



TELUS Mental Health Index.

United States of America | November 2024

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What you need to know for November 2024.

After a three-month plateau, the mental health score of workers in United States has declined.

- At 70.1, the mental health of workers has declined a half point from October
- 24 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 35 percent have a low mental health risk
- Anxiety, depression, optimism, and general psychological health sub-scores have declined from October; the optimism sub-score has declined most significantly, down 1.5 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 declined in all regions of the United States
- The mental health score of managers continues to be higher than the score of non-managers
- Laborers have a lower mental health score than service industry and office workers

For more than one-third of workers, employer-funded benefits do not fully meet their needs.

- 45 percent 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 six points higher than the national average
- 17 percent of workers say that the benefits they have through their employer meet their needs only in the types of services and programs offered
- Eight percent of workers say that their benefits meet their needs only in how much is paid/covered
- Nine percent 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 19 points lower than workers reporting that their benefits fully meet their needs and nearly 13 points lower than the national average



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

- 42 percent 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 18 points lower than workers who are not finding it challenging and more than 10 points lower than the national average
- 18 percent of workers say caregiving responsibilities very often or often affect their ability to engage in work; 24 percent say it affects their engagement sometimes
- Nine percent 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 14 points lower than the national average



Workers who feel **their roles do not support work-life balance** have a mental health score nearly 19 points lower than workers reporting a healthy balance.

- 10 percent of workers are dissatisfied with the flexibility in their work; the mental health score of this group is 16 points lower than workers who are satisfied and more than 13 points lower than the national average
- Younger workers (under 40) are three times more likely to be dissatisfied with the flexibility in their work
- Nine percent of workers say their current role does not allow for effective work-life balance; the mental health score of this group is nearly 19 points lower than workers reporting balance and nearly 16 points lower than the national average

Nearly one-quarter of workers **have experienced microaggressions** in the workplace, and more than one in ten have faced harassment.

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



Nearly three in ten 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.

- 28 percent of workers have felt that their symptoms or issues were dismissed or minimized by a healthcare provider
- Women are 50 percent more likely to report not having adequate time during appointments to discuss their health concerns
- Women and younger workers (under 40) are more likely to report that healthcare providers neither listen to their concerns nor take them seriously

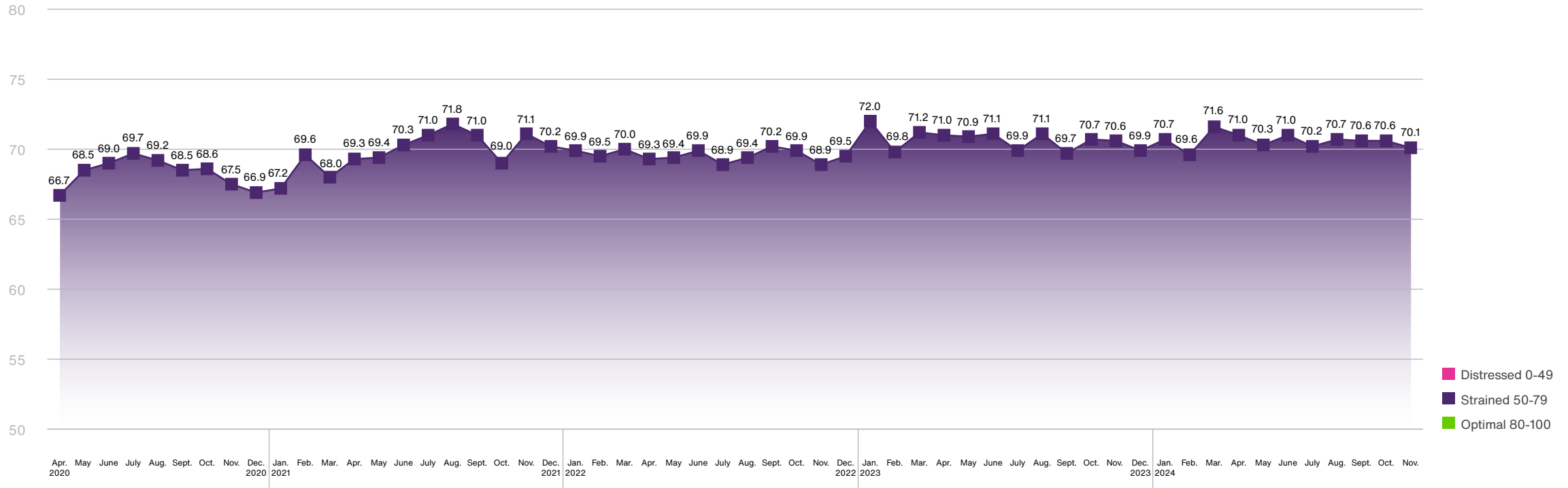
Workers **dissatisfied with opportunities for growth** and advancement have a mental health score nearly 15 points lower than satisfied workers and more than 10 points lower than the American average.

