



The Mental Health Index by TELUS Health.

Special report on physical health and wellbeing

United States of America | April 2023



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What you need to know for April 2023.

1. Nearly one-quarter of workers in the United States have a high mental health risk, two-thirds higher than the pre-pandemic rate.

- At 71.0, the mental health of workers in the United States declined modestly from the prior month
- The drivers of the decline in mental health are decreases in anxiety, optimism, financial risk, and psychological health scores
- 23% have a high mental health risk, 40% have a moderate mental health risk, and 37% have a low mental health risk
- Mental health scores declined in the Northeastern and Southern U.S.; scores are unchanged in the Midwest and West
- Labourers have a lower mental health score than service and office workers
- Managers have a better mental health score than non-managers

2. One in fourteen workers report mental health decline or significant mental health challenges.

- The mental health scores of workers reporting a decline in their mental health or significant mental health challenges are 47 or more points below workers reporting good mental health and 35 or more points below the national average
- Parents are 70 percent more likely than non-parents to report they are starting to see/make improvement in their mental health
- Workers older than 50 are more likely than workers under 40 to self-report good mental health



3. One in twelve workers report a decline in their physical health or significant physical health challenges.

- The mental health scores of workers reporting a decline in their physical health or significant physical health challenges are 36 or more points below workers reporting good physical health and 25 or more points below the national average
- 29 percent of workers say they do not have time to exercise regularly
- 27 percent of workers cite motivation and/or no energy as the barrier to exercising regularly
- 17 percent do not exercise and the mental health score of this group is 13 points below workers who exercise four or more times per week
- Workers over 50 are more likely to exercise to maintain their health whereas workers under 40 are more likely to exercise to improve or maintain their appearance

4. Nearly two in five report better sleep would be most helpful in managing their physical health, followed by affordable nutritious foods.

- 84 percent believe physical activity has a positive effect on their mental health
- Most workers indicate that they exercise vigorously less than 1.5 hours a week; however, better mental health scores are seen at 3.5 hours per week or more
- 9 percent say managing their physical health starts with their mental health; this group has a mental health score 14 points lower than the national average
- 8 percent of workers have a physical health issue that interferes with work
- Among workers with a physical health issue that interferes with work, 34 percent say their employer is unaware, or are unsure whether their employer is aware, of their physical health issue

5. Nearly one in twelve workers are dissatisfied with the level of available healthcare.

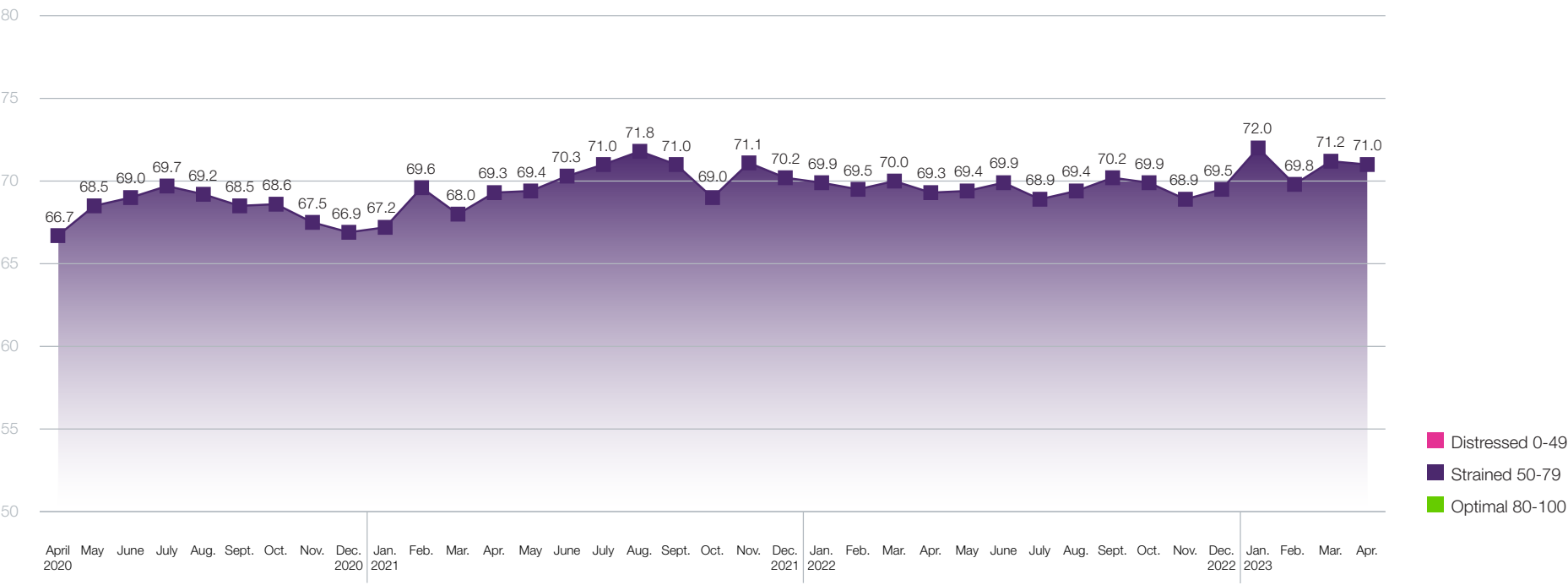
- The mental health score of workers dissatisfied with available healthcare is nearly 25 points lower than satisfied workers and 21 points lower than the national average
- Workers under 40 and women are more likely to be dissatisfied with the level of available healthcare
- 54 percent of those dissatisfied cite cost for care, 17 percent cite poor quality of care, 14 percent cite long wait times for treatment, 10 percent cite little or no access to a family doctor
- 8 percent say access to a family doctor would be most helpful in managing their physical health



The Mental Health Index.

The overall Mental Health Index (MHI) for April 2023 is 71.0. The mental health of workers in the United States declined modestly from the previous month.

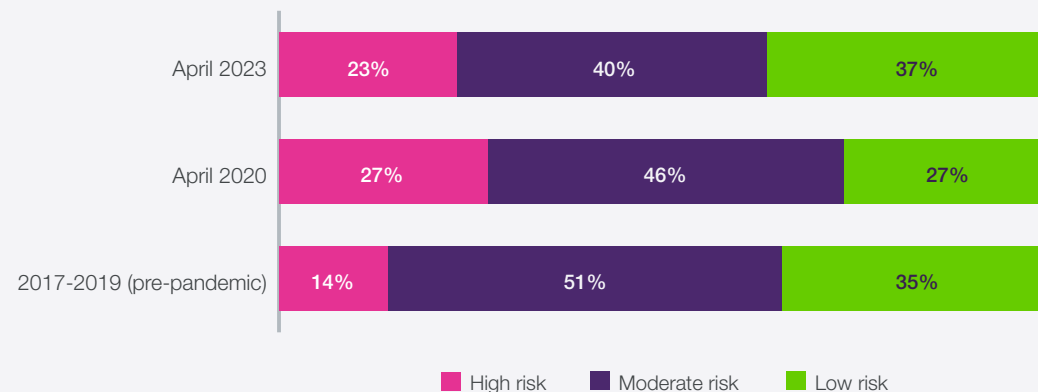
MHI Current Month April 2023	March 2023
71.0	71.2





Mental health risk.

