



TELUS Mental Health Index.

United States of America | April 2024

Table of contents

1. What you need to know for April 2024	3	4. The Mental Health Index by industry	16
2. The Mental Health Index	6	5. Spotlight	17
Mental health risk	7	Burnout	17
Mental Health Index sub-scores.....	8	Professional support for mental health	22
Anxiety	9	Employee Assistance Program (EAP).....	23
Isolation.....	10	Artificial Intelligence (AI) in the workplace.....	24
Work productivity	11	6. Overview of the TELUS Mental Health Index	30
Managers compared to non-managers	12	Methodology.....	30
Mental health by gender and age	13	Calculations	30
Mental health by employment status.....	13	Additional data and analyses.....	30
Emergency savings.....	13		
3. The Mental Health Index by region	14		

What you need to know for April 2024.

Anxiety and isolation have been the lowest mental health sub-scores for two years.

- At 71.0, the mental health of workers has declined from March
- 22 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk
- All mental health sub-scores have declined, or are unchanged, from March
- Mental health scores in all regions declined from March
- The mental health score of managers has declined yet remains higher than the mental health score of non-managers
- Laborers continue to have a lower mental health score than service industry and office workers



Nearly one-quarter of workers are finding it difficult to be motivated to do their work.

- 23 percent of workers who find it more difficult to be motivated at work have a mental health score nearly 27 points lower than workers not reporting difficulty with motivation and nearly 19 points lower than the national average
- Workers under 40 are two and a half times more likely than 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 percent of workers)
- 23 percent don't feel valued at work, 12 percent report that their work is boring, 12 percent report that there is too much change at work, and nine percent 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 over more than twice as likely to feel burnt out.

- 41 percent of workers who feel somewhat burnt out have a mental health score more than 18 points lower than workers not feeling burnt out and seven points lower than the national average
- 12 percent of workers who feel extremely burnt out have a mental health score nearly 37 points lower than workers not feeling burnt out and more than 25 points lower than the national average
- 34 percent of workers feel mentally and/or physically exhausted at the end of their workday; the mental health score of this group is nearly 25 points lower than workers not reporting exhaustion and more than 14 points lower than the national average
- Too much work is the leading cause of burnout (reported by 26 percent of workers)
- 19 percent of workers report having too many personal demands, 11 percent feel a lack of recognition for the work that they do, and 10 percent feel a lack of support for the work that they do

One in four 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
- 39 percent of workers report that their employer does not offer an Employee Assistance Program, a further 25 percent are unsure
- Workers with access to an Employee Assistance Program through their employer have better mental health than workers without access
- 38 percent of workers last heard about their EAP during benefits enrollment, 19 percent last heard about the EAP from their company's intranet/website, 15 percent heard about their EAP via an email message, and eight percent last heard about their EAP from a poster at their workplace





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

- The mental health score of 63 percent of workers who are not concerned about their company's use of AI is at least 11 points higher than workers with concerns and more than four points higher than the national average
- 22 percent of workers are worried that their jobs will change and 12 percent are worried that their jobs will be eliminated
- Lower income and younger workers are more likely to be worried that their jobs will be eliminated
- Workers under 40 are more than twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are nearly three times 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 Information and Cultural Industries, Technology, Media and Telecommunications, Management of Companies and Enterprises, and Finance and Insurance

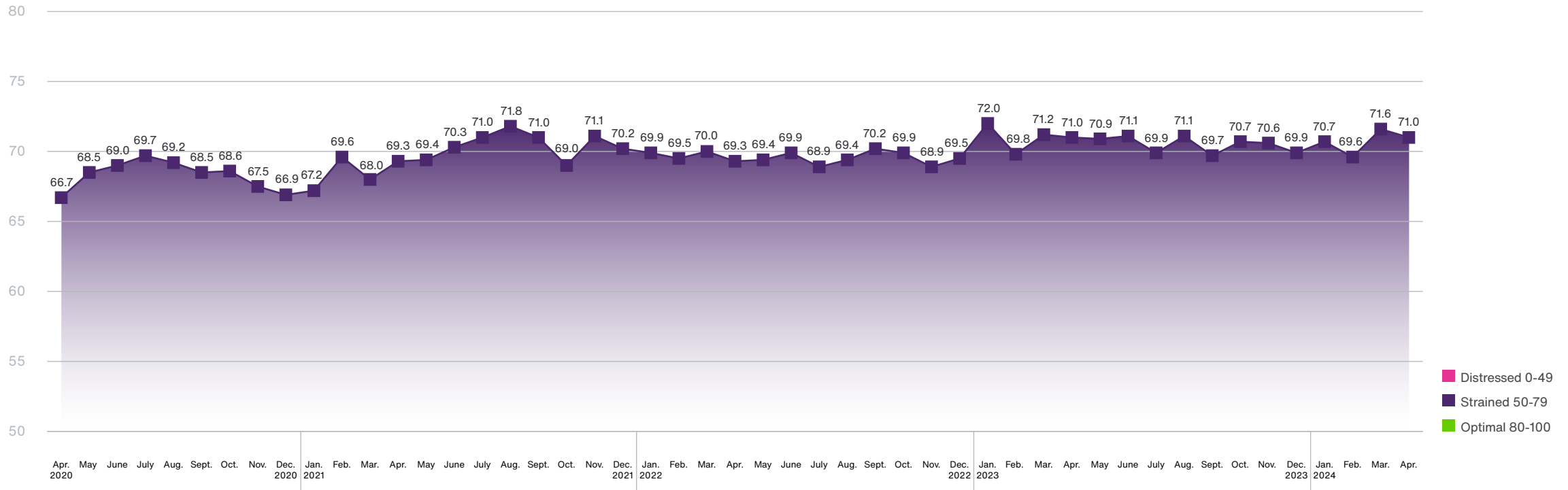
Almost half of workers believe that AI will have a positive impact on healthcare.

- 45 percent believe that AI will have a positive impact on healthcare
- 35 percent believe that AI will have a positive impact on the industry they work in; 29 percent believe that the impact will be negative
- Technology, Information and Cultural Industries, and Finance and Insurance workers are most likely to report a positive impact
- Workers in Agriculture, Forestry, Fishing and Hunting, Food Services, and Wholesale Trade are least likely to report a positive impact
- 11 percent of workers are considering upgrading their skills related to the use of AI
- Managers and younger workers are at least two and a half times more likely to be considering upgrading their skills related to the use of AI

The Mental Health Index.