- 16 percent of workers are dissatisfied with opportunities for growth and advancement in their organization
- 14 percent of workers do not believe the leadership presence in their organization is diverse and representative of gender, race, age, and background
- Nine percent of workers do not believe their organization pays men and women with the same level of fairness; 21 percent are unsure
- Women are three times more likely than men to disbelieve there is pay equity in their organization

The Mental Health Index.

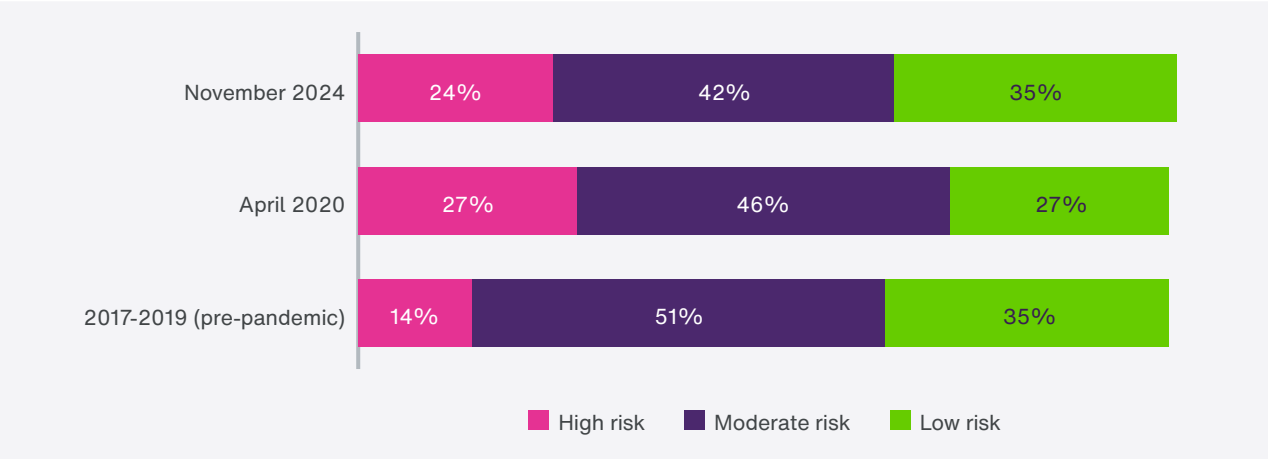
The overall Mental Health Index (MHI) for November 2024 is 70.1. After a three-month plateau, the mental health of workers in the United States has declined in November.

MHI Current Month November 2024	October 2024
70.1	70.6



Mental health risk.

In November 2024, 24 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 35 percent 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 declined by three percent.



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 nearly three years, anxiety (63.7) has been the lowest Mental Health Index sub-score. Isolation (67.1), depression (69.7), work productivity (70.6), optimism (71.0), and financial risk (73.1) follow. General psychological health (76.7) continues to be the most favorable mental health measure in November 2024.

- Anxiety and isolation have been the lowest mental health sub-scores for nearly three years
- Anxiety, depression, optimism, and general psychological health sub-scores have declined from the previous month
- The most significant decline is in the optimism sub-score, down 1.5 points from October 2024

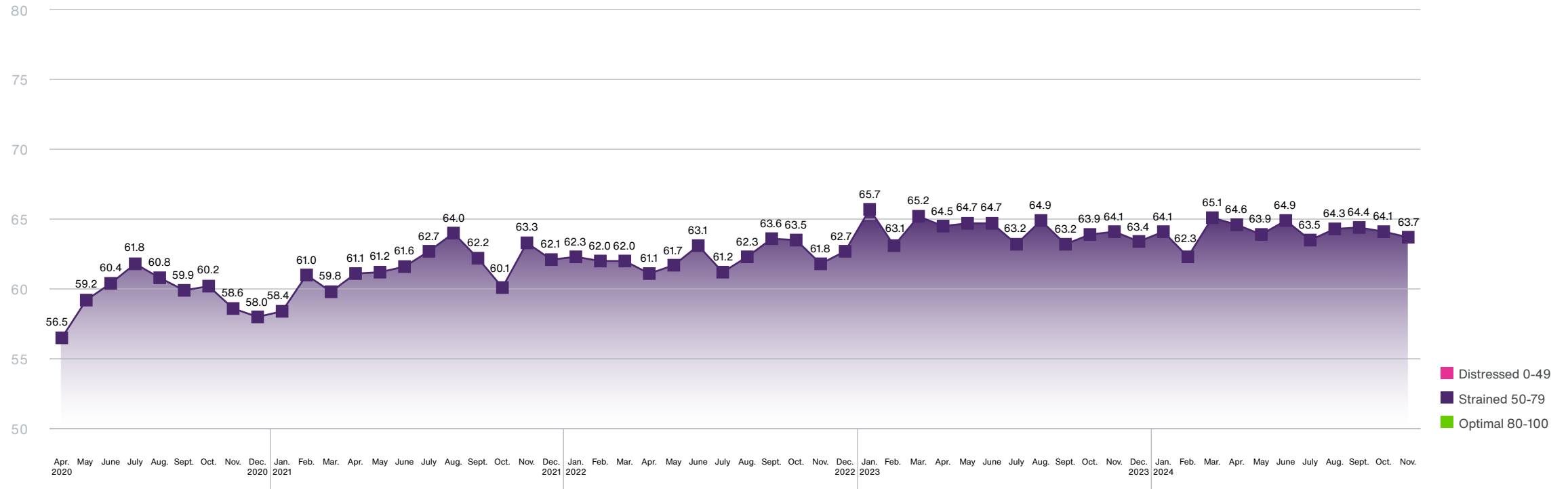
Mental Health Index Sub-scores	November 2024	October 2024
Anxiety	63.7	64.1
Isolation	67.1	67.1
Depression	69.7	70.4
Work productivity	70.6	70.1
Optimism	71.0	72.5
Financial risk	73.1	72.4
Psychological health	76.7	77.6



