



TELUS Mental Health Index.

New Zealand | April 2024

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What you need to know for April 2024.

Anxiety and isolation have been the lowest mental health sub-scores since the launch of the Mental Health Index.

- At 60.6, the mental health of workers in New Zealand has improved from January 2024
- 38 per cent of workers have a high mental health risk, 44 per cent have a moderate mental health risk, and 18 per cent have a low mental health risk
- All mental health sub-scores, apart from general psychological health, have improved from January 2024
- The lowest mental health scores are in Bay of Plenty (58.1), Manawatū-Whanganui and Taranaki (58.9), and Auckland (59.7). Marlborough, Nelson, Tasman, and West Coast has the highest mental health score (68.4).
- The mental health score of managers has improved and it continues to be better than the mental health score of non-managers
- Labourers continue to have a lower mental health score than service industry and office workers

More than one-third of workers are finding it difficult to be motivated to do their work.

- 36 per cent of workers who find it more difficult to be motivated at work have a mental health score 26 points lower than workers not reporting difficulty with motivation and more than 14 points lower than the national average
- Workers under 40 are 70 per cent more likely as workers over 50 to find it increasingly difficult to be motivated to do their work
- Personal issues are the leading cause of lack of motivation at work (reported by 29 per cent of workers)
- 23 per cent don't feel valued at work, 15 per cent report that their work is boring, 11 per cent report that there is too much change at work, and nine per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers and workers under 40 are more likely to find it difficult to be motivated to do their work because of conflict with colleagues



Younger workers are nearly three times more likely to feel burnt out.

- 50 per cent of workers who feel somewhat burnt out have a mental health score nearly 18 points lower than workers not feeling burnt out and more than four points lower than the national average
- 13 per cent of workers who feel extremely burnt out have a mental health score more than 35 points lower than workers not feeling burnt out and 22 points lower than the national average
- 47 per cent of workers feel mentally and/or physically exhausted at the end of their workday; the mental health score of this group is more than 23 points lower than workers not reporting exhaustion and 10 points lower than the national average
- Too much work is the leading cause of burnout (reported by 25 per cent of workers)
- 21 per cent of workers report having too many personal demands, 10 per cent feel a lack of support for the work that they do, and nine per cent feel a lack of recognition for the work that they do



One-third of workers are unsure, or would not know where to go for professional help with a mental health issue.

- Workers not knowing where to go for professional help with a mental health issue are more likely to report feeling burnt out
- 35 per cent of workers report that their employer does not offer an Employee Assistance Programme, a further 20 per cent are unsure
- Workers with access to an Employee Assistance Programme through their employer have better mental health than workers without access
- 24 per cent last heard about their EAP from a poster at their workplace, 20 per cent last heard about their EAP from the company's intranet/website, 19 per cent last heard about their EAP from their manager, 12 per cent heard about their EAP via an email message, and 10 per cent last heard about their EAP during benefits enrollment



Nearly two-thirds of workers are not concerned about their company's use of Artificial Intelligence.

- The mental health score of 63 per cent of workers who are not concerned about their company's use of AI is at least seven points higher than workers with concerns and more than three points higher than the national average
- 21 per cent of workers are worried that their jobs will change and 13 per cent are worried that their jobs will be eliminated
- Younger workers are more likely to be worried that their jobs will be eliminated
- Workers under 40 are twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are 70 per cent more likely than non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Technology, Finance and Insurance, Real Estate, Rental and Leasing, Arts, Entertainment and Recreation, and Manufacturing

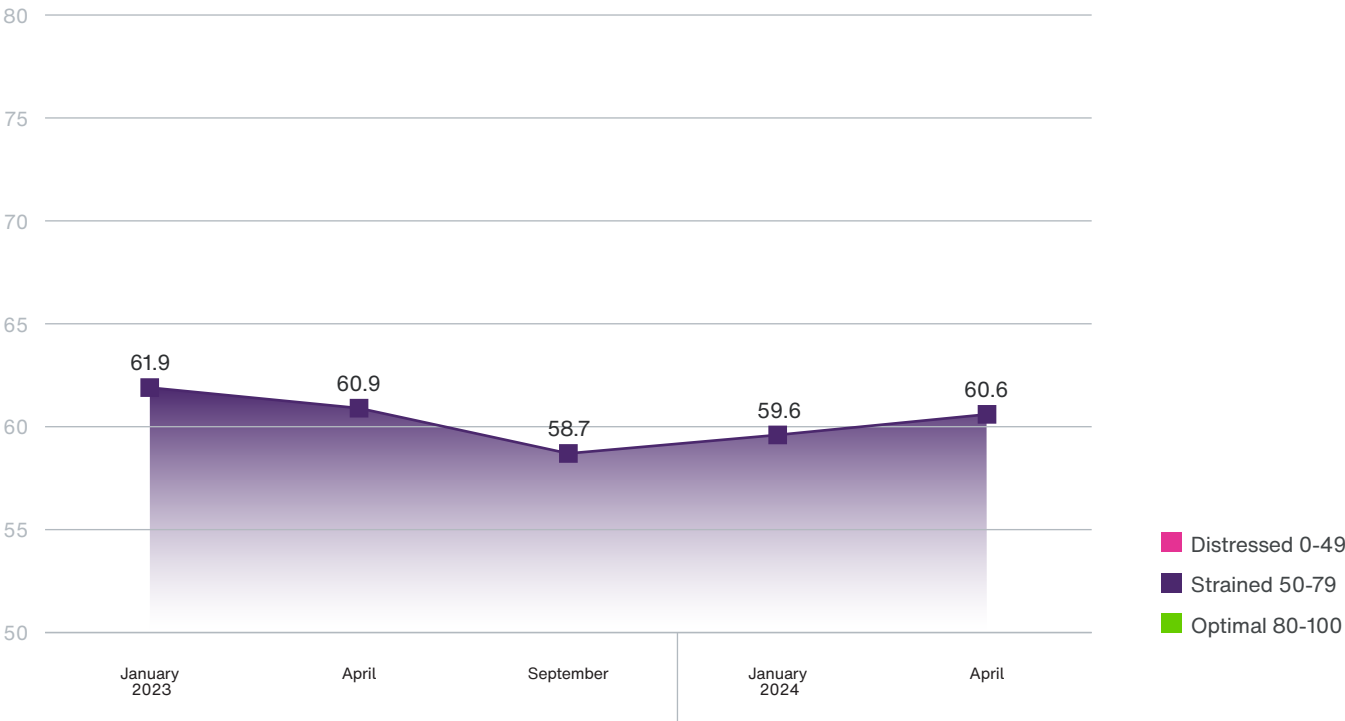
Almost half of workers believe that AI will have a positive impact on healthcare.