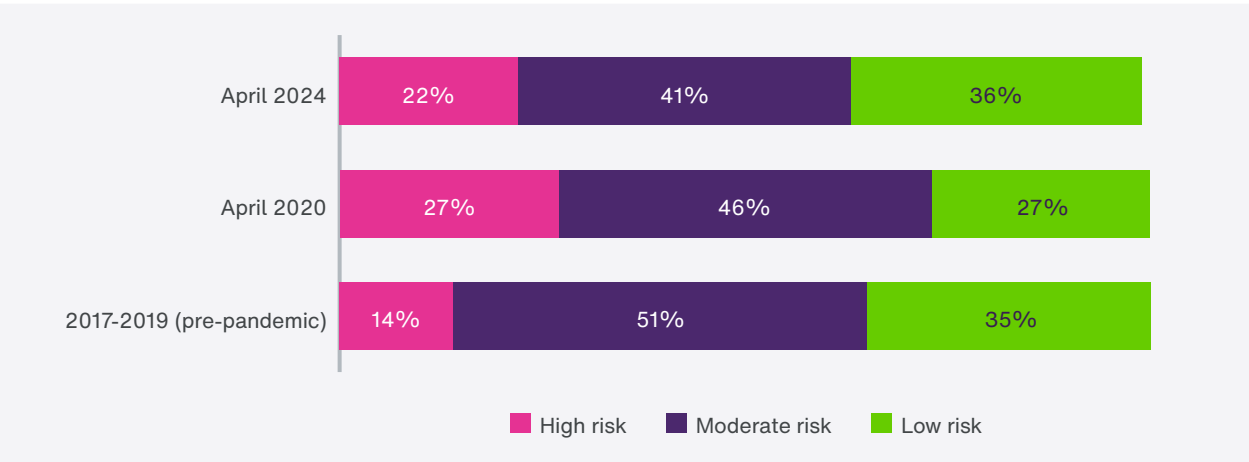
The overall Mental Health Index (MHI) for April 2024 is 71.0. After a significant increase in March, the mental health score of workers in the United States has declined in April.

MHI Current Month April 2024	March 2024
71.0	71.6



Mental health risk.

In April 2024, 22 percent of workers in the United States have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk. Four years since the launch of the MHI in April 2020, there has been a five percent reduction in workers with a high mental health risk and a nine percent increase in workers with a low mental health risk.



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 two years, the lowest Mental Health Index sub-score continues to be anxiety (64.6). Isolation (67.5), work productivity (70.5), depression (71.2), optimism (71.8), and financial risk (73.9) follow. General psychological health (77.6) continues to be the most favorable mental health measure in April 2024.

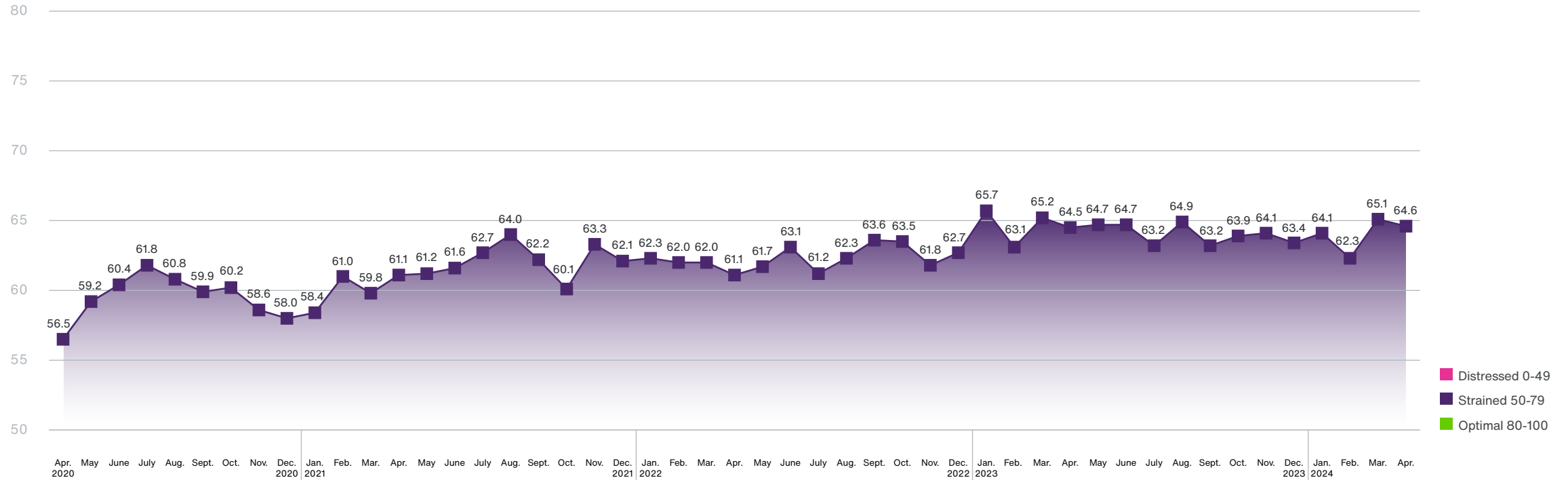
- Anxiety and isolation have been the lowest mental health sub-scores for 2 years
- All mental health sub-scores have declined, or remained unchanged, from the prior month
- The financial risk score has declined most significantly, nearly two points from March 2024

Mental Health Index Sub-scores	April 2024	March 2024
Anxiety	64.6	65.1
Isolation	67.5	68.1
Work productivity	70.5	71.0
Depression	71.2	71.6
Optimism	71.8	72.3
Financial risk	73.9	75.8
Psychological health	77.6	77.6



