



TELUS Mental Health Index.

Special report on Physical Health

United States of America | September 2024

Table of contents

1. What you need to know for September 2024	3
2. The Mental Health Index	7
Mental health risk	8
Mental Health Index sub-scores.....	9
Anxiety	10
Isolation.....	11
Work productivity	12
Managers compared to non-managers	13
Mental health by gender and age	14
Mental health by employment status.....	14
Emergency savings.....	14
3. The Mental Health Index by region	15
4. The Mental Health Index by industry	17
5. Spotlight	18
The relationship between MHI scores and productivity	18
The impact of health conditions on MHI scores and productivity	19
Dietary habits	22
Physical wellbeing.....	24
Pinpointing the drivers of feeling unwell	32
Improving health and wellbeing	33
Employer support for wellbeing	38
Experience with healthcare	40
6. Overview of the TELUS Mental Health Index	41
Methodology.....	41
Calculations	41
Additional data and analyses.....	41

What you need to know for September 2024.



Following a spike in March 2024, the mental health of workers in the United States has declined through September; nearly one-quarter (23 percent) are considered high-risk.

- At 70.6, the mental health of workers is unchanged from August
- 23 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk
- Depression, work productivity, isolation, and financial risk sub-scores have declined from August; the financial risk sub-score has declined most significantly, down 1.7 points from the previous month
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- Mental health scores have improved in the Northeast and Midwest, while scores have declined in the South and West
- 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
- Nearly one in five (19 percent) workers have a mental health score of 50 or lower. The productivity loss of this group is more than three times the number of lost workdays as 36 percent of workers with a mental health score of 80 or higher

More than half of workers adhere to a healthy diet, with younger workers (under 40) and those without emergency savings more likely to report unhealthy eating. The mental health score of workers reporting unhealthy eating is nearly 23 points lower than workers reporting healthy eating.

- 53 percent of workers report following a healthy diet
- 10 percent of workers report following an unhealthy diet; the mental health score of this group is nearly 23 points lower than workers reporting a healthy diet and nearly 18 points lower than the national average
- Workers without emergency savings are nearly three times more likely than workers with emergency savings to report an unhealthy diet
- Workers under 40 are 75 percent more likely than workers over 50 to report an unhealthy diet

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- 20 percent of workers report an anxiety diagnosis, 15 percent report a depression diagnosis
- 12 percent report a diagnosed sleep disorder
- Workers diagnosed with a mental health condition other than anxiety or depression experience the most significant productivity loss (64.2 working days per year) and have a mental health score more than 29 points lower than workers with no diagnosed health conditions and 23 points lower than the national average
- Workers diagnosed with depression lose 57.5 working days of productivity per year and have a mental health score more than 28 points lower than workers with no diagnosed health conditions and nearly 22 points lower than the national average
- Workers diagnosed with anxiety lose 54.3 working days of productivity per year and have a mental health score nearly 24 points lower than workers with no diagnosed health conditions and nearly 18 points lower than the national average
- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Workers without emergency savings are two and a half times more likely to report being diagnosed with anxiety and nearly three times more likely to report being diagnosed with depression

In this report, **productivity loss** refers to workdays lost per year because of physical health issues and/or emotional or mental health challenges. Some productivity fluctuation is inevitable as employees naturally experience varying levels of efficiency throughout their workday.



Workers reporting low interest

in improving their health and wellbeing lose four more weeks of productivity annually (20 working days) than workers reporting high interest in improving their health and wellbeing. Physical fitness and sleep quality are top priorities for self-improvement.

- 73 percent report high interest in improving their health and wellbeing
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 32.5 working days per year compared to 52.2 working days per year among workers reporting low interest in improving their health and wellbeing
- 55 percent of workers want to improve their physical fitness
- 52 percent want to improve their sleep quality
- 41 percent want to improve their diet and nutrition
- 37 percent want to improve their stress level
- 18 percent want to improve pain management

Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- 29 percent report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work
- 23 percent report reducing the risk of disease/longevity is their biggest motivator
- 19 percent report improving physical fitness/stamina is their biggest motivator
- 10 percent report stress reduction is their biggest motivator
- Workers under 40 are 80 percent more likely than workers over 50 to report stress reduction as the biggest motivator for participating in physical activity

Workers dissatisfied with their physical health have a mental health score 25 points lower than satisfied workers and lose an additional 21 working days in productivity annually compared to satisfied workers.

- 63 percent of workers are satisfied with their physical health
- 14 percent of workers are dissatisfied with their physical health; the mental health score of this group is nearly 25 points lower than workers who are satisfied with their physical health and more than 18 points lower than the national average
- Workers who are satisfied with their physical health have a productivity loss of 29.4 working days per year compared to 50.5 working days per year among workers who are dissatisfied with their physical health
- 46 percent of workers sometimes engage in physical activity
- 47 percent of workers often engage in physical activity
- Seven percent of workers never engage in physical activity; this group loses more than 14 additional working days of productivity annually and has a mental health score more than 14 points lower than workers who often engage in physical activity



Mental health scores are **strongly correlated** with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss.



Workers rating poor employer support for their physical wellbeing have a mental health score 21 points lower than workers reporting excellent support and lose an additional 23 working days in productivity annually.

- 35 percent rate employer support for physical wellbeing as very good/excellent; the mental health score of this group is at least 16 points higher than workers rating employer support as poor and at least five points higher than the national average
- 34 percent rate employer support for mental wellbeing as very good/excellent; the mental health score of this group is at least 17 points higher than workers rating employer support as poor and at least five points higher than the national average
- Productivity losses increase as the employer's rating for support declines:
 - workers rating employer support for physical wellbeing as excellent lose 23.4 working days per year in productivity compared to 46.8 working days per year in productivity loss among workers rating employer support as poor
 - workers rating employer support for mental wellbeing as excellent lose 21.1 working days per year in productivity compared to 48.8 working days per year in productivity loss among workers rating employer support as poor

More than one in ten (12 percent) workers report a negative experience with the healthcare system, with women, younger workers, and workers without financial security bearing a disproportionately higher rate of negative encounters compared to their counterparts.

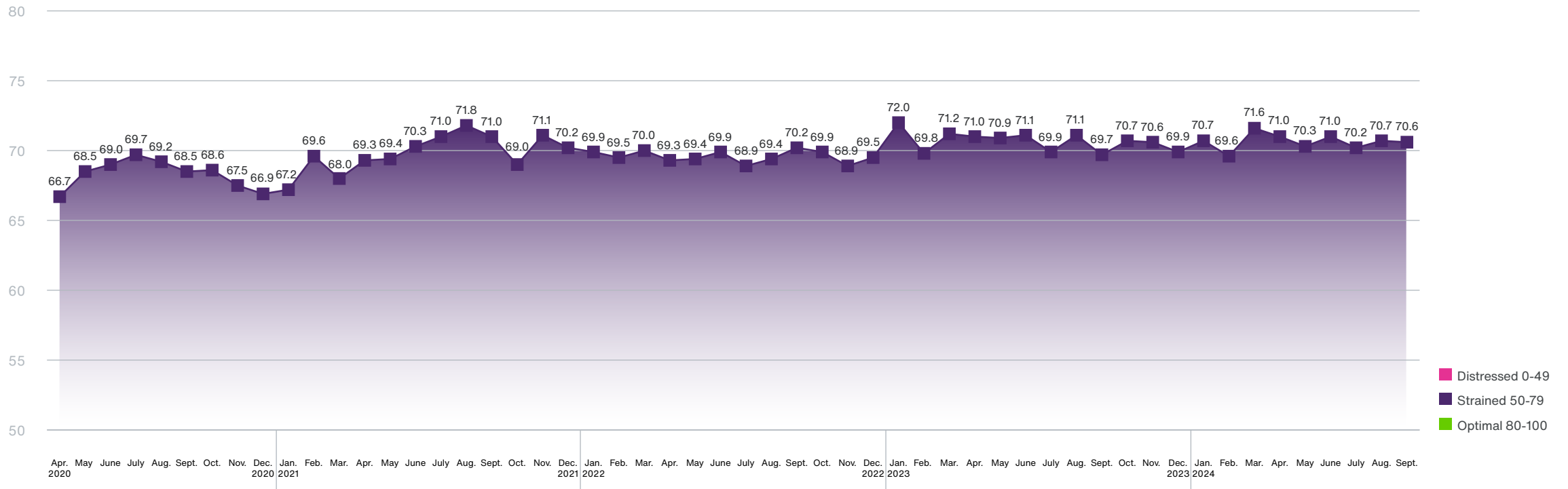
- 65 percent report a positive experience with the healthcare system
- 12 percent report a negative experience with the healthcare system; the mental health score of this group is nearly 19 points lower than workers reporting a positive experience and nearly 14 points lower than the national average
- Workers without emergency savings are 80 percent more likely than workers with emergency savings to report a negative experience with the healthcare system
- Workers under 40 are 70 percent more likely than workers over 50 to report a negative experience with the healthcare system
- Women are 40 percent more likely than men to report a negative experience with the healthcare system

The Mental Health Index.

MHI Current Month September 2024	August 2024
70.6	70.7

The overall Mental Health Index for September 2024 is 70.6.

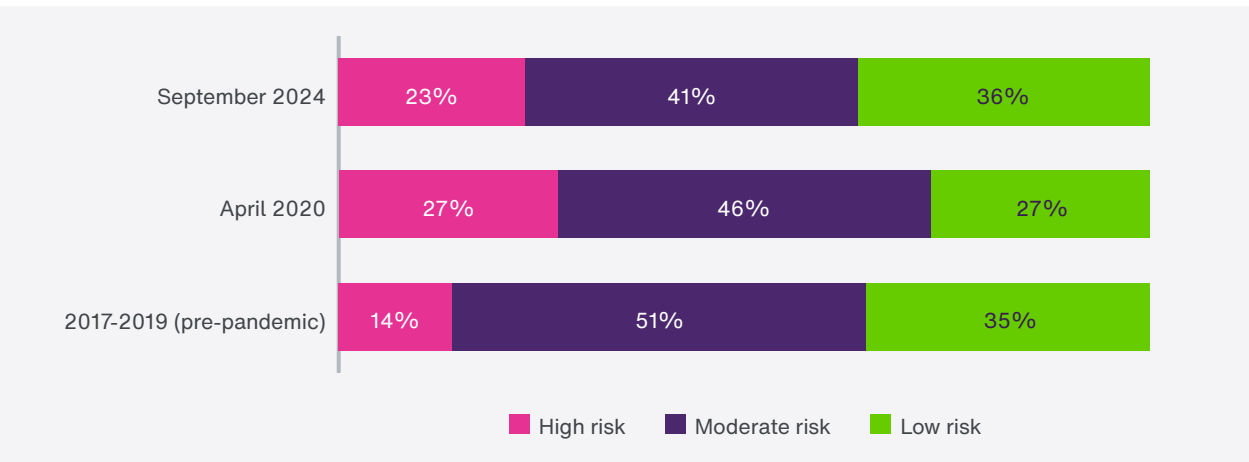
The mental health of workers in the United States is nearly unchanged from the previous month.





