



# TELUS Mental Health Index.

Canada | November 2024

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# What you need to know for November 2024.

After a significant drop in workers' mental health scores in October, **improvements in all** but the optimism score were seen in November; however, the mental health risk remains significant with 35 per cent of workers at high risk for a mental health issue.

- At 63.4, the mental health of workers has rebounded with a 2.1-point improvement from October
- 35 per cent of workers have a high mental health risk, 43 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk
- All mental health sub-scores apart from optimism have improved from October; the financial risk sub-score has improved most significantly, up 4.9 points from the previous month
- Anxiety and isolation continue to be the lowest mental health sub-scores for nearly three years
- Mental health scores have improved in all provinces apart from Quebec
- The mental health score of managers continues to be higher than the score of non-managers
- For the first time, service industry workers have a lower mental health score than labourers and office workers



For nearly half of workers, **employer-funded benefits** do not fully meet their needs.

- 34 per cent of workers say that the benefits they have through their employer meet their needs both in the types of services and programs offered as well as the coverage provided; the mental health score of this group is more than seven points higher than the national average
- 22 per cent of workers say that the benefits they have through their employer meet their needs only in the types of services and programs offered
- 13 per cent of workers say that their benefits meet their needs only in how much is paid/covered
- 13 per cent of workers say that the benefits they have through their employer do not meet their needs in either what is covered or how much is paid/covered; the mental health score of this group is nearly 16 points lower than workers reporting that their benefits fully meet their needs and more than eight points lower than the national average

Among three in five workers with caregiving responsibilities, more than half say it **has affected their ability** to fully engage in work.

- 50 per cent of workers with caregiving responsibilities are finding it challenging to balance caregiving with work and/or personal life; the mental health score of this group is 19 points lower than workers who are not finding it challenging and more than eight points lower than the national average
- 20 per cent of workers say caregiving responsibilities very often or often affect their ability to engage in work; 33 per cent say it affects their engagement sometimes
- 13 per cent of workers do not feel supported by their organization when needing time off for personal or family matters; the mental health score of this group is more than 17 points lower than workers who feel supported and more than 13 points lower than the national average



Workers who feel **their roles do not support work-life balance** have a mental health score more than 18 points lower than workers reporting a healthy balance.

- 15 per cent of workers are dissatisfied with the flexibility in their work; the mental health score of this group is more than 15 points lower than workers who are satisfied and more than 11 points lower than the national average
- Women and younger workers (under 40) are more likely to be dissatisfied with the flexibility in their work
- 14 per cent of workers say their current role does not allow for effective work-life balance; the mental health score of this group is more than 18 points lower than workers reporting balance and more than 14 points lower than the national average
- Workers under 40 are 60 per cent more likely than workers over 50 to report ineffective work-life balance

More than one-quarter of workers **have experienced microaggressions** in the workplace, and one in seven have faced harassment.

- 27 per cent of workers have experienced microaggressions at work; the mental health score of this group is more than 13 points lower than workers who have not had this experience and nearly six points lower than the national average
- 14 per cent of workers have experienced harassment at work; the mental health score of this group is 15 points lower than workers who have not had this experience and nearly 12 points lower than the national average
- Younger workers (under 40), managers and parents are more likely to have experienced harassment at work



Nearly two in five workers have felt that their symptoms or issues were dismissed or minimized by a healthcare provider, with younger workers (under 40) and women more likely to report this experience.

- 38 per cent of workers have felt that their symptoms or issues were dismissed or minimized by a healthcare provider
- 16 per cent of workers are dissatisfied with the healthcare received in 2024
- Women are 50 per cent more likely to report dissatisfaction with their healthcare experience
- 16 per cent of workers report not having adequate time during appointments to discuss their health concerns
- Women are 50 per cent more likely to report not having adequate time during appointments to discuss their health concerns
- 12 per cent of workers report that healthcare providers neither listen to their concerns nor take them seriously; the mental health score of this group is nearly 17 points lower than workers reporting a favourable experience and nearly 13 points lower than the national average
- Women are nearly twice as likely as men, and younger workers (under 40) are 50 per cent more likely than workers over 50 to report that healthcare providers neither listen to their concerns nor take them seriously
- Women and younger workers (under 40) are more likely to feel uncomfortable discussing sensitive topics with their healthcare provider

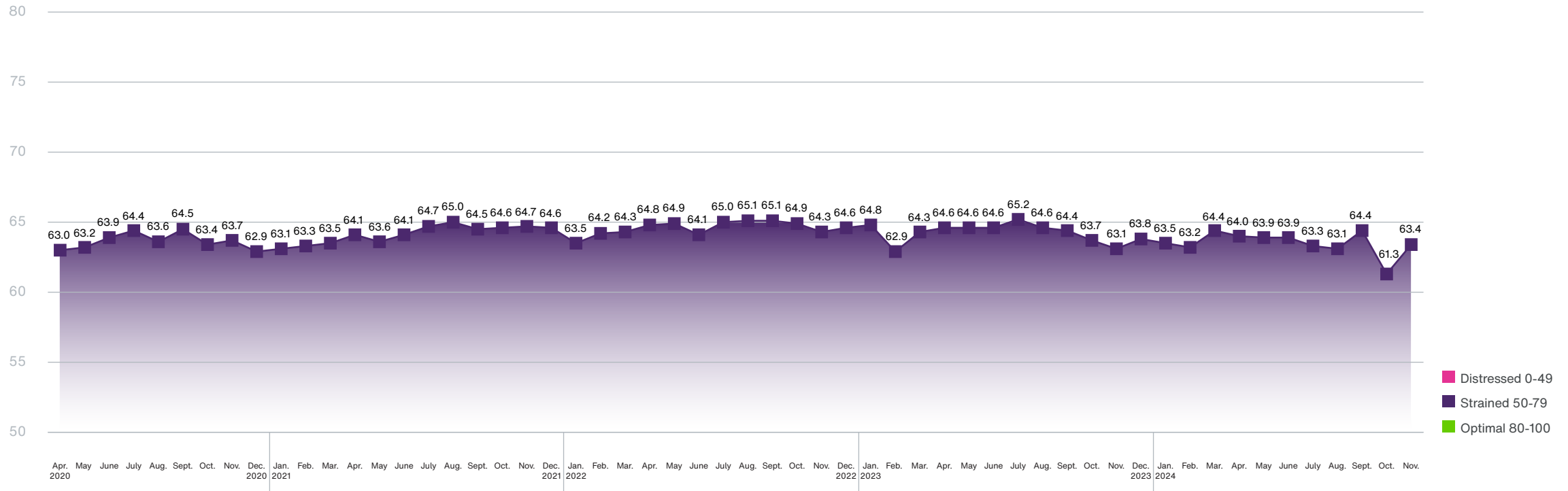
Workers dissatisfied with opportunities for growth and advancement have a mental health score more than 16 points lower than satisfied workers and 11 points lower than the Canadian average.