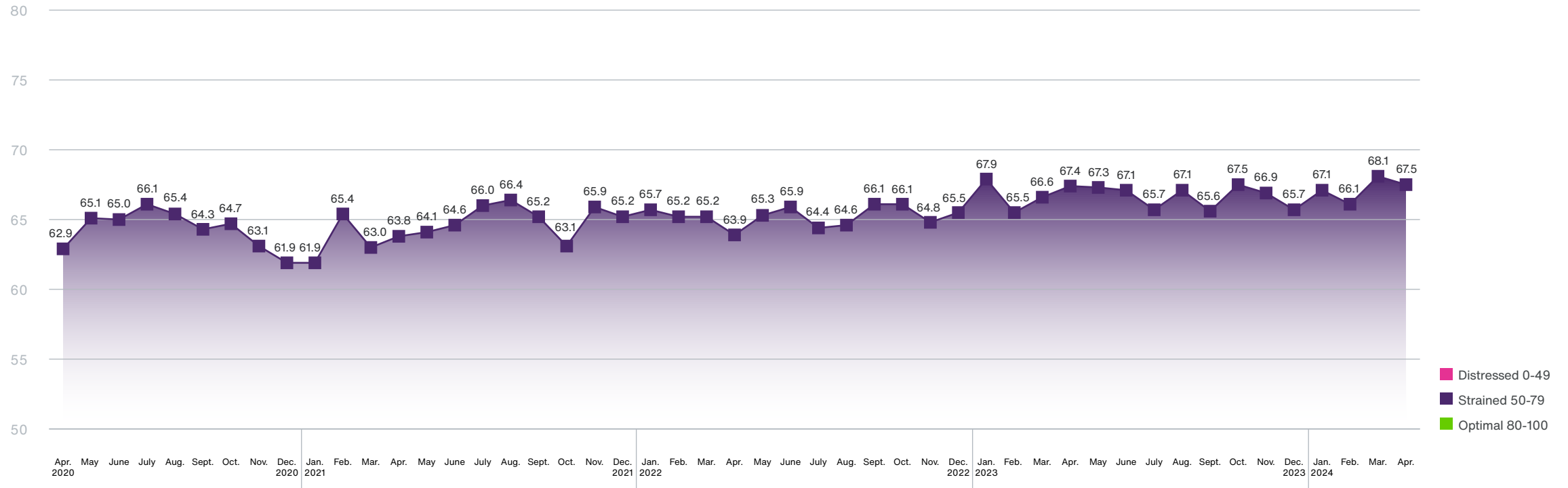
Anxiety

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for two years. After a significant increase in March 2024, the anxiety sub-score has declined in April.



Isolation

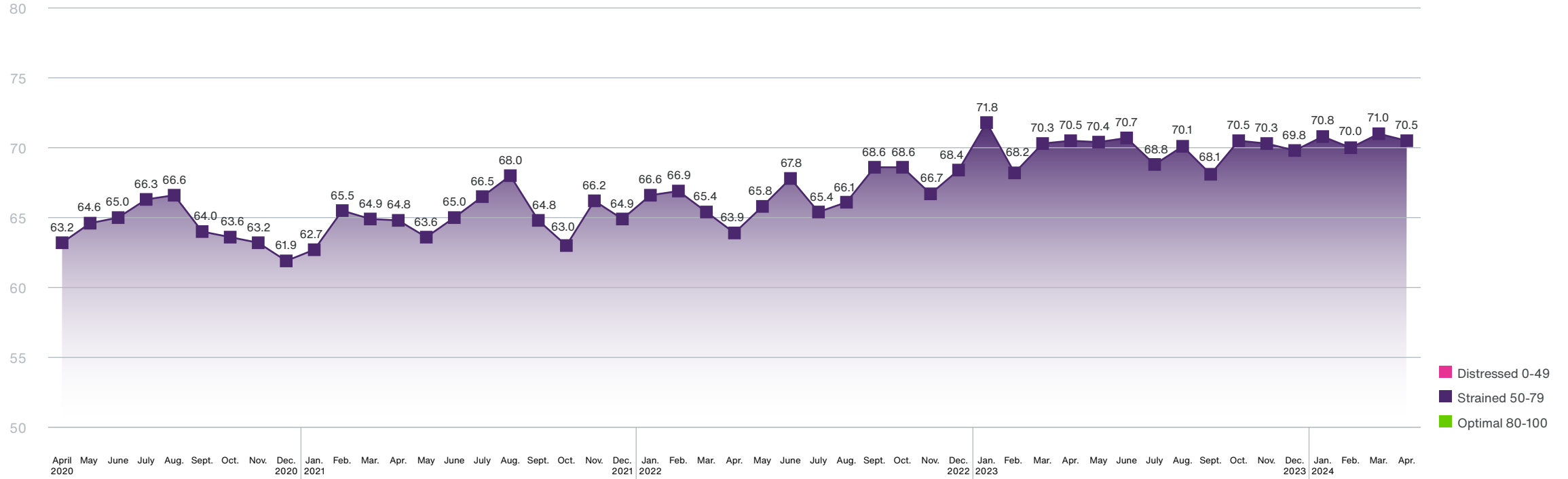
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020; however, there is a general trend of improvement. After reaching its peak in March 2024, the isolation sub-score has declined modestly in April and continues to be the second lowest mental health sub-score for two years.