In April 2023, 23 percent of Americans have a high mental health risk, 40 percent have a moderate mental health risk, and 37 percent have a low mental health risk. Three years after the launch of the Index in April 2020, near the onset of the COVID-19 pandemic, there has been a slight reduction among high-risk workers (4 percent) and a more notable reduction among moderate-risk workers (6 percent).



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.

Mental Health Index sub-scores.

For one year, the lowest Mental Health Index sub-score is for the risk measure of anxiety (64.5). Isolation (67.4), work productivity (70.5), depression (71.1), optimism (71.5), and financial risk (75.4) follow. General psychological health (77.1) continues to be the most favorable mental health measure in April 2023.

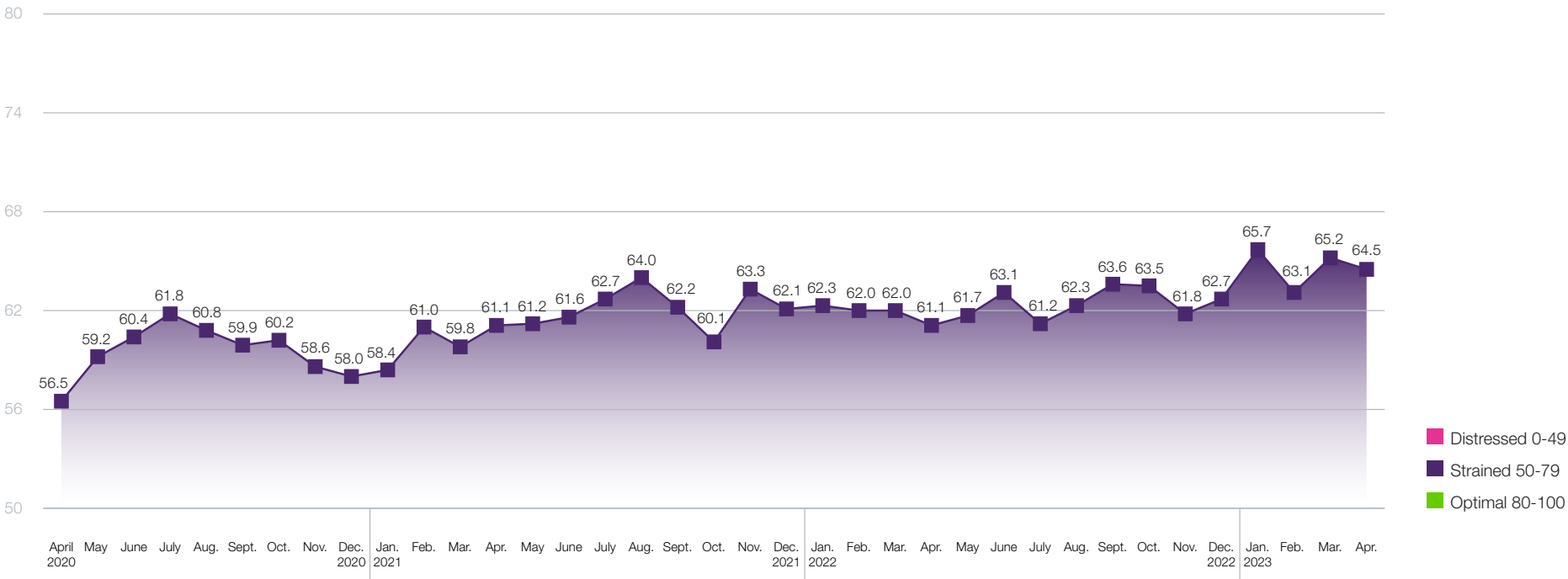
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for 12 consecutive months
- Anxiety, optimism, financial risk, and general psychological health sub-scores have declined compared to the prior month
- The greatest decline is observed in the financial risk sub-score, decreasing 1.1 points from March 2023

Mental Health Index Sub-scores	April 2023	March 2023
Anxiety	64.5	65.2
Isolation	67.4	66.6
Work productivity	70.5	70.3
Depression	71.1	70.9
Optimism	71.5	71.9
Financial risk	75.4	76.5
Psychological health	77.1	77.3



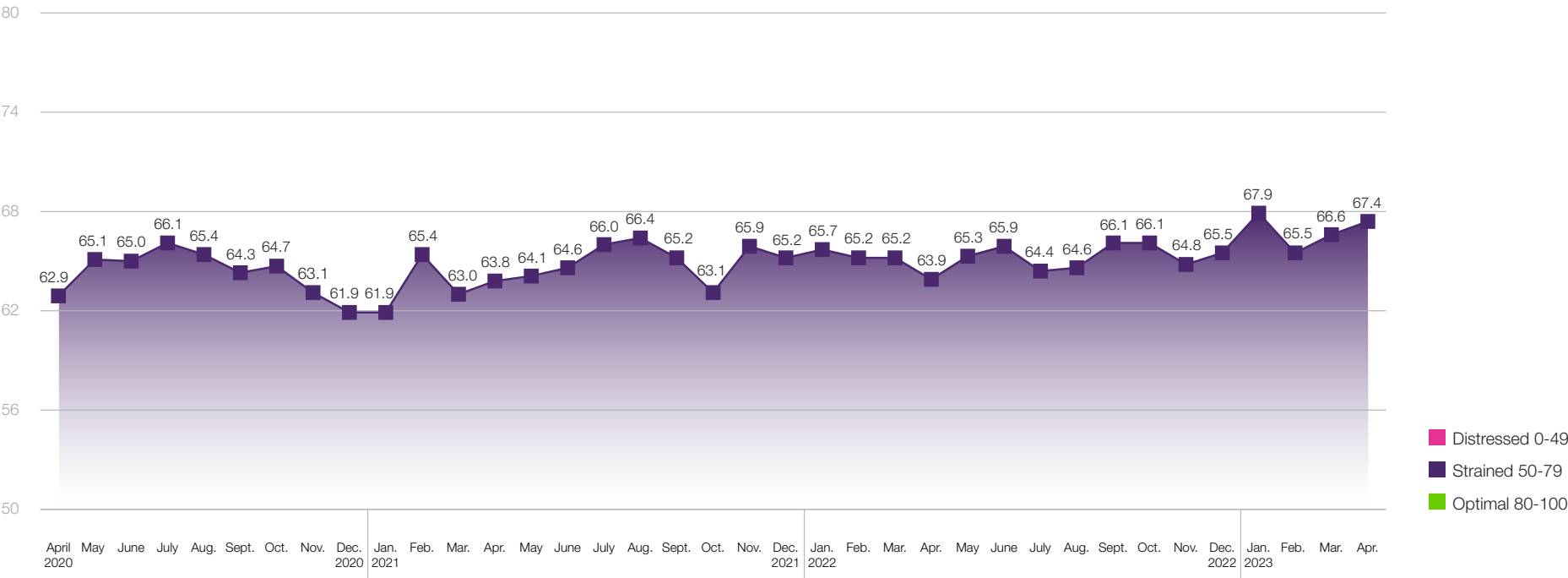
Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. Since November 2021, anxiety scores have fluctuated. After reaching its peak in January 2023, the anxiety sub-score declined 2.6 points in February 2023. A significant 2.1-point improvement was observed in March 2023. In April 2023, the anxiety sub-score declined nearly one point and continues to be the lowest across all mental health sub-scores.