- 21 per cent of workers are dissatisfied with opportunities for growth and advancement in their organization
- 16 per cent of workers do not believe the leadership presence in their organization is diverse and representative of gender, race, age, and background
- 10 per cent of workers do not believe their organization pays men and women with the same level of fairness; 23 per cent are unsure
- Women are twice as likely as men to disbelieve there is pay equity in their organization

# The Mental Health Index.

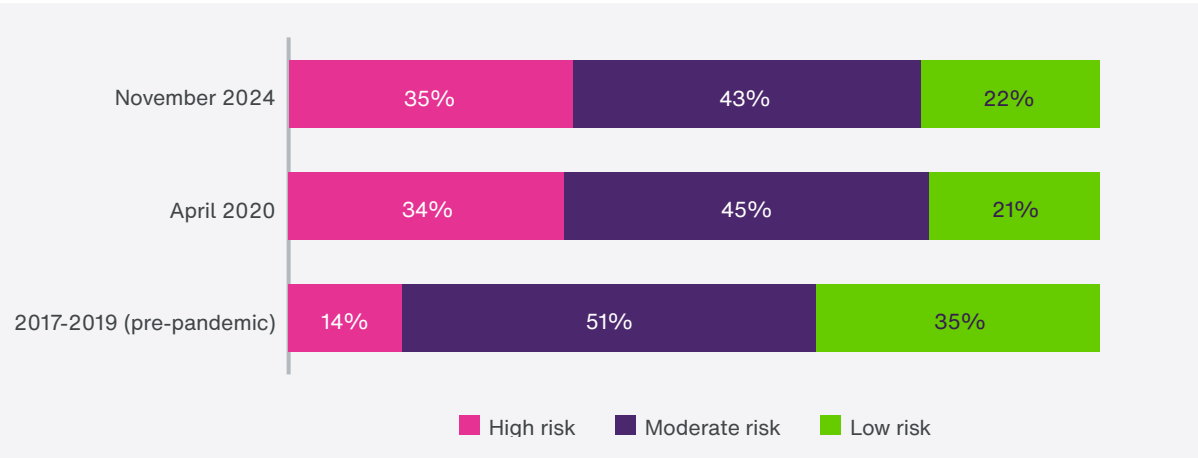
The overall Mental Health Index (MHI) for November 2024 is **63.4**. Following a sharp decline in October, the mental health of workers in Canada has rebounded with a 2.1-point improvement over the previous month.

MHI Current Month November 2024	October 2024
<b>63.4</b>	<b>61.3</b>



## Mental health risk.

In November 2024, 35 per cent of workers have a high mental health risk, 43 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk. More than four years after the launch of the MHI in April 2020, the proportion of workers with a high mental health risk has increased by one per cent.



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 nearly three years, anxiety (57.3) has been the lowest Mental Health Index sub-score. Isolation (59.5), depression (61.8), work productivity (63.1), optimism (65.0), and financial risk (66.6) follow. General psychological health (71.2) continues to be the most favourable mental health measure in November 2024.

- Anxiety and isolation have been the lowest mental health sub-scores for nearly three years
- All mental health sub-scores, apart from optimism, have improved from the previous month
- The most significant improvement is in the financial risk sub-score, up 4.9 points from October 2024

Mental Health Index Sub-scores	November 2024	October 2024
Anxiety	57.3	53.8
Isolation	59.5	56.9
Depression	61.8	59.0
Work productivity	63.1	58.3
Optimism	65.0	65.5
Financial risk	66.6	61.7
Psychological health	71.2	70.8

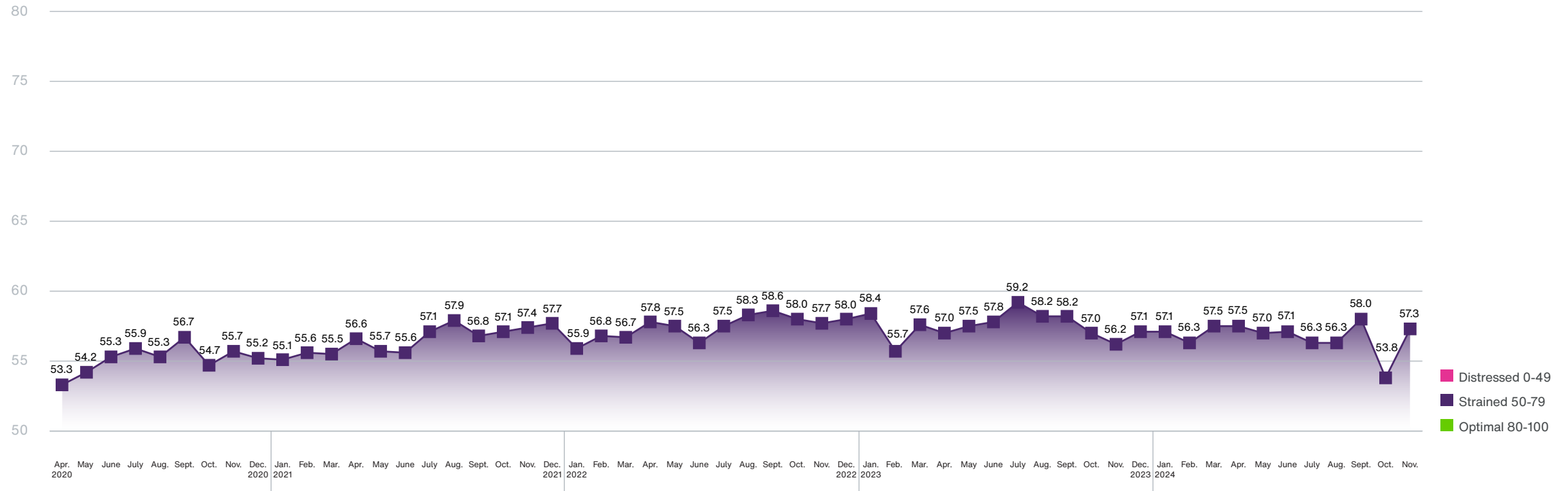




## Anxiety

Workers were asked whether they often feel unsettled and nervous.