Work productivity

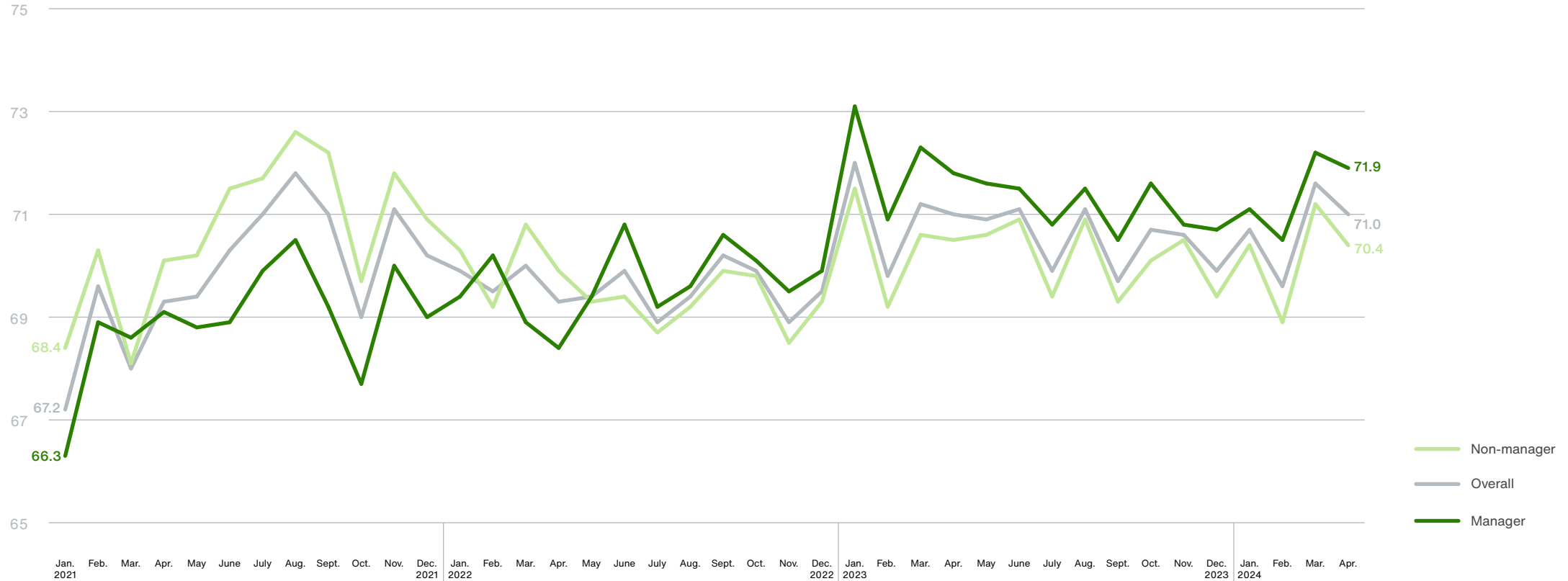
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally followed an increasing trend since the launch of the MHI in April 2020. In April 2024, the work productivity sub-score has declined a half point from March.



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 American averages. Since June 2022, managers have had better mental health scores than non-managers. In April 2024, the mental health score of managers (71.9) has declined although it continues to be higher than the mental health score of non-managers (70.4) and the national average (71.0).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In April 2024, the mental health score of women is 68.7 compared to 73.3 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 the MHI in April 2020. Four years later, this pattern continues with a lower score for workers with at least one child (68.0) than workers without children (72.0)

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 when compared to the prior month have the lowest mental health score (59.5), followed by workers reporting fewer hours (61.3), respondents not currently employed (66.1), and workers with no change to salary or hours 71.8
- Laborers have a lower mental health score (64.5) than service industry (71.3) and office workers (72.5)
- Managers have a higher mental health score (71.9) than non-managers (70.4)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (72.9)
- Respondents working for companies with 51-100 employees have the lowest mental health score (67.8)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.5) than the overall group (71.0). Workers with emergency savings have a mental health score of 76.2

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

The Mental Health Index by region.

In April 2024, the mental health scores in all regions of the United States have declined compared to the previous month.

- Despite a 1.5-point decrease, the highest mental health score in April continues to be in the Northeast (71.8)
- The Southern United States continues to have the lowest mental health score (70.6)

Region	April 2024	March 2024	Change
South	70.6	70.7	-0.1
West	71.0	71.2	-0.2
Midwest	70.7	71.5	-0.8
Northeast	71.8	73.3	-1.5



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	March 2024
Employed (no change in hours/salary)	71.8	72.1
Employed (fewer hours compared to last month)	61.3	64.0
Employed (reduced salary compared to last month)	59.5	61.2
Not currently employed	66.1	70.7

Age group	Apr. 2024	March 2024
Age 20-29	57.5	57.9
Age 30-39	64.5	64.6
Age 40-49	67.4	68.0
Age 50-59	70.1	71.3
Age 60-69	77.1	77.4

Number of children	Apr. 2024	March 2024
No children in household	72.0	73.0
1 child	68.6	67.4
2 children	67.7	67.9
3 children or more	66.4	67.2

Gender	Apr. 2024	March 2024
Men	73.3	74.4
Women	68.7	69.0

Household income/annum	Apr. 2024	March 2024
<\$30K	58.9	58.2
\$30K to <\$60K	65.1	66.0
\$60K to <\$100K	71.1	71.6
\$100K to <\$150K	74.0	75.2
\$150K or more	79.2	78.8

Employer size	Apr. 2024	March 2024
Self-employed/sole proprietor	69.1	69.5
2-50 employees	71.9	72.2
51-100 employees	67.8	68.3
101-500 employees	70.5	71.9
501-1,000 employees	70.3	72.4
1,001-5,000 employees	72.9	71.9
5,001-10,000 employees	70.4	71.0
More than 10,000 employees	72.7	73.0

Manager	Apr. 2024	March 2024
Manager	71.9	72.2
Non-manager	70.4	71.2

Work environment	Apr. 2024	March 2024
Labour	64.5	66.0
Office/desk	72.5	72.8
Service	71.3	71.5

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 (60.4), followed by workers in Agriculture, Forestry, Fishing and Hunting (61.6), and Food Services (64.0).

Workers in Professional, Scientific and Technical Services (75.4), Public Administration (74.8), and Wholesale Trade (74.5) have the highest mental health scores this month.



Industry	April 2024	March 2024	Change
Wholesale Trade	74.5	70.8	3.7
Technology	73.7	71.0	2.7
Media and Telecommunications	72.6	70.4	2.2
Administrative and Support services	68.2	66.3	1.9
Construction	71.2	70.5	0.7
Arts, Entertainment and Recreation	67.8	67.4	0.4
Educational Services	73.4	73.3	0.1
Health Care and Social Assistance	70.8	71.1	-0.3
Accommodation	69.4	69.8	-0.4
Food Services	64.0	64.4	-0.4
Other services (except Public Administration)	71.5	72.0	-0.5
Finance and Insurance	74.3	74.9	-0.6
Management of Companies and Enterprises	65.8	66.5	-0.7
Other	69.4	70.3	-0.9
Public Administration	74.8	76.0	-1.2
Professional, Scientific and Technical Services	75.4	76.8	-1.4
Manufacturing	71.5	73.1	-1.6
Transportation and Warehousing	68.3	69.9	-1.6
Retail Trade	68.1	69.8	-1.7
Utilities	70.5	73.4	-2.9
Information and Cultural Industries	60.4	63.6	-3.2
Agriculture, Forestry, Fishing and Hunting	61.6	65.3	-3.7
Real Estate, Rental and Leasing	72.7	76.6	-3.9

