

The Mental Health Index by LifeWorks™

Special report on Diversity,
Equity, Inclusion, and Belonging

United States of America | November 2022

 **TELUS** Health

LifeWorks



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What you need to know for November 2022

1. The mental health of working Americans declined for the second consecutive month.

- At 68.9, the mental health of Americans declined one point from the prior month.
- 25% of Americans have a high mental health risk, 42% have a moderate mental health risk, and 33% have a low mental health risk.
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for six consecutive months.
- All mental health sub-scores have declined or remain unchanged from October 2022.
- Mental health scores declined in all regions of the United States apart from the Northeast.

2. Americans overwhelmingly feel their organizations value diversity, yet the employee experience differs across groups.

- 75% report their organization values diversity, 18% are unsure, and 7% disagree.
- 16% are unsure or cannot be themselves at work and their mental health is 13 points below the national benchmark.

- Americans with disabilities and respondents identifying as LGBTQ2+ are more likely to say they cannot be themselves at work.
- Americans with disabilities and women are more likely to not feel cared about at work.
- Americans with disabilities, individuals identifying as LGBTQ2+, and individuals identifying as underweight are more likely to experience negative comments from their manager and co-workers.

3. More than half of Americans believe promotions in their organization are merit-based.

- 52% believe promotions are merit-based, 29% are unsure, and 19% disagree.
- Women and persons identifying as overweight are more likely to believe that promotions in their organization are not merit-based.
- Americans with disabilities and women are more likely to report their ideas are not valued at work.

75%

believe their organization cares about diversity and inclusion.

Individuals reporting their organization cares about diversity and inclusion have higher mental health scores.

48%

believe, or are unsure, that promotions are not fully merit based.

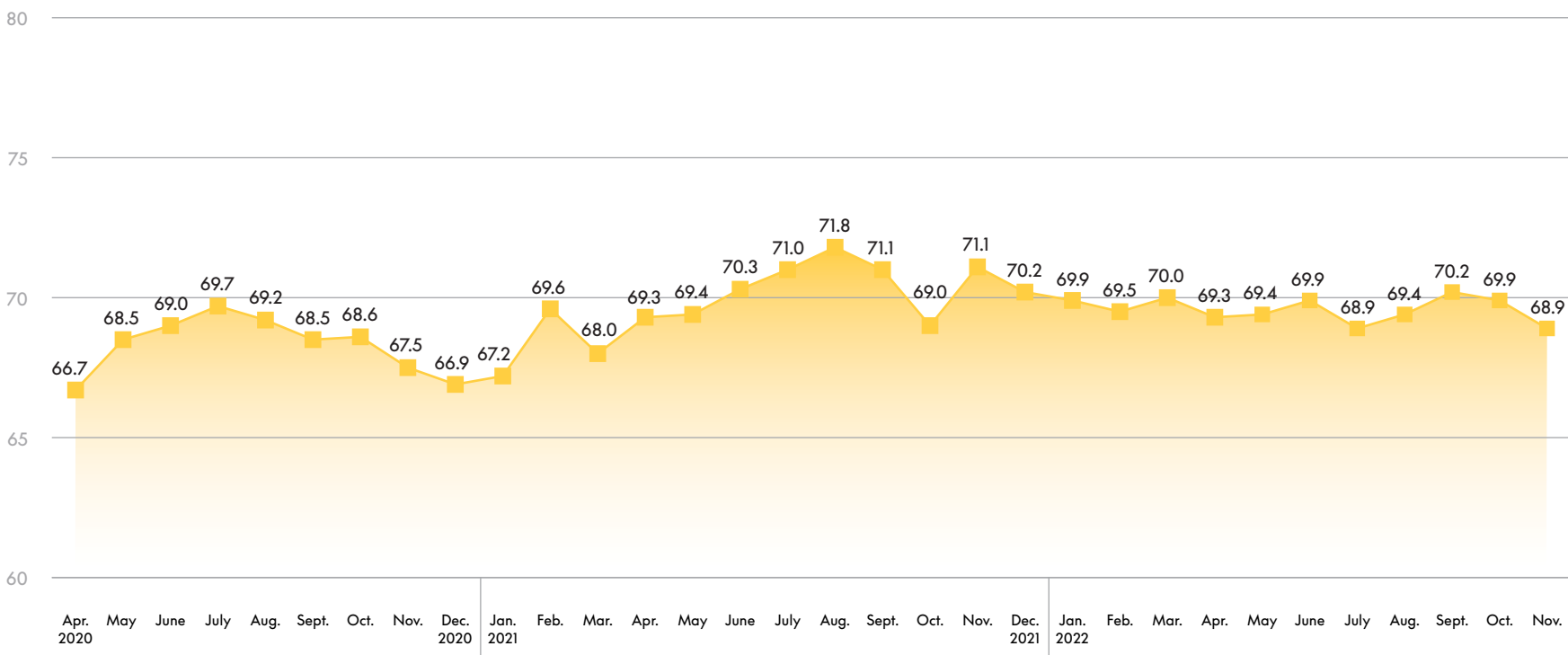
Individuals who identify as underweight report more negative experiences in the workplace than individuals identifying as overweight or neither under nor overweight.

4. One in five Americans have been treated differently by a healthcare provider because of their gender, race, ethnicity, or weight, impacting their willingness to seek care.

- 22% are unsure or have been treated differently by a healthcare professional because of their gender; 45% of this group report it impacts their willingness to get care.
- 22% are unsure or have been treated differently by a healthcare professional because of their weight; 51% of this group report it impacts their willingness to get care.
- 19% are unsure or have been treated differently by a healthcare professional because of their race; 41% of this group report it impacts their willingness to get care.
- 18% are unsure or have been treated differently by a healthcare professional because of their ethnicity; 49% of this group report it impacts their willingness to get care.