- 48 per cent believe that AI will have a positive impact on healthcare
- 39 per cent believe that AI will have a positive impact on the industry they work in; 22 per cent believe the impact will be negative
- Technology, Finance and Insurance, and Professional, Scientific and Technical Services workers are most likely to report a positive impact
- Workers in Wholesale Trade, Retail Trade, and Arts, Entertainment and Recreation are least likely to report a positive impact
- 18 per cent of workers are considering upgrading their skills related to the use of AI
- Younger workers are more than three times as likely to be considering upgrading their skills related to the use of AI

The Mental Health Index.

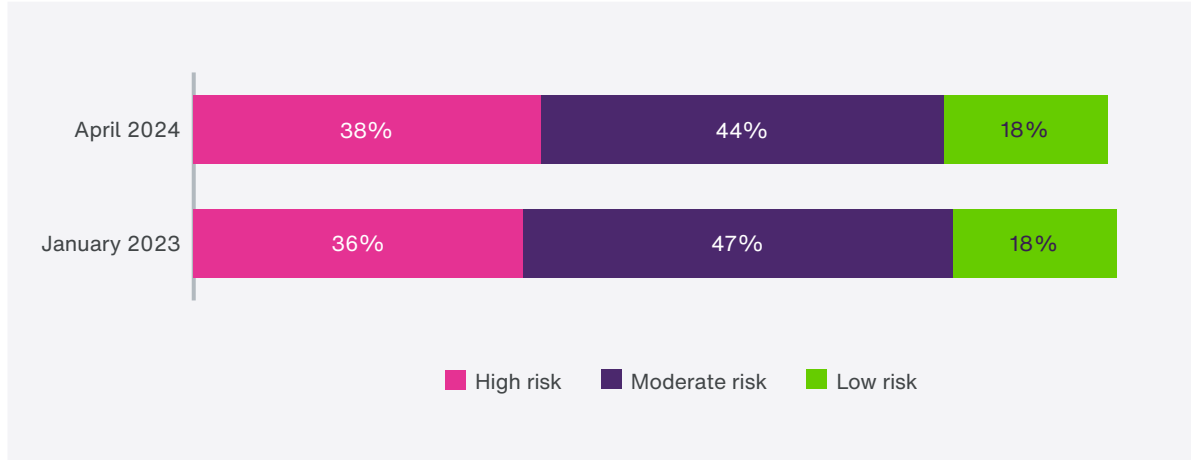
The overall Mental Health Index (MHI) for April 2024 is 60.6. Following two periods of decline, the mental health of workers in New Zealand has improved for the second consecutive period in April 2024.

MHI Current Month April 2024	January 2024
60.6	59.6



Mental health risk.

In April 2024, 38 per cent of workers in New Zealand have a high mental health risk, 44 per cent have a moderate mental health risk, and 18 per cent have a low mental health risk. More than one year since the launch of the MHI in January 2023, there is a two per cent increase in workers with a high mental health risk and no change to the proportion of workers at low risk.



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.

The lowest Mental Health Index sub-score continues to be anxiety (53.2) for the fifth consecutive period. Isolation (58.2), financial risk (58.4), depression (58.9), work productivity (59.3), and optimism (66.1) follow. General psychological health (68.5) continues to be the most favourable mental health measure in April 2024.

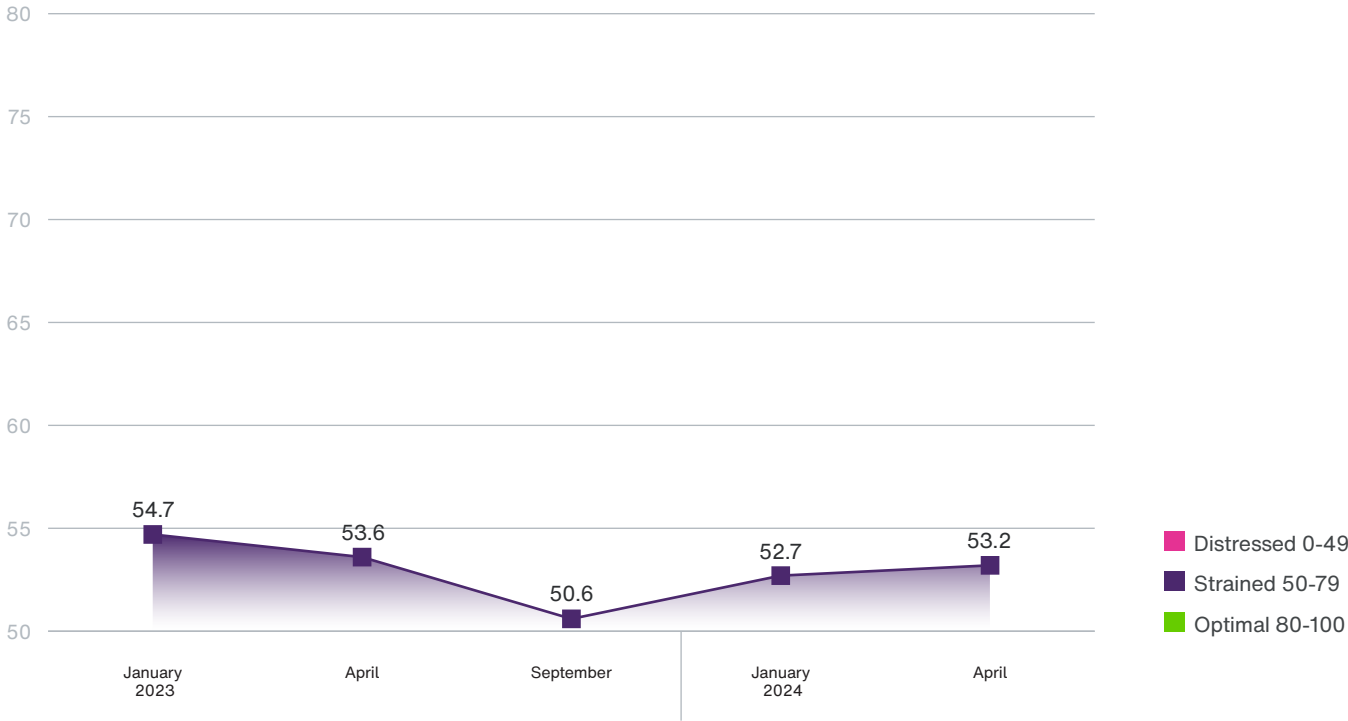
- All mental health sub-scores, apart from general psychological health, have improved from January 2024
- The depression sub-score improved most significantly, up 2.3 points from January 2024, yet continues to be significantly strained

