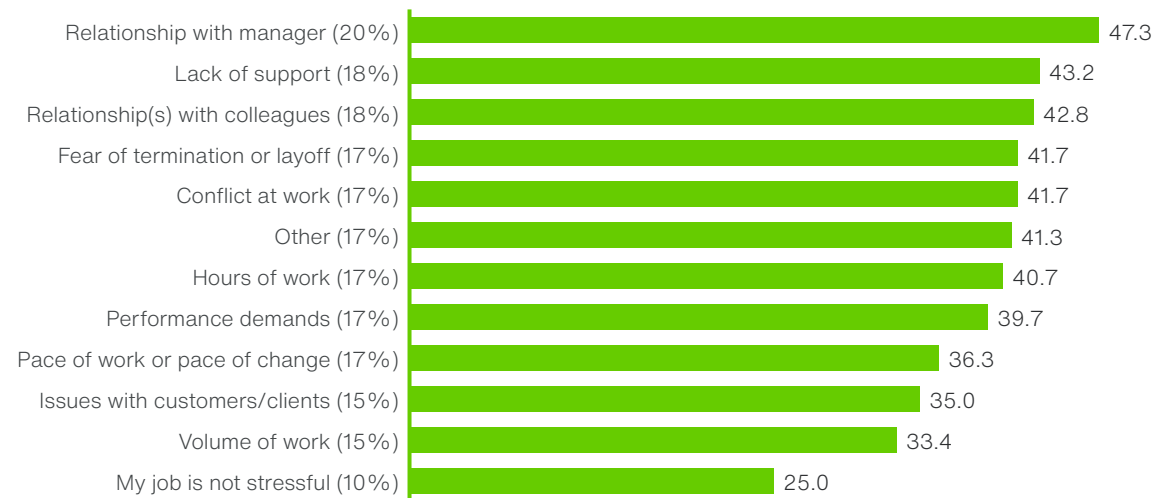
- Workers reporting their primary source of work stress is the relationship with their manager have a productivity loss of 20 percent (equivalent to 47.3 working days/year)
- Workers reporting their primary source of work stress is issues with customers/clients have a productivity loss of 15 percent (equivalent to 35.0 working days/year)



Average productivity loss by primary source of work stress



Average productivity loss in working days per year by primary source of work stress



Work-life balance

Workers were asked where they invest most of their energy.

- More than two in five (41 percent) invest most of their energy in a balanced personal/work life, 31 percent invest most of their energy in their personal life, and 28 percent invest most of their energy in their work/professional life



Thinking about your current lifestyle, where do you invest most of your energy?



MHI score by “Thinking about your current lifestyle, where do you invest most of your energy?”

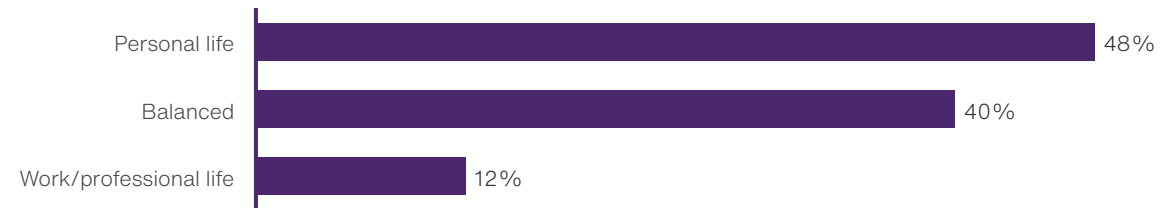


Workers were asked where they find fulfillment.

- Nearly half (48 percent) find fulfillment in their personal life, 40 percent find fulfillment in a balanced personal/work life, and 12 percent find fulfillment in their work life
- The best/highest mental health score (76.8) is among 40 percent finding fulfillment in a balanced personal/work life. The mental health score of this group is six points higher than the national average (70.7)
- Workers under 40 are 50 percent more likely than workers over 50 to find fulfillment in their work/professional life



Where do you find fulfillment?