The Mental Health Index™

The overall Mental Health Index for November 2022 is 68.9 points¹, a decline for the second consecutive month.



MHI Current Month
November 2022

68.9

October 2022

69.9

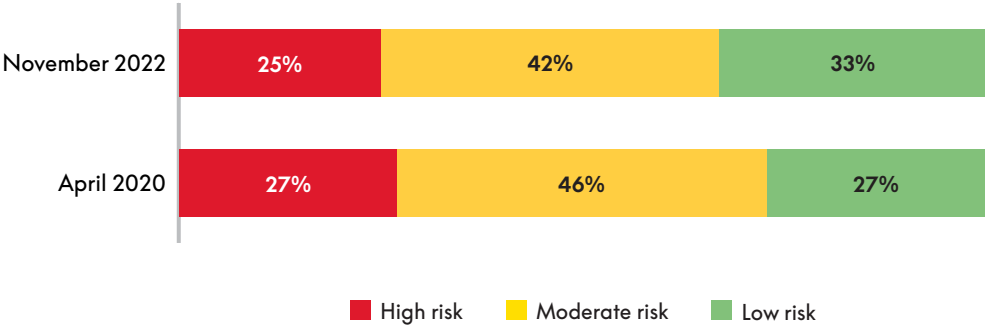
- Distressed 0-49
- Strained 50-79
- Optimal 80-100

¹ Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence the reference relative to that benchmark is no longer relevant.

Mental health risk

In November 2022, 25 percent of Americans have a high mental health risk, 42 percent have a moderate mental health risk, and 33 percent have a low mental health risk. Approximately 30 percent of people 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 people in the low-risk group report diagnosed anxiety or depression.

In contrast, in April 2020, at the launch of the Index and near the onset of the COVID-19 pandemic 27 percent of Americans had a high mental health risk, 46 percent had a moderate mental health risk, and 27 percent had a low mental health risk.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (61.8 points), followed by isolation (64.8), work productivity (66.7), depression (68.0), optimism (71.3), and financial risk (71.4). General psychological health (76.7) continues to be the most favorable mental health measure in November 2022.

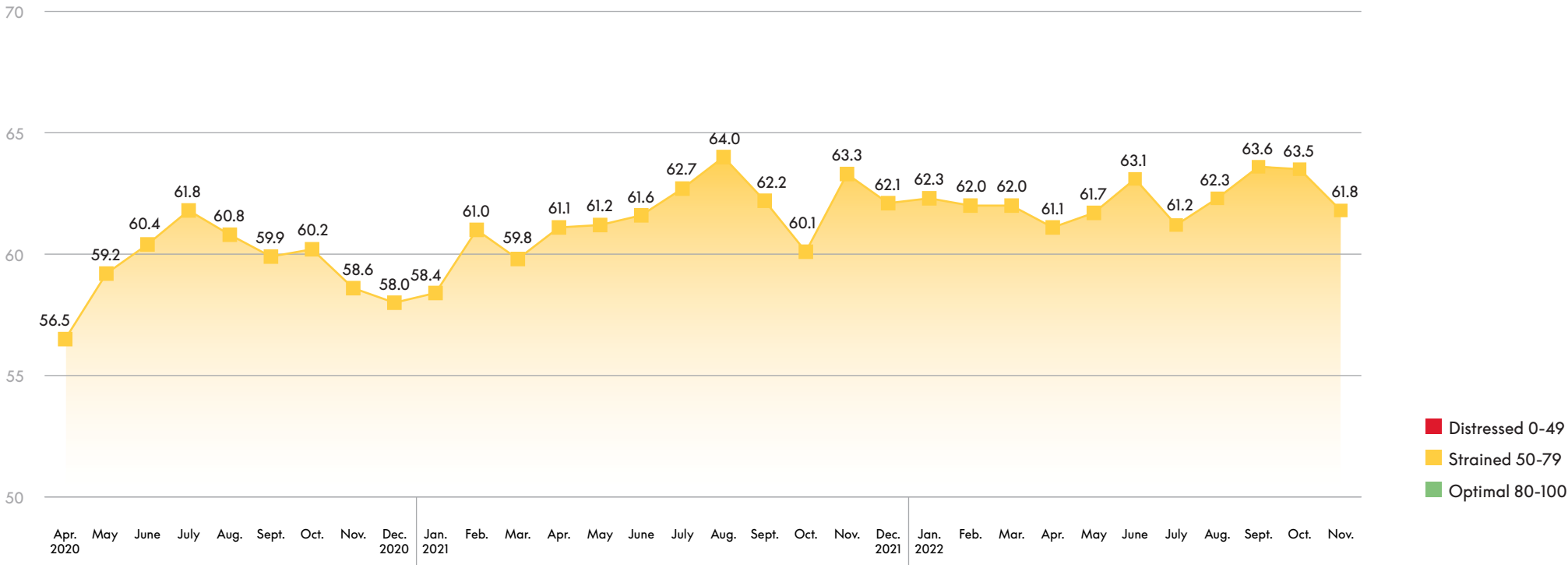
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores since May 2022.
- There is no improvement in any of the mental health sub-scores compared to October 2022.
- With 1.9-point decrease, the work productivity score has the greatest decline from the prior month.