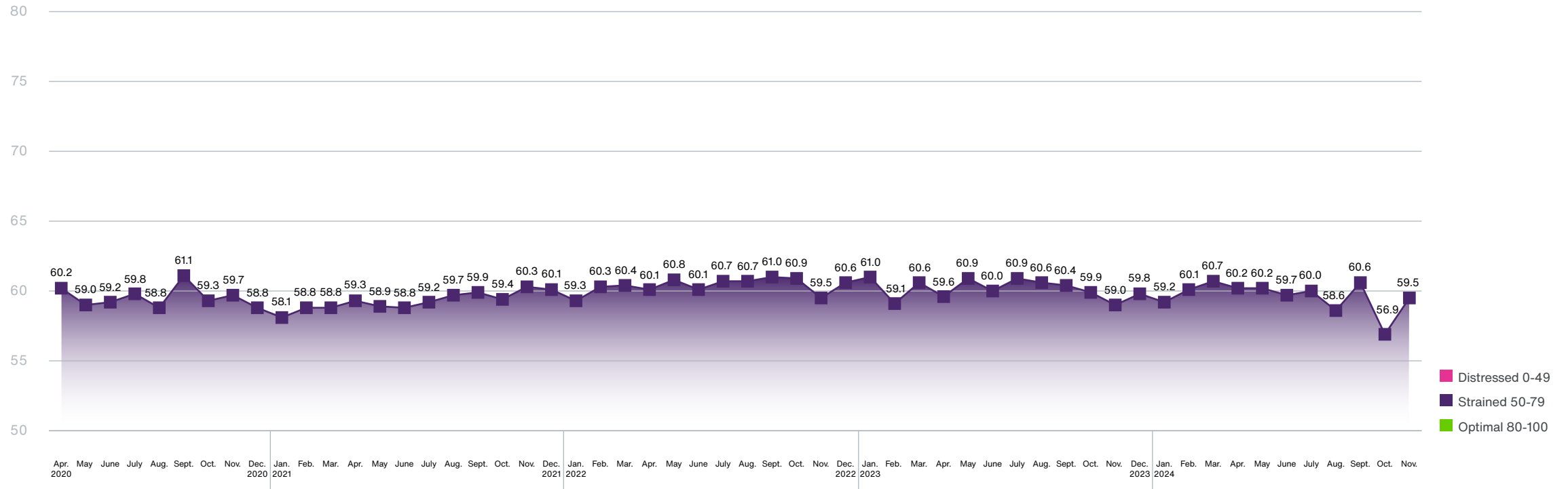
After peaking in July 2023, the anxiety sub-score declined through August 2024. A sharp 4.2-point decline was recorded in October; however, a notable turnaround, with a significant 3.5-point increase, is observed in November. Despite this improvement, the anxiety sub-score remains the lowest among all mental health sub-scores for nearly three years.



## Isolation

Workers were asked whether they often feel alone.

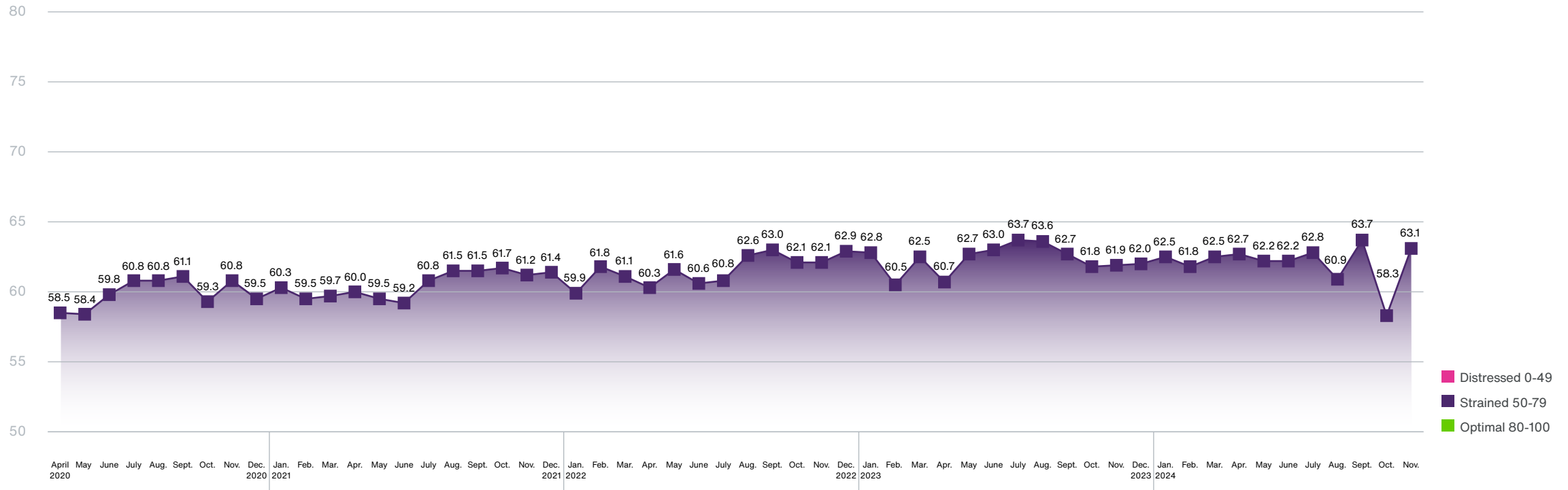
The isolation sub-score gradually improved despite fluctuating periods from April 2020 to October 2022. Ongoing volatility with no clear trend was observed from November 2022 through September 2024. After falling to its lowest point in October 2024, the isolation sub-score has rebounded in November. Despite the significant increase, the isolation sub-score remains the second lowest mental health sub-score for nearly three years.