Anxiety

Workers were asked whether they often feel unsettled and nervous.

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for nearly three years. Following a sharp improvement in March 2024, the anxiety score has generally declined through November and remains the lowest mental health sub-score for nearly three years.



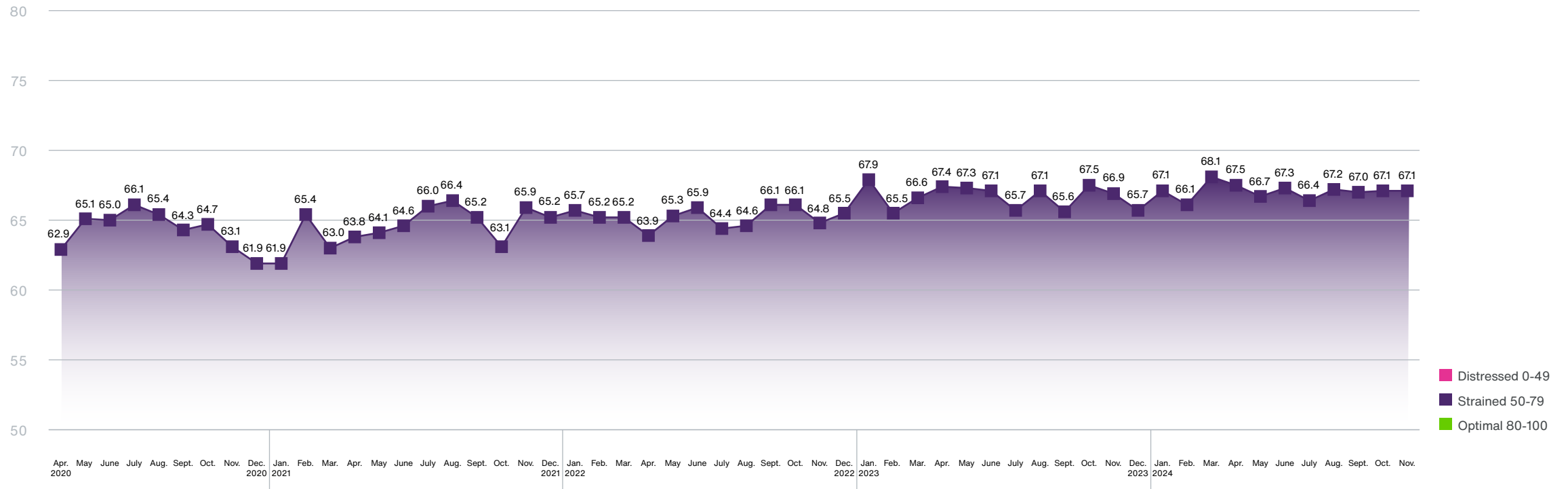
Isolation

Workers were asked whether they often feel alone.

Despite frequent fluctuations, isolation sub-scores have generally improved since the launch of the MHI in April 2020.

After reaching its peak in March 2024, the isolation sub-score declined through September but has stabilized through November.