Mental Health Index™ Sub-scores ²	November 2022	October 2022
Anxiety	61.8	63.5
Isolation	64.8	66.1
Work productivity	66.7	68.6
Depression	68.0	69.3
Optimism	71.3	71.3
Financial risk	71.4	73.0
Psychological health	76.7	76.9

2 The demographic breakdown of sub-scores is available upon request.

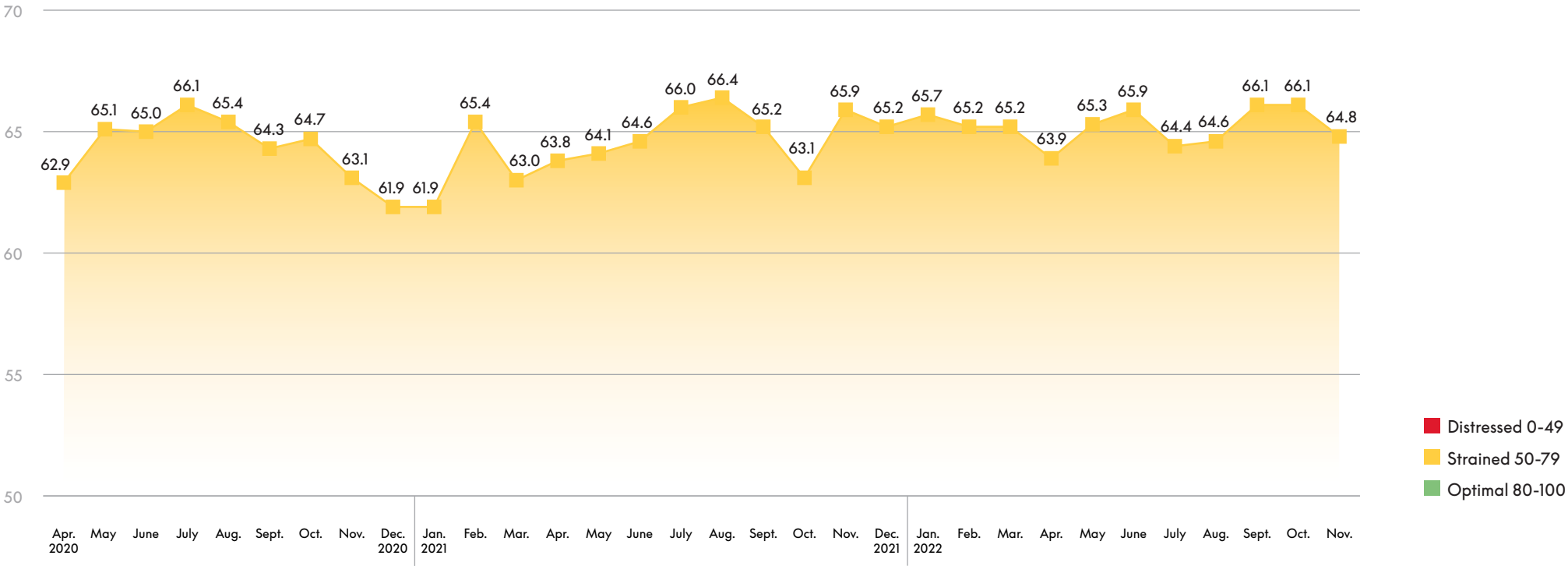
Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. After reaching its high in July 2021, the anxiety score declined sharply in October 2021. Since November 2021, anxiety scores have fluctuated. In November 2022, the anxiety score fell 1.7 points and remains the lowest mental health sub-score for the sixth consecutive month.



Isolation

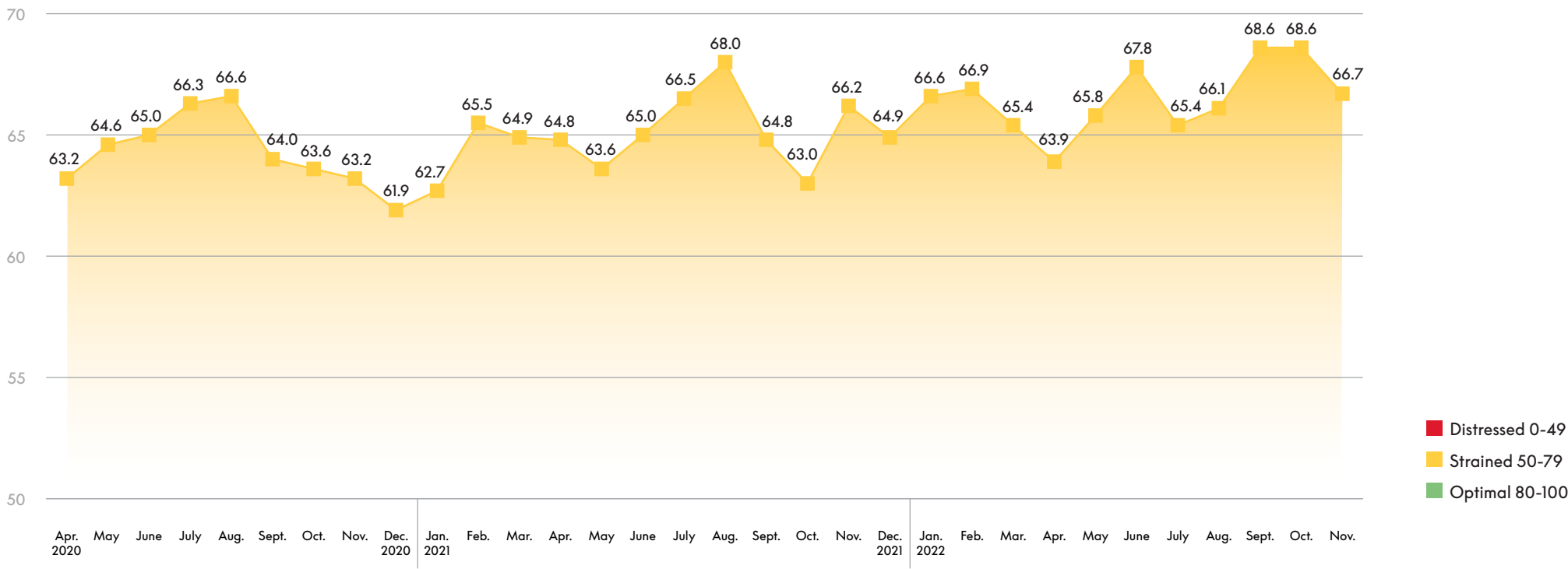
Isolation scores has fluctuated since the launch of the Index in April 2020. Following a sharp decline from July 2020 to January 2021, the isolation sub-score has made incremental improvements. In November 2022, the isolation score declined 1.3-points from October.