Mental Health Index Sub-scores	April 2024	January 2024
Anxiety	53.2	52.7
Isolation	58.2	56.1
Financial risk	58.4	57.4
Depression	58.9	56.6
Work productivity	59.3	57.8
Optimism	66.1	65.6
Psychological health	68.5	68.6



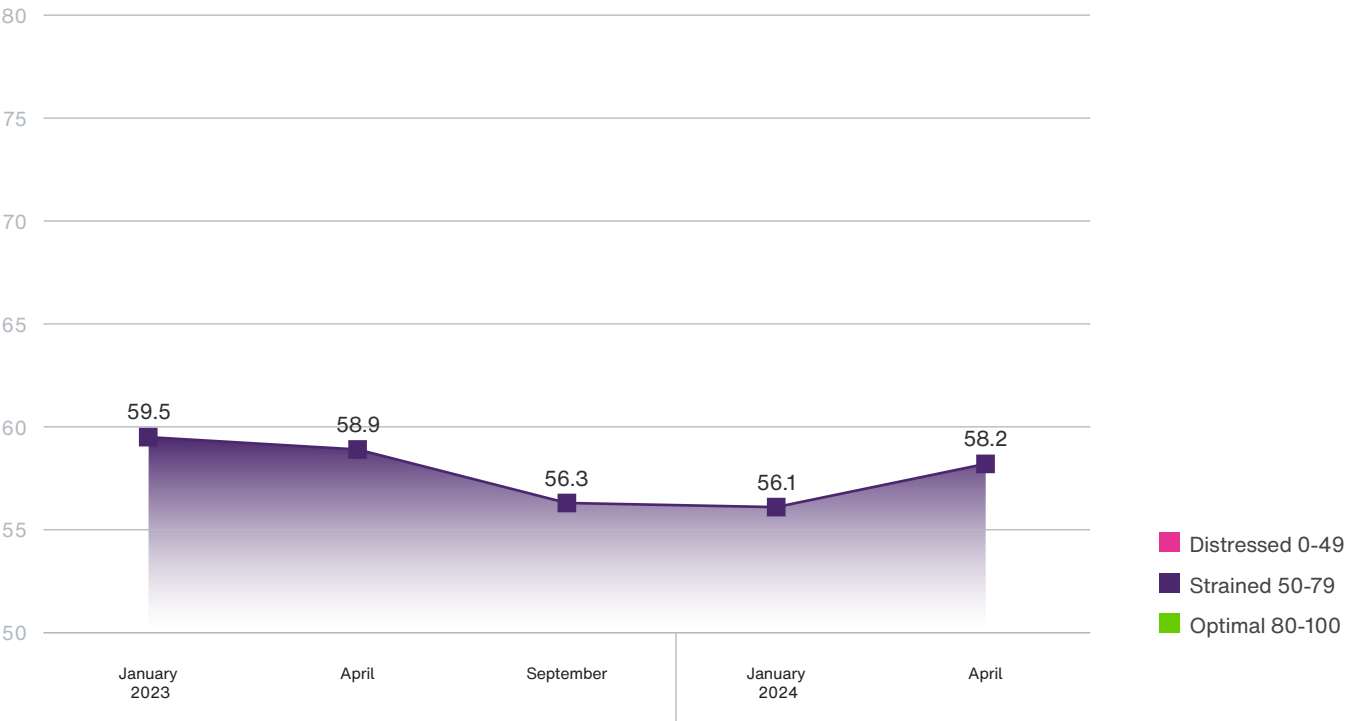
Anxiety

After two periods of sharp declines from April to September 2023, anxiety scores have improved through April 2024. Despite a modest 0.5-point increase in April 2024, the anxiety sub-score remains the lowest sub-score for the fifth consecutive period.



Isolation

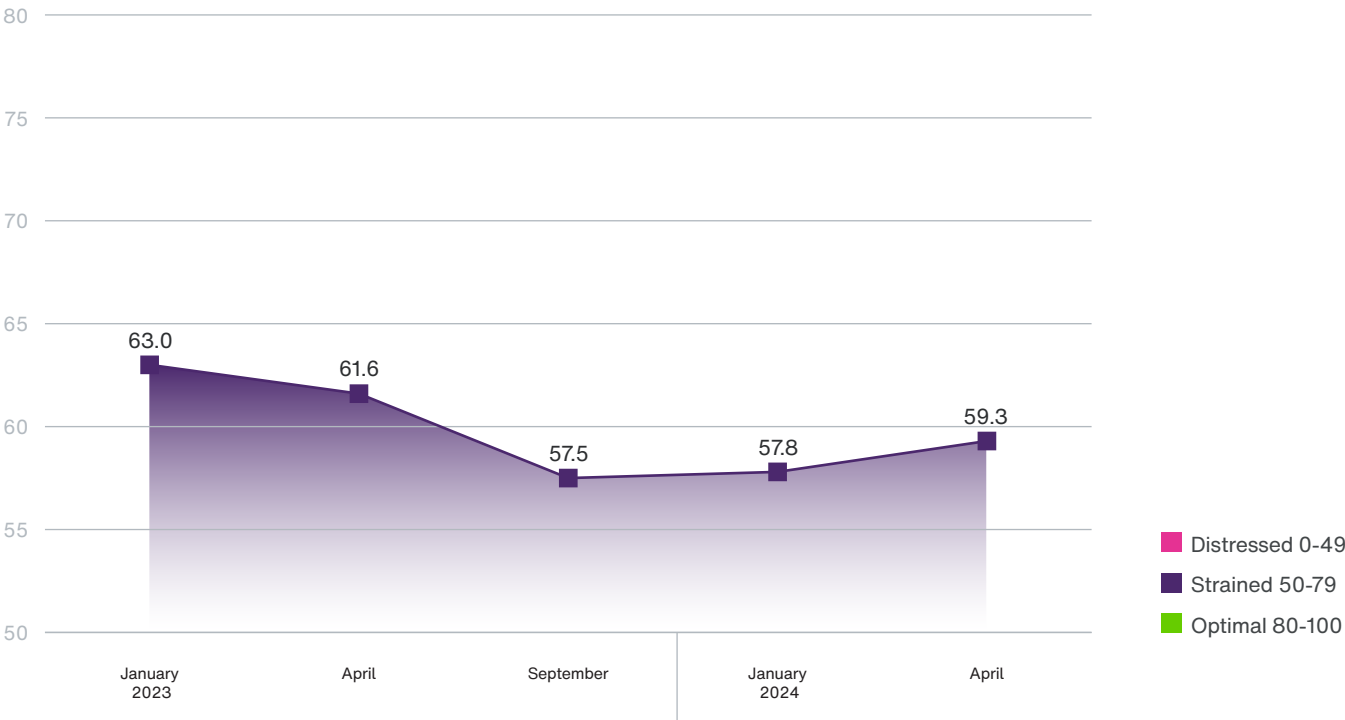
From January 2023 to January 2024, the isolation sub-score steadily declined. In April 2024, the isolation score has improved 2.1 points from the prior period, yet it continues to be the second lowest mental health score.