Mental health risk.

In September 2024, 23 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk. More than four years after the launch of the MHI in April 2020, there has been a four percent reduction in high-risk workers and a nine percent increase in low-risk workers.



Approximately 30 percent of workers in the high-risk group report diagnosed anxiety or depression, seven percent report diagnosed anxiety or depression in the moderate-risk group, and one percent of workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For more than two years, the lowest Mental Health Index sub-score continues to be anxiety (64.4). Isolation (67.0), work productivity (70.3), depression (70.7), optimism (72.1), and financial risk (72.7) follow. General psychological health (77.4) continues to be the most favorable mental health measure in September 2024.

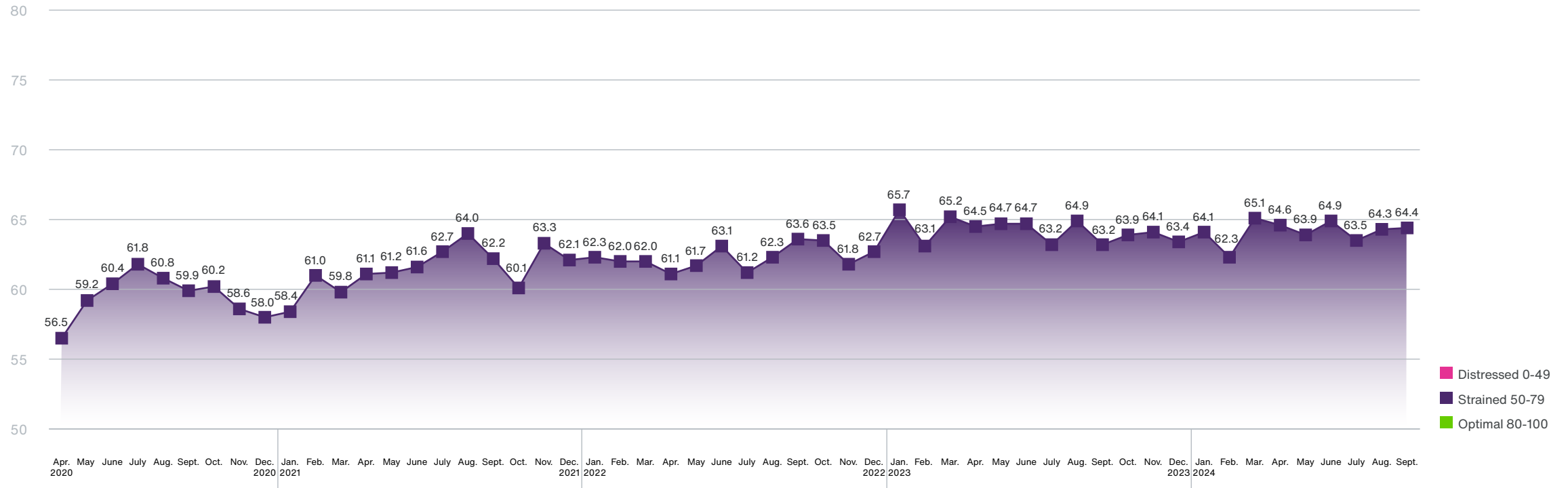
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- Depression, work productivity, isolation, and financial risk sub-scores have declined from the previous month
- The financial risk sub-score score has declined most notably, down 1.7 points from August 2024

Mental Health Index Sub-scores	September 2024	August 2024
Anxiety	64.4	64.3
Isolation	67.0	67.2
Work productivity	70.3	71.2
Depression	70.7	70.9
Optimism	72.1	71.6
Financial risk	72.7	74.4
Psychological health	77.4	77.0



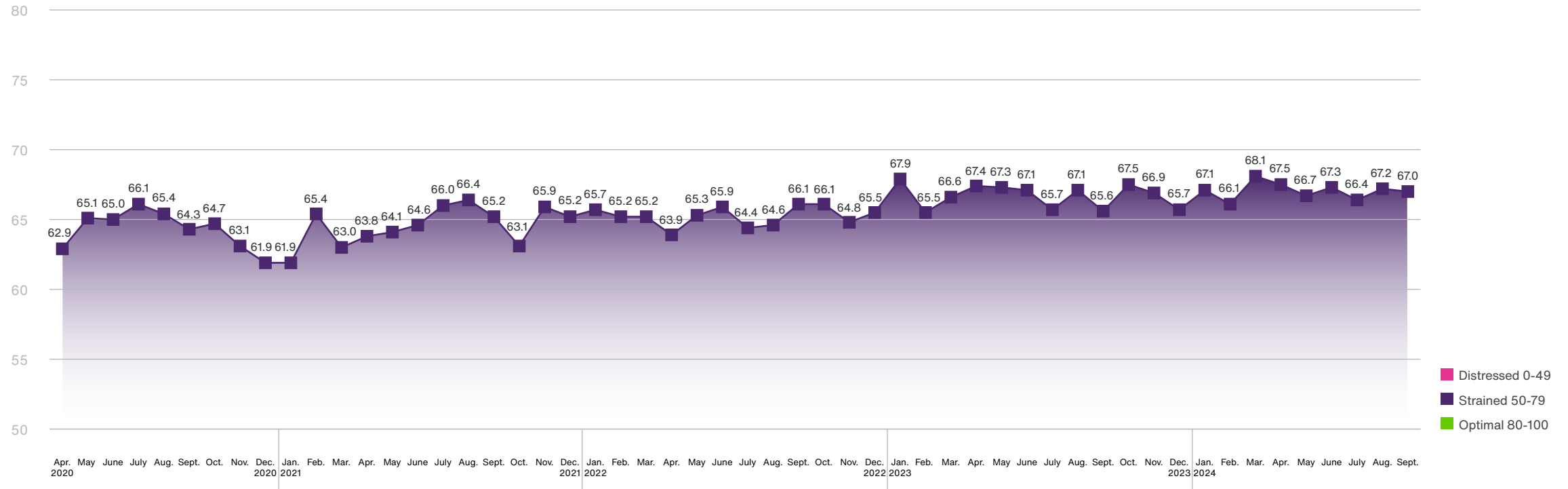
Anxiety

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for more than two years. Following a sharp increase in March 2024, the anxiety score generally declined modestly through July. In September 2024, the anxiety score remains nearly unchanged from the previous month.



Isolation

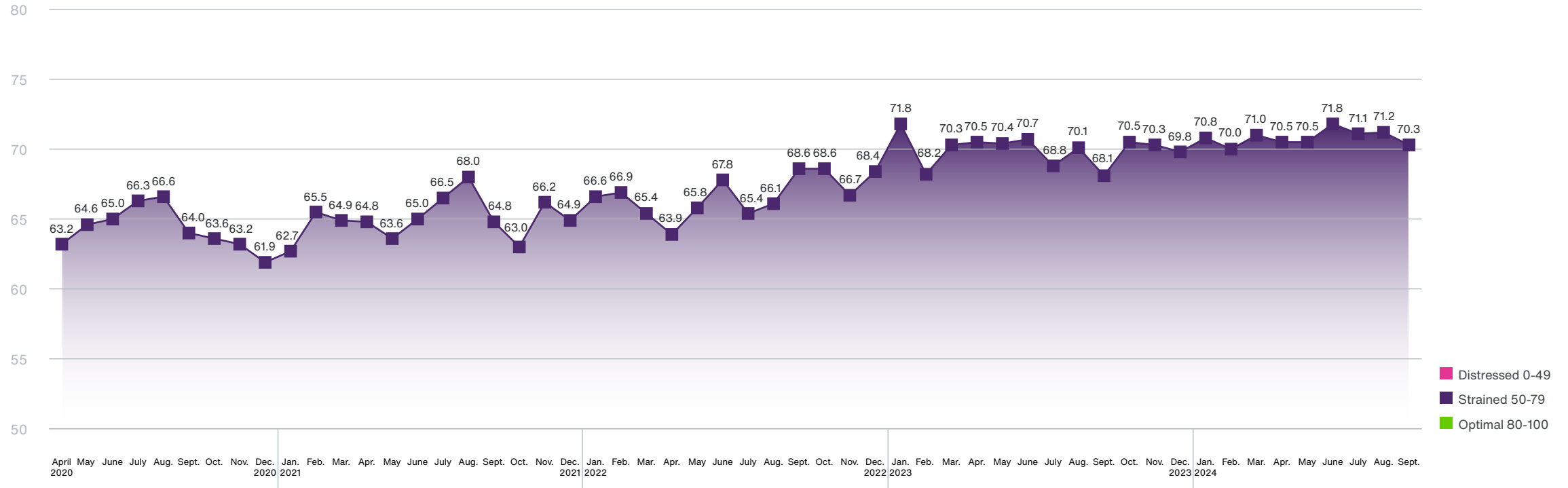
Despite significant variability, isolation scores have generally improved since the launch of the MHI in April 2020. After reaching its peak in March 2024, the isolation sub-score declined through July. In September 2024, the isolation score has declined modestly from the previous month and it continues to be the second lowest mental health sub-score for more than two years.