Work productivity

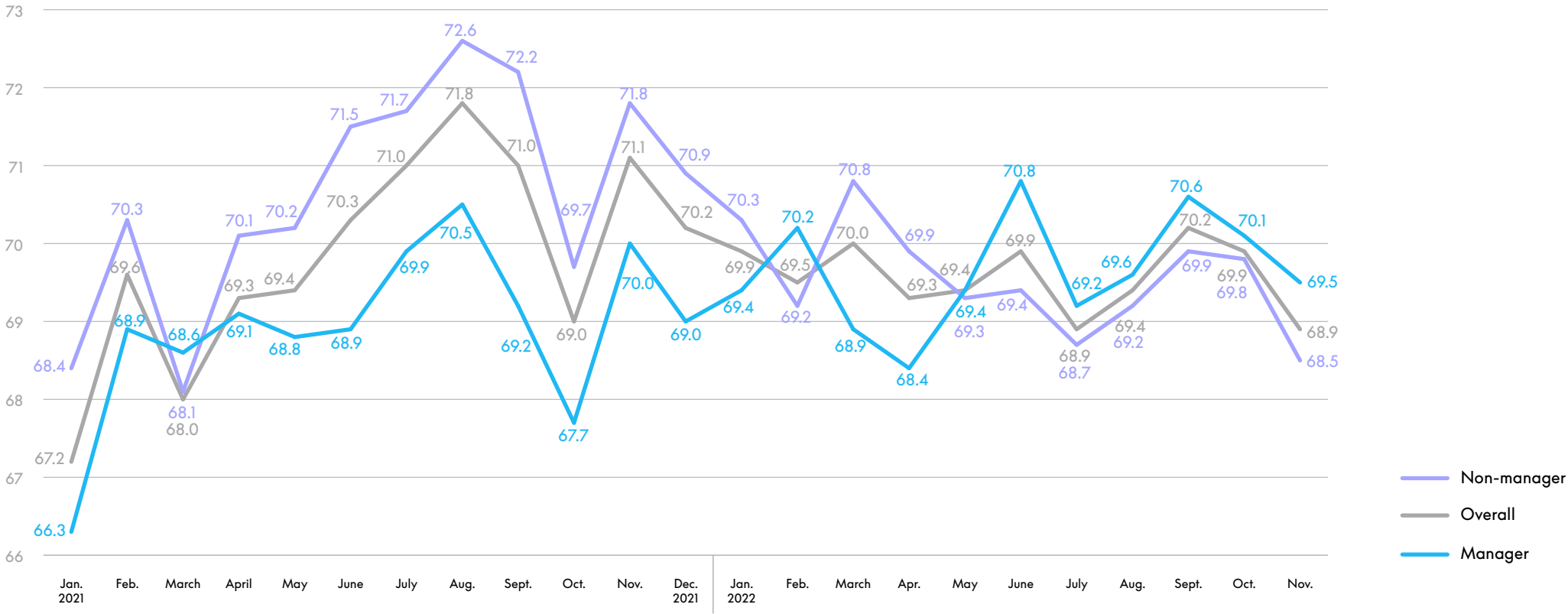
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity score has been inconsistent since the launch of the MHI in April 2020. After improvements from August to October 2022, the work productivity sub-score declined 1.9-points in November 2022.



Managers compared to non-managers

Since January 2021, the mental health scores of managers have typically been lower than non-managers and lower than the overall American average. In February 2022, a reversal of this trend is observed when the mental health score of non-managers declined along with the overall American average, whereas an improvement was observed in the mental health score of managers. A similar trend occurred since May 2022. While mental health scores declined for managers and non-managers alike in November 2022, managers have a modestly better mental health score (69.5) compared to the national average (68.9) and that of non-managers (68.5).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In November 2022, the mental health score of women is 66.5 compared to 71.8 for men.
- Since April 2020, mental health scores have improved with age.
- Differences in mental health scores between individuals with and without children have been reported since the launch of the Index in April 2020. More than two years later, this pattern continues with a lower score for individuals with at least one child (64.1) than individuals without children (70.8).

Employment

- Overall, three percent of respondents are unemployed³ eight percent report reduced hours or reduced salary.
- Individuals working fewer hours compared to the prior month have the lowest mental health score (57.7), followed by individuals with reduced salary (58.0), individuals not currently employed (66.2), and individuals with no change to salary or hours (70.0).
- Managers have a slightly higher mental health score (69.5) than non-managers (68.5).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (70.4).
- Respondents working for organizations with 51-100 employees have the lowest mental health score (66.1).