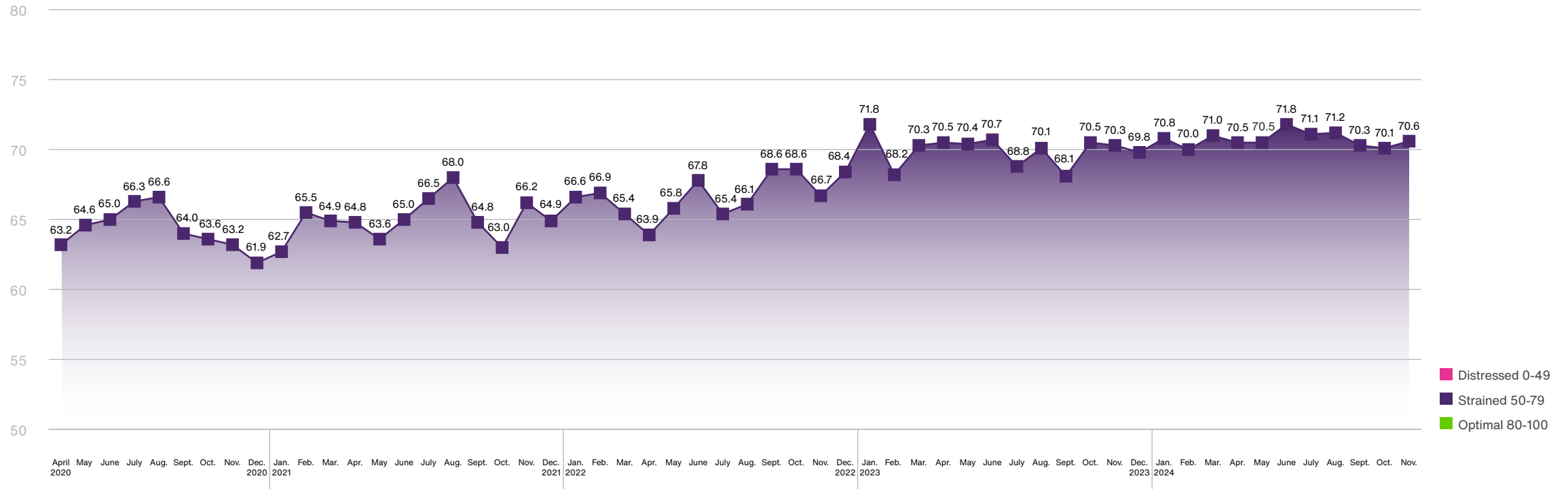
The isolation sub-score remains the second lowest mental health sub-score for nearly three years.



Work productivity

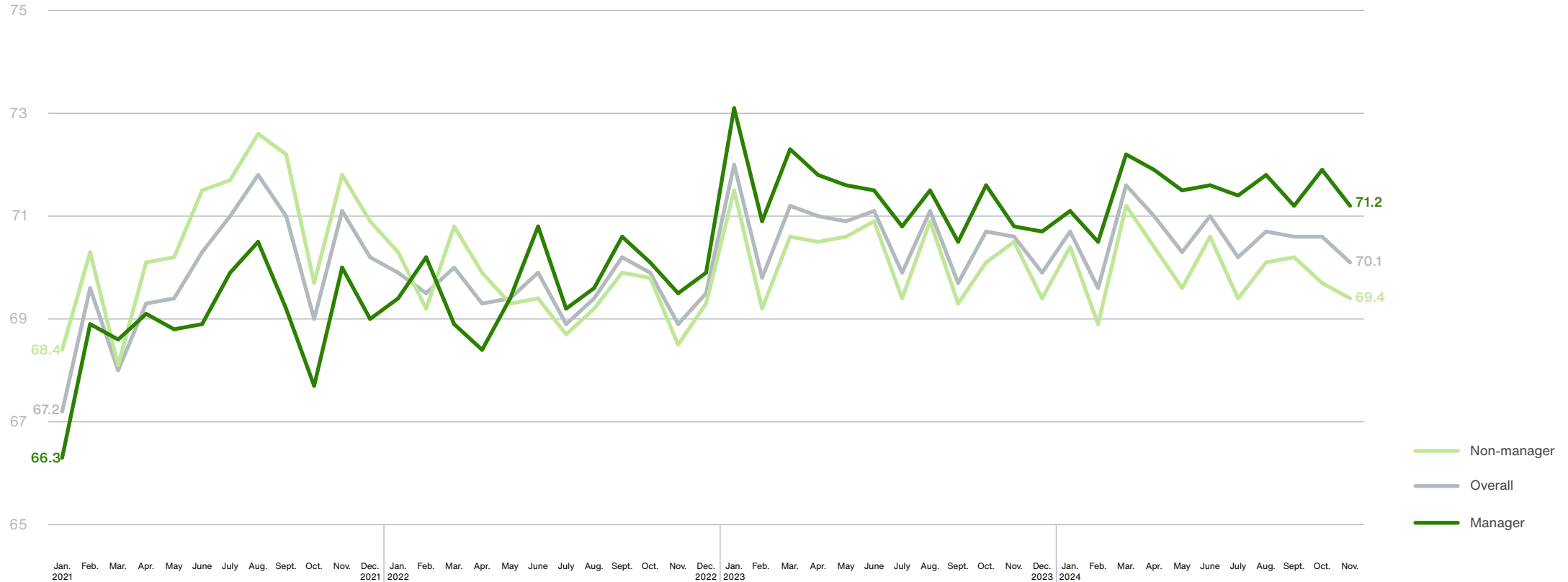
The work productivity sub-score measures the impact of mental health on work productivity and goals.

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. From June 2024 to October 2024, the work productivity sub-score declined nearly two points. However, a modest 0.5-point improvement is observed in the work productivity sub-score in November 2024.



Managers compared to non-managers.

From January 2021 to May 2022, the mental health scores of managers had typically been lower than the mental health scores of non-managers and lower than the American average. Since June 2022, managers have had better mental health scores than non-managers. In November 2024, the mental health score of managers (71.2) declined modestly, yet it continues to be higher than the mental health score of non-managers (69.4) and the national average (70.1).