Isolation

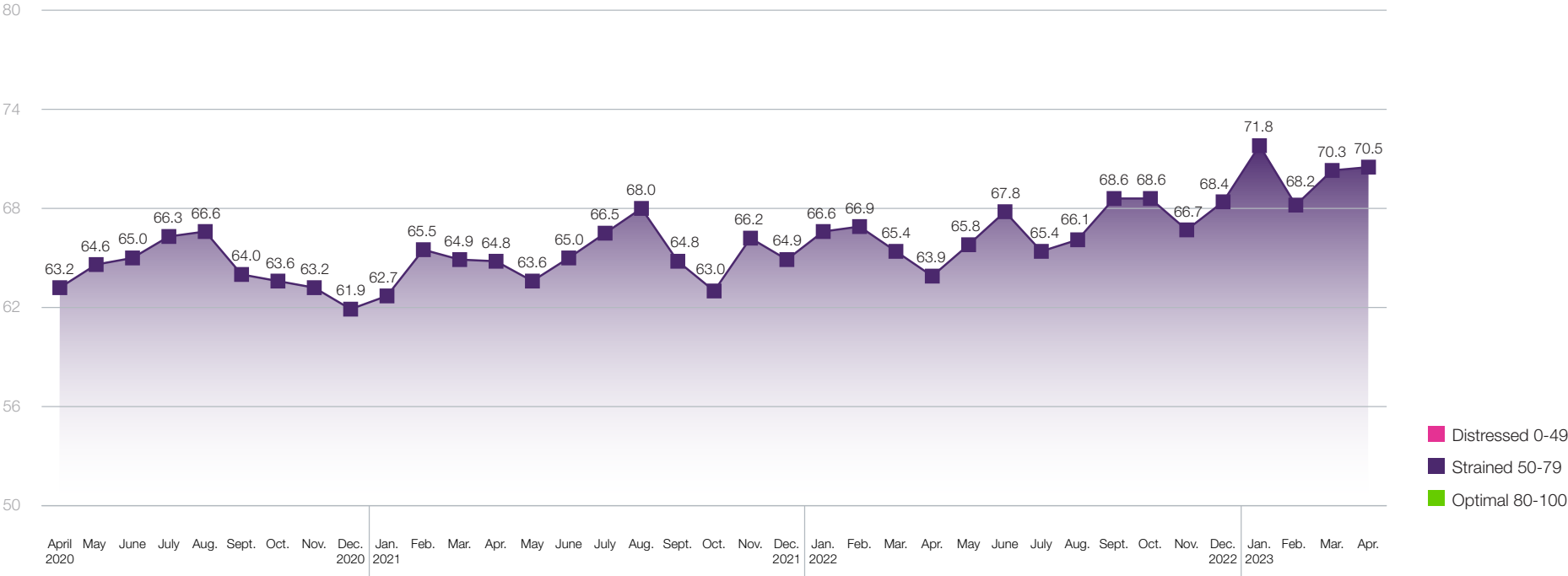
Isolation sub-scores have fluctuated since the launch of the Index in April 2020. Following a sharp decline from July 2020 to January 2021, the isolation sub-score has made incremental improvements. Following a significant increase in January 2023 wherein the isolation sub-score reached its highest level, a 2.4-point decrease was observed in in February 2023, returning the score to a level equal to December 2022. The isolation score recovered 1.1 points in March 2023 and continues to improve in April 2023.



Work productivity

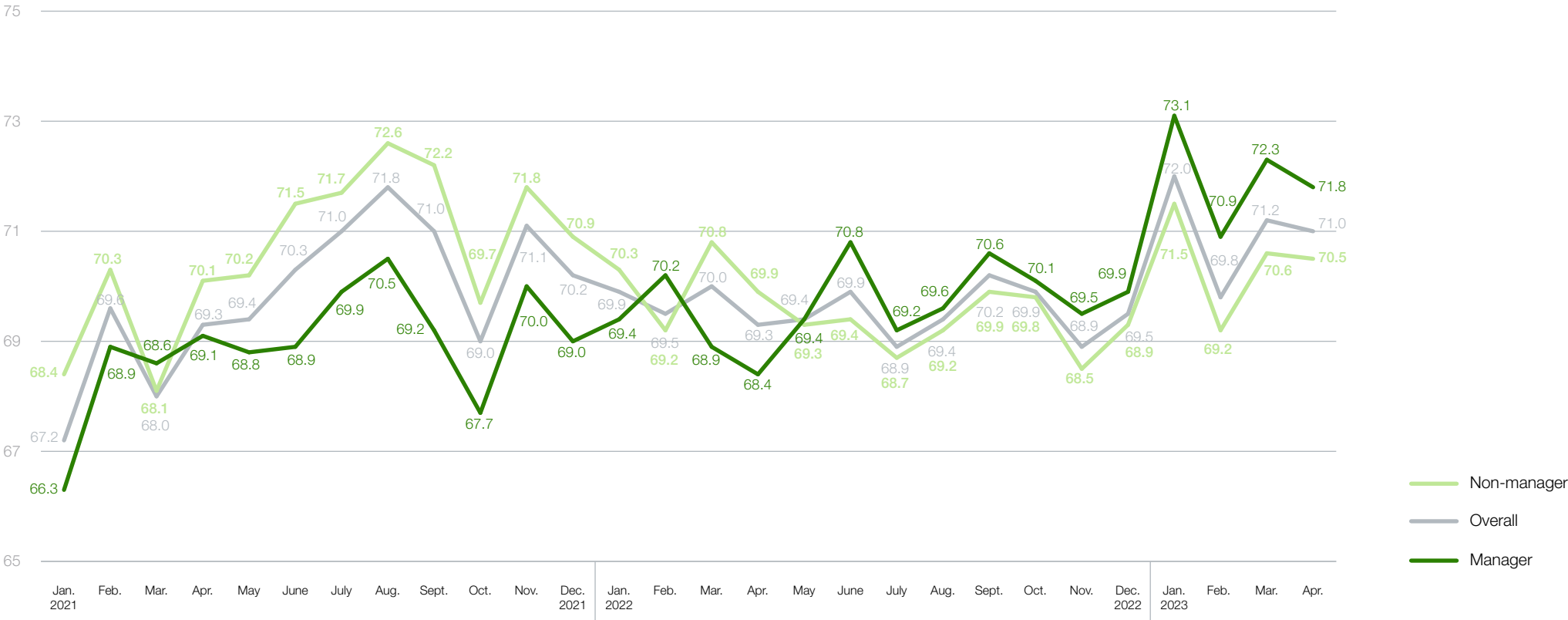
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity sub-score has been inconsistent since the launch of the MHI in April 2020. After reaching its high in January 2023, the work productivity score declined sharply in February. Similar to other sub-scores, the work productivity score rebounded in March 2023 and continues with a modest improvement in April 2023.