Work productivity

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

Work productivity in New Zealand followed a declining trend through September 2023. In April 2024, the work productivity score has improved modestly from January 2024.



Mental health by gender and age.

- Since the launch of the MHI, women have had lower mental health scores than men. In April 2024, the mental health score of women is 60.1 compared to 61.3 for men
- Since January 2023, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children is evident. Workers with at least one child have a lower score (59.1) than workers without children (61.8)

Mental health by employment status.

- Overall, five per cent of respondents are unemployed¹ and 10 per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the prior month have the lowest mental health score (47.5), followed by workers reporting fewer hours than the prior month (54.7), individuals not currently employed (56.3), and workers with no change to salary or hours (61.6)
- Labourers have a lower mental health score (56.6) than service industry (60.9) and office workers (62.2)
- Managers have a better mental health score (62.5) than non-managers (59.7)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (64.3)
- Respondents working for companies with 101-500 employees have the lowest mental health score (58.4)

Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (41.1) than the overall group (60.6). Workers with an emergency fund have a mental health score of 70.7



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

The Mental Health Index by region.

The mental health score of workers on the South Island (62.4) is higher than the mental health score of workers on the North Island (60.0). The lowest mental health scores are in Bay of Plenty (58.1), Manawatū-Whanganui and Taranaki (58.9), and Auckland (59.7). Marlborough, Nelson, Tasman, and West Coast has the highest mental health score (68.4), followed by Northland (62.3), and Canterbury (62.1).

- The greatest decline in mental health is in the region of Bay of Plenty, down 2.2 points from January 2024
- With a significant 9.2-point increase, the mental health score in Marlborough, Nelson, Tasman, and West Coast (68.4) has seen the greatest improvement from January 2024



Region	April 2024	January 2024	Change
Marlborough, Nelson, Tasman, and West Coast	68.4	59.2	9.2
Wellington	61.6	57.3	4.3
Northland	62.3	59.3	3.0
Otago and Southland	60.1	57.3	2.8
Manawatū-Whanganui and Taranaki	58.9	56.1	2.8
Canterbury	62.1	60.1	2.0
Gisborne and Hawke’s Bay	60.3	58.6	1.7
Waikato	60.7	61.2	-0.5
Auckland	59.7	61.0	-1.3
Bay of Plenty	58.1	60.3	-2.2

N vs S Island	April 2024	January 2024	Change
North Island	60.0	59.6	0.4
South Island	62.4	59.5	2.9

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	Apr. 2024	Jan. 2024
Employed (no change in hours/salary)	61.6	60.5
Employed (fewer hours compared to last month)	54.7	53.2
Employed (reduced salary compared to last month)	47.5	52.5
Not currently employed	56.3	56.6

Age group	Apr. 2024	Jan. 2024
Age 20-29	56.2	53.4
Age 30-39	57.2	57.8
Age 40-49	62.3	59.7
Age 50-59	65.9	67.1
Age 60-69	73.7	70.7

Number of children	Apr. 2024	Jan. 2024
No children in household	61.8	60.8
1 child	58.3	57.4
2 children	61.8	59.0
3 children or more	54.8	57.9

Gender	Apr. 2024	Jan. 2024
Men	61.3	59.8
Women	60.1	59.4

Household income/annum	Apr. 2024	Jan. 2024
<\$30K	49.5	52.3
\$30K to <\$60K	55.5	55.2
\$60K to <\$100K	58.3	57.7
\$100K to <\$150K	63.5	61.0
\$150K or more	66.2	66.5

Employer size	Apr. 2024	Jan. 2024
Self-employed/sole proprietor	60.5	60.2
2-50 employees	61.0	60.0
51-100 employees	60.9	57.2
101-500 employees	58.4	58.6
501-1,000 employees	63.6	57.0
1,001-5,000 employees	59.9	61.2
5,001-10,000 employees	64.3	63.9
More than 10,000 employees	60.6	62.5

Manager	Apr. 2024	Jan. 2024
Manager	62.5	60.6
Non-manager	59.7	59.0

Work environment	Apr. 2024	Jan. 2024
Labour	56.6	55.1
Office/desk	62.2	60.6
Service	60.9	60.1

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.

Workers in Administrative and Support services have the lowest mental health score (49.7), followed by workers in Accommodation (54.5), and Wholesale Trade (54.7).

Workers in Construction (67.8), Educational Services (67.1), and Public Administration (67.0) have the highest mental health scores this month.



Industry	April 2024	January 2024	Change
Other services (except Public Administration)	59.6	47.2	12.4
Construction	67.8	58.3	9.5
Public Administration	67.0	60.1	6.9
Arts, Entertainment and Recreation	57.2	51.6	5.6
Real Estate, Rental and Leasing	67.0	62.7	4.3
Agriculture, Forestry, Fishing and Hunting	62.8	58.5	4.3
Educational Services	67.1	63.0	4.1
Other	61.6	58.5	3.2
Full-time post-secondary student	58.4	55.7	2.7
Food Services	56.4	54.2	2.2
Wholesale Trade	54.7	53.6	1.0
Professional, Scientific and Technical Services	66.4	65.9	0.5
Retail Trade	56.6	56.7	0.0
Accommodation	54.5	55.3	-0.9
Health Care and Social Assistance	60.4	62.9	-2.6
Finance and Insurance	58.9	61.9	-3.0
Technology	57.5	61.9	-4.4
Transportation and Warehousing	58.3	63.0	-4.8
Manufacturing	59.4	65.1	-5.7
Administrative and Support services	49.7	57.6	-7.9

Spotlight

Burnout

More than one-third (36 per cent) of workers are finding it increasingly difficult to be motivated to do their work.