Work productivity

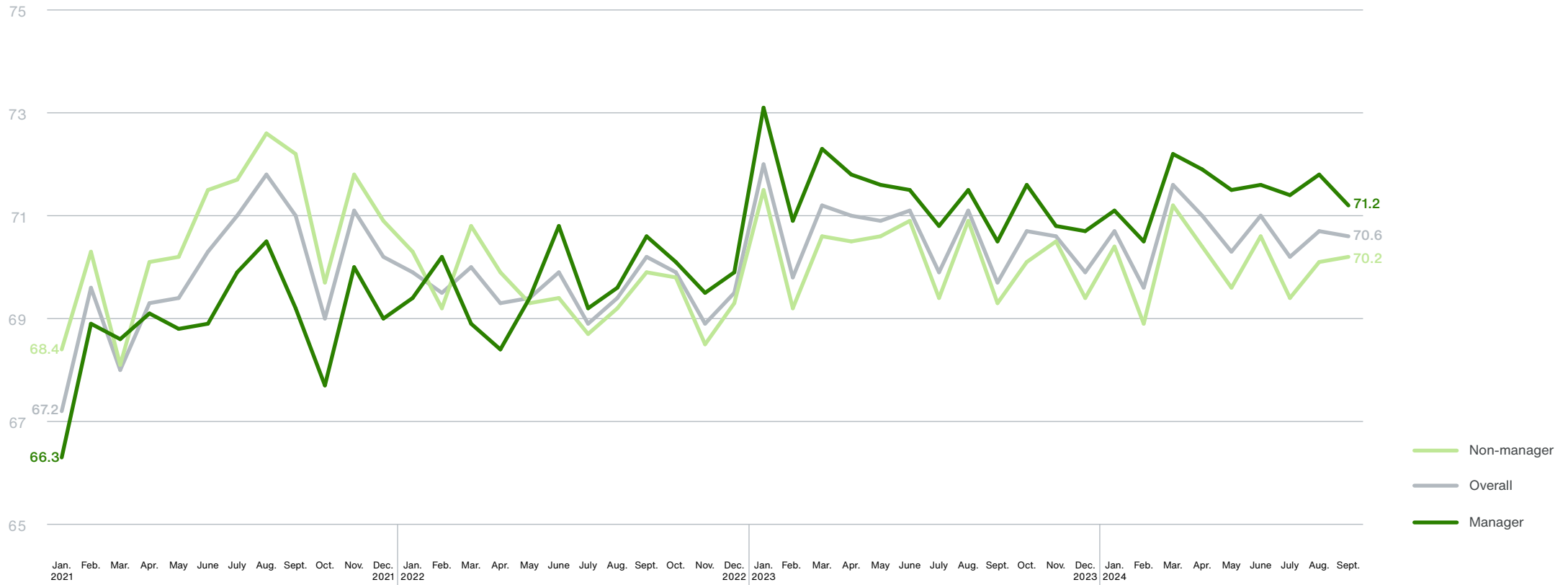
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally followed an increasing trend since the launch of the MHI in April 2020. However, in September 2024, the work productivity sub-score has declined nearly one point from August and 1.5-points since June.



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 September 2024, the mental health score of managers (71.2) has declined modestly, yet it continues to be higher than the mental health score of non-managers (70.2) and the national average (70.6).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In September 2024, the mental health score of women is 68.6 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 the MHI in April 2020. More than four years later, this pattern continues with a lower score for workers with at least one child (65.9) than workers without children (72.3)

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 (57.1), followed by workers reporting fewer hours than the last month (62.0), respondents not currently employed (70.2), and workers with no change to salary or hours 71.4
- Laborers continue to have a lower mental health score (63.9) than service industry (71.1) and office workers (72.1)
- Managers have a higher mental health score (71.2) than non-managers (70.2)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (72.6)
- Respondents working for companies with 51-100 employees have the lowest mental health score (65.8)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.5) than the overall group (70.6). Workers with emergency savings have a mental health score of 76.3

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

The Mental Health Index by region.

In September 2024, the mental health scores in the Western and Southern United States have declined from the previous month whereas, the mental health scores in the Northeast and Midwest have improved from August.

- With a modest (0.6 point) increase, the Northeastern United States has the highest mental health score (72.0) in September
- With a slight (0.1 point) decline, the Southern United States continues to have the lowest mental health score (69.8)



Region	September 2024	August 2024	Change
Northeast	72.0	71.4	0.6
Midwest	71.0	70.7	0.3
South	69.8	69.9	-0.1
West	70.1	71.4	-1.3

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	Sept. 2024	Aug. 2024
Employed (no change in hours/salary)	71.4	71.5
Employed (fewer hours compared to last month)	62.0	63.8
Employed (reduced salary compared to last month)	57.1	53.6
Not currently employed	70.2	68.8

Age group	Sept. 2024	Aug. 2024
Age 20-29	56.0	59.0
Age 30-39	62.4	64.9
Age 40-49	66.6	66.9
Age 50-59	71.1	70.0
Age 60-69	77.3	76.2

Number of children	Sept. 2024	Aug. 2024
No children in household	72.3	71.8
1 child	64.7	67.7
2 children	67.3	68.1
3 children or more	66.8	67.9

Gender	Sept. 2024	Aug. 2024
Men	72.7	73.0
Women	68.6	68.5

Household income/annum	Sept. 2024	Aug. 2024
<\$30K	60.4	60.2
\$30K to <\$60K	63.8	65.1
\$60K to <\$100K	70.1	70.0
\$100K to <\$150K	74.4	73.6
\$150K or more	78.7	78.9

Employer size	Sept. 2024	Aug. 2024
Self-employed/sole proprietor	70.1	69.3
2-50 employees	71.2	70.8
51-100 employees	65.8	69.1
101-500 employees	70.4	70.9
501-1,000 employees	70.0	70.0
1,001-5,000 employees	71.6	72.5
5,001-10,000 employees	71.3	70.7
More than 10,000 employees	72.6	71.6

Manager	Sept. 2024	Aug. 2024
Manager	71.2	71.8
Non-manager	70.2	70.1

Work environment	Sept. 2024	Aug. 2024
Labor	63.9	65.3
Office/desk	72.1	71.9
Service	71.1	71.0

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

The Mental Health Index by industry.

Workers in Information and Cultural Industries have the lowest mental health score (60.7), followed by workers in Agriculture, Forestry, Fishing and Hunting (61.4), and Utilities (62.9).

Workers in Finance and Insurance (75.8), Professional, Scientific and Technical Services (75.7), and Real Estate, Rental and Leasing (74.8) have the highest mental health scores this month.



Industry	September 2024	August 2024	Change
Management of Companies and Enterprises	74.6	66.4	8.2
Real Estate, Rental and Leasing	74.8	69.9	4.9
Public Administration	73.8	71.1	2.7
Finance and Insurance	75.8	73.7	2.1
Wholesale Trade	74.0	72.0	2.0
Media and Telecommunications	67.7	65.9	1.8
Manufacturing	71.6	70.3	1.3
Technology	71.4	70.4	1.0
Educational Services	73.9	73.3	0.6
Retail Trade	67.7	67.3	0.4
Arts, Entertainment and Recreation	67.9	67.5	0.4
Transportation and Warehousing	69.7	69.6	0.1
Administrative and Support services	67.3	67.7	-0.4
Health Care and Social Assistance	69.9	70.5	-0.6
Accommodation	69.1	70.0	-0.9
Other	68.6	69.5	-0.9
Professional, Scientific and Technical Services	75.7	76.7	-1.0
Food Services	64.2	65.8	-1.6
Construction	68.2	70.1	-1.9
Agriculture, Forestry, Fishing and Hunting	61.4	64.8	-3.4
Other services (except Public Administration)	69.1	73.2	-4.1
Utilities	62.9	70.4	-7.5
Information and Cultural Industries	60.7	69.0	-8.3

Spotlight

The relationship between MHI scores and productivity.

Productivity losses are calculated using an assessment of four key metrics:

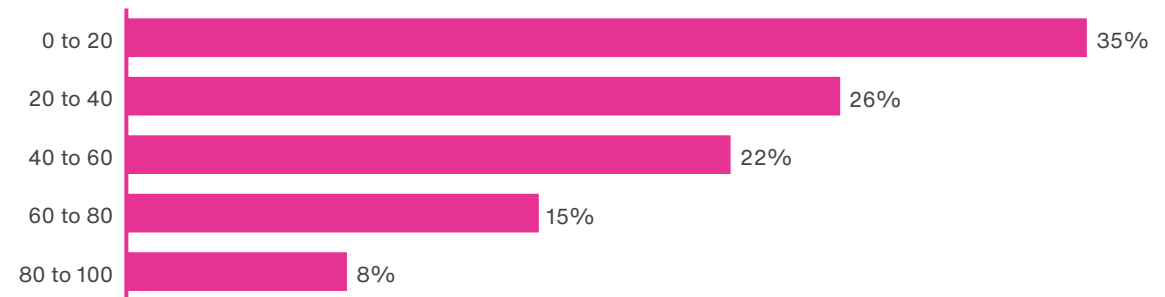
1. Work effort when feeling well
2. Absenteeism when feeling unwell
3. Instances of working when feeling unwell (commonly referred to as Presenteeism)
4. Work effort when feeling unwell

Productivity loss is reported as the number of workdays lost per year, based on a standard 240-day work year.