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 was 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 has been evidenced beginning in May 2022. Following two months of improvements, the mental health of managers and non-managers fell sharply in February 2023 but recovered in March. In April 2023, managers have a higher mental health score (71.8) than the national average (71.0) and non-managers (70.5).



Mental health by gender and age.

- Since the launch of the MHI, women have a significantly lower mental health score than men. In April 2023, the mental health score of women is 68.3 compared to 74.0 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. Three years later, this pattern continues with a lower score for individuals with at least one child (67.6) than individuals without children (72.2)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and six percent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (53.5), followed by individuals working fewer hours (60.9), individuals not currently employed (68.6), and individuals with no change to salary or hours (71.9)
- Managers have a better mental health score (71.8) than non-managers (70.5)
- Labourers have a lower mental health score (66.4) than service (70.6) and office workers (72.2)
- Respondents working for companies with 51-100 employees have the lowest mental health score (67.7)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (72.7)

Emergency savings

- Workers without emergency savings continue to experience a lower score in mental health (52.3) than the overall group (71.0). Workers with emergency savings have a mental health score of 76.3

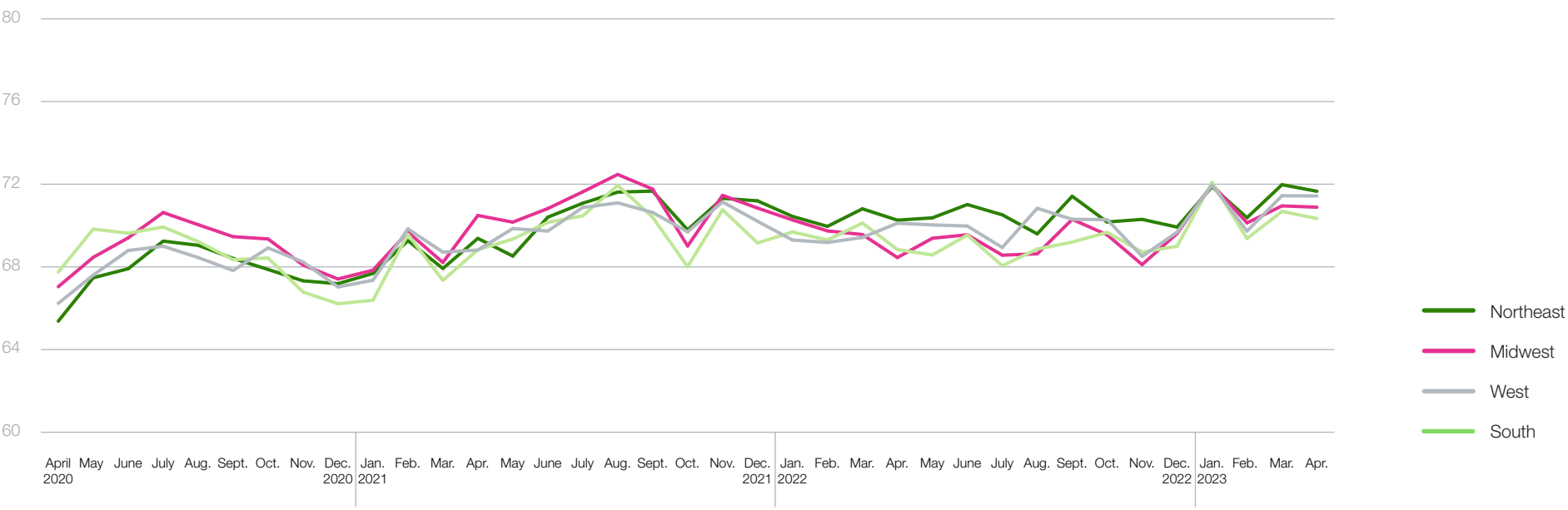


¹ MHI respondents who have been employed in the past six months are included in the poll.

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. Following a significant improvement in all regions of the US in January 2023, the mental health of Americans in all regions declined sharply in February 2023 but rebounded in March. In April 2023, the mental health scores in the Northeastern and Southern United States declined whereas the scores are unchanged in the Midwest and West.