- Workers finding it more difficult to be motivated have the lowest/worst mental health score (46.2), 26 points lower than workers not reporting difficulty with motivation and more than 14 points lower than the national average (60.6)
- Workers under 40 are 70 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work, suggesting a potentially higher rate of burnout among younger workers
- Half (50 per cent) are not finding it difficult to be motivated to do their work; this group has the highest/best mental health score (72.3), nearly 12 points higher than the national average (60.6)

I am finding it increasingly difficult to be motivated to do my work



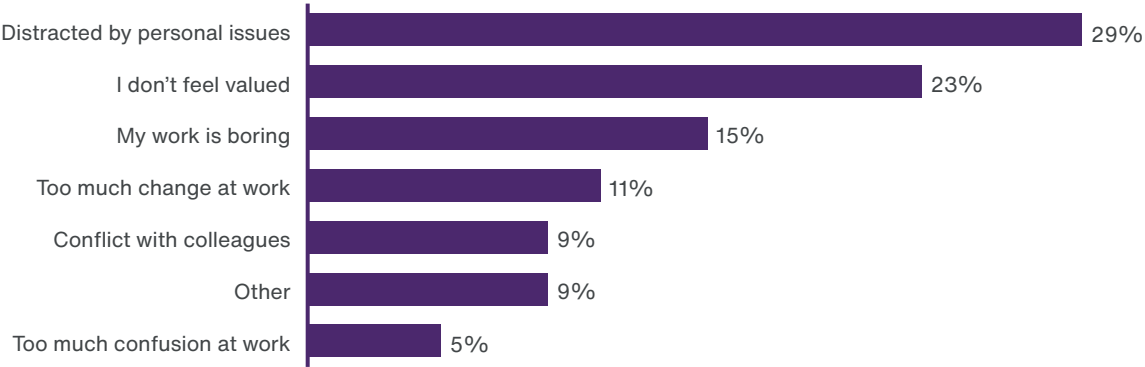
MHI score by “I am finding it increasingly difficult to be motivated to do my work”



Among workers finding it difficult to be motivated to do their work, personal issues are the leading cause.

- Nearly one-third (29 per cent) are distracted by personal issues; this group has the lowest/worst mental health score (44.7), 16 points lower than the national average (60.6)
- Nearly one-quarter (23 per cent) don't feel valued at work, 15 per cent report that their work is boring, 11 per cent report that there is too much change at work, and nine per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers are 60 per cent more likely than non-managers to find it difficult to be motivated to do their work because of conflict with colleagues
- Workers under 40 are 40 per cent more likely than workers over 50 to find it difficult to be motivated to do their work because of conflict with colleagues

Primary reason for finding it difficult to be motivated to work



MHI score by “Primary reason for finding it difficult to be motivated to work”

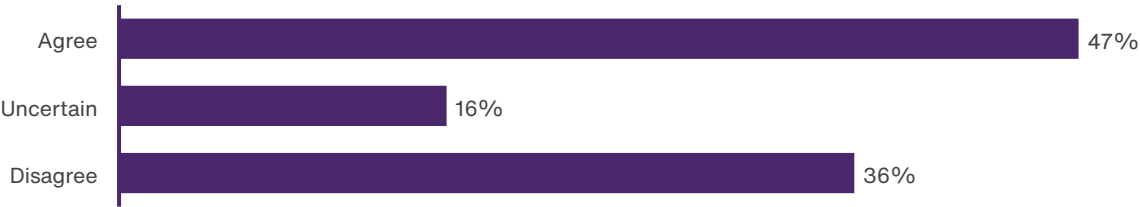


Nearly half (47 per cent) of workers often end their workday feeling mentally and/or physically exhausted.

- The mental health score of 47 per cent of workers feeling mentally and/or physically exhausted at the end of their workday (50.6) is more than 23 points lower than workers not reporting exhaustion (73.9) and 10 points lower than the national average (60.6)
- Workers under 40 are nearly twice as likely as workers over 50 to end their workday feeling mentally and/or physically exhausted, indicating that younger workers may be more likely to suffer from burnout
- Nearly two in five (36 per cent) do not end their workday feeling mentally and/or physically exhausted; this group has the highest/best mental health score (73.9), more than 13 points higher than the national average (60.6)



I often end my workday feeling mentally and/or physically exhausted



MHI score by “I often end my workday feeling mentally and/or physically exhausted”



Nearly two-thirds (63 per cent) of workers feel burnt out.

- Half (50 per cent) report feeling somewhat burnt out; this group has a mental health score (56.2) nearly 18 points lower than workers not feeling burnt out (74.0) and more than four points lower than the national average (60.6)
- Nearly one in seven (13 per cent) report feeling extremely burnt out; this group has the lowest/worst mental health score (38.6) more than 35 points lower than workers who do not feel burnt out (74.0) and 22 points lower than the national average (60.6)
- Workers under 40 are nearly three times more likely than workers over 50 to feel extremely burnt out
- Nearly two in five (37 per cent) do not feel burnt out; this group has the highest/best mental health score (74.0), more than 13 points higher than the national average (60.6)
- Workers over 50 are two and a half times more likely than workers under 40 to not feel burnt out



Do you feel burnt out?