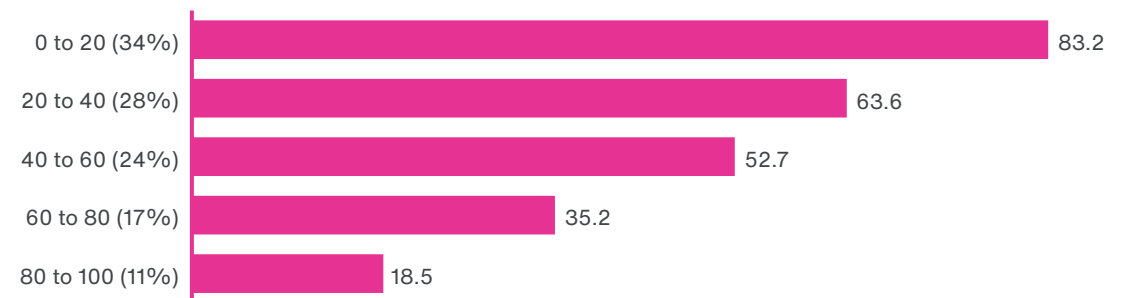
- Mental health scores are strongly correlated with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss
- Nearly one in five (19 percent) workers have a mental health score of 50 or lower. The productivity loss of this group is more than three times the number of lost workdays as 36 percent of workers with a mental health score of 80 or higher



Productivity loss by MHI score



Productivity loss in working days per year by MHI score



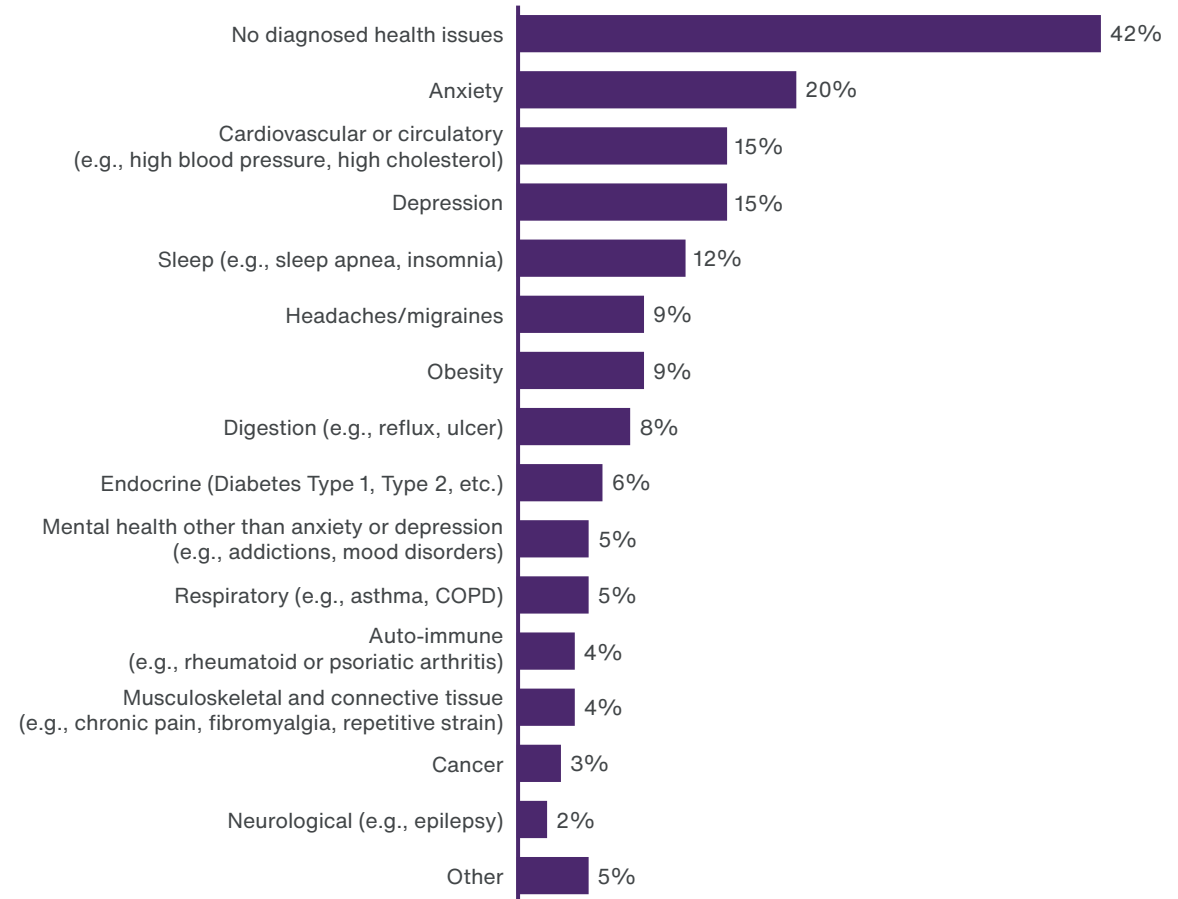
The impact of health conditions on MHI scores and productivity.

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- One in five (20 percent) workers report an anxiety diagnosis, 15 percent report a cardiovascular or circulatory issue, 15 percent report a depression diagnosis, and 12 percent report a diagnosed sleep disorder
- More than two in five (42 percent) did not report any diagnoses; this group has the highest mental health score (76.9), more than six points higher than the national average (70.6)



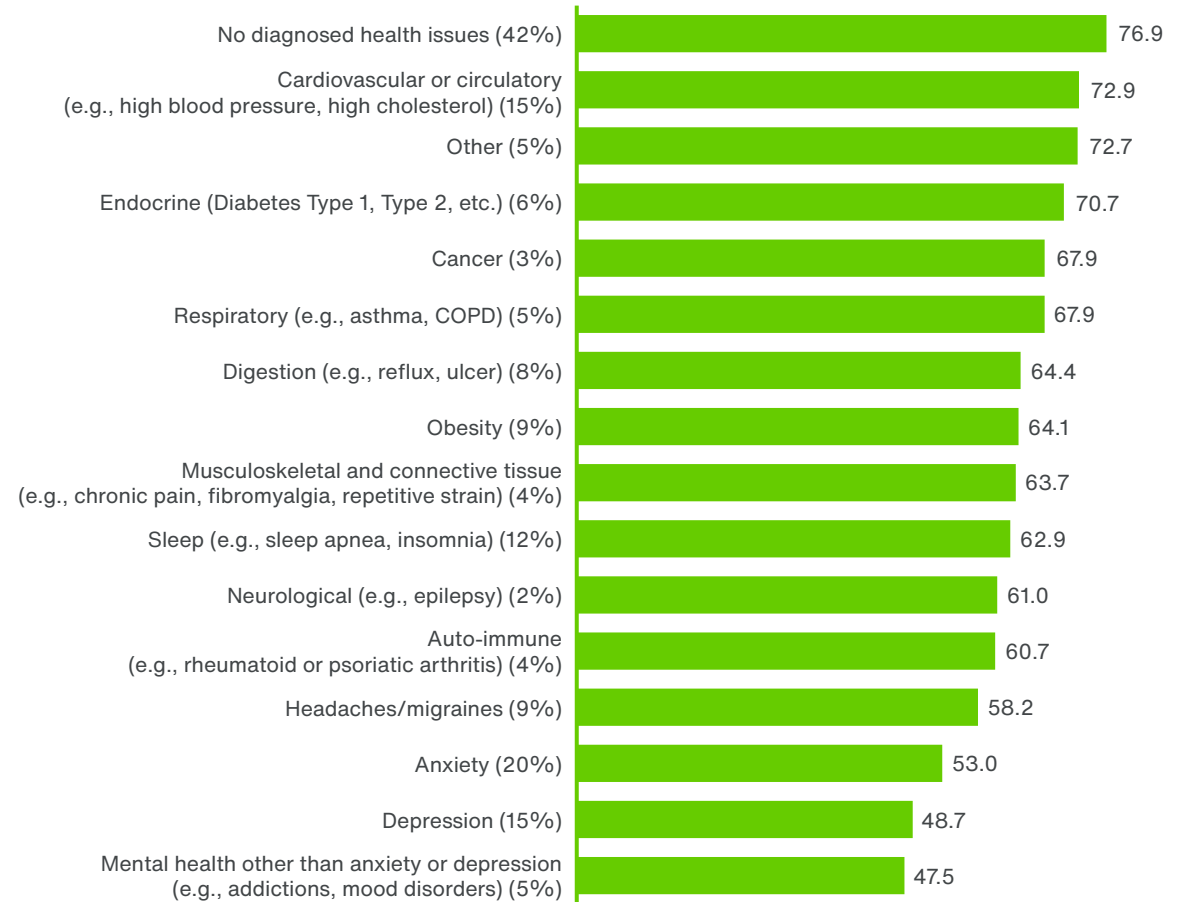
Diagnosed health conditions



- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Workers without emergency savings are two and a half times more likely to report being diagnosed with anxiety and nearly three times more likely to report being diagnosed with depression
- Women are 65 percent more likely than men to report being diagnosed with anxiety

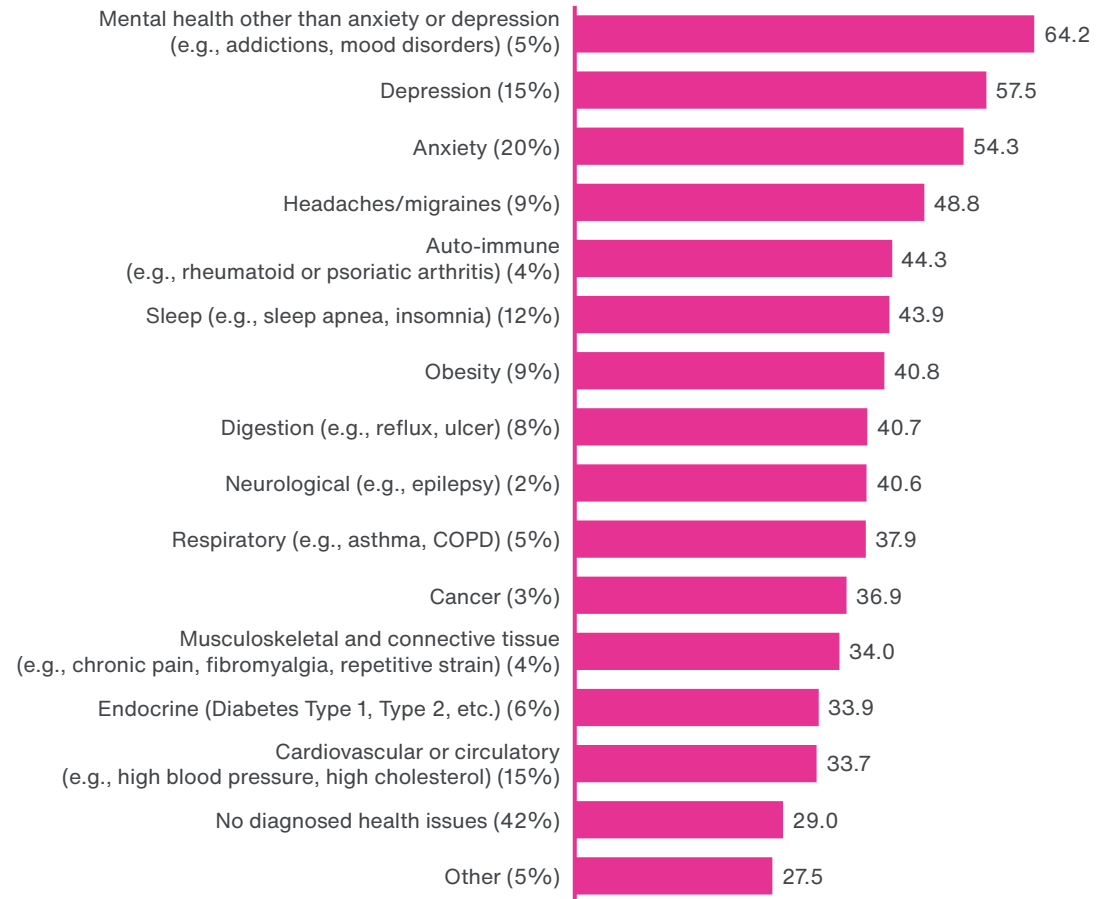


MHI score by “Diagnosed health conditions”