- The Southern United States declined a modest 0.4 points from the prior month
- Despite a 0.3-point decline, the Northeast has the highest mental health score (71.7) in April 2023



Employment status	Apr. 2023	March 2023
Employed (no change in hours/salary)	71.9	72.3
Employed (fewer hours compared to last month)	60.9	60.5
Employed (reduced salary compared to last month)	53.5	50.9
Not currently employed	68.6	68.3
Age group	Apr. 2023	March 2023
Age 20-29	56.7	58.6
Age 30-39	63.8	63.2
Age 40-49	68.0	67.4
Age 50-59	71.6	72.5
Age 60-69	77.4	77.8
Number of children	Apr. 2023	March 2023
No children in household	72.2	72.7
1 child	67.7	66.5
2 children	67.8	66.7
3 children or more	66.7	68.4

Region	Apr. 2023	March 2023
Northeast	71.7	72.0
Midwest	70.9	70.9
South	70.3	70.7
West	71.4	71.4
Gender	Apr. 2023	March 2023
Men	74.0	74.1
Women	68.3	68.6
Household income	Apr. 2023	March 2023
<\$30K/annum	60.9	60.6
\$30K to <\$60K/annum	65.0	64.7
\$60K to <\$100K	70.5	71.6
\$100K to <\$150K	74.4	74.7
\$150K or more	78.6	79.5

Employer size	Apr. 2023	March 2023
Self-employed/sole proprietor	69.8	70.5
2-50 employees	71.0	70.8
51-100 employees	67.7	67.2
101-500 employees	72.1	71.1
501-1,000 employees	70.1	69.1
1,001-5,000 employees	72.6	72.8
5,001-10,000 employees	69.0	71.7
More than 10,000 employees	72.7	74.3
Manager	Apr. 2023	March 2023
Manager	71.8	72.3
Non-manager	70.5	70.6
Work environment	Apr. 2023	March 2023
Labour	66.4	-
Office/desk	72.2	-
Service	70.6	-

Numbers highlighted in **pink** are the most negative scores in the group.
Numbers highlighted in **green** are the least negative scores in the group.

The Mental Health Index by industry.

Employees working in Information and Cultural Industries have the lowest mental health score (57.8) in April 2023, followed by individuals working in Food Services (62.5), and Management of Companies and Enterprises (63.8).

Respondents employed in Public Administration (76.7), Accommodation (75.1), and Finance and Insurance (75.0), have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	April 2023	March 2023	Change
Accommodation	75.1	69.3	5.8
Utilities	72.3	68.8	3.5
Administrative and Support services	67.1	64.7	2.4
Manufacturing	74.8	73.0	1.8
Real Estate, Rental and Leasing	73.9	72.5	1.4
Finance and Insurance	75.0	73.9	1.0
Wholesale Trade	73.9	73.1	0.8
Public Administration	76.7	76.1	0.6
Educational Services	72.4	72.2	0.2
Other	69.1	69.4	-0.3
Agriculture, Forestry, Fishing and Hunting	70.6	70.9	-0.3
Health Care and Social Assistance	70.1	70.6	-0.5
Other services (except Public Administration)	70.2	70.9	-0.7
Technology	71.8	72.5	-0.7
Retail Trade	68.3	69.1	-0.8
Media and Telecommunications	71.4	72.5	-1.1
Construction	71.5	72.7	-1.2
Professional, Scientific and Technical Services	74.2	75.5	-1.3
Arts, Entertainment and Recreation	65.6	67.2	-1.7
Transportation and Warehousing	69.8	71.7	-1.9
Food Services	62.5	66.6	-4.1
Information and Cultural Industries	57.8	62.5	-4.7
Management of Companies and Enterprises	63.8	69.9	-6.2

Spotlight

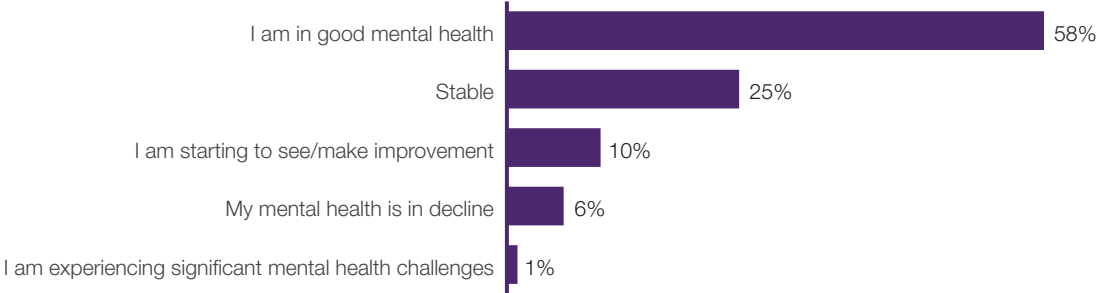
Self-reported mental health.

Workers in the United States were asked to describe their current mental health.

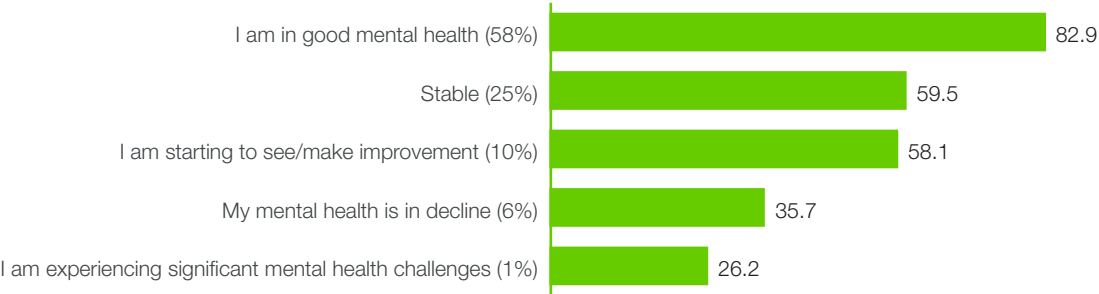
- One in fourteen (seven percent) say their mental health is in decline or they are experiencing significant mental health challenges; workers in these categories have mental health scores 47 or more points lower than workers reporting good mental health and 35 or more points lower than the national average (71.0)
- Parents are 70 percent more likely than non-parents to report they are starting to see/make improvement in their mental health
- Workers under 40 are three and half times more likely than workers over 50 to report they are starting to see/make improvement in their mental health
- Nearly three in five (58 percent) self-report good mental health; this group has the highest mental health score (82.9), 12 points higher than the national average (71.0)
- Workers older than 50 are 70 percent more likely than workers under 40 to report being in good mental health



Current mental health



MHI score by “Current mental health”

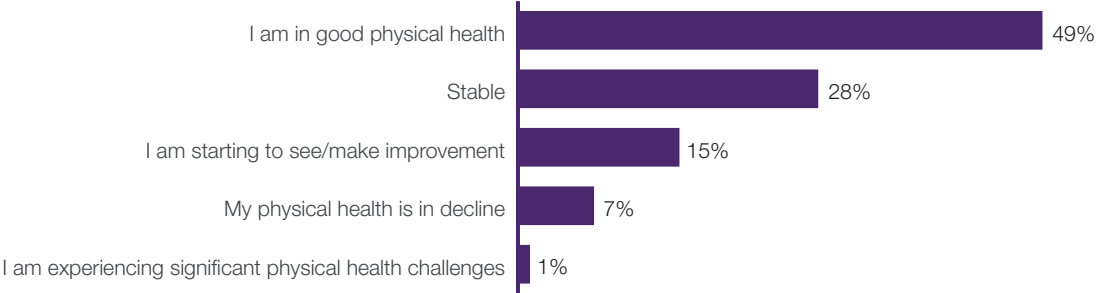


Self-reported physical health.