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 67.6 compared to 72.7 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 (66.4) than workers without children (71.5)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and seven percent report reduced hours or reduced salary.
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (59.7), followed by workers reporting fewer hours than the last month (60.8), respondents not currently employed (65.2), and workers with no change to salary or hours 71.0
- Laborers continue to have a lower mental health score (65.1) than service industry (69.8) and office workers (71.7)
- Managers have a higher mental health score (71.2) than non-managers (69.4)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (71.5)
- Respondents working for companies with 51-100 employees have the lowest mental health score (66.7)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.4) than the overall group (70.1). Workers with emergency savings have a mental health score of 75.5

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

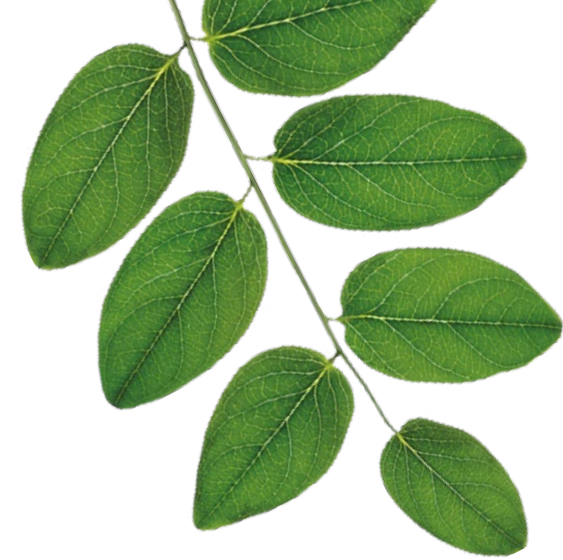
The Mental Health Index by region.

In November 2024, the mental health scores in all regions of the United States have declined from the previous month.

- With a 0.2-point decline, the Southern United States continues to have the lowest mental health score (69.4)
- Despite a modest 0.2-point decline, the Northeastern United States continues to have the highest mental health score (71.6) in November

Region	November 2024	October 2024	Change
Northeast	71.6	71.8	-0.2
South	69.4	69.6	-0.2
Midwest	70.0	70.8	-0.8
West	69.7	70.7	-1.0

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



Employment status	Nov. 2024	Oct. 2024
Employed (no change in hours/salary)	71.0	71.4
Employed (fewer hours compared to last month)	60.8	58.9
Employed (reduced salary compared to last month)	59.7	61.4
Not currently employed	65.2	69.7

Age group	Nov. 2024	Oct. 2024
Age 20-29	55.6	58.1
Age 30-39	63.1	64.2
Age 40-49	66.4	66.5
Age 50-59	69.5	70.3
Age 60-69	76.3	76.6

Number of children	Nov. 2024	Oct. 2024
No children in household	71.5	71.8
1 child	66.8	68.3
2 children	65.8	66.9
3 children or more	66.7	65.8

Gender	Nov. 2024	Oct. 2024
Men	72.7	72.8
Women	67.6	68.5

Household income/annum	Nov. 2024	Oct. 2024
<\$30K	59.6	60.5
\$30K to <\$60K	64.6	64.7
\$60K to <\$100K	69.2	69.8
\$100K to <\$150K	73.7	74.4
\$150K or more	78.1	78.4

Employer size	Nov. 2024	Oct. 2024
Self-employed/sole proprietor	68.5	69.5
2-50 employees	70.7	70.5
51-100 employees	66.7	68.4
101-500 employees	71.4	70.9
501-1,000 employees	69.6	69.2
1,001-5,000 employees	71.5	72.2
5,001-10,000 employees	69.4	71.1
More than 10,000 employees	71.1	72.4

Manager	Nov. 2024	Oct. 2024
Manager	71.2	71.9
Non-manager	69.4	69.7

Work environment	Nov. 2024	Oct. 2024
Labor	65.1	65.0
Office/desk	71.7	71.9
Service	69.8	70.7

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 Information and Cultural Industries have the lowest mental health score (60.9), followed by workers in the Management of Companies and Enterprises (63.7), and Food Services (63.9).

Workers in Professional, Scientific and Technical Services (75.1), Finance and Insurance (74.1), and Utilities (73.8) have the highest mental health scores this month.



Industry	November 2024	October 2024	Change
Utilities	73.8	68.8	5.0
Other services (except Public Administration)	72.4	69.6	2.8
Food Services	63.9	61.1	2.8
Real Estate, Rental and Leasing	73.6	71.8	1.8
Media and Telecommunications	69.5	67.7	1.8
Finance and Insurance	74.1	73.1	1.0
Wholesale Trade	71.8	71.1	0.7
Technology	71.6	71.4	0.2
Manufacturing	72.5	72.4	0.1
Other	68.2	68.2	0.0
Agriculture, Forestry, Fishing and Hunting	68.4	68.6	-0.2
Construction	69.4	69.8	-0.4
Arts, Entertainment and Recreation	66.9	67.5	-0.6
Professional, Scientific and Technical Services	75.1	76.1	-1.0
Retail Trade	66.7	67.8	-1.1
Educational Services	71.6	73.1	-1.5
Health Care and Social Assistance	69.3	71.1	-1.8
Administrative and Support services	65.8	67.8	-2.0
Transportation and Warehousing	67.4	69.5	-2.1
Public Administration	73.4	75.7	-2.3
Accommodation	66.2	68.6	-2.4
Information and Cultural Industries	60.9	63.4	-2.5
Management of Companies and Enterprises	63.7	70.2	-6.5