- Workers diagnosed with a mental health condition other than anxiety or depression experience the most significant productivity loss (64.2 working days per year) and have the lowest mental health score (47.5), more than 29 points lower than workers with no diagnosed health conditions (76.9) and 23 points lower than the national average (70.6)
- Workers diagnosed with depression lose 57.5 working days of productivity per year and have a mental health score (48.7) more than 28 points lower than workers with no diagnosed health conditions (76.9) and nearly 22 points lower than the national average (70.6)
- Workers diagnosed with anxiety lose 54.3 working days of productivity per year and have a mental health score (53.0) nearly 24 points lower than workers with no diagnosed health conditions (76.9) and nearly 18 points lower than the national average (70.6)

Productivity loss (in working days/year) by “Diagnosed health conditions”



Dietary habits

More than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health of workers reporting unhealthy eating is nearly 23 points lower than workers reporting healthy eating.

- More than half (53 percent) of workers report a very healthy or somewhat healthy diet; this group has the highest mental health score (75.7), five points higher than the national average (70.6)
- The lowest mental health score (52.9) is among 10 percent of workers reporting an unhealthy diet, nearly 23 points lower than workers reporting a healthy diet (75.7) and nearly 18 points lower than the national average (70.6)
- Workers without emergency savings are nearly three times more likely than workers with emergency savings to report an unhealthy diet
- Workers under 40 are 75 percent more likely than workers over 50 to report an unhealthy diet



How would you describe your overall diet?



MHI score by “How would you describe your overall diet?”



Workers with emergency savings are 70 percent more likely to maintain a balanced diet than those without.

- Nearly two in five (37 percent) workers generally follow a balanced diet with no specific exclusions; this group has the highest mental health score (75.3) nearly five points higher than the national average (70.6)
- Workers with emergency savings are 70 percent more likely than workers without emergency savings to follow a balanced diet
- Nearly one-quarter report (24 percent) specific dietary preferences/restrictions; this group has a mental health score (69.2) more than six points lower than workers following a balanced diet with no specific exclusions (75.3) and more than one point lower than the national average (70.6)



Do you follow any specific dietary preferences or restrictions?



MHI score by “Do you follow any specific dietary preferences or restrictions?”

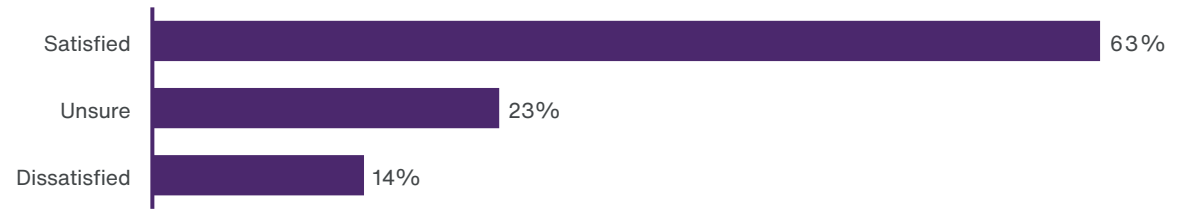


Physical wellbeing

Workers dissatisfied with their physical health have a mental health score 25 points lower than satisfied workers and lose an additional 21 working days in productivity annually compared to satisfied workers.

- More than three in five (63 percent) workers are satisfied with their physical health; this group has the highest mental health score (77.2), nearly seven points higher than the national average (70.6)
- One in seven (14 percent) are dissatisfied with their physical health; this group has the lowest mental health score (52.4), nearly 25 points lower than workers who are satisfied with their physical health (77.2) and more than 18 points lower than the national average (70.6)
- Workers who are satisfied with their physical health have a productivity loss of 29.4 working days per year compared to 50.5 working days per year among workers who are dissatisfied with their physical health
- Workers without emergency savings are twice as likely as workers with emergency savings to be dissatisfied with their physical health
- Women are 60 percent more likely than men to be dissatisfied with their physical health

How satisfied are you with your current physical health?



MHI score by “How satisfied are you with your current physical health?”



Productivity loss (in working days/year) by “How satisfied are you with your current physical health?”



Workers who never engage in physical activity have a mental health score more than 14 points lower than workers who often engage and lose more than 14 additional working days in productivity annually.

- Nearly half (47 percent) often engage in physical activity; this group has the highest mental health score (76.2), more than five points higher than the national average (70.6)
- Nearly half (46 percent) of workers sometimes engage in physical activity; the mental health score of this group (66.4) is more than four points lower than the national average (70.6)
- Workers who often engage in physical activity have a productivity loss of 28.7 working days per year compared to at least 41.2 working days per year among workers who engage sometimes or not at all
- The lowest mental health score (61.8) is among seven percent of workers who do not engage in physical activity, more than 14 points lower than workers who often engage (76.2) and nearly nine points lower than the national average (70.6)

Do you engage in physical activity?



MHI score by “Do you engage in physical activity?”



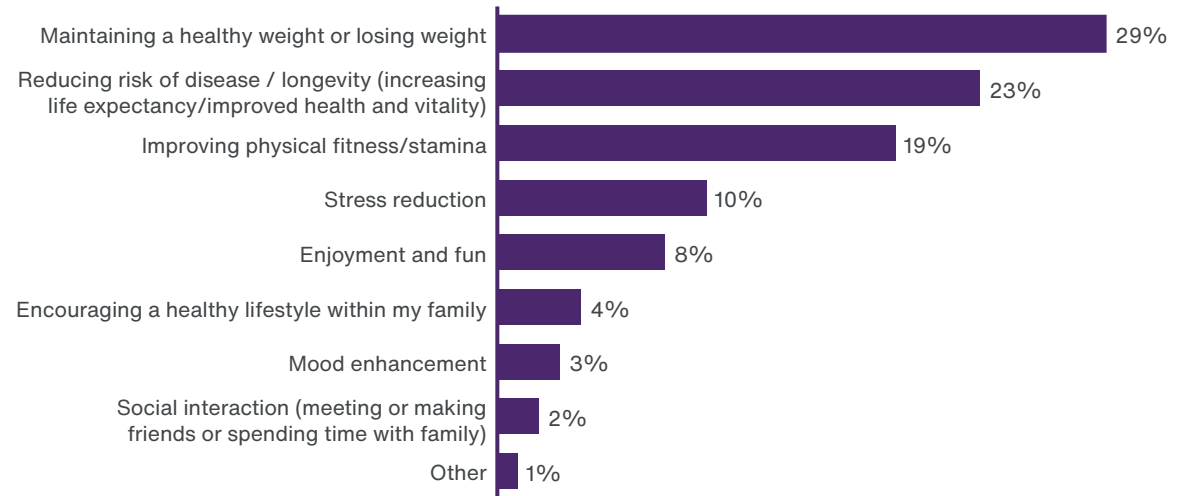
Productivity loss (in working days/year) by “Do you engage in physical activity?”



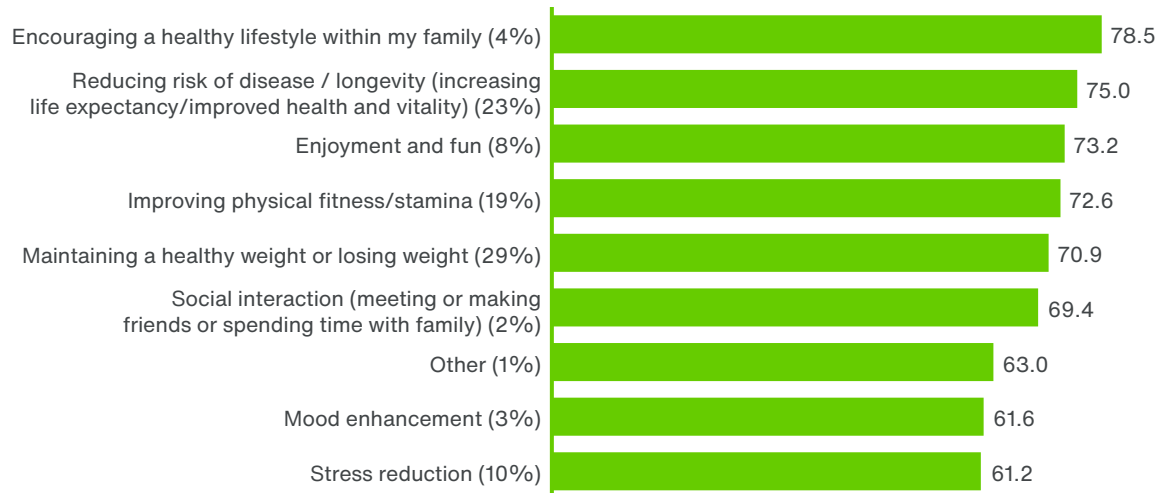
Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- Nearly one-third (29 percent) of workers report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work, 23 percent report reducing the risk of disease/longevity is their biggest motivator, 19 percent report improving physical fitness/stamina, 10 percent report stress reduction, and eight percent report enjoyment and fun as their biggest motivator
- The lowest mental health score (61.2) is among 10 percent of workers reporting stress reduction as their biggest motivator for participating in physical activity, more than nine points lower than the national average (70.6)
- Workers under 40 are 80 percent more likely than workers over 50 to report stress reduction as their biggest motivator for participating in physical activity

What is your biggest motivator for participating in physical activity outside of work?



MHI score by “What is your biggest motivator for participating in physical activity outside of work?”