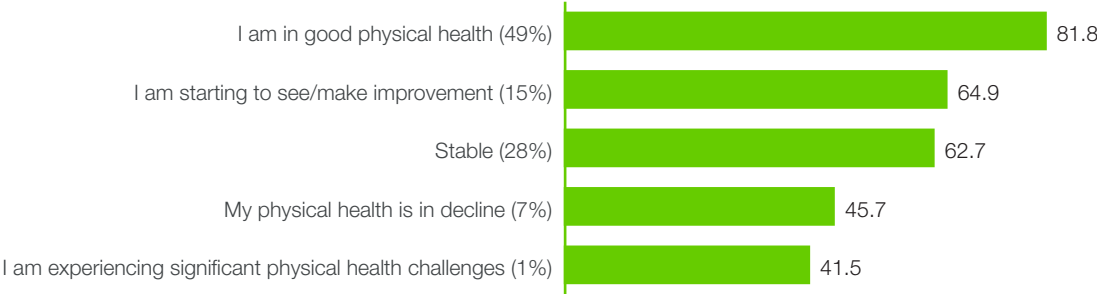
- Workers in the United States were asked to describe their current physical health.
- One in twelve (eight percent) say their physical health is in decline or they are experiencing significant physical health challenges; workers in these categories have mental health scores 36 or more points lower than workers reporting good physical health and 25 or more points lower than the national average (71.0)
 - Workers under 40 are nearly twice as likely as workers over 50 to report they are starting to see/make improvement in their physical health
 - Nearly half (49 percent) self-report good physical health; this group has the highest mental health score (81.8), nearly 11 points higher than the national average (71.0)



Current physical health



MHI score by “Current physical health”



Physical health effect on mental health.

Workers in the United States were asked whether physical activity has a positive effect on their mental health.

More than four in five (84 percent) believe that physical activity has a positive effect on their mental health; this group has the highest mental health score (72.8), 10 points higher than workers who are neutral (62.3) and nearly two points above the national average (71.0).

Physical activity has a positive effect on my mental health



MHI score by “Physical activity has a positive effect on my mental health”



Workers in the United States were asked whether physical activity and good mental health are linked.

Nearly nine in ten (88 percent) believe that physical activity and good mental health are linked; this group has the highest mental health score (72.1), nine or more points higher than workers who are neutral or disagree, and one point above the national average (71.0).

I believe that physical activity and (good) mental health are linked



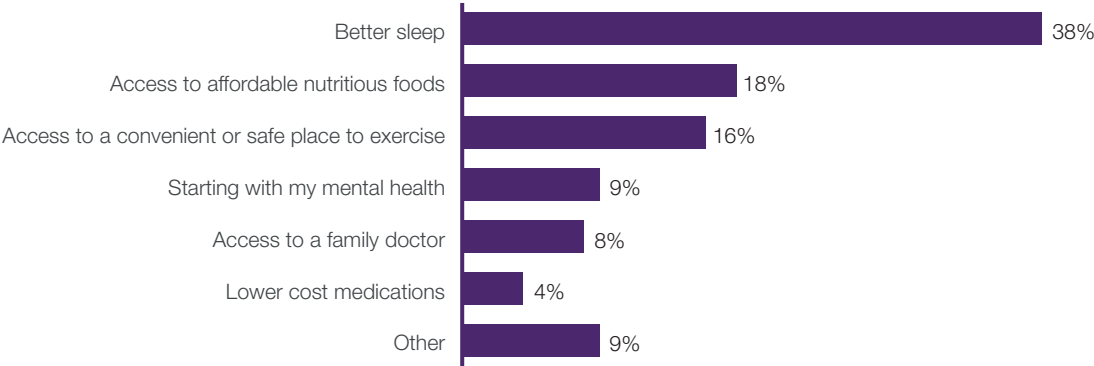
MHI score by “I believe that physical activity and (good) mental health are linked”



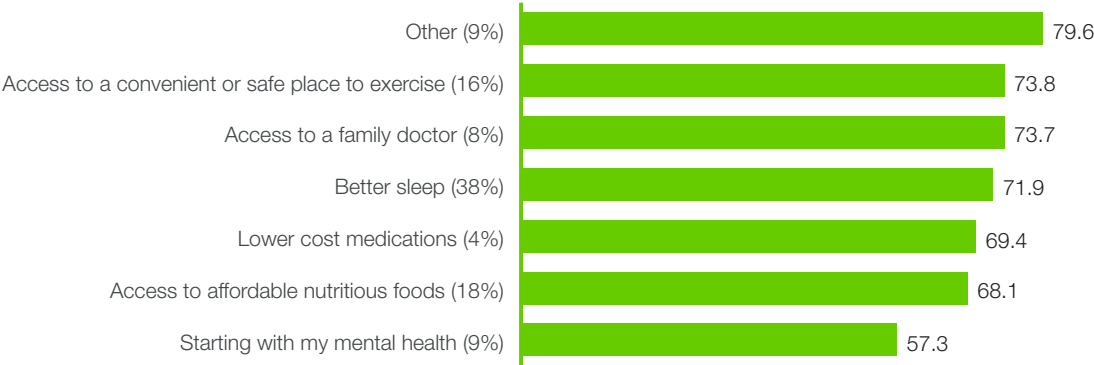
- Workers in the United States were asked what would be most helpful in managing their physical health.
- Nearly two in five (38 percent) report better sleep would be most helpful in managing their physical health, 18 percent report access to affordable nutritious foods, 16 percent report access to a convenient or safe place to exercise, and eight percent report access to a family doctor as most helpful in managing their physical health
 - Nine percent said that starting with their mental health would be most helpful in managing their physical health; the mental health score of this group (57.3) is nearly 14 points lower than the national average (71.0)
 - Workers under 40 are 80 percent more likely than workers over 50 to say that access to affordable nutritious foods would be most helpful in managing their physical health



Most helpful in managing physical health



MHI score by “Most helpful in managing physical health”



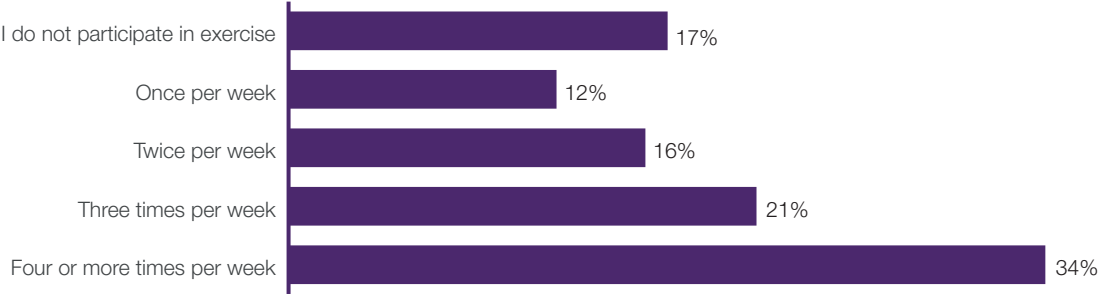
Exercise

Workers in the United States were asked how frequently they exercise.