Emergency savings

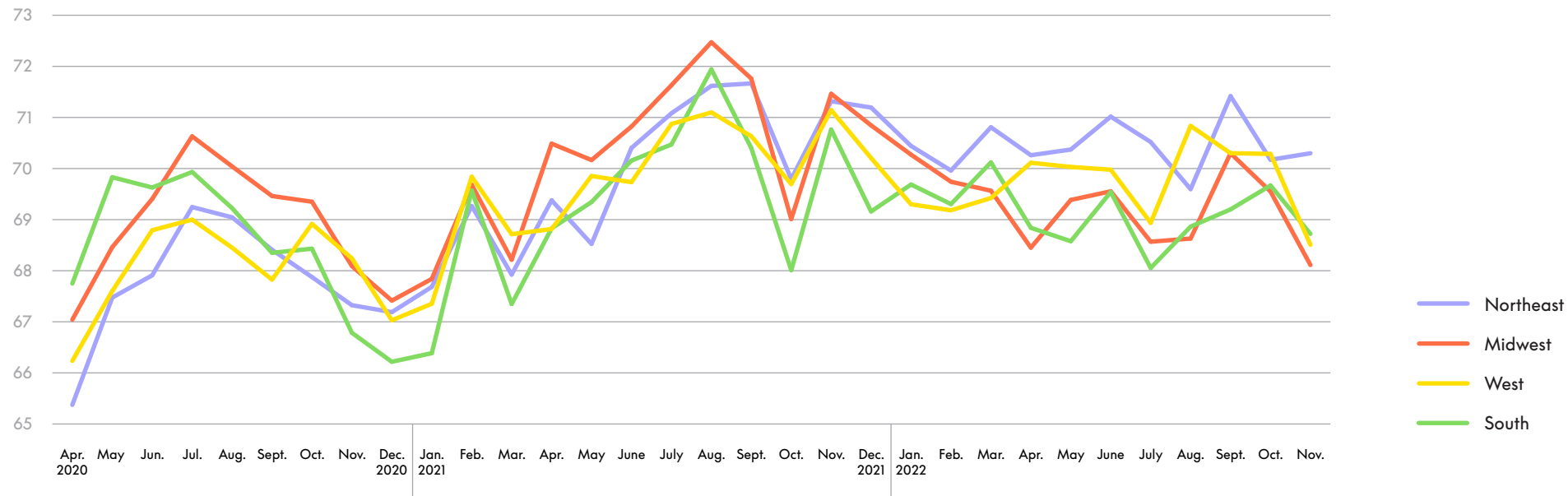
- Individuals without emergency savings continue to experience a lower mental health score (51.7) than the overall group (68.9). Individuals with emergency savings have a mental health score of 75.3.

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

Mental Health Index™ (regional)

Since August 2021, the mental health scores in all regions of the United States have followed a declining trend apart from November 2021. There has been some variability in the mental health scores since February 2022. In November 2022, the mental health of Americans declined in all regions of the United States apart from the Northeast.

- With a 1.4-point decrease, the Midwest United States has the lowest mental health score (68.1) for the second consecutive month.
- The mental health score in the Northeast is highest at 70.3 and is the only region not to have experienced a decline in November.



Employment status	Nov. 2022	Oct. 2022
Employed (no change in hours/salary)	70.0	71.2
Employed (fewer hours compared to last month)	57.7	56.0
Employed (reduced salary compared to last month)	58.0	54.3
Not currently employed	66.2	68.7
Age group	Nov. 2022	Oct. 2022
Age 20-29	56.9	56.0
Age 30-39	61.1	62.0
Age 40-49	65.4	66.3
Age 50-59	70.9	71.5
Age 60-69	77.2	77.7
Number of children	Nov. 2022	Oct. 2022
No children in household	70.8	71.9
1 child	64.2	63.5
2 children	64.2	65.9
3 children or more	63.3	65.5

Region	Nov. 2022	Oct. 2022
Northeast	70.3	70.2
Midwest	68.1	69.5
South	68.7	69.7
West	68.5	70.3
Gender	Nov. 2022	Oct. 2022
Men	71.8	72.7
Women	66.5	67.4
Household income	Nov. 2022	Oct. 2022
<\$30K/annum	57.5	57.5
\$30K to <\$60K/annum	64.2	64.8
\$60K to <\$100K	68.9	70.8
\$100K to <\$150K	71.9	73.8
\$150K or more	78.0	77.8

Employer size	Nov. 2022	Oct. 2022
Self-employed/sole proprietor	67.1	68.9
2-50 employees	69.2	69.2
51-100 employees	66.1	66.8
101-500 employees	70.1	69.6
501-1,000 employees	68.3	69.4
1,001-5,000 employees	69.0	72.2
5,001-10,000 employees	68.6	70.2
More than 10,000 employees	70.4	72.1
Manager	Nov. 2022	Oct. 2022
Manager	69.5	70.1
Non-manager	68.5	69.8

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Mental Health Index™ (industry)

With a 10-point decline from October, individuals in Information and Cultural industries have the lowest mental health score (59.9). The mental health score of students has improved modestly yet this group has the second lowest mental health score in November 2022.

Individuals employed in Professional, Scientific and Technical Services have the highest mental health scores this month (75.4), followed by individuals in Accommodation (74.1), and Utilities (72.5).

Changes from the prior month are shown in the table.

Industry	November 2022	October 2022	Change
I am a student	60.2	51.1	9.2
Accommodation	74.1	72.3	1.8
Professional, Scientific and Technical Services	75.4	73.9	1.5
Other	68.9	68.1	0.9
Utilities	72.5	72.4	0.2
Health Care and Social Assistance	67.9	67.9	0.0
Construction	70.4	70.4	0.0
Administrative and Support services	66.0	66.3	-0.2
Transportation and Warehousing	68.7	69.0	-0.3
Retail Trade	67.4	67.8	-0.4
Finance and Insurance	70.4	71.6	-1.2
Educational Services	71.2	72.4	-1.2
Other services (except Public Administration)	67.9	69.9	-2.0
Food Services	60.4	62.7	-2.3
Real Estate, Rental and Leasing	70.4	73.3	-2.9
Manufacturing	70.5	74.2	-3.7
Wholesale Trade	61.7	65.7	-4.0
Public Administration	72.0	76.3	-4.2
Management of Companies and Enterprises	62.2	68.9	-6.7
Arts, Entertainment and Recreation	63.4	70.1	-6.7
Agriculture, Forestry, Fishing and Hunting	61.1	70.7	-9.5
Information and Cultural Industries	59.9	69.5	-9.6

Spotlight

Workplace experience related to mental health and diversity

Americans were asked whether their organization values diversity.