## Work productivity

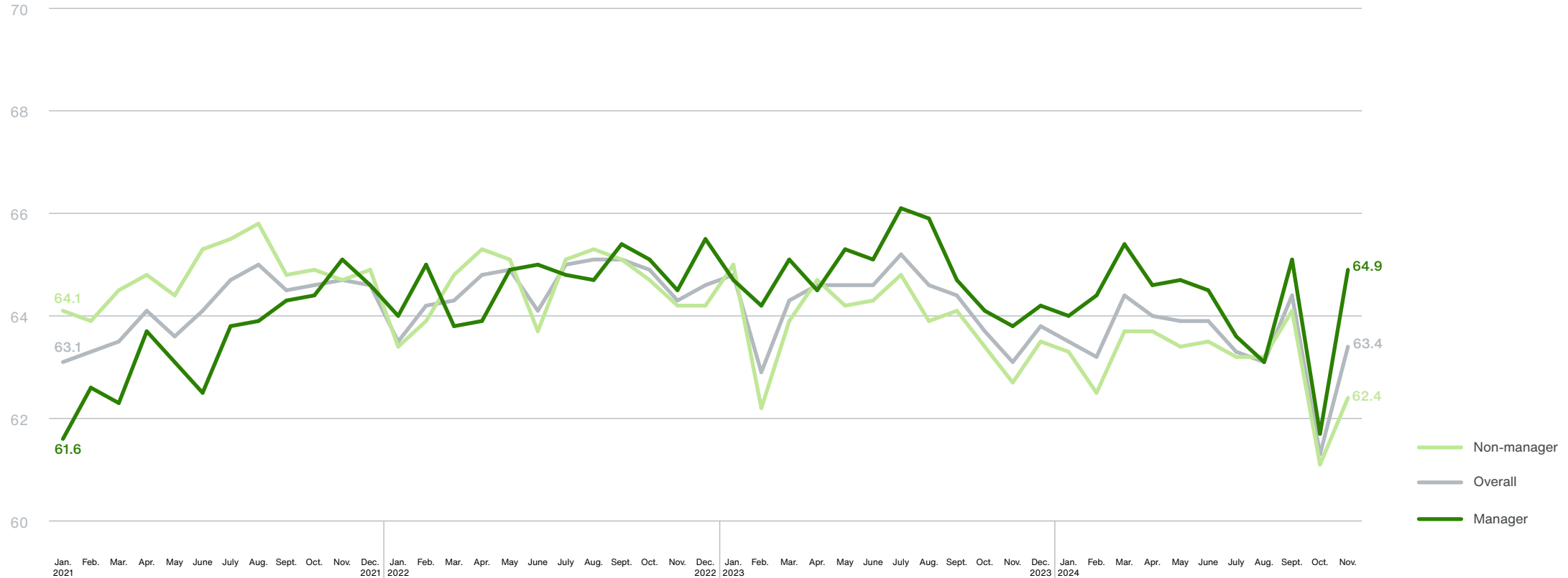
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the adverse effects of mental health on work productivity have slowly decreased. After peaking in July 2023, the work productivity score declined through August 2024. In October 2024, a significant 5.4-point reduction was recorded, bringing the score to its lowest point since the launch of the MHI in April 2020. However, similar to other mental health sub-scores, work productivity has rebounded with a 4.8-point increase in November.



## Managers compared to non-managers.

From January to October 2021, managers in Canada had lower mental health scores than both non-managers and the Canadian average. Between November 2021 and January 2023, the mental health scores of managers and non-managers converged. In February 2023, non-managers experienced a significant decline in their mental health, and since then, managers have generally had higher scores than non-managers. In November 2024, the mental health score of managers has improved significantly and continues to be higher than the score for non-managers and the national average.



## Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In November 2024, the mental health score of women is 60.8 compared to 66.4 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of MHI in April 2020. More than four years later, this pattern continues with a lower score for workers with at least one child (60.6) than workers without children (64.7)

## 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
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (51.2), followed by workers reporting fewer hours than the last month (52.9), workers with no change to salary or hours (64.3), and respondents not currently employed (64.4)
- Service industry workers have a lower mental health score (62.3) than labourers (63.6) and office workers (63.9)
- Managers have a higher mental health score (64.9) than non-managers (62.4)
- Self-employed/sole proprietors have the highest mental health score (65.8)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (58.7)



## Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (48.9) than the overall group (63.4). Workers with emergency savings have a mental health score of 68.8

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

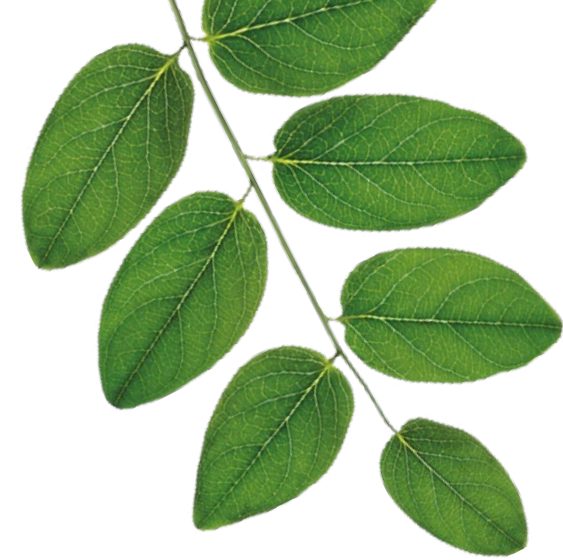
# The Mental Health Index by province.

In November 2024, mental health scores in all provinces, except Quebec, have improved significantly compared to October 2024.