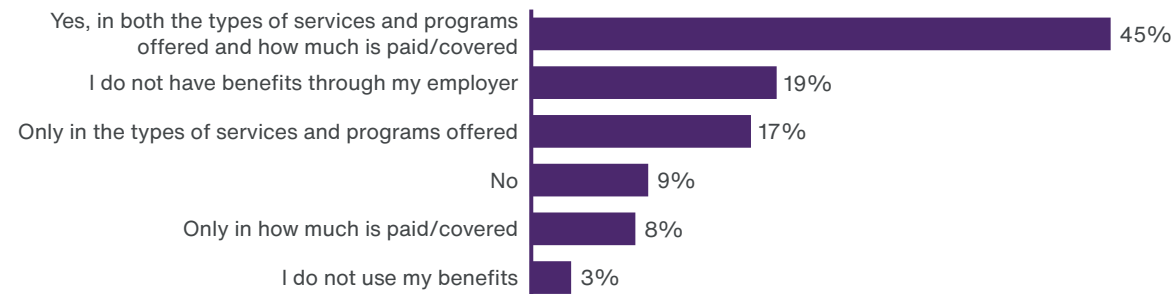
Spotlight

Employer healthcare benefits.

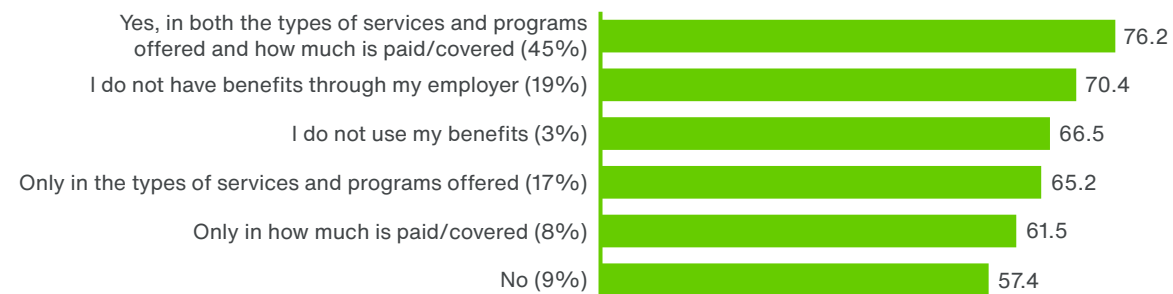
For more than one-third of workers (34 percent), employer-funded benefits are not fully meeting their needs.

- Nearly half (45 percent) 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 (76.2), six points higher than the national average (70.1)
- More than one in six (17 percent) report that the benefits they have through their employer meet their needs only in the types of services and programs offered, and eight percent report that their benefits meet their needs only in how much is paid/covered
- The lowest mental health score (57.4) is among nine percent of workers reporting that the benefits they have through their employer do not meet their needs, nearly 19 points lower than workers reporting that their benefits fully meet their needs (76.2) and nearly 13 points lower than the national average (70.1)
- 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”



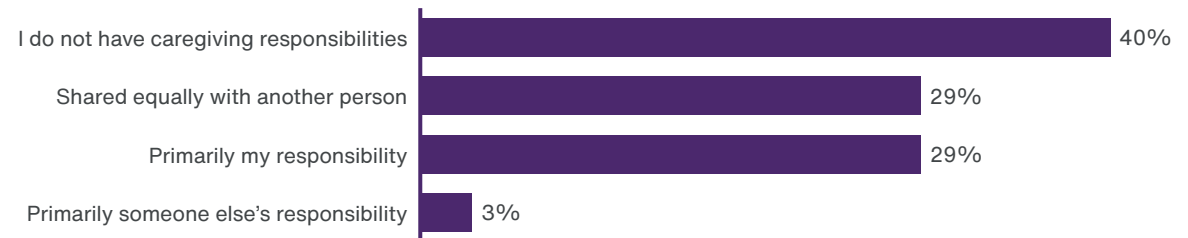
Caregiving

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

- Nearly three in five (58 percent) workers have caregiving responsibilities
- The lowest mental health score (65.5) is among 29 percent of workers who report primary responsibility for caregiving, more than seven points lower than workers without caregiving responsibilities (72.9) and nearly five points lower than the national average (70.1)
- Workers under 40 are 80 percent more likely than workers over 50 to say caregiving is primarily their responsibility
- Women are 50 percent more likely than men to say caregiving is primarily their responsibility
- Two in five (40 percent) do not have caregiving responsibilities; this group has the highest mental health score (72.9), nearly three points higher than the national average (70.1)



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?”