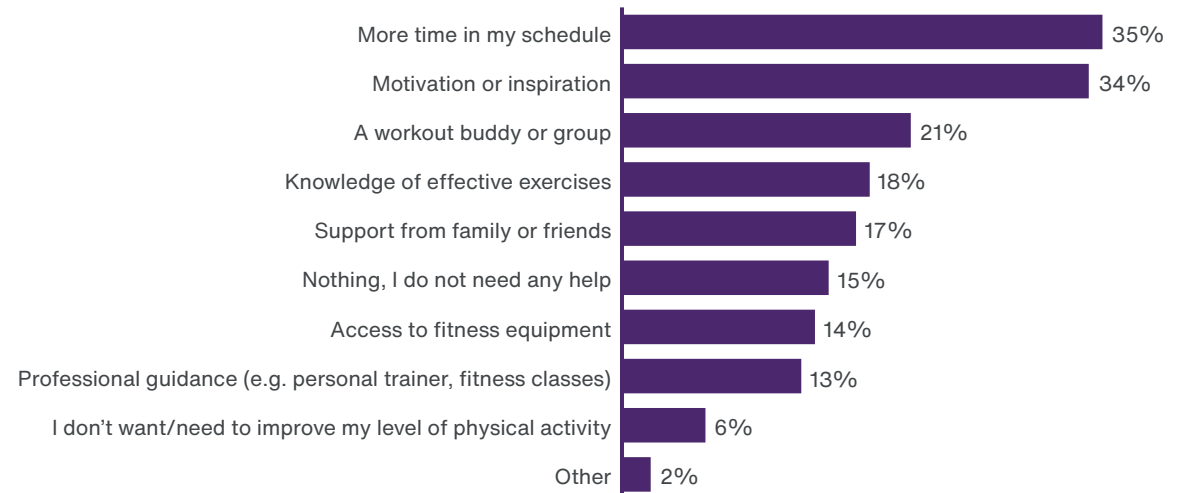


Motivation/inspiration and more time are the leading factors workers believe would help to improve their physical activity.

- More than one-third (35 percent) of workers say that more time in their schedule would help improve their physical activity, 34 percent say that motivation or inspiration would help, 21 percent say a workout buddy or group would help, 18 percent say that knowledge of effective exercises would help, and 17 percent say that support from family and friends would help improve their physical activity
- Nearly one in six (15 percent) do not need help improving their physical activity; this group has the highest mental health score (80.8) more than 10 points higher than the national average (70.6)



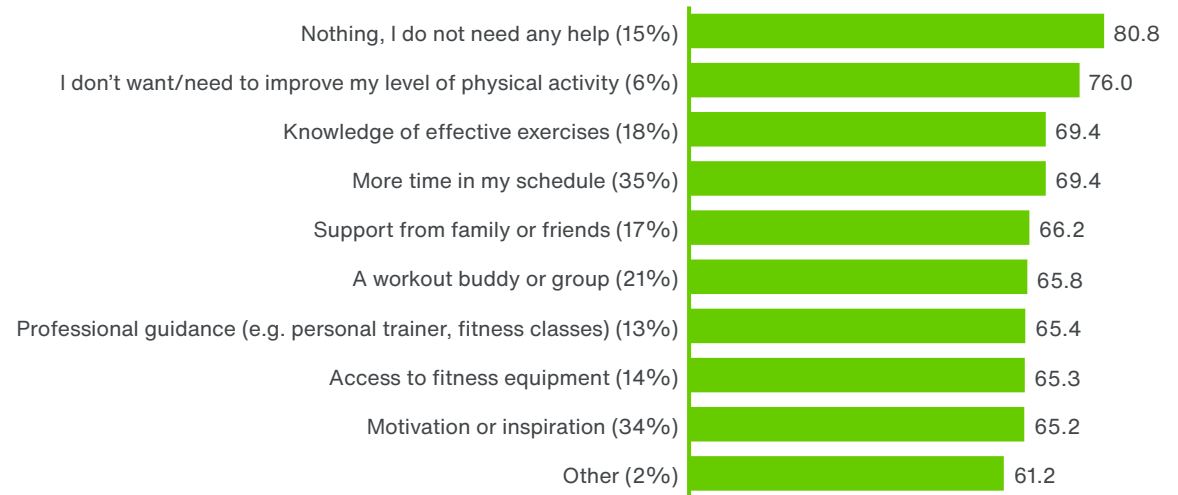
What would help you improve your level of physical activity?



- Workers under 40 are twice as likely as workers over 50 to say that support from family or friends would help improve their physical activity
- Parents are 75 percent more likely than non-parents to say that support from family or friends would help improve their physical activity
- Workers over 50 are nearly twice as likely as workers under 40 to report not needing help improving their physical activity
- Non-parents are twice as likely as parents to report not needing help improving their physical activity



MHI score by “What would help you improve your level of physical activity?”



Nearly one in five workers spend more than seven hours sitting or inactive. Mental health scores decline, and productivity losses increase as the number of hours spent sitting or inactive increases.

- The lowest mental health score (66.3) is among 18 percent of workers who spend more than seven hours per day sitting or being inactive; this score is five points lower than workers who spend five or fewer hours per day sitting or being inactive and more than four points lower than the national average (70.6)
- Productivity losses increase as the number of hours spent sitting or being inactive increases. Workers who spend less than one hour per day sitting or being inactive have a productivity loss of 29.0 days per year compared to a productivity loss of 41.6 working days per year among workers who spend more than seven hours per day sitting or being inactive



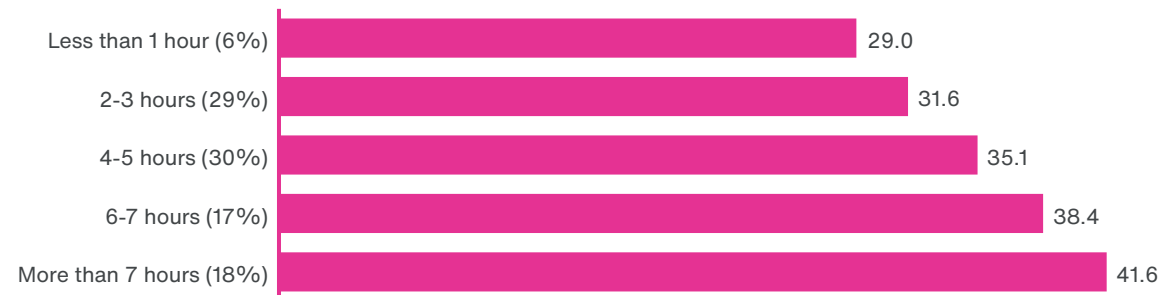
On average, how many hours per day do you spend sitting or being inactive?



MHI score by “On average, how many hours per day do you spend sitting or being inactive?”



Productivity loss (in working days/year) by “On average, how many hours per day do you spend sitting or being inactive?”



Workers reporting low energy lose an additional 36 days in productivity annually compared to workers reporting high energy.

- Nearly one-third (32 percent) of workers rate their energy level as high on a typical day; this group has the highest mental health score (80.4), nearly 10 points higher than the national average (70.6)
- Managers are nearly 50 percent more likely than non-managers to report having high energy on a typical day
- The lowest mental health score (49.2) is among 12 percent of workers who rate their energy level as low, more than 31 points lower than workers who rate their energy level as high (80.4) and more than 21 points lower than the national average (70.6)
- Workers reporting high energy have a productivity loss of 23.8 working days per year compared to a productivity loss of 60.1 working days per year among workers reporting low energy
- Women are twice as likely as men to report low energy levels on a typical day

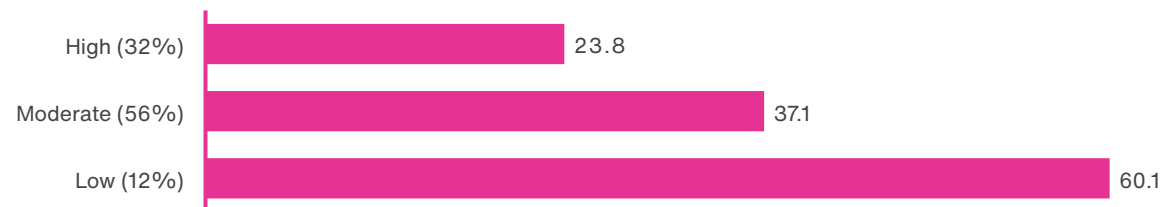
How would you rate your energy level on a typical day?



MHI score by “How would you rate your energy level on a typical day?”



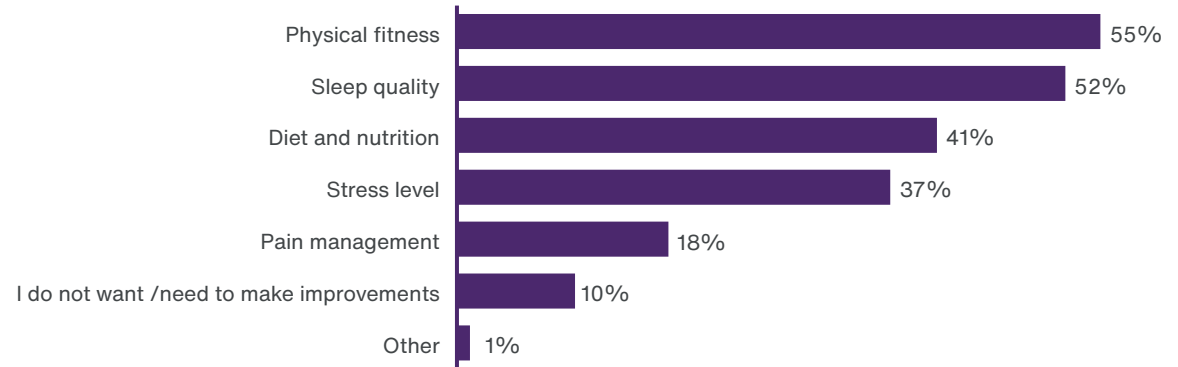
Productivity loss by “How would you rate your energy level on a typical day?”