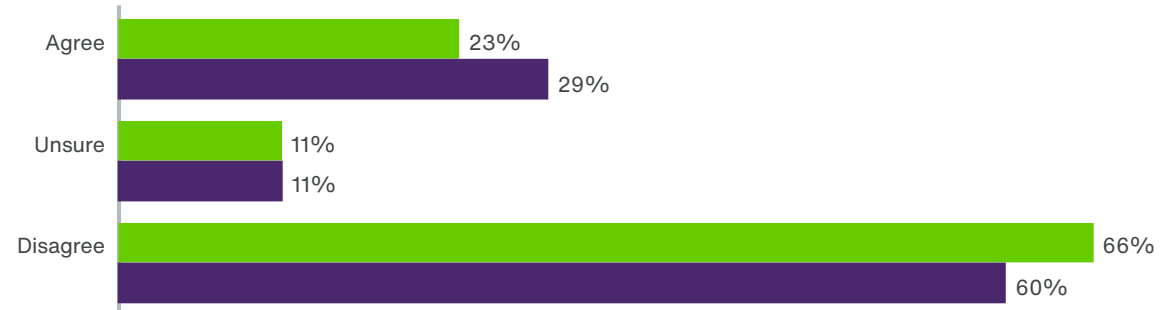
Spotlight

Burnout

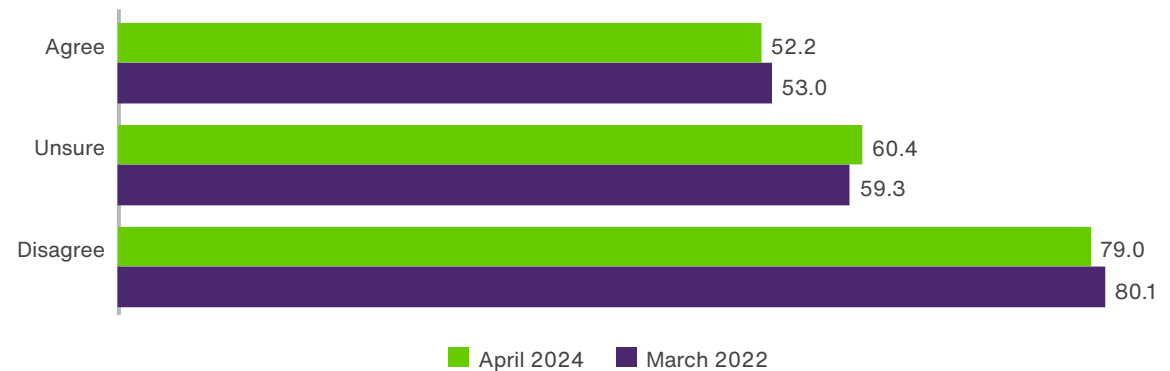
Nearly one-quarter (23 percent) of workers are finding it increasingly difficult to be motivated to do their work.

- Workers finding it more difficult to be motivated have the lowest/worst mental health score (52.2), nearly 27 points lower than workers not reporting difficulty with motivation and nearly 19 points lower than the national average (71.0)
- Workers under 40 are nearly two and a half times 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.
- Two-thirds (66 percent) are not finding it difficult to be motivated to do their work; this group has the highest/best mental health score (79.0), eight points higher than the national average (71.0)

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



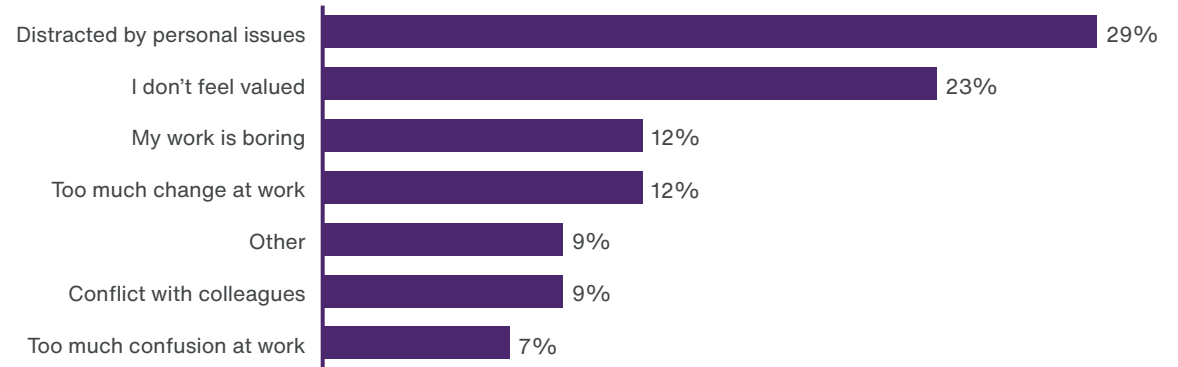
MHI score by “I am finding it increasingly difficult to be motivated to do my work”



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

- More than one-quarter (29 percent) are distracted by personal issues; this group has the lowest/worst mental health score (46.6), more than 24 points lower than the national average (71.0)
- Nearly one-quarter (23 percent) do not feel valued at work, 12 percent report that their work is boring, 12 percent report that there is too much change at work, and nine percent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers are 50 percent 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 70 percent 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”



More than one-third (34 percent) of workers often end their workday feeling mentally and/or physically exhausted.