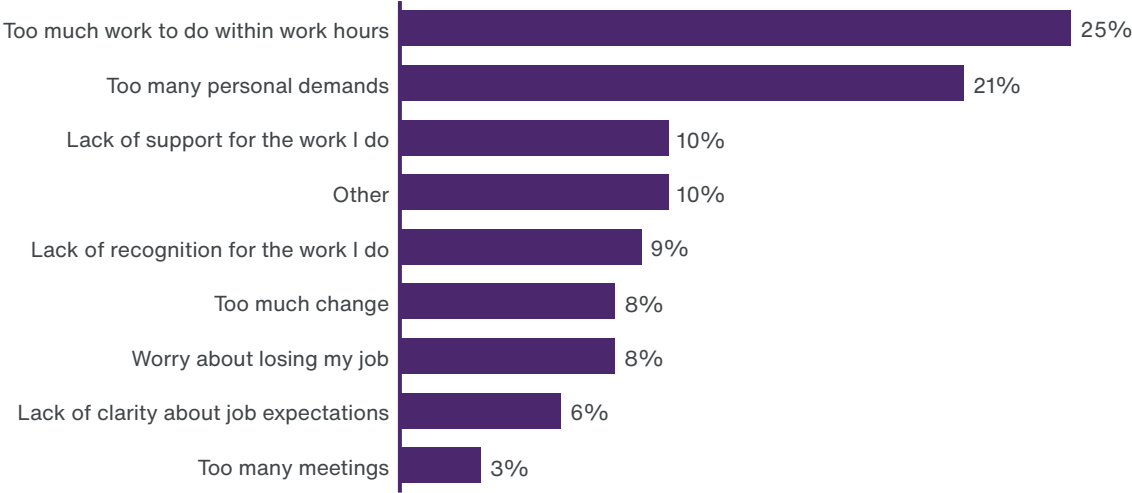
MHI score by “Do you feel burnt out?”



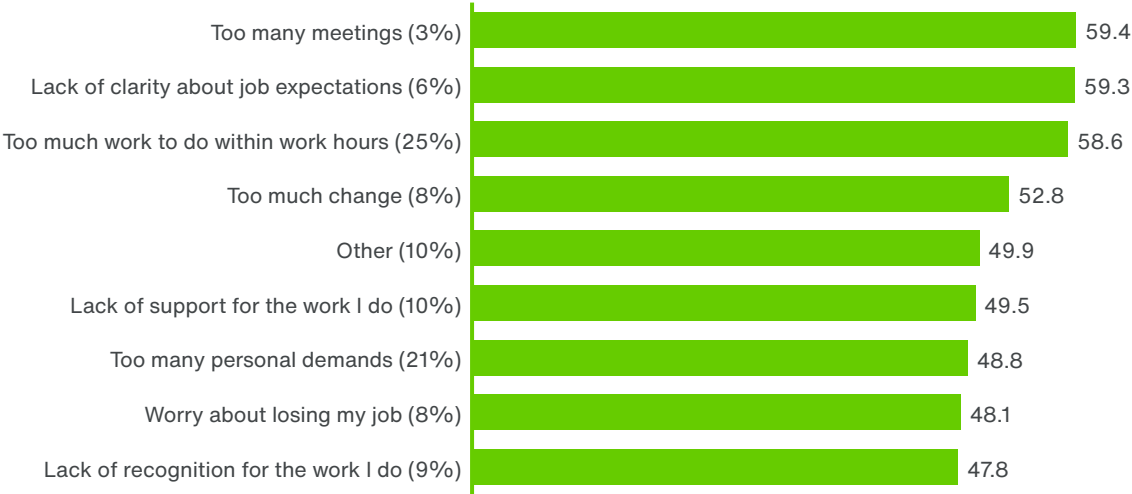
Among the 63 per cent of workers reporting feeling burnt out, too much work is the leading cause.

- One-quarter (25 per cent) feel burnt out because they have too much work to do within working hours, 21 per cent have too many personal demands, 10 per cent feel a lack of support for the work they do, and nine per cent feel a lack of recognition for the work they do
- The lowest/worst mental health score (47.8) is among nine per cent of workers who feel a lack of recognition for the work they do, nearly 13 points lower than the national average (60.6)

Primary reason for feeling burnt out



MHI score by “Primary reason for feeling burnt out”



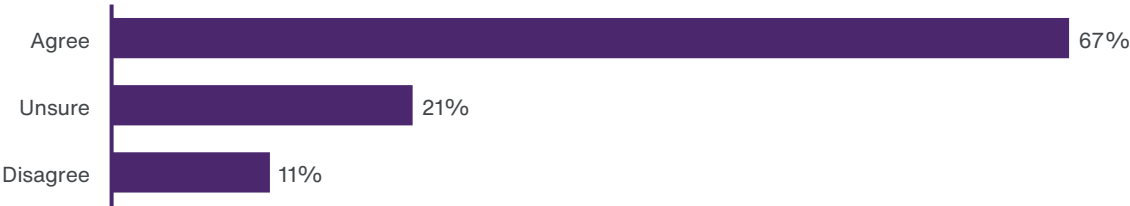
Professional support for mental health.

Nearly one-third (32 per cent) of workers are unsure, or would not know where to go for professional help if they had a mental health issue.

- Nearly seven in ten (67 per cent) would know where to go for professional help if they had a mental health issue; this group has highest/best mental health score (63.3), nearly 13 points higher than workers who would not know where to go for help (50.7) and nearly three points higher than the national average (60.6)
- Workers who know where to go for professional help if they had a mental health issue are more likely to report not feeling burnt out
- Nearly one-third (32 per cent) are unsure, or would not know where to go for professional help if they had a mental health issue



If I had a mental health issue, I would know where to go for professional help



MHI score by “If I had a mental health issue, I would know where to go for professional help”



Percentage not feeling burnt out by knowing where to find professional help for a mental health issue

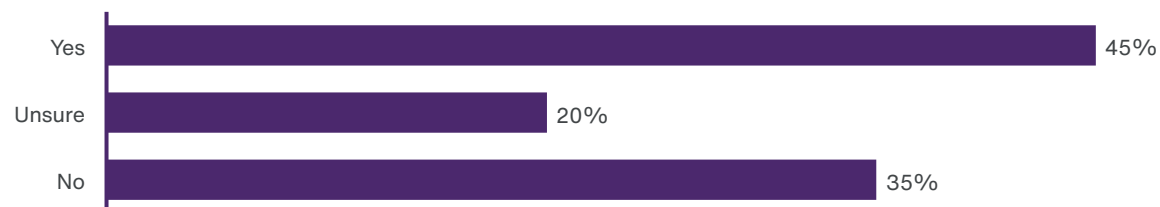


Employee Assistance Programme (EAP).

More than half (55 per cent) of workers are unsure or their employer does not offer an Employee Assistance Programme.