MHI score by “Where do you find fulfillment?”



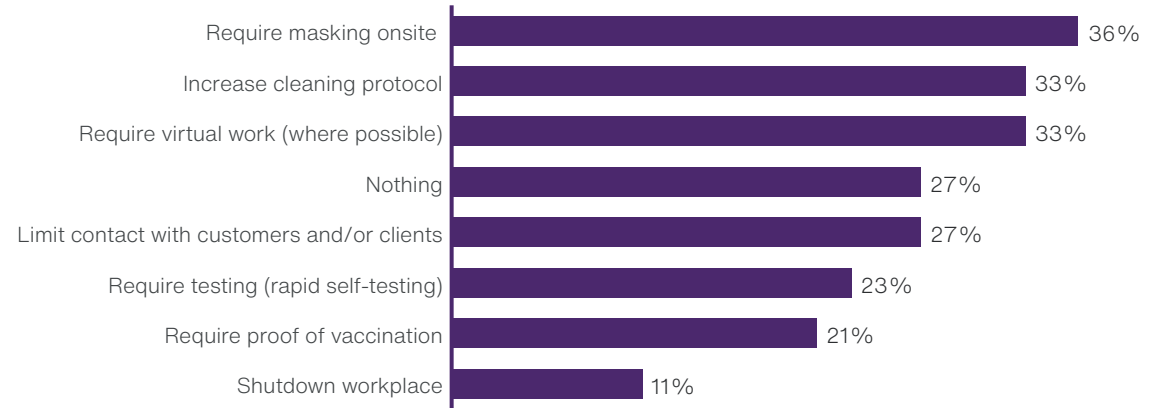
COVID-19 policy in the workplace.

Workers were asked what they would want their employer to do in an event of escalation in the spread of COVID-19.

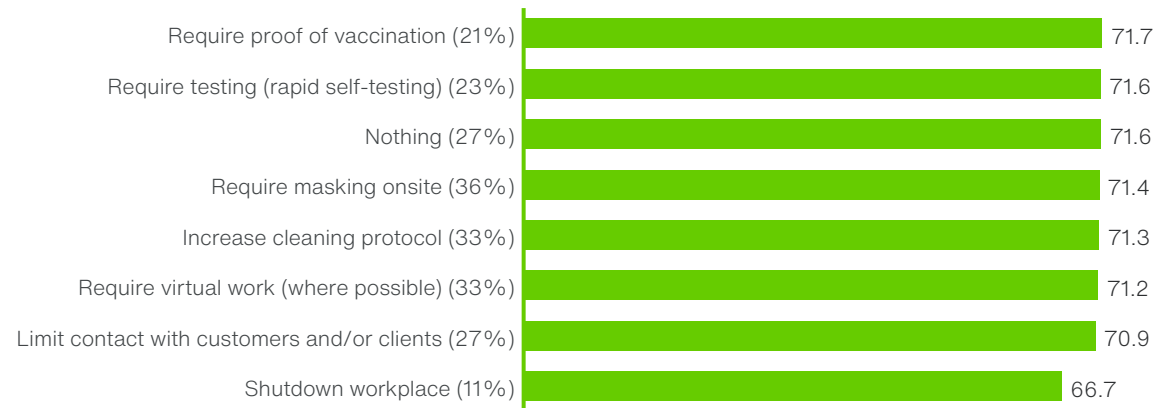
- More than one-third (36 percent) would expect their employers to require masking, 33 per would expect increased cleaning protocols, 33 percent would expect virtual work, and 27 percent would expect their employers to limit contact with customers and/or clients



Expectations of employers in an event of escalation in the spread of COVID-19



MHI score by “Expectations of employers in an event of escalation in the spread of COVID-19”



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 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 October 4 and October 11, 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.

Contact MHI@telushealth.com





www.telushealth.com