- Quebec has the lowest mental health score (62.1) in November 2024, down modestly from October
- Newfoundland and Labrador has the most significant improvement in November 2024 (65.6), up 7.2 points from October

Province	November 2024	October 2024	Change
Newfoundland and Labrador	65.6	58.4	7.2
The Maritimes	63.2	58.2	5.0
Saskatchewan	64.5	60.3	4.2
Manitoba	65.3	62.9	2.4
Ontario	63.5	61.5	2.0
British Columbia	64.0	62.1	1.9
Alberta	62.4	60.8	1.6
Quebec	62.1	62.2	-0.1

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



Employment status	Nov. 2024	Oct. 2024
Employed (no change in hours/salary)	64.3	62.2
Employed (fewer hours compared to last month)	52.9	55.3
Employed (reduced salary compared to last month)	51.2	49.2
Not currently employed	64.4	57.6

Age group	Nov. 2024	Oct. 2024
Age 20-29	52.1	54.3
Age 30-39	57.0	57.9
Age 40-49	60.6	58.6
Age 50-59	65.0	63.3
Age 60-69	73.1	70.8

Number of children	Nov. 2024	Oct. 2024
No children in household	64.7	62.5
1 child	59.8	58.8
2 children	61.8	59.8
3 children or more	61.5	58.9

Gender	Nov. 2024	Oct. 2024
Men	66.4	63.2
Women	60.8	59.4

Household income/annum	Nov. 2024	Oct. 2024
<\$30K	54.5	51.8
\$30K to <\$60K	59.3	57.0
\$60K to <\$100K	61.7	60.5
\$100K to <\$150K	66.0	63.8
\$150K or more	69.2	66.6

Employer size	Nov. 2024	Oct. 2024
Self-employed/sole proprietor	65.8	60.6
2-50 employees	64.2	59.9
51-100 employees	59.5	61.7
101-500 employees	63.7	61.3
501-1,000 employees	58.7	58.9
1,001-5,000 employees	65.4	63.4
5,001-10,000 employees	62.1	61.0
More than 10,000 employees	64.7	63.5

Manager	Nov. 2024	Oct. 2024
Manager	64.9	61.7
Non-manager	62.4	61.1

Work environment	Nov. 2024	Oct. 2024
Labour	63.6	59.7
Office/desk	63.9	62.3
Service	62.3	61.0

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.

Workers in Administrative and Support services have the lowest mental health score (53.3), followed by workers in Food Services (58.8), and Arts, Entertainment and Recreation (59.1).

Workers in the Automotive Industry (70.4), Professional, Scientific and Technical Services (69.0), and Management of Companies and Enterprises (68.3) have the highest mental health scores this month.



Industry	November 2024	October 2024	Change
Information and Cultural Industries	65.7	56.2	9.5
Automotive Industry	70.4	63.3	7.1
Real Estate, Rental and Leasing	68.2	61.6	6.6
Food Services	58.8	52.3	6.5
Transportation	67.4	61.8	5.6
Wholesale Trade	62.9	57.7	5.2
Accommodation	65.0	59.9	5.1
Media and Telecommunications	62.6	57.9	4.7
Other services (except Public Administration)	63.8	59.5	4.3
Agriculture, Forestry, Fishing and Hunting	60.9	57.0	3.9
Technology	64.5	60.8	3.7
Retail Trade	63.1	59.5	3.6
Utilities	63.0	59.7	3.3
Mining, Quarrying, and Oil and Gas Extraction	66.2	63.5	2.7
Manufacturing	65.8	63.5	2.3
Arts, Entertainment and Recreation	59.1	56.9	2.2
Construction	63.6	61.5	2.1
Professional, Scientific and Technical Services	69.0	67.1	1.9
Public Administration	65.7	64.2	1.5
Finance and Insurance	62.9	62.0	0.9
Health Care and Social Assistance	60.5	59.8	0.7
Other	62.8	62.6	0.2
Management of Companies and Enterprises	68.3	68.3	0.0
Educational Services	64.2	65.0	-0.8
Administrative and Support services	53.3	57.4	-4.1
Warehousing	60.4	66.5	-6.1



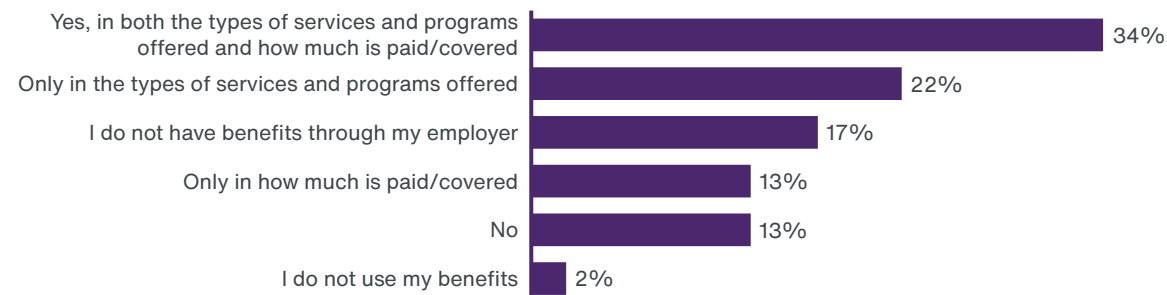
# Spotlight

## Employer healthcare benefits.

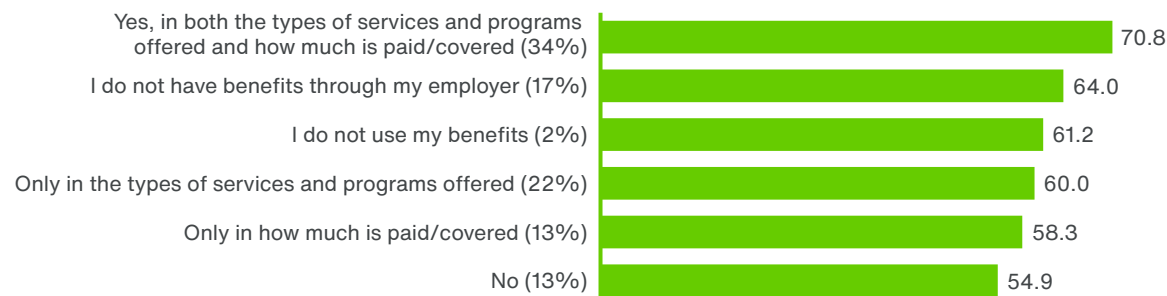
**For nearly half of workers (48 per cent), employer-funded benefits are not fully meeting their needs.**

- More than one-third (34 per cent) of workers report that the benefits they have through their employer meet their needs both in the types of services and programs offered as well as the coverage provided; this group has the highest mental health score (70.8), more than seven points higher than the national average (63.4)
- More than one in five (22 per cent) report that the benefits they have through their employer meet their needs only in the types of services and programs offered, and 13 per cent report that their benefits meet their needs only in how much is paid/covered
- The lowest mental health score (54.9) is among 13 per cent of workers reporting that the benefits they have through their employer do not meet their needs, nearly 16 points lower than workers reporting that their benefits fully meet their needs (70.8) and more than eight points lower than the national average (63.4)
- Workers over 50, women, non-parents, and non-managers are more likely to report not having benefits through their employer