Among workers with caregiving responsibilities, more than two in five find it challenging to balance caregiving with work and/or personal life.

- More than two in five (42 percent) 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 (59.6), 18 points lower than workers who are not finding it challenging (77.5) and more than 10 points lower than the national average (70.1)
- Workers under 40 are 60 percent 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 (77.5) is among 46 percent of workers who are not finding it challenging to balance caregiving responsibilities with work and/or personal life, more than seven points higher than the national average (70.1)

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”

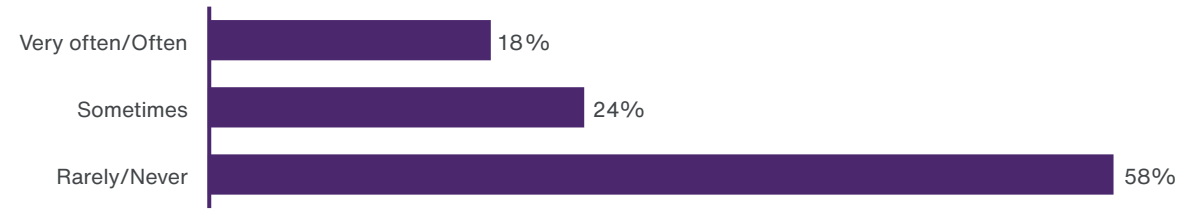


Among workers with caregiving responsibilities, more than two in five (42 percent) say their caregiving responsibilities have affected their ability to fully engage in work.

- Nearly three in five (58 percent) 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 (75.5), more than five points higher than the national average (70.1)
- The lowest mental health score (56.0) is among 18 percent of workers reporting that caregiving responsibilities have very often/often affected their ability to fully engage in work, more than 19 points lower than workers reporting little or no impact (75.5) and 14 points lower than the national average (70.1)
- Workers over 50 are 80 percent 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, younger workers (under 40) are more likely to express dissatisfaction.

- More than four in five (82 percent) workers are satisfied with the level of flexibility in their work; this group has the highest mental health score (72.9), nearly three points higher than the national average (70.1)
- One in ten (10 percent) are dissatisfied with the level of flexibility in their work; this group has the lowest mental health score (56.8), more than 16 points lower than satisfied workers (72.9) and more than 13 points lower than the national average (70.1)
- Workers under 40 are three times 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 nearly 19 points lower than workers reporting balance.

- More than four in five (82 percent) workers report their current role allows them to balance work and personal life effectively; this group has the highest mental health score (73.1), three points higher than the national average (70.1)
- Nearly one in ten (nine percent) report that their current role does not allow them to balance work and personal life effectively; this group has the lowest mental health score (54.3), nearly 19 points lower than workers who report balance (73.1) and nearly 16 points lower than the national average (70.1)



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 four in five (78 percent) feel supported by their organization when needing time off for personal or family matters; this group has the highest mental health score (73.5), more than three points higher than the national average (70.1)
- Nearly one in ten (nine percent) do not feel supported by their organization when needing time off for personal or family matters; this group has the lowest mental health score (56.0), more than 17 points lower than workers who feel supported by their organization when needing time off for personal or family matters (73.5) and 14 points lower than the national average (70.1)



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"



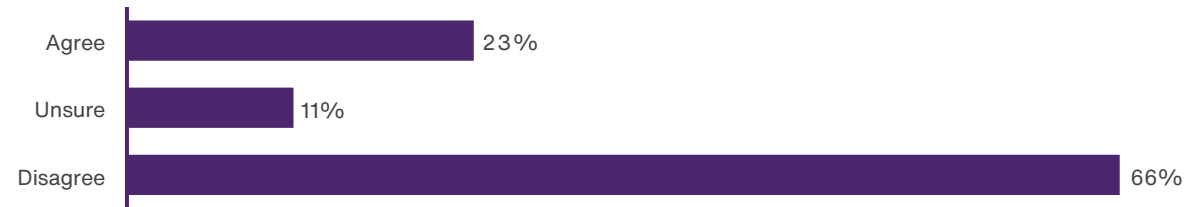
Microaggressions and harassment in the workplace.

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

- Nearly two-thirds (66 percent) of workers have not experienced microaggressions at work; this group has the highest mental health score (74.8), nearly five points higher than the national average (70.1)
- Nearly one-quarter (23 percent) have experienced microaggressions at work; this group has the lowest mental health score (61.5), more than 13 points lower than workers who have not experienced microaggressions at work (74.8) and nearly nine points lower than the national average (70.1)
- Workers under 40 are more than twice as likely as 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?"



More than one in ten workers have experienced harassment at work, with younger workers (under 40), parents, and managers more likely to report harassment.

- More than four in five (83 percent) workers have not experienced harassment at work; this group has the highest mental health score (72.7), nearly three points higher than the national average (70.1)
- More than one in ten (12 percent) have experienced harassment at work; this group has a mental health score (58.0) nearly 15 points lower than workers who have not experienced harassment (72.7) and 12 points lower than the national average (70.1)
- Workers under 40 are three times more likely than workers over 50 to have experienced harassment at work
- Parents are 80 percent more likely than non-parents to have experienced harassment at work
- Managers are 70 percent more likely than non-managers 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.