- The mental health scores of workers who do not know, or report that their employer does not offer an EAP, are modestly lower than workers with an EAP (61.2)
- Nearly half (45 per cent) report that their employer offers an EAP; this group has the highest/best mental health score (61.2), modestly higher than workers without an EAP (60.8) and the national average (60.6)
- Nearly one-quarter (24 per cent) of workers reporting their employer offers an EAP last heard about it from a poster at their workplace, 20 per cent last heard about their EAP from the company's intranet/website, 19 per cent last heard about their EAP from their manager, 12 per cent heard about their EAP via an email message, and 10 per cent last heard about their EAP during benefits enrollment

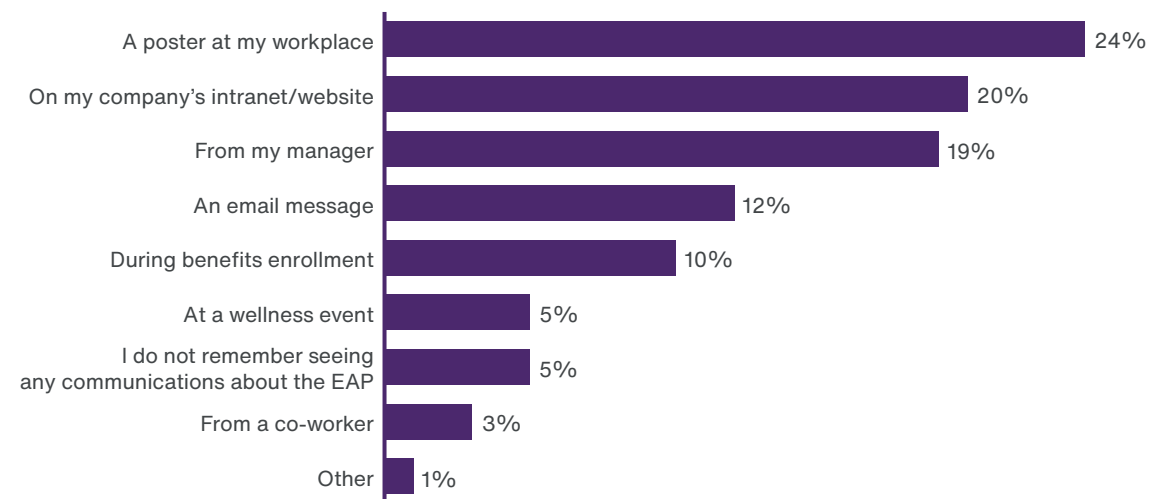
Does your employer offer an Employee Assistance Programme?



MHI score by “Does your employer offer an Employee Assistance Programme?”



Where did you last hear about your Employee Assistance Programme?



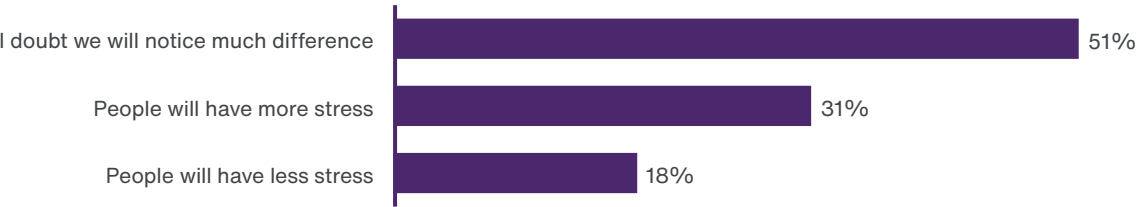
Artificial Intelligence (AI) in the workplace.

More than half (51 per cent) of workers do not expect an impact on work stress because of the use of AI.

- Nearly one-third (31 per cent) think that people will have more stress because of increased use of AI in the workplace; this group has the lowest/worst mental health score (57.2), more than three points lower than the national average (60.6)
- Nearly one in five (18 per cent) think that people will have less stress because of increased use of AI in the workplace; this group has the highest/best mental health score (64.4), more than seven points higher than workers who think it will result in more stress (57.2) and nearly four points higher than the national average (60.6)



Perceived impact of increased use of Artificial Intelligence (AI) on work stress



MHI score by “Perceived impact of increased use of Artificial Intelligence (AI) on work stress”

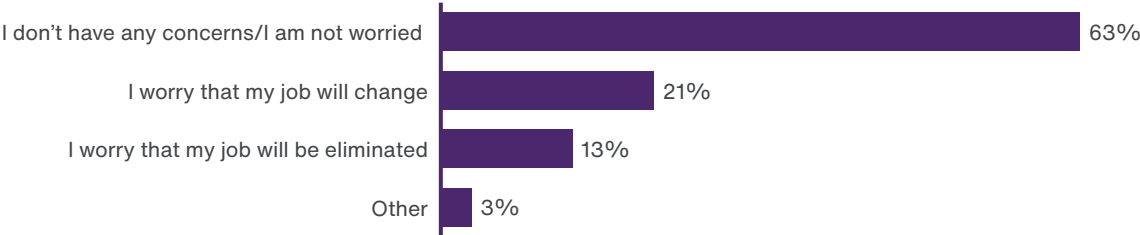


More than three in five (63 per cent) workers do not have concerns about their company’s use of AI.

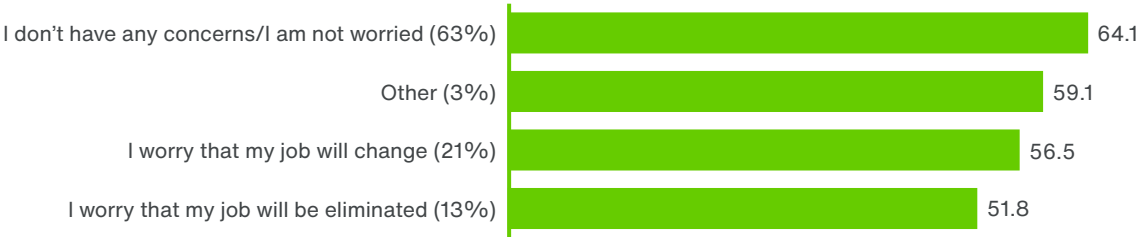
- The mental health score of 63 per cent of workers who are not concerned about their company’s use of AI (64.1) is at least seven points higher than workers with concerns and more than three points higher than the national average (60.6)
- More than one in five (21 per cent) are worried that their jobs will change and 13 per cent are worried that their jobs will be eliminated
- The lowest/worst mental health score (51.8) is among 13 per cent who are worried that their jobs will be eliminated because of their company’s use of AI
- Workers under 40 are twice as likely as workers over 50 to be worried that their jobs will be eliminated



Concerns over use of Artificial Intelligence (AI) at work



MHI score by “Concerns over use of Artificial Intelligence (AI) at work”



Nearly three-quarters (74 per cent) of workers report not having used AI tools to do any part of their work.