- Three-quarters (75 percent) report their organization values diversity and this group has the most favorable mental health score (71.1).
- Fewer than 10 percent (7 percent) do not feel their organization values diversity. This group has the least favorable mental health score (58.9), 10 points below the national average (68.9).

My organization values diversity



MHI score by My organization values diversity



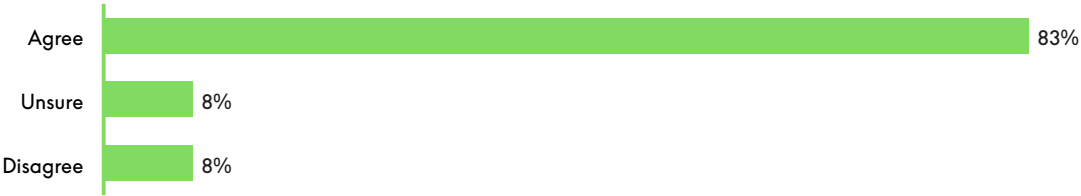
Americans were asked whether they can be themselves at work.

- More than four in five (83 percent) can be themselves at work and this group has the most favorable mental health score (71.8).
- Sixteen percent disagree, or are unsure, they can be themselves at work. The mental health of these groups are at least 13 points below the national average (68.9).

The experience of diverse groups:

- Americans with disabilities are twice as likely as individuals without disabilities to indicate they cannot be themselves at work.
- Respondents identifying as LGBTQ2+ are 50 percent more likely than individuals not identifying as LGBTQ2+ to indicate that they cannot be themselves at work.

I can be myself at work



MHI score by I can be myself at work



Americans were asked whether their ideas are valued at work.

- Nearly three-quarters (73 percent) report their ideas are valued at work and this group has the most favorable mental health score (72.5).
- One in ten (10 percent) do not feel their ideas are valued at work. This group has the least favorable mental health score (54.6), more than 14 points below the national average (68.9).

The experience of diverse groups:

- Americans with disabilities are nearly 70 percent more likely than individuals without disabilities to report their ideas are not valued at work.
- Women are nearly 40 percent more likely than men to report their ideas are not valued at work.

My ideas are valued at work



MHI score by My ideas are valued at work



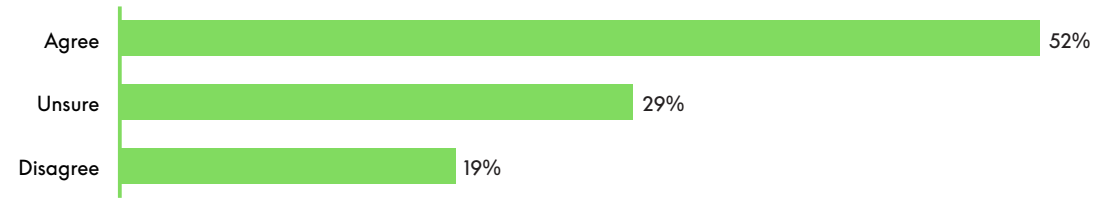
Americans were asked whether promotions in their organization are merit-based.

- More than half (52 percent) believe promotions in their organization are merit-based and this group has the most favorable mental health score (72.4).
- Nearly one in five (19 percent) do not believe promotions in their organization are merit-based. This group has the least favorable mental health score (63.9), five points below the national average (68.9).

The experience of diverse groups:

- Respondents identifying as overweight are 50 percent more likely than individuals identifying as underweight to believe that promotions in their organization are not merit-based.
- Women are nearly 40 percent more likely than men to believe that promotions in their organization are not merit-based.

Promotions in my organization are merit-based



MHI score by Promotions in my organization are merit-based



Americans were asked whether they often experience negative comments from their manager.

- Nearly four in five (78 percent) do not experience negative comments from their manager and this group has the most favorable mental health score (72.4).
- Fourteen percent often experience negative comments from their manager. The mental health score of this group is the least favorable (55.0), 14 points below the national average (68.9).

The experience of diverse groups:

- Visible minorities and individuals identifying as LGBTQ2+ are more than twice as likely to experience negative comments from their manager compared to individuals who do not identify as such.
- Respondents identifying as underweight are more than twice as likely as individuals identifying as overweight to experience negative comments from their manager.
- Americans with disabilities are nearly three times more likely than individuals without disabilities to experience negative comments from their manager.

I often experience negative comments from my manager



MHI score by I often experience negative comments from my manager



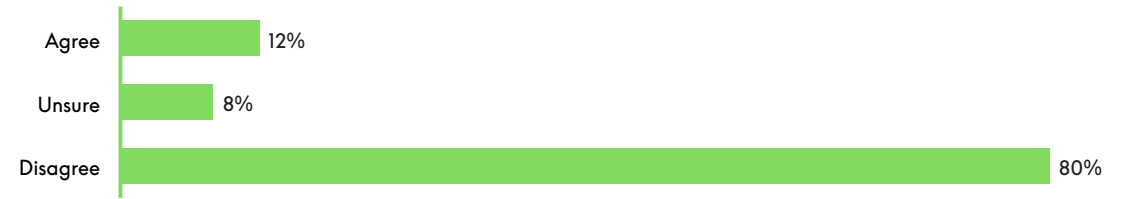
Americans were asked whether they often experience negative comments from their co-workers.

- Four in five (80 percent) do not experience negative comments from their co-workers and this group has the most favorable mental health score (72.4).
- More than one in ten (12 percent) often experience negative comments from their co-workers. The mental health score of this group is least favorable (53.4), more than 15 points below the national average (68.9).