### The benefits that I have through my employer meet my needs



### MHI score by “The benefits that I have through my employer meet my needs”



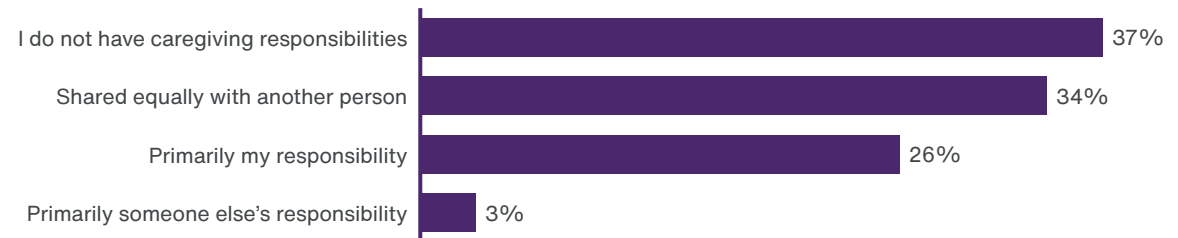
# Caregiving

**Three in five workers have caregiving responsibilities; younger workers (under 40) and women are more likely to report primary responsibility for caregiving.**

- Three in five (60 per cent) workers have caregiving responsibilities
- The lowest mental health score (59.1) is among 26 per cent of workers who report primary responsibility for caregiving, nearly seven points lower than workers without caregiving responsibilities (65.7) and more than four points lower than the national average (63.4)
- Women are 70 per cent more likely than men to say caregiving is primarily their responsibility
- Workers under 40 are 40 per cent more likely than workers over 50 to say caregiving is primarily their responsibility
- Nearly two in five (37 per cent) do not have caregiving responsibilities; this group has the highest mental health score (65.7), more than two points higher than the national average (63.4)



## How would you describe the distribution of caregiving responsibilities in your family?



## MHI score by “How would you describe the distribution of caregiving responsibilities in your family?”



**Half of workers with caregiving responsibilities find it challenging to balance caregiving with work and/or personal life.**

- Half (50 per cent) of workers with caregiving responsibilities are finding it challenging to balance caregiving responsibilities with work and/or personal life; this group has the lowest mental health score (55.0), 19 points lower than workers who are not finding it challenging (74.0) and more than eight points lower than the national average (63.4)
- Workers under 40 are 60 per cent more likely than workers over 50 to find it challenging to balance caregiving responsibilities with work and/or personal life
- The highest mental health score (74.0) is among 35 per cent of workers who are not finding it challenging to balance caregiving responsibilities with work and/or personal life, nearly 11 points higher than the national average (63.4)



**I find it challenging to balance caregiving responsibilities with work and/or my personal life**



**MHI score by “I find it challenging to balance caregiving responsibilities with work and/or my personal life”**

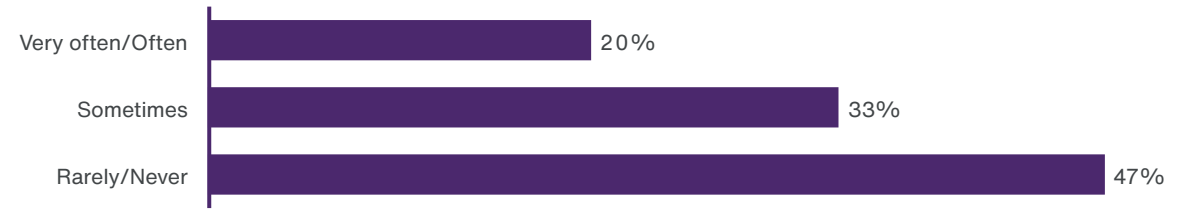


**Among workers with caregiving responsibilities, more than half (53 per cent) say their caregiving responsibilities have affected their ability to fully engage in work.**

- Nearly half (47 per cent) of workers report that caregiving responsibilities have either rarely or never affected their ability to fully engage in work; this group has the highest mental health score (70.6), more than seven points higher than the national average (63.4)
- The lowest mental health score (51.8) is among 20 per cent of workers reporting that caregiving responsibilities have very often/often affected their ability to fully engage in work, nearly 19 points lower than workers reporting little or no impact (70.6) and nearly 12 points lower than the national average (63.4)
- Workers over 50 are two and a half times more likely than workers under 40 to report that caregiving responsibilities have never affected their ability to fully engage in work



#### Caregiving responsibilities affect my ability to fully engage in work



#### MHI score by “Caregiving responsibilities affect my ability to fully engage in work”



## Flexibility and work-life balance.

**Although most workers are satisfied with the flexibility in their jobs, women and younger workers (under 40) are more likely to express dissatisfaction.**

- Nearly three-quarters (74 per cent) of workers are satisfied with the level of flexibility in their work; this group has the highest mental health score (67.1), nearly four points higher than the national average (63.4)
- More than one in seven (15 per cent) are dissatisfied with the level of flexibility in their work; this group has the lowest mental health score (51.9), more than 15 points lower than satisfied workers (67.1) and more than 11 points lower than the national average (63.4)
- Women are 60 per cent more likely than men to be dissatisfied with the level of flexibility in their work
- Workers under 40 are 40 per cent more likely than workers over 50 to be dissatisfied with the level of flexibility in their work



### I am satisfied with the level of flexibility in my work



### MHI score by “I am satisfied with the level of flexibility in my work”



**Workers reporting that their roles do not support effective work-life balance have a mental health score more than 18 points lower than workers reporting balance.**

- Nearly three-quarters (74 per cent) of workers report their current role allows them to balance work and personal life effectively; this group has the highest mental health score (67.7), more than four points higher than the national average (63.4)
- One in seven (14 per cent) report that their current role does not allow them to balance work and personal life effectively; this group has the lowest mental health score (49.3), more than 18 points lower than workers who report balance (67.7) and more than 14 points lower than the national average (63.4)
- Workers under 40 are 60 per cent more likely than workers over 50 to report that their current role does not allow for an effective balance of work and personal life



**My current role at work allows me to effectively balance work and my personal life**



**MHI score by “My current role at work allows me to effectively balance work and my personal life”**



**Workers who don't feel supported by their organization when taking time off for personal or family reasons have a mental health score more than 17 points lower than those who feel supported.**