- Nearly three-quarters (74 per cent) have not used AI tools to do any part of their work; this group has the highest/best mental health score (61.3), modestly higher than workers who have used AI tools for work (59.4) and the national average (60.6)
- More than one-quarter (26 per cent) have used AI tools to do some part of their work; this group has a mental health score (59.4) modestly lower than workers who have not used AI for work (61.3)
- Workers under 40 are twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are 70 per cent more likely than non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Technology, Finance and Insurance, Real Estate, Rental and Leasing, Arts, Entertainment and Recreation, and Manufacturing

Have you used any Artificial Intelligence (AI) tools to do any part of your work?



MHI score by “Have you used any Artificial Intelligence (AI) tools to do any part of your work?”



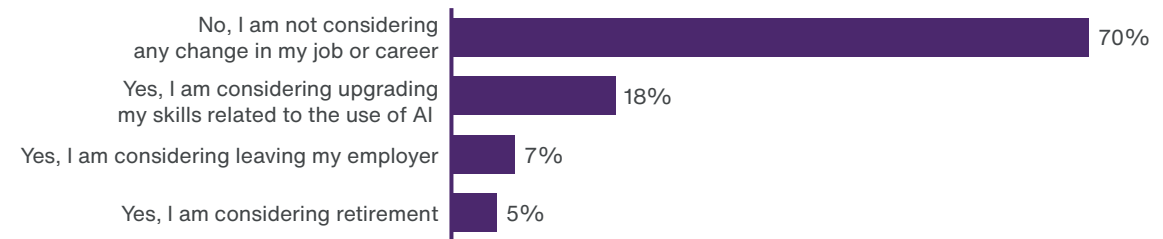
Top five industries that employ AI	
Technology	68%
Finance and Insurance	40%
Real Estate, Rental and Leasing	36%
Arts, Entertainment and Recreation	36%
Manufacturing	33%

Three in ten (30 per cent) workers are considering a change because of the use of AI tools in their workplace.

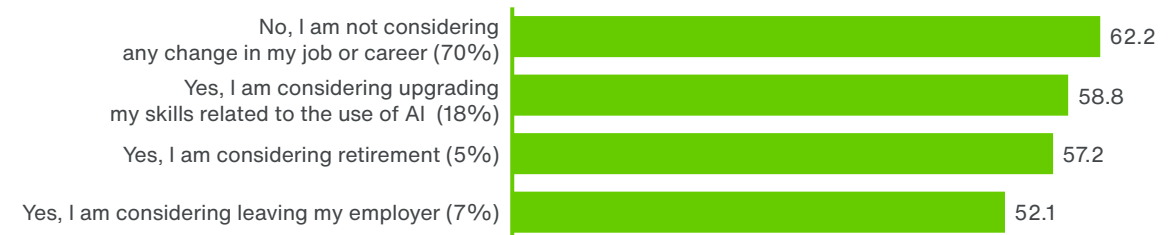
- Nearly one in five (18 per cent) are considering upgrading their skills related to the use of AI and five per cent are considering retirement
- Workers under 40 are more than three times as likely as workers over 50 to be considering upgrading their skills related to the use of AI
- Managers are 40 per cent more likely than non-managers to be considering upgrading their skills related to the use of AI
- Parents are 70 per cent more likely than non-parents to be considering upgrading their skills related to the use of AI
- Seven in ten (70 per cent) are not considering a change because of the use of AI in their workplace; this group has the highest/best mental health score (62.2), modestly higher than the national average (60.6)
- The lowest/worst mental health score (52.1) is among seven per cent of workers who are considering leaving their employer because of the use of AI tools in their workplace, 10 points lower than workers who are not considering any change (62.2) and more than eight points lower than the national average (60.6)



Are you considering a change because of the use of AI tools in the workplace?



MHI score by “Are you considering a change because of the use of AI tools in the workplace?”



Nearly two in five (39 per cent) workers do not perceive that AI will have an impact on their industry.

- Nearly two in five (39 per cent) believe that AI will have no impact on the industry they work in; this group has a mental health score (61.5), modestly higher than the national average (60.6)
- Nearly two in five (39 per cent) believe that AI will have a positive impact on the industry they work in; this group has the highest/best mental health score (63.0) more than seven points higher than workers who believe that AI will have a negative impact (55.7) and more than two points higher than the national average (60.6)
- More than one in five (22 per cent) believe that AI will have a negative impact on the industry they work in; this group has the lowest/worst mental health score (55.7), five points lower than the national average (60.6)
- Technology (68 per cent), Finance and Insurance (60 per cent), and Professional, Scientific and Technical Services (51 per cent) workers are most likely to report a positive impact
- Wholesale Trade (24 per cent), Retail Trade (26 per cent), and Arts, Entertainment and Recreation (29 per cent) workers are least likely to report a positive impact



Perceived impact of AI on industry



MHI score by “Perceived impact of AI on industry”

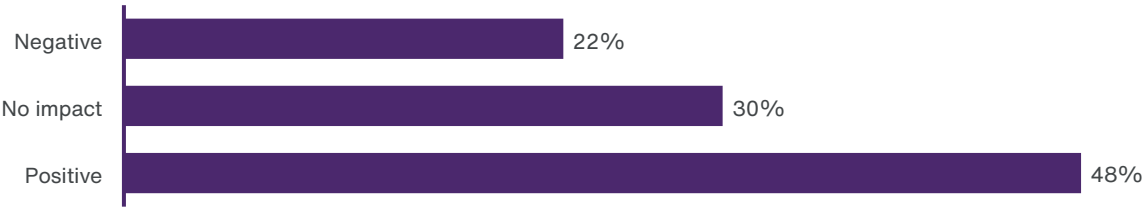


Nearly half (48 per cent) believe that AI will have a positive impact on healthcare.

- The highest/best mental health score (63.0) is among 48 per cent who believe that AI will have a positive impact on healthcare; this score is nearly eight points higher than workers who believe AI will have a negative impact (55.3) and more than two points higher than the national average (60.6)
- More than one in five (22 per cent) believe that AI will have a negative impact on healthcare; this group has the lowest/worst mental health score (55.3), more than five points lower than the national average (60.6)



Perceived impact of AI on healthcare



MHI score by “Perceived impact of AI on healthcare”



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 1,000 people who live in New Zealand 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 New Zealand. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between April 5 and April 17, 2024.

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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