The experience of diverse groups:

- Visible minorities and individuals identifying as LGBTQ2+ are more than twice as likely to experience negative comments from their co-workers compared with individuals who do not identify as such.
- Americans with disabilities are nearly three times more likely than individuals without disabilities to experience negative comments from their co-workers.
- Respondents identifying as underweight are more than three times more likely than individuals identifying as overweight to experience negative comments from their co-workers.

I often experience negative comments from my co-workers



MHI score by I often experience negative comments from my co-workers



Americans were asked whether they feel cared about at work.

- Nearly two-thirds (65 percent) feel cared about at work and this group has the most favorable mental health score (73.1).
- Nearly one in five (15 percent) do not feel cared about at work. This group has the least favorable mental health score (57.4), more than 11 points below the national average (68.9).

The experience of diverse groups:

- Americans with disabilities are more than 40 percent more likely than individuals without disabilities to not feel cared about at work.
- Women are more than 20 percent more likely than men to not feel cared about at work.

I feel cared about at work



MHI score by I feel cared about at work



Diversity, Equity, and Inclusion in healthcare

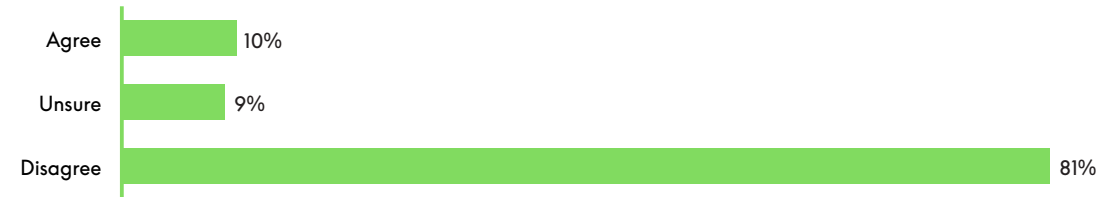
Americans were asked whether they have been treated differently by a healthcare professional because of their race.

- More than four in five (81 percent) have not been treated differently by a healthcare professional because of their race, and this group has the most favorable mental health score (71.7).
- Nearly one in five (19 percent) are unsure or have been treated differently by a healthcare professional because of their race. These groups have mental health scores more than 9 points below the national average (68.9).

The experience of diverse groups:

- Individuals identifying as racialized are more than twice as likely as individuals identifying as white to report they have been treated differently by a healthcare professional because of their race.
- Individuals identifying as LGBTQ2+ are nearly three times more likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their race.
- Disabled Americans are three times more likely than individuals without disabilities to report they have been treated differently by a healthcare professional because of their race.

I have been treated differently by a healthcare professional because of my race



MHI score by I have been treated differently by a healthcare professional because of my race



- Visible minorities are four times more likely than individuals not identifying as visible minorities to report they have been treated differently by a healthcare professional because of their race.
- Individuals identifying as underweight are four times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their race.
- There is a minor difference across genders reporting they have been treated differently by a healthcare professional because of their race.

More than two in five (41 percent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their race. The mental health score of this group (51.2) is nearly 18 points below the national average.

Does treatment because of your race impact your willingness to get care?



MHI score by Does treatment because of your race impact your willingness to get care



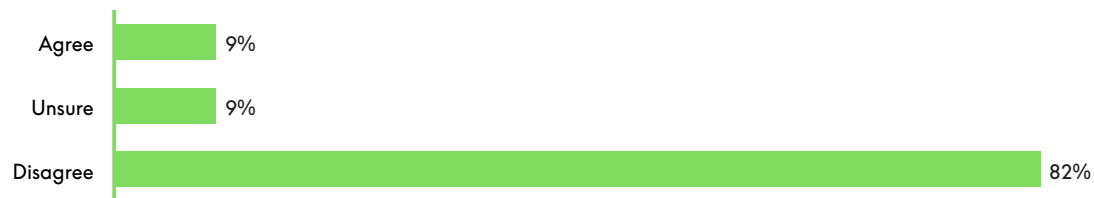
Americans were asked whether they have been treated differently by a healthcare professional because of their ethnicity.

- More than four in five (82 percent) have not been treated differently by a healthcare professional because of their ethnicity, and this group has the most favorable mental health score (71.6).
- Nearly one in five (18 percent) are unsure or have been treated differently by a healthcare professional because of their ethnicity. These groups have mental health scores more than nine points below the national average (68.9).

The experience of diverse groups:

- Individuals identifying as racialized are three times more likely than individuals identifying as white to report they have been treated differently by a healthcare professional because of their ethnicity.
- Individuals identifying as LGBTQ2+ are three times more likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their ethnicity.
- Americans with disabilities are more than four times more likely than individuals without disabilities to report they have been treated differently by a healthcare professional because of their ethnicity.

I have been treated differently by a healthcare professional because of my ethnicity



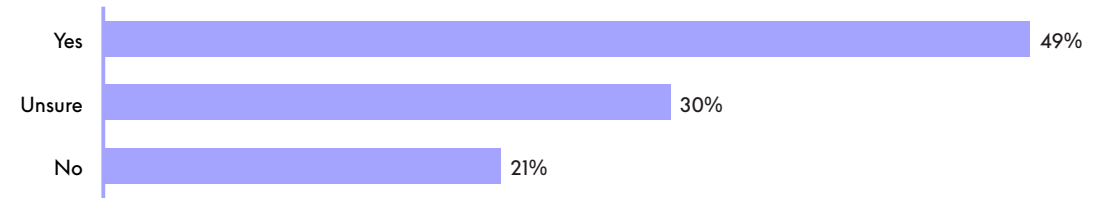
MHI score by I have been treated differently by a healthcare professional because of my ethnicity



- Visible minorities are nearly five times more likely than individuals not identifying as visible minorities to report they have been treated differently by a healthcare professional because of their ethnicity.
- Individuals identifying as underweight are nearly four times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their ethnicity.
- There is a minor difference across genders for individuals reporting they have been treated differently by a healthcare professional because of their ethnicity.