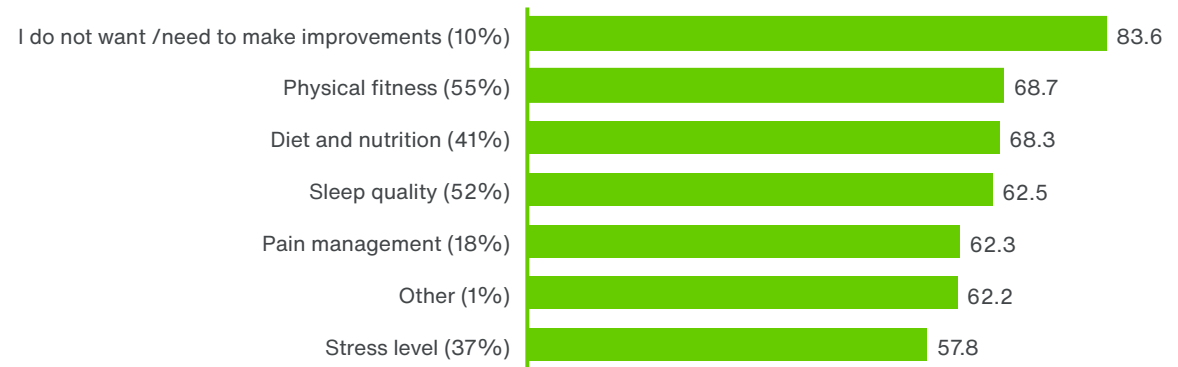
Physical fitness and sleep quality are top priorities for self-improvement. Younger workers (under 40) and workers without financial security are more likely to want to manage stress better.

- More than half (55 percent) of workers want to improve their physical fitness, 52 percent want to improve their sleep quality, 41 percent want to improve their diet and nutrition, 37 percent want to improve their stress level, and 18 percent want to improve pain management
- The lowest mental health score (57.8) is among 37 percent of workers who want to improve their stress level, nearly 26 points lower than workers who report not wanting to or needing to make improvements (83.6), and nearly 13 points lower than the national average (70.6)
- Workers without emergency savings are 75 percent more likely than workers with emergency savings to report wanting to improve their stress level
- Workers under 40 are 80 percent more likely than workers over 50 to report wanting to improve their stress level
- Workers over 50 are 70 percent more likely than workers under 40 to report not wanting to or needing to make improvements

Which of the following do you want to improve?



MHI score by “Which of the following do you want to improve?”



Pinpointing the drivers of feeling unwell.

More than half (52 percent) of workers report feeling unwell at work at least some of the time with 39 percent feeling mentally unwell more often and 29 percent feeling physically unwell more often.

- Nearly two in five (39 percent) workers report feeling mentally unwell more often; this group has the lowest mental health score (53.8), nearly 17 points lower than the national average (70.6) and more than 10 points lower than workers who report feeling physically unwell more often (64.1)
- Workers under 40 are 40 percent more likely than workers over 50 to feel mentally unwell more often
- Nearly one-third (32 percent) report feeling mentally and physically unwell in nearly equal proportions, and 29 percent report feeling physically unwell more often



Are you more often mentally or physically unwell?



MHI score by “Are you more often mentally or physically unwell?”

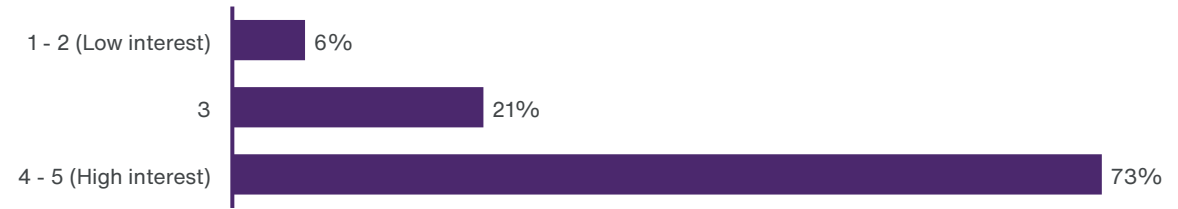


Improving health and wellbeing.

Workers reporting low interest in improving their health and wellbeing lose four more weeks of productivity annually (20 working days) than workers reporting a high interest in improving their health and wellbeing.

- More than seven in ten (73 percent) workers report high interest (rating of 4 or 5) in improving their health and wellbeing; this group has the highest mental health score (73.5), nearly three points higher than the national average (70.6)
- Six percent report low interest (rating of 1 or 2) in improving their health and wellbeing; this group has the lowest mental health score (55.1), more than 18 points lower than workers reporting high interest (rating of 4 or 5) (73.5) and nearly 16 points lower than the national average (70.6)
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 32.5 working days per year compared to 52.2 working days per year among workers reporting low interest in improving their health and wellbeing
- Workers without emergency savings are three times more likely than workers with emergency savings to report low interest in improving their health and wellbeing
- Workers under 40 are more than twice as likely as workers over 50 to report low interest in improving their health and wellbeing

How would you rate your overall interest in improving your health and wellbeing?



MHI score by “How would you rate your overall interest in improving your health and wellbeing?”



Productivity loss (in working days/year) by “How would you rate your overall interest in improving your health and wellbeing?”

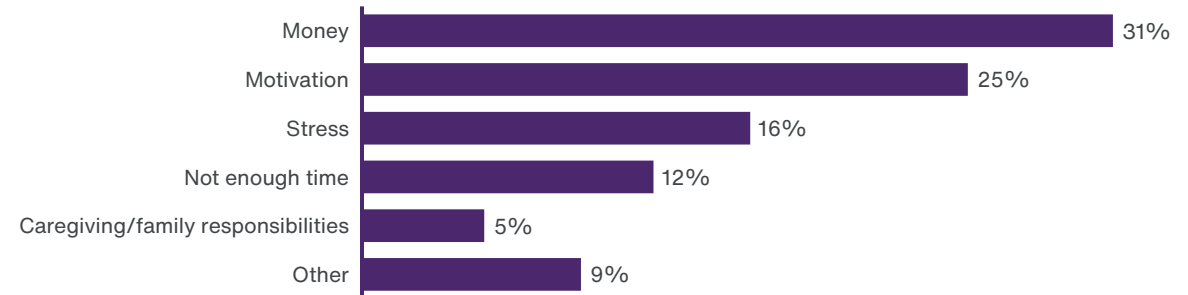


Younger workers (under 40), non-leaders, and workers without financial security report money as the primary obstacle to improving their health and wellbeing.

- Nearly one-third (31 percent) of workers say money is the primary reason for low interest in improving their health and wellbeing, 25 percent say lack of motivation is the reason, 16 percent say stress is the reason for low interest, and 12 percent say they do not have enough time to improve their health and wellbeing
- Workers under 40 are nearly 70 percent more likely than workers over 50 to report money is the primary reason for low interest in improving their health and wellbeing
- Managers are nearly twice as likely as non-managers to say stress is the primary reason for low interest in improving their health and wellbeing
- Workers without emergency savings are more than twice as likely as workers with emergency savings to say money is the primary reason for low interest in improving their health and wellbeing

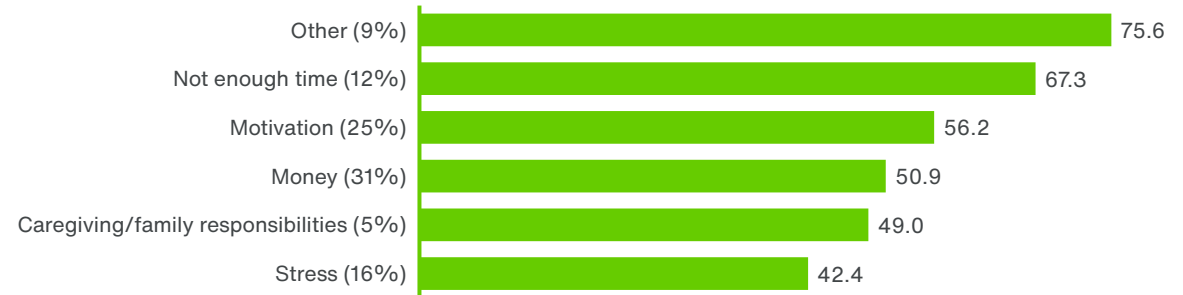


Why is your interest in improving your health and wellbeing low?



- The lowest mental health score (42.4) is among 16 percent of workers who say they have low interest in improving their health and wellbeing due to stress; the mental health score of this group is more than 28 points lower than the national average (70.6)
- Workers over 50 are 80 percent more likely than workers under 40 to say stress is the primary reason for low interest in improving their health and wellbeing
- Non-managers are 80 percent more likely than managers to say motivation is the primary reason for low interest in improving their health and wellbeing

MHI score by “Why is your interest in improving your health and wellbeing low?”

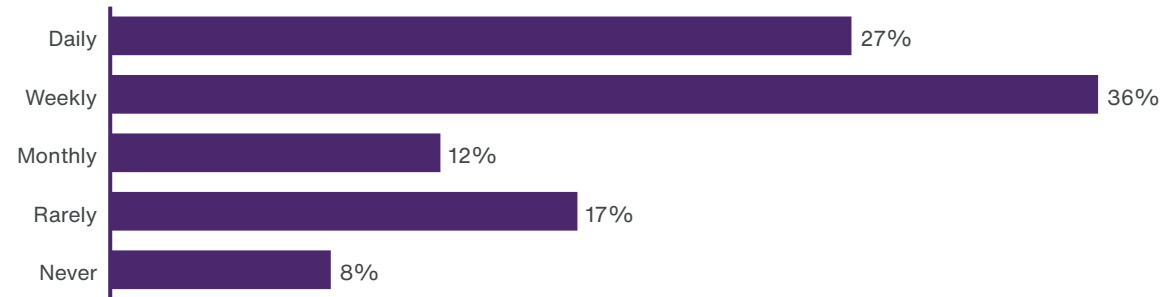


Workers who engage in daily activities/practices promoting mental wellbeing have higher mental health scores compared to those who only participate weekly or less often.

- More than one in four (27 percent) workers participate in daily activities/practices that promote mental wellbeing; this group has the highest mental health score (77.5), nearly seven points higher than the national average (70.6)
- Workers over 50 are 50 percent more likely than workers under 40 to participate in daily activities/practices that promote mental wellbeing
- The lowest mental health score (64.5) is among eight percent of workers who do not participate in activities/practices that promote mental wellbeing, 13 points lower than workers who participate daily (77.5) and six points lower than the national average (70.6)



How often do you participate in activities or practices that promote mental wellbeing?