One in six workers are dissatisfied with opportunities for growth and advancement in their organization; the mental health score of this group is nearly 15 points lower than that of workers who are satisfied and more than 10 points lower than the American average.

- Two-thirds (67 percent) of workers are satisfied with opportunities for growth and advancement available to them in their organization; this group has the highest mental health score (74.5), more than four points higher than the national average (70.1)
- One in six (16 percent) are dissatisfied with opportunities for growth and advancement available to them in their organization; this group has the lowest mental health score (59.8), nearly 15 points lower than workers who are satisfied (74.5) and more than 10 points lower than the national average (70.1)



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”



Seven in ten workers are confident that their organization pays men and women with the same level of fairness, yet women are three times more likely to disbelieve in pay equity at their organization.

- Seven in ten (70 percent) workers are confident that their organization pays men and women with the same level of fairness; this group has the highest mental health score (73.2), three points higher than the national average (70.1)
- Nearly one in ten (nine percent) do not believe their organization pays men and women with the same level of fairness; this group has the lowest mental health score (59.6), nearly 14 points lower than workers who believe there is pay equity in their organization (73.2) and more than 10 points lower than the national average (70.1)
- Women are three times more likely than 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”



Nearly three in ten 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 seven in ten (72 percent) 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 (72.6), more than two points higher than the national average (70.1)
- One in seven (14 percent) do not believe that the leadership presence in their organization is diverse and representative of gender, race, age, and background; this group has a mental health score (64.5) eight points lower than workers who believe this to be true (72.6) and nearly six points lower than the national average (70.1)



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

While most workers are satisfied with healthcare they received in 2024, parents are more likely to report dissatisfaction with their experience.

- Nearly four in five (78 percent) workers are satisfied with the healthcare they received in the past year; this group has the highest mental health score (73.8), nearly four points higher than the national average (70.1)
- The lowest mental health score (54.5) is among six percent of workers who are dissatisfied with the healthcare received in the past year, more than 19 points lower than workers who report being satisfied (73.8) and nearly 16 points lower than the national average (70.1)
- Parents are 40 percent more likely than non-parents 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.

- Four in five (80 percent) workers report that healthcare providers listen to their concerns and take them seriously; this group has the highest mental health score (72.9), nearly three points higher than the national average (70.1)
- Seven percent report that healthcare providers neither listen to their concerns nor take them seriously; this group has the lowest mental health score (56.6), more than 16 points lower than workers reporting favorably (72.9) and more than 13 points lower than the national average (70.1)
- Workers under 40 are twice as likely as workers over 50 to report that healthcare providers neither listen to their concerns nor take them seriously
- Women are 50 percent more likely than men 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



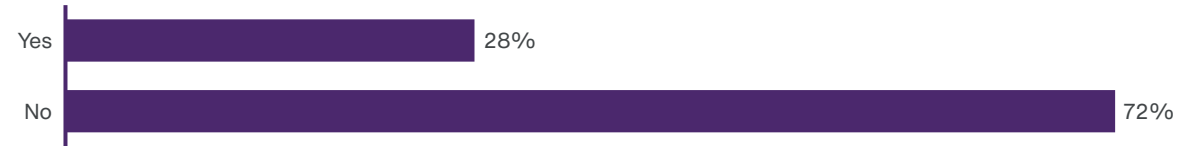
MHI score by “In general, healthcare providers listen to my concerns and take them seriously”



Nearly three in ten (28 percent) 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 seven in ten (72 percent) 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 (73.9), nearly four points higher than the national average (70.1)
- Nearly three in ten (28 percent) have felt that their symptoms or issues were dismissed or minimized by a healthcare provider; this group has the lowest mental health score (60.2), nearly 14 points lower than workers who have not had this experience (73.9) and 10 points lower than the national average (70.1)
- Women are 50 percent 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 percent 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?”



One in six workers are uncomfortable or unsure about discussing sensitive topics with their healthcare provider.

- More than four in five (84 percent) workers are comfortable discussing sensitive topics with their healthcare provider(s); the mental health score of this group (71.7) is nearly two points higher than the national average (70.1)
- One in six (16 percent) 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 (71.7) and at least eight points lower than the national average (70.1)



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)?”



Nearly one in ten workers report not having adequate time to discuss their health concerns during appointments.

- More than four in five (83 percent) workers report having adequate time during appointments to discuss their health concerns; this group has the highest mental health score (72.7), nearly three points higher than the national average (70.1)
- Nearly one in ten (eight percent) report not having adequate time during appointments; this group has the lowest mental health score (55.5), more than 17 points lower than workers reporting adequate time during appointments (72.7) and nearly 15 points lower than the national average (70.1)
- Women are 50 percent 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 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 represent the age, gender, industry, and geographic distribution in the United States. 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 22, 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 available upon request.

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