- Nearly one in five (17 percent) do not exercise. The mental health score of this group (64.3) is nearly 13 points lower than workers who exercise four or more times per week (77.1) and seven points lower than the national average (71.0)
- Women are 40 percent more likely than men to report not exercising
- More than one-third (34 percent) exercise four or more times per week; this group has the highest mental health score (77.1), six points higher than the national average (71.0)



How frequently do you exercise?



MHI score by “How frequently do you exercise?”

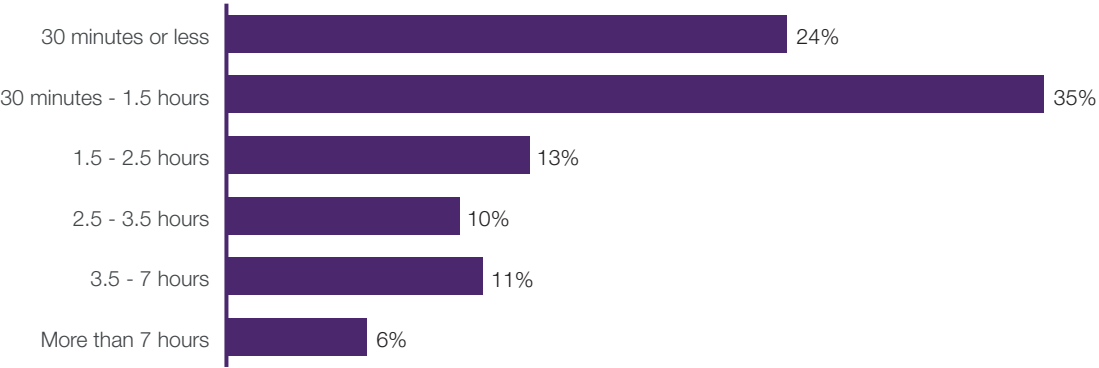


Workers in the United States who exercise were asked about their total duration of moderate to vigorous exercise in a typical week.

The highest mental health score (77.3) is among six percent of workers reporting more than 7 hours of moderate to vigorous exercise per week. The mental health score of this group is nine points higher than workers who report 30 minutes or less of moderate to vigorous exercise (67.8) and more than six points higher than the national average (71.0).



Total duration of moderate to vigorous exercise

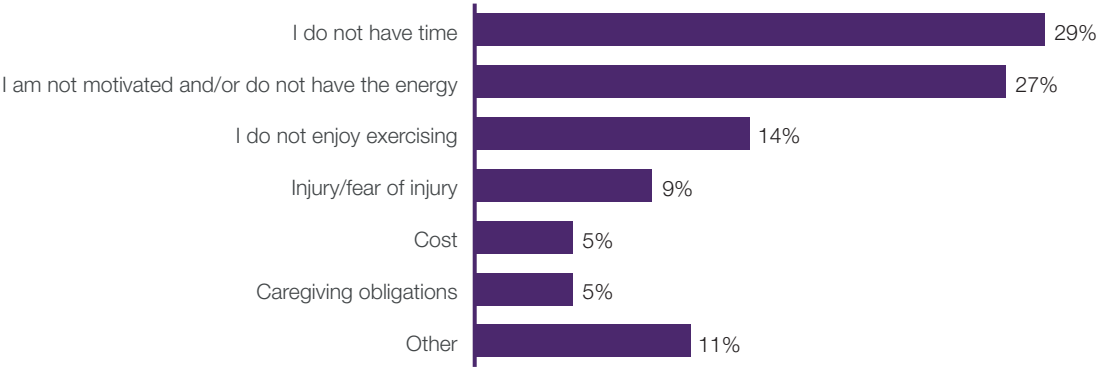


MHI score by “Total duration of moderate to vigorous exercise”

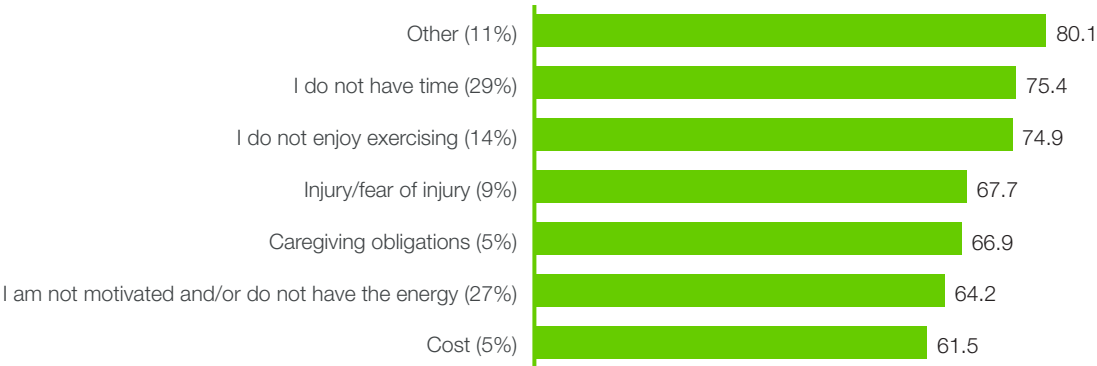


- Workers in the United States were asked about the biggest barrier to exercising regularly.
- 29 percent say they do not have time to exercise regularly and 27 percent are not motivated and/or do not have the energy to exercise
 - Five percent say cost is the biggest barrier to exercising regularly; this group has the lowest mental health score (61.5), nearly ten points lower than the national average (71.0)
 - Parents are 70 percent more likely than non-parents to say cost is the biggest barrier to exercising regularly
 - Non-parents are nearly two times more likely than parents to report not enjoying exercising