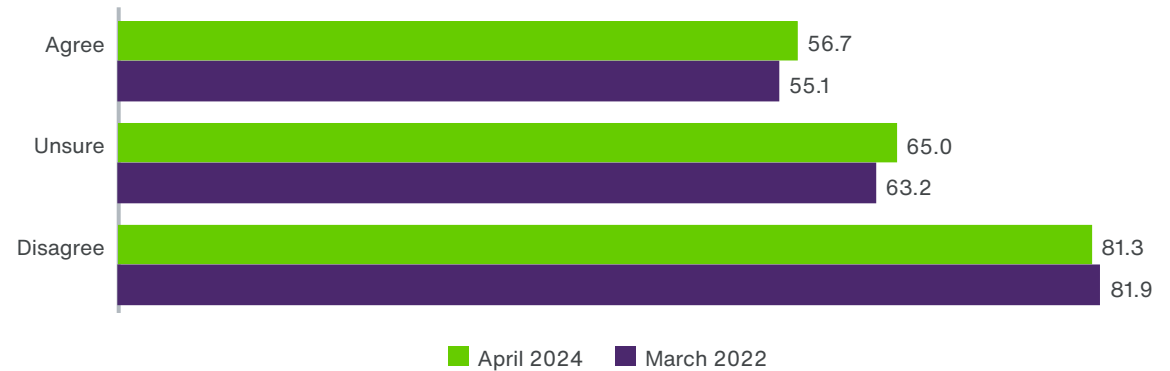
- The mental health score of 34 percent of workers feeling mentally and/or physically exhausted at the end of their workday (56.7) is nearly 25 points lower than workers not reporting exhaustion (81.3) and more than 14 points lower than the national average (71.0)
- Workers under 40 are 80 percent more likely than 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
- More than half (54 percent) do not end their workday feeling mentally and/or physically exhausted; this group has the highest/best mental health score (81.3), more than 10 points higher than the national average (71.0)



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”



More than half (52 percent) of workers feel burnt out.

- More than two in five (41 percent) report feeling somewhat burnt out; this group has a mental health score (64.0) more than 18 points lower than workers not feeling burnt out (82.4) and seven points lower than the national average (71.0)
- More than one in ten (11 percent) report feeling extremely burnt out; this group has the lowest/worst mental health score (45.5) nearly 37 points lower than workers who do not feel burnt out (82.4) and more than 25 points lower than the national average (71.0)
- Workers under 40 are two and a half times more likely than workers over 50 to feel extremely burnt out
- Women are 40 percent more likely than men to feel extremely burnt out
- Nearly half (48 percent) do not feel burnt out; this group has the highest/best mental health score (82.4), more than 11 points higher than the national average (71.0)



Do you feel burnt out?



MHI score by “Do you feel burnt out?”

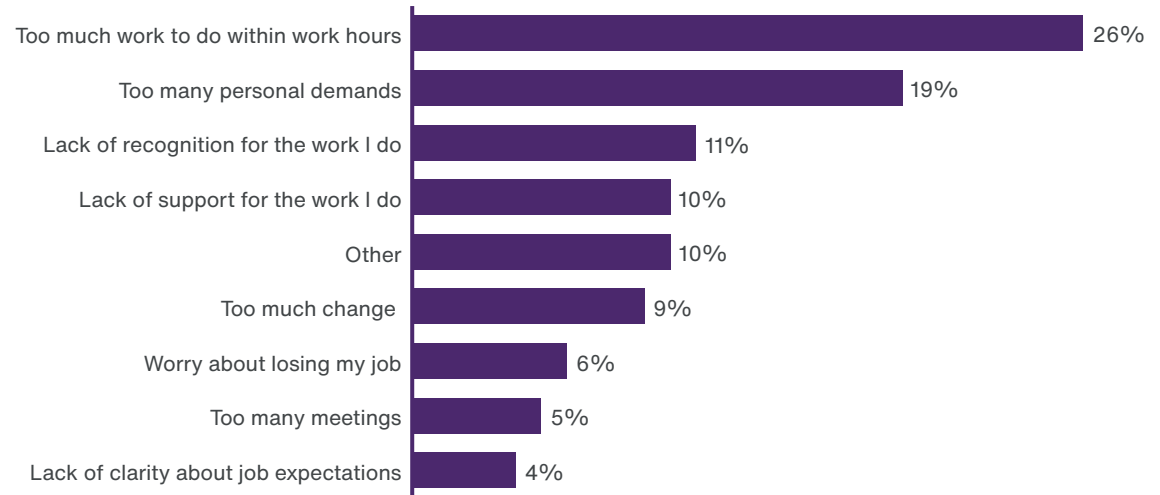


Among 52 percent of workers reporting feeling burnt out, too much work is the leading cause.

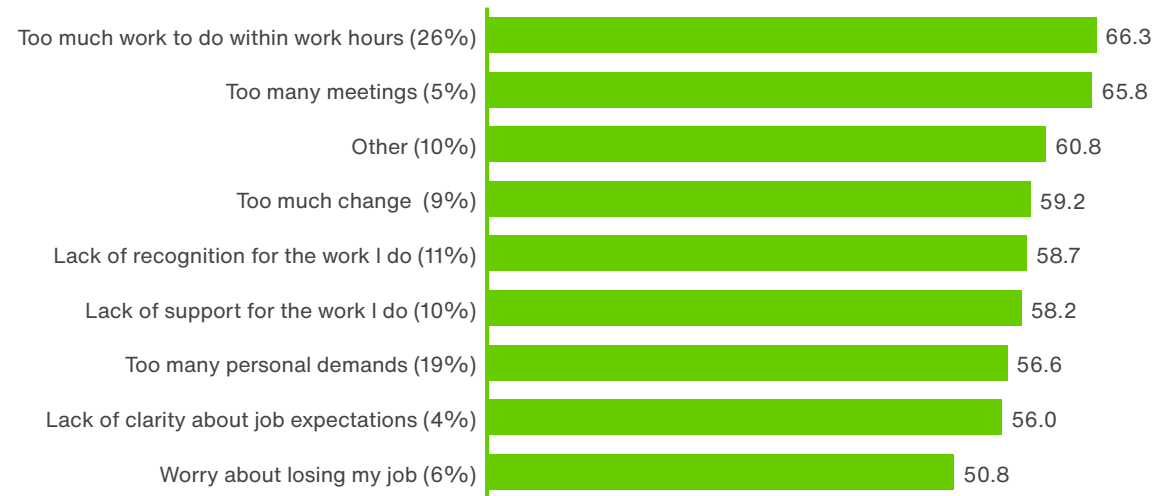
- More than one-quarter (26 percent) feel burnt out because they have too much work to do within working hours, 19 percent have too many personal demands, 11 percent feel a lack of recognition for the work they do, and 10 percent feel a lack of support for the work they do
- The lowest/worst mental health score (50.8) is among six percent of workers who are worried about losing their job, nearly 20 points lower than the national average (71.0)



Primary reason for feeling burnt out



MHI score by “Primary reason for feeling burnt out”



Professional support for mental health.