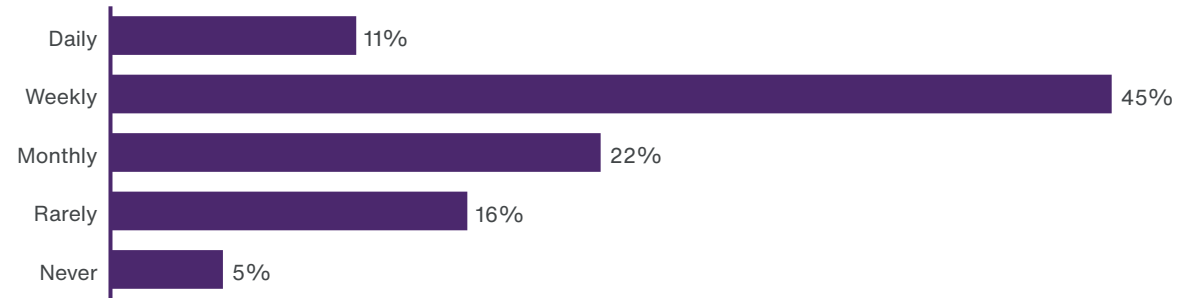
MHI score by “How often do you participate in activities or practices that promote mental wellbeing?”



Only one in ten workers engage in daily activities that promote social wellbeing, with non-managers nearly twice as likely to report never participating in social activities.

- One in ten (11 percent) workers participate in daily activities that promote social wellbeing, yet this group has the highest mental health score (77.8), more than seven points higher than the national average (70.6)
- The lowest mental health score (55.6) is among five percent of workers who do not participate in activities that promote social wellbeing, more than 22 points lower than workers who participate daily (77.8) and 15 points lower than the national average (70.6)
- Non-managers are nearly twice as likely as managers to report never participating in activities/practices that promote social wellbeing
- Workers without emergency savings are over twice as likely as workers with emergency savings to report never participating in activities/practices that promote social wellbeing

How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?



MHI score by “How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?”

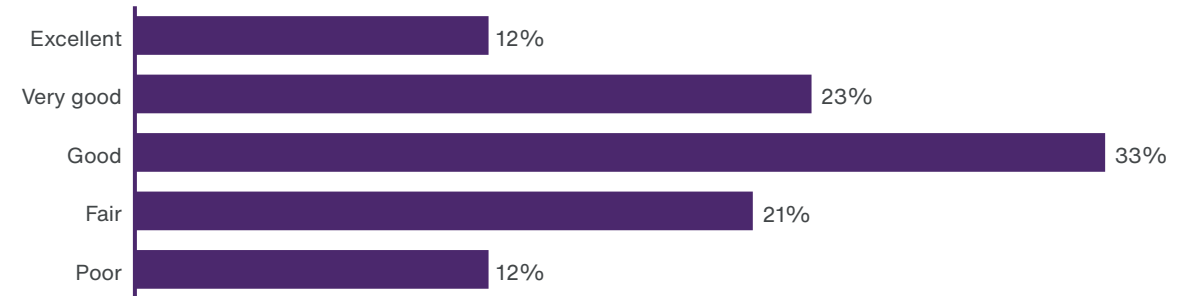


Employer support for wellbeing.

Workers rating poor employer support for their physical wellbeing have a mental health score 21 points lower than workers reporting excellent support and lose an additional 23 working days in productivity annually.

- More than one-third (35 percent) of workers rate employer support for physical wellbeing as very good/excellent; this group has the highest mental health scores (75.7 and 80.7 respectively), at least five points higher than the national average (70.6)
- The lowest mental health score (59.5) is among 12 percent of workers rating employer support for physical wellbeing as poor, at least 16 points lower than workers rating support as very good/excellent and more than 11 points lower than the national average (70.6)
- Productivity losses increase as the employer's rating for support declines; workers rating employer support for physical wellbeing as excellent lose 23.4 working days per year in productivity compared to 46.8 working days per year in productivity loss among workers rating employer support as poor

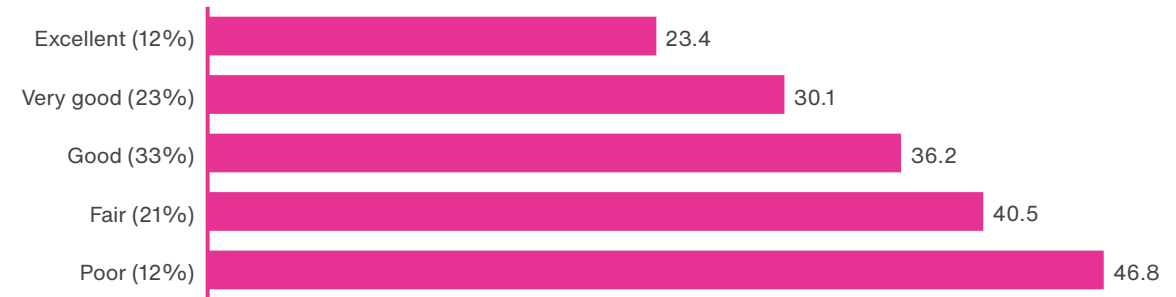
How would you rate the support provided by your employer for your physical wellbeing?



MHI score by “How would you rate the support provided by your employer for your physical wellbeing?”



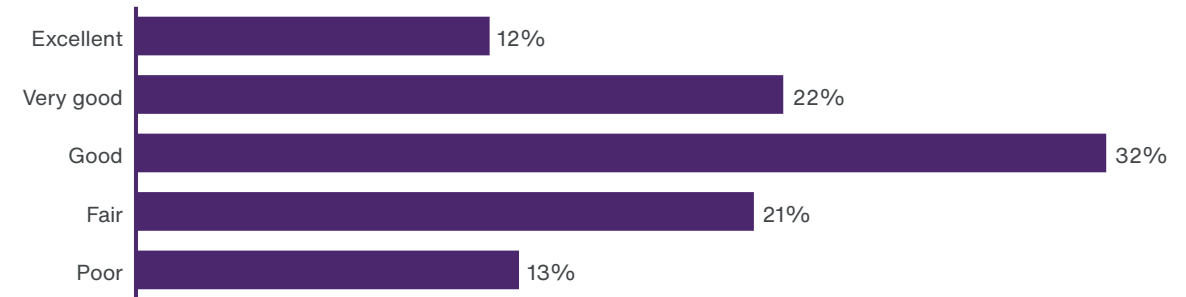
Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your physical wellbeing?”



Workers rating poor employer support for their mental wellbeing have a mental health score 24 points lower than workers reporting excellent support and lose an additional 28 working days in productivity annually.

- More than one-third (34 percent) of workers rate employer support for mental wellbeing as very good/excellent; this group has the highest mental health scores (75.8 and 82.5 respectively), at least five points higher than the national average (70.6)
- The lowest mental health score (58.6) is among 13 percent of workers rating employer support as poor, at least 17 points lower than workers rating support as very good/excellent and 12 points lower than the national average (70.6)
- Productivity losses increase as the employer’s rating for support declines; workers rating employer support for mental wellbeing as excellent lose 21.1 working days per year in productivity compared to 48.8 working days per year in productivity loss among workers rating employer support as poor

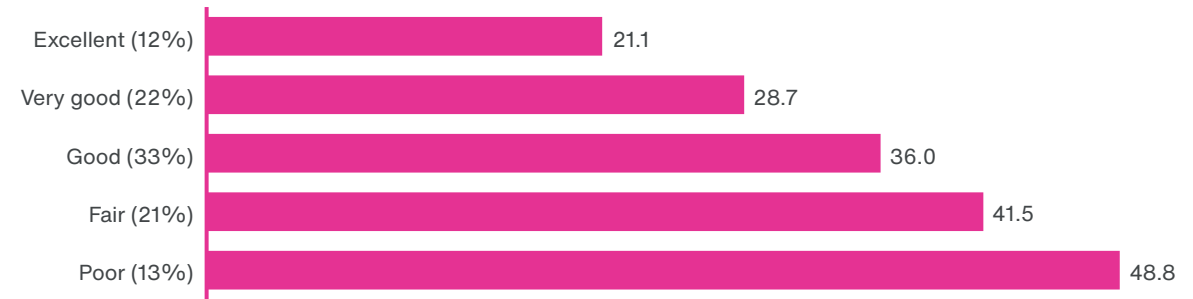
How would you rate the support provided by your employer for your mental wellbeing?



MHI score by “How would you rate the support provided by your employer for your mental wellbeing?”



Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your mental wellbeing?”

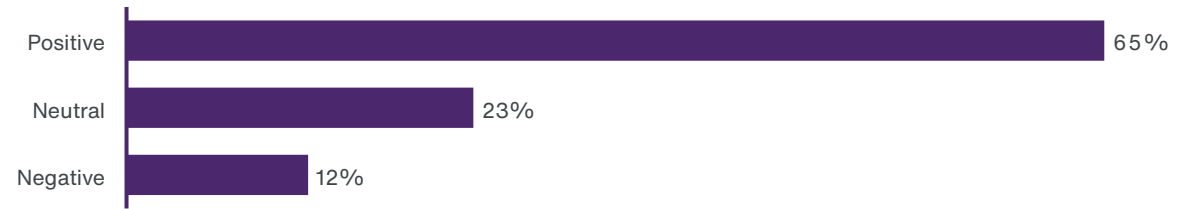


Experience with healthcare.

More than one in ten (12 percent) workers report a negative experience with the healthcare system, with women, younger workers, and workers without financial security bearing a disproportionately higher rate of negative encounters compared to their counterparts.

- Nearly two-thirds (65 percent) of workers report a positive experience with the healthcare system; this group has the highest mental health score (75.5), nearly five points higher than the national average (70.6)
- More than one in ten (12 percent) report a negative experience with the healthcare system; this group has the lowest mental health score (56.7), nearly 19 points lower than workers reporting a positive experience (75.5) and nearly 14 points lower than the national average (70.6)
- Workers without emergency savings are 80 percent more likely than workers with emergency savings to report a negative experience with the healthcare system
- Workers under 40 are 70 percent more likely than workers over 50 to report a negative experience with the healthcare system
- Women are 40 percent more likely than men to report a negative experience with the healthcare system

In general, how would you rate your experience with the healthcare system?



MHI score by “In general, how would you rate your experience with the healthcare system?”



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 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 September 13 and September 30, 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