Nearly half (49 percent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their ethnicity. The mental health score of this group (50.5) is more than 18 points below the national average.

Does treatment because of your ethnicity impact your willingness to get care?



MHI score by Does treatment because of your ethnicity impact your willingness to get care



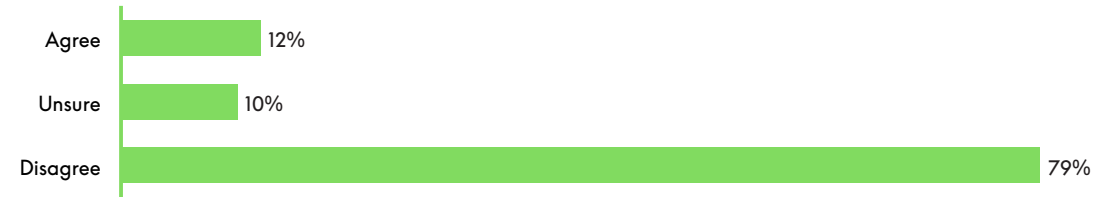
Americans were asked whether they have been treated differently by a healthcare professional because of their gender.

- More than three-quarters (79 percent) have not been treated differently by a healthcare professional because of their gender, and this group has the most favorable mental health score (72.3).
- Nearly one-quarter (22 percent) are unsure or have been treated differently by a healthcare professional because of their gender. These groups have mental health scores more than nine points below the national average (68.9).
- Women are 30 percent more likely to report that they been treated differently by a healthcare professional because of their gender.

The experience of diverse groups:

- Individuals identifying as LGBTQ2+ are three times more likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their gender.
- Americans with disabilities are more than three times more likely than individuals without disabilities to report they have been treated differently by a healthcare professional because of their gender.

I have been treated differently by a healthcare professional because of my gender



MHI score by I have been treated differently by a healthcare professional because of my gender



- Visible minorities are three times more likely than individuals who do not identify as visible minorities to report they have been treated differently by a healthcare professional because of their gender.
- Individuals identifying as underweight are nearly three times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their gender.

Nearly half (45 percent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their gender. The mental health score of this group (50.0) is nearly 19 points below the national average.

Does treatment because of your gender impact your willingness to get care?



MHI score by Does treatment because of your gender impact your willingness to get care



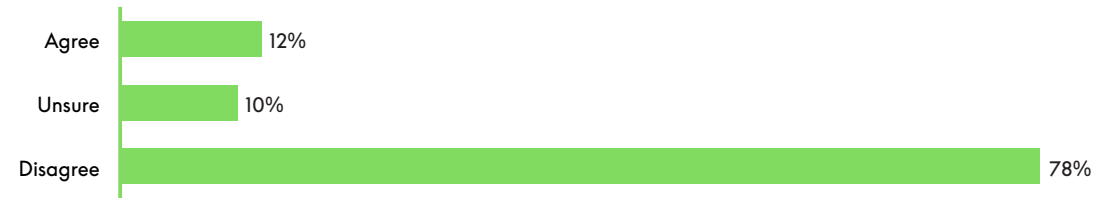
Americans were asked whether they have been treated differently by a healthcare professional because of their weight.

- Nearly eight in ten (78 percent) have not been treated differently by a healthcare professional because of their weight, and this group has the most favorable mental health score (72.6).
- More than one in five (22 percent) are unsure or have been treated differently by a healthcare professional because of their weight. These groups have mental health scores more than 11 points below the national average (68.9).

The experience of diverse groups:

- Individuals identifying as LGBTQ2+ are three times more likely than individuals not identifying as LGBTQ2+ to report they have been treated differently by a healthcare professional because of their weight.
- Disabled Americans are more than three times more likely than individuals without disabilities to report they have been treated differently by a healthcare professional because of their weight.
- Individuals identifying as underweight are more than two times more likely than individuals identifying as overweight to report they have been treated differently by a healthcare professional because of their weight.
- There is a minor difference across genders for individuals reporting they have been treated differently by a healthcare professional because of their weight.

I have been treated differently by a healthcare professional because of my weight

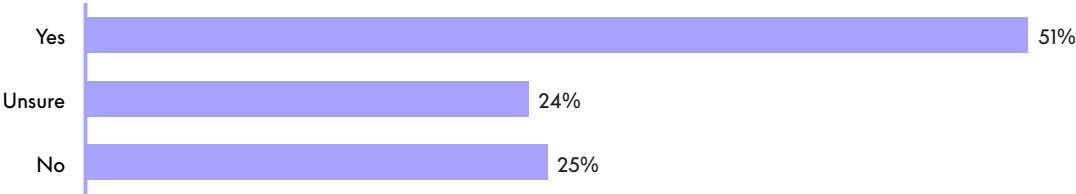


MHI score by I have been treated differently by a healthcare professional because of my weight



More than half (51 percent) report that their willingness to get care is impacted because of how they have been treated by a healthcare professional because of their weight. The mental health score of this group (49.4) is more than 19 points below the national average.

Does treatment because of your weight impact your willingness to get care?



MHI score by Does treatment because of your weight impact your willingness to get care



Overview of the Mental Health Index by LifeWorks™

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 November 11 and November 18, 2022.

Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence, the reference relative to that benchmark is no longer relevant.

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@lifeworks.com



LifeWorks is a wholly owned subsidiary of TELUS now operating as part of TELUS Health as a result of its recent acquisition.

About TELUS Health

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

For more information, please visit: www.telushealth.com.