One-quarter (25 percent) of workers are unsure, or would not know where to go for professional help if they had a mental health issue.

- Nearly three-quarters (74 percent) would know where to go for professional help if they had a mental health issue; this group has highest/best mental health score (73.9), nearly 13 points higher than workers who would not know where to go for help (61.3) and three points higher than the national average (71.0)
- 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
- One in four (25 percent) 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 Program (EAP).

More than three in five (64 percent) workers are unsure, or their employer does not offer an Employee Assistance Program.

- The mental health scores of workers who do not know, or report that their employer does not offer an EAP, are at least three points lower than workers with an EAP (73.4)
- More than one-third (36 percent) report that their employer offers an EAP; this group has the highest/best mental health score (73.4), more than three points higher than workers without an EAP (70.1) and more than two points higher than the national average (71.0)
- Nearly two in five (38 percent) last heard about their EAP during benefits enrollment, 19 percent last heard about the EAP from their company’s intranet/website, 15 percent heard about their EAP via an email message, and eight percent last heard about their EAP from a poster at their workplace

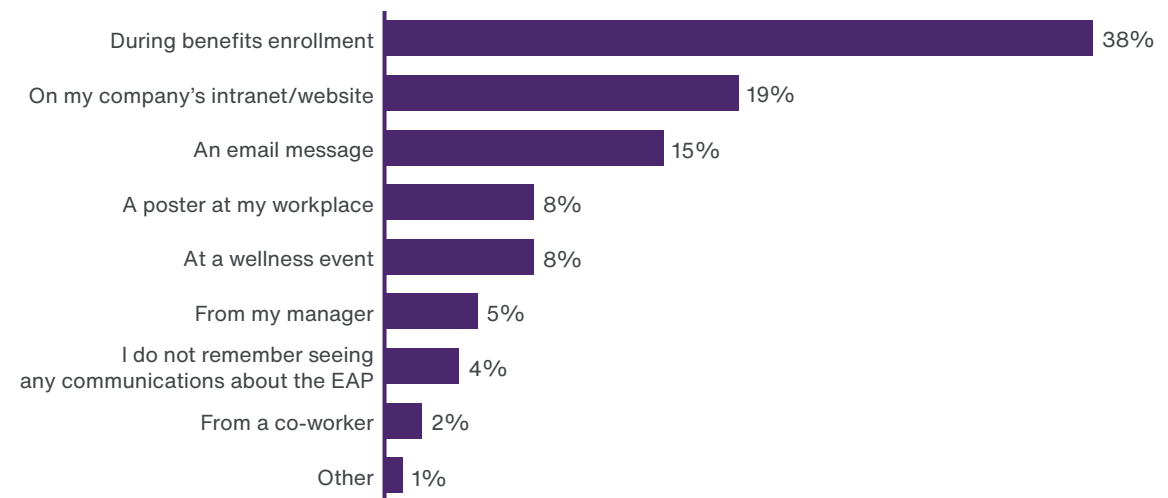
Does your employer offer an Employee Assistance Program?



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



Where did you last hear about your Employee Assistance Program?



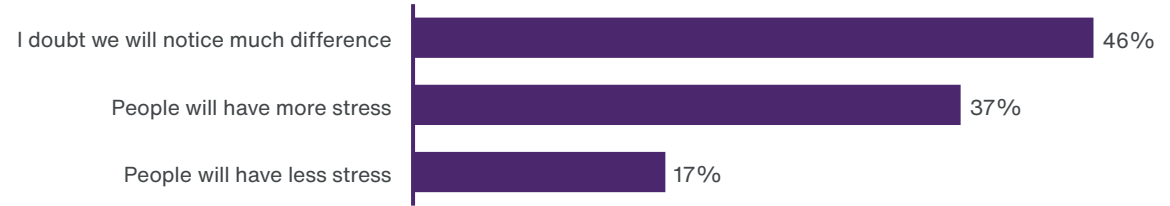
Artificial Intelligence (AI) in the workplace.

Nearly half (46 percent) of workers do not expect an impact on work stress because of the use of AI.

- Nearly two in five (37 percent) 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 (67.7), more than three points lower than the national average (71.0)
- More than one in six (17 percent) 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 (73.3), nearly six points higher than workers who think it will result in more stress (67.7) and more than two points higher than the national average (71.0)



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”

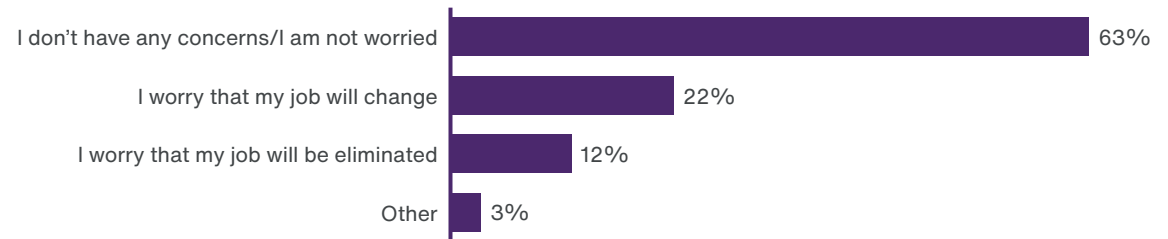


Nearly two-thirds (63 percent) of workers do not have concerns about their company's use of AI.