- Nearly seven in ten (69 per cent) feel supported by their organization when needing time off for personal or family matters; this group has the highest mental health score (67.8), more than four points higher than the national average (63.4)
- More than one in ten (13 per cent) do not feel supported by their organization when needing time off for personal or family matters; this group has the lowest mental health score (50.3), more than 17 points lower than workers who feel supported by their organization when needing time off for personal or family matters (67.8) and more than 13 points lower than the national average (63.4)



**I feel supported by my organization when needing time off for personal or family matters**



**MHI score by “I feel supported by my organization when needing time off for personal or family matters”**





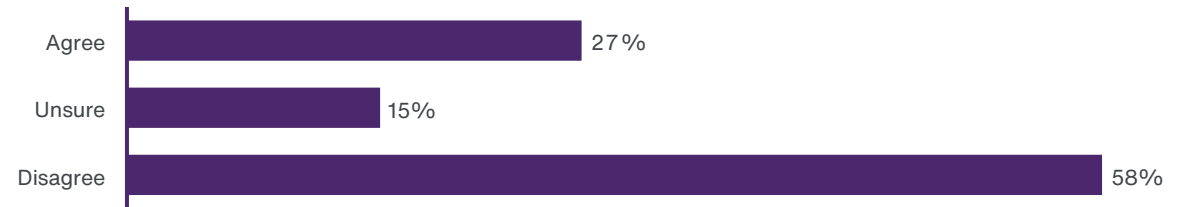
## Microaggressions and harassment in the workplace.

More than one-quarter of workers have experienced microaggressions at work, with younger workers (under 40) more likely to report this experience.

- Nearly three in five (58 per cent) workers have not experienced microaggressions at work; this group has the highest mental health score (68.9), more than five points higher than the national average (63.4)
- More than one-quarter (27 per cent) have experienced microaggressions at work; this group has the lowest mental health score, more than 13 points lower than workers who have not experienced microaggressions at work (68.9) and nearly six points lower than the national average (63.4)
- Workers under 40 are 70 per cent more likely than workers over 50 to have experienced microaggressions at work



### I have experienced microaggressions at my workplace



### MHI score by “I have experienced microaggressions at my workplace”





**One in seven workers have experienced harassment at work, with younger workers (under 40), parents, and managers more likely to report harassment.**

- Nearly four in five (78 per cent) workers have not experienced harassment at work; this group has the highest mental health score (66.5), more than three points higher than the national average (63.4)
- One in seven (14 per cent) have experienced harassment at work; this group has the lowest mental health score, 15 points lower than workers who have not experienced harassment (66.5) and nearly 12 points lower than the national average (63.4)
- Workers under 40 are 80 per cent more likely than workers over 50 to have experienced harassment at work
- Managers are 70 per cent more likely than non-managers to have experienced harassment at work
- Parents are 50 per cent more likely than non-parents to have experienced harassment at work



**I have experienced harassment at my workplace**



**MHI score by “I have experienced harassment at my workplace”**



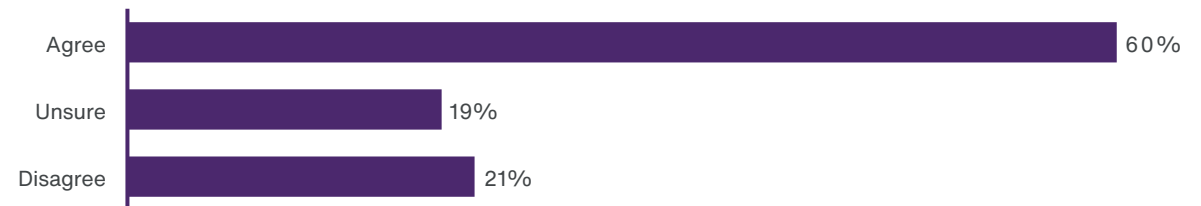
## Advancement opportunities and pay equity.

More than one in five workers are dissatisfied with opportunities for growth and advancement in their organization; the mental health score of this group is more than 16 points lower than that of workers who are satisfied and 11 points lower than the Canadian average.

- Three in five (60 per cent) workers are satisfied with opportunities for growth and advancement available to them in their organization; this group has the highest mental health score (68.9), more than five points higher than the national average (63.4)
- More than one in five (21 per cent) are dissatisfied with opportunities for growth and advancement available to them in their organization; this group has the lowest mental health score (52.4), more than 16 points lower than workers who are satisfied (68.9) and 11 points lower than the national average (63.4)



I am satisfied with the opportunities for growth and advancement that are available to me in my organization



MHI score by “I am satisfied with the opportunities for growth and advancement that are available to me in my organization”

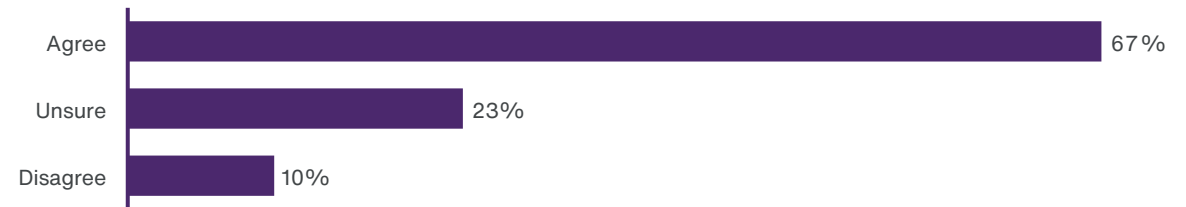




**Only two-thirds of workers are confident that their organization pays men and women with the same level of fairness; women are twice as likely to disbelieve in pay equity at their organization.**

- Two-thirds (67 per cent) of workers are confident that their organization pays men and women with the same level of fairness; this group has the highest mental health score (66.9), more than three points higher than the national average (63.4)
- One in ten (10 per cent) do not believe their organization pays men and women with the same level of fairness; this group has the lowest mental health score (52.4), more than 14 points lower than workers who believe there is pay equity in their organization (66.9) and 11 points lower than the national average (63.4)
- Women are twice as likely as men to disbelieve there is pay equity in their organization.

**I am confident that my organization pays men and women with the same level of fairness**



**MHI score by “I am confident that my organization pays men and women with the same level of fairness”**



**One-third of workers are unsure or do not believe that the leadership presence in their organization is diverse and representative of gender, race, age, and background.**

- More than two-thirds (68 per cent) of workers believe that the leadership presence in their organization is diverse and representative of gender, race, age, and background; this group has the highest mental health score (66.3), three points higher than the national average (63.4)
- One in six (16 per cent) do not believe that the leadership presence in their organization is diverse and representative of gender, race, age, and background; this group has the lowest mental health score (56.0), more than 10 points lower than workers who believe this to be true (66.3) and more than seven points lower than the national average (63.4)



**The leadership presence in my organization is diverse and representative of gender, race, age, and background**



**MHI score by “The leadership presence in my organization is diverse and representative of gender, race, age, and background”**



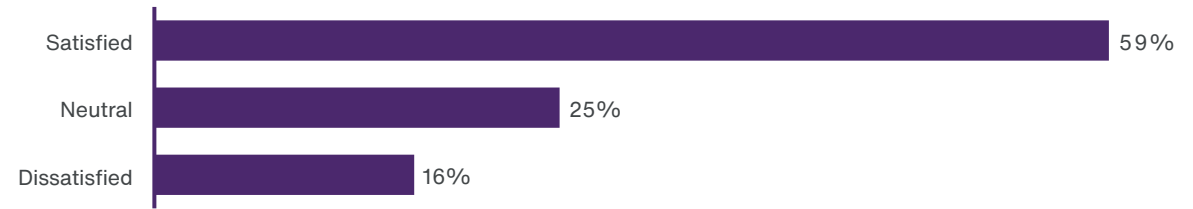
# Healthcare experience

**One in six (16 per cent) workers are dissatisfied with the healthcare they received in 2024, and women are more likely to report dissatisfaction.**

- Nearly three in five (59 per cent) workers are satisfied with the healthcare they received in the past year; this group has the highest mental health score (68.3), five points higher than the national average (63.4)
- The lowest mental health score (52.3) is among 16 per cent of workers who are dissatisfied with healthcare received in the past year, 16 points lower than workers who report being satisfied (68.3) and 11 points lower than the national average (63.4)
- Women are 50 per cent more likely than men to report being dissatisfied with healthcare received in the past year



In general, how satisfied are you with the healthcare you have received in the past year?



MHI score by “In general, how satisfied are you with the healthcare you have received in the past year?”





**Women and younger workers (under 40) are more likely to report that healthcare providers neither listen to their concerns nor take them seriously.**

- Nearly seven in ten (68 per cent) workers report that healthcare providers listen to their concerns and take them seriously; this group has the highest mental health score (67.5), four points higher than the national average (63.4)
- More than one in ten (12 per cent) report that healthcare providers neither listen to their concerns nor take them seriously; this group has the lowest mental health score (50.8), nearly 17 points lower than workers reporting favourably (67.5) and nearly 13 points lower than the national average (63.4)
- Women are nearly twice as likely as men to report that healthcare providers neither listen to their concerns nor take them seriously
- Workers under 40 are 50 per cent more likely than workers over 50 to report that healthcare providers neither listen to their concerns nor take them seriously

**In general, healthcare providers listen to my concerns and take them seriously**



**MHI score by “In general, healthcare providers listen to my concerns and take them seriously”**



**Nearly two in five (38 per cent) workers have felt that their symptoms or issues were dismissed or minimized by a healthcare provider, with women and younger workers (under 40) more likely to report this experience.**

- More than three in five (62 per cent) workers have never felt that their symptoms or issues were dismissed or minimized by a healthcare provider; this group has the highest mental health score (68.5), five points higher than the national average (63.4)
- Nearly two in five (38 per cent) have felt that their symptoms or issues were dismissed or minimized by a healthcare provider; this group has the lowest mental health score (55.0), more than 13 points lower than workers who have not had this experience (68.5) and more than eight points lower than the national average (63.4)
- Women are 50 per cent more likely than men to have felt that their symptoms or issues were dismissed or minimized by a healthcare provider
- Workers under 40 are 40 per cent more likely than workers over 50 to have felt that their symptoms or issues were dismissed or minimized by a healthcare provider

Have you ever felt that your symptoms or issues were dismissed or minimized by a healthcare provider?



MHI score by “Have you ever felt that your symptoms or issues were dismissed or minimized by a healthcare provider?”



**Women and younger workers (under 40) are more likely to feel uncomfortable discussing sensitive topics with their healthcare provider.**

- Nearly four in five (79 per cent) workers are comfortable discussing sensitive topics with their healthcare provider(s); the mental health score of this group (65.7) is more than two points higher than the national average (63.4)
- More than one in five (21 per cent) are uncomfortable or unsure about discussing sensitive topics with their healthcare provider(s); this group has the lowest mental health score, at least 10 points lower than workers who are comfortable (65.7) and at least eight points lower than the national average (63.4)
- Workers under 40 are 60 per cent more likely than workers over 50 to be uncomfortable discussing sensitive topics with their healthcare provider(s)
- Women are 40 per cent more likely than men to be uncomfortable discussing sensitive topics with their healthcare provider(s)



**I am comfortable discussing sensitive topics with my healthcare provider(s)**



**MHI score by “I am comfortable discussing sensitive topics with my healthcare provider(s)”**





**One in six workers report not having adequate time to discuss their health concerns during appointments.**

- More than seven in ten (71 per cent) workers report having adequate time during appointments to discuss their health concerns; this group has the highest mental health score (66.9), more than three points higher than the national average (63.4)
- One in six (16 per cent) report not having adequate time during appointments; this group has the lowest mental health score (52.1), nearly 15 points lower than workers reporting adequate time during appointments (66.9) and more than 11 points lower than the national average (63.4)
- Women are 50 per cent more likely than men to report not having adequate time during appointments to discuss their health concerns

**In general, I have adequate time during appointments to discuss my health concerns**



**MHI score by “In general, I have adequate time during appointments to discuss my health concerns”**



# Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. 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 represent the age, gender, industry, and geographic distribution in Canada. Respondents are asked to consider the previous two weeks when answering each question. Data for the current report was collected between November 12 and November 21, 2024.

## Calculations

A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. 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. The 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 also available upon request. Contact [MHI@telushealth.com](mailto:MHI@telushealth.com)





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