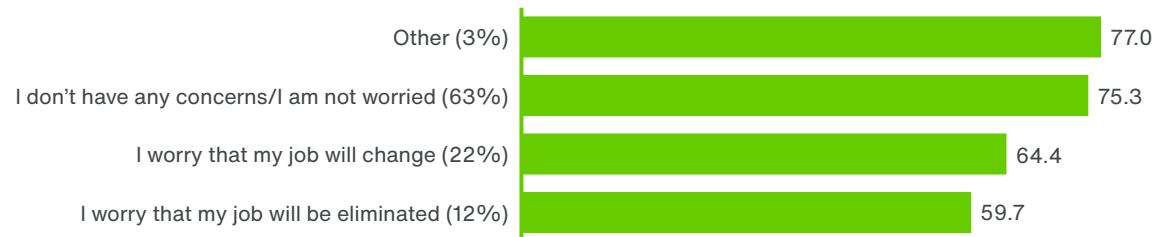
- The mental health score of 63 percent of workers who are not concerned about their company's use of AI (75.3) is at least 11 points higher than workers with concerns and more than four points higher than the national average (71.0)
- More than one in five (22 percent) are worried that their jobs will change and 12 percent are worried that their jobs will be eliminated.
- The lowest/worst mental health score (59.7) is among 14 percent who are worried that their jobs will be eliminated because of their company's use of AI
- Workers under 40 are 75 percent more likely than workers over 50 to be worried that their jobs will be eliminated
- Workers with an annual household income less than \$60,000 are nearly 90 percent more likely than workers with an annual household income greater than \$100,000 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 eight in ten (79 percent) workers report not having used AI tools to do any part of their work.

- Nearly four in five (79 percent) have not used AI tools to do any part of their work; this group has the highest/best mental health score (71.4), modestly higher than workers who have used AI tools for work (69.7) and the national average (71.0)
- More than one in five (21 percent) have used AI tools to do some part of their work; this group has a mental health score (69.7) modestly lower than workers who have not used AI for work (71.4)
- Workers under 40 are more than twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are nearly three times 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 Information and Cultural Industries, Technology, Media and Telecommunications, Management of Companies and Enterprises, and Finance and Insurance

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?”



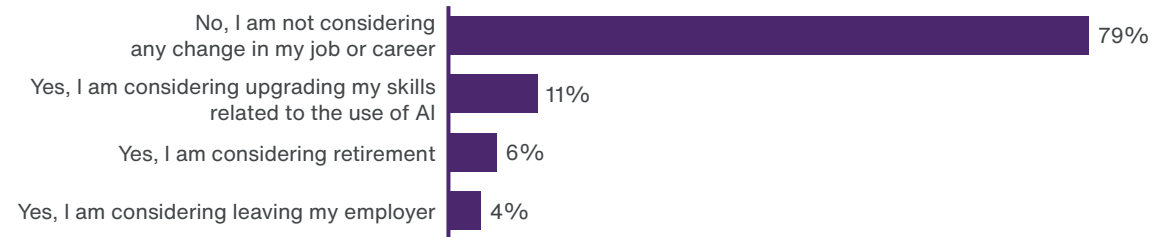
Top five industries that employ AI	
Information and Cultural Industries (excluding media and telecommunications)	58%
Technology	51%
Media and Telecommunications	31%
Management of Companies and Enterprises	28%
Finance and Insurance	27%

More than one in five (21 percent) workers are considering a change because of the use of AI tools in their workplace.

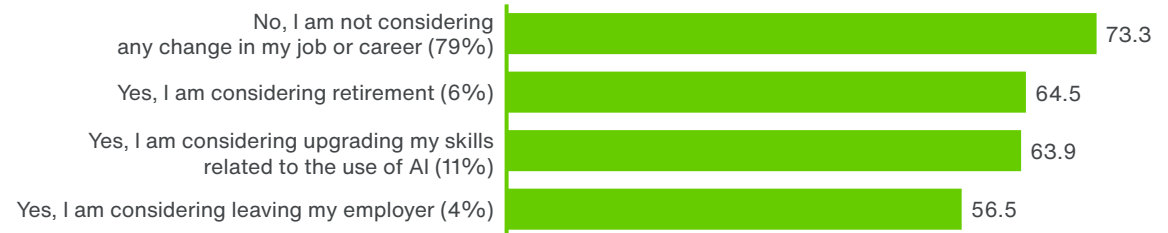
- More than one in ten (11 percent) are considering upgrading their skills related to the use of AI and six percent are considering retirement
- Workers under 40 are nearly three times more likely than workers over 50 to be considering upgrading their skills related to the use of AI
- Managers are two and a half times more likely than non-managers to be considering upgrading their skills related to the use of AI
- Parents are nearly twice as likely as non-parents to be considering upgrading their skills related to the use of AI
- Nearly four in five (79 percent) are not considering a change because of the use of AI in their workplace; this group has the highest/best mental health score (73.3), more than two points higher than the national average (71.0)
- The lowest/worst mental health score (56.5) is among four percent of workers who are considering leaving their employer because of the use of AI tools in their workplace, nearly 17 points lower than workers who are not considering any change (73.3) and more than 14 points lower than the national average (71.0)



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?”



More workers do not perceive AI will have an impact on their industry compared to workers reporting either a positive or a negative impact.

- Nearly two in five (37 percent) believe that AI will have no impact on the industry they work in; this group has a mental health score (72.0), modestly higher than the national average (71.0)
- More than one-third (35 percent) believe that AI will have a positive impact on the industry they work in; this group has the highest/best mental health score (73.5), nearly seven points higher than workers who believe that AI will have a negative impact and more than two points higher than the national average (71.0)
- Nearly one-third (29 percent) believe that AI will have a negative impact on the industry they work in; this group has the lowest/worst mental health score (66.6), more than four points lower than the national average (71.0)
- Technology (62 percent), Information and Cultural Industries (48 percent), and Finance and Insurance (47 percent) workers are most likely to report a positive impact
- Agriculture, Forestry, Fishing and Hunting (14 percent), Food Services (24 percent), and Wholesale Trade (24 percent) workers are least likely to report a positive impact



Perceived impact of AI on the industry in which you work



MHI score by “Perceived impact of AI on the industry in which you work”



Nearly half (45 percent) believe that AI will have a positive impact on healthcare.

- The highest/best mental health score (73.5) is among 45 percent who believe that AI will have a positive impact on healthcare, this score is more than six points higher than workers who believe AI will have a negative impact (67.3) and more than two points higher than the national average (71.0)
- More than one-quarter (29 percent) believe that AI will have a negative impact on healthcare; this group has the lowest/worst mental health score (67.3), nearly four points lower than the national average (71.0)



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 5,000 people who live in the United States and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United States. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between April 5 and April 15, 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.

Contact MHI@telushealth.com





www.telushealth.com