Biggest barrier to exercising regularly



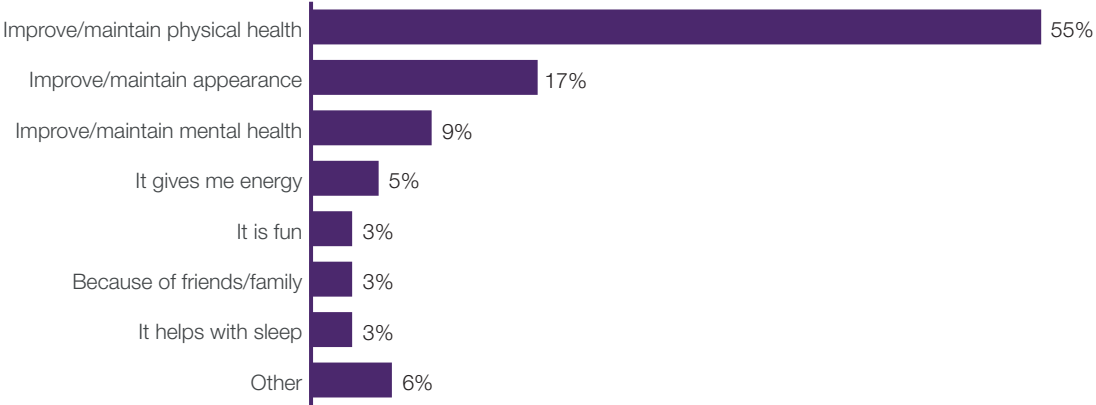
MHI score by “Biggest barrier to exercising regularly”



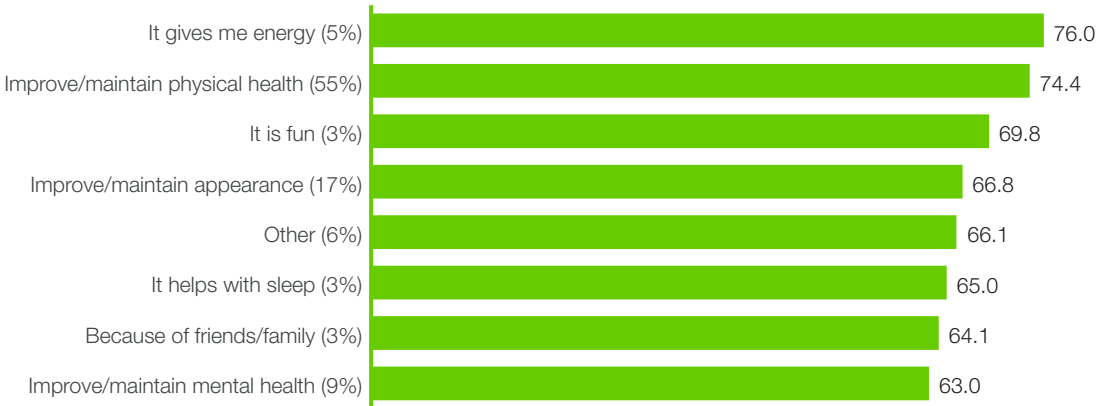
Workers in the United States were asked about the primary reason they exercise.

- More than half (55 percent) exercise to improve/maintain physical health; this group has the highest mental health score (74.4), more than three points higher than the national average (71.0)
- Workers over 50 are 50 percent more likely than workers under 40 to exercise to improve/maintain their physical health
- Nearly one in ten (nine percent) exercise to improve/maintain their mental health; this group has the lowest mental health score (63.0), eight points lower than the national average (71.0)
- Parents are 80 percent more likely than non-parents to exercise to improve/maintain their mental health
- Seventeen percent exercise to improve/maintain their appearance; the mental health of this group (66.8) is four points lower than the national average (71.0)
- Workers under 40 are two times more likely than workers over 50 to report exercising to improve/maintain their appearance
- Women are 40 percent more likely than men to exercise to improve/maintain their appearance

Primary reason for exercising



MHI score by “Primary reason for exercising”



Physical health issues that interfere with work.

Workers in the United States were asked whether they have a physical health issue that interferes with work.

- Nearly one in ten (eight percent) have a physical health issue that interferes with work; this group has a mental health score (54.6) nearly 18 points lower than workers not reporting a physical health issue that interferes with work (72.3) and 16 points lower than the national average (71.0)
- Labourers are more than twice as likely as office workers and 70 percent more likely than workers in service industries to have a physical health issue that interferes with work
- Parents are 40 percent more likely than non-parents to have a physical health issue that interferes with their work



Do you have a physical health issue that interferes with work?



MHI score by “Do you have a physical health issue that interferes with work?”



Workers in the United States reporting a physical health issue that interferes with their work were asked whether their employer is aware of the issue.

- Nearly one in five (17 percent) report their employer is unaware of their physical health issue; the mental health score of this group (55.1) is 16 points lower than the national average (71.0)
- Nearly one in five (17 percent) are unsure whether their employer is aware of their physical health issue that impacts work. The mental health score of this group (50.4) is more than 20 points lower than the national average (71.0)
- Nearly two-thirds (66 percent) report their employer is aware of their physical health issue; despite this, the mental health score of this group (55.6) is more than 15 points lower than the national average (71.0)

Is your employer aware that you have a physical health issue that interferes with work?



MHI score by “Is your employer aware that you have a physical health issue that interferes with work?”



Workers in the United States whose employers are aware of their physical health issue that interferes with work were asked whether their employer is helpful in managing work

- More than one in ten (13 percent) report their employer is not helpful in managing work given the challenges with their physical health issue; the mental health score of this group (52.9) is 18 points below the national average (71.0) and more than five points lower than workers whose employers are always helpful (58.2)
- Nearly nine in ten (88 percent) report that their employer is always or sometimes helpful in managing work given the challenges with their physical health issue; despite this support, the mental health score of this group is 13 or more points lower than the national average (71.0)



Is your employer helpful managing work given the challenges you have with your physical health issue?



MHI score by “Is your employer helpful managing work given the challenges you have with your physical health issue?”



Satisfaction with healthcare.

Workers in the United States were asked whether they are satisfied with the level of healthcare available.

- Nearly one in twelve (eight percent) are dissatisfied with the level of healthcare available; the mental health of this group is lowest (50.3), 25 points lower than workers who are satisfied (75.1) and 21 points lower than the national average (71.0)
- Women are 60 percent more likely than men to report being dissatisfied with the level of healthcare available
- Workers under 40 are two and half times more likely than workers over 50 to report being dissatisfied with the level of healthcare available
- More than three-quarters (77 percent) are satisfied with the level of healthcare available; this group has the highest mental health score (75.1), four points higher than the national average (71.0)



I am satisfied with the level of healthcare that is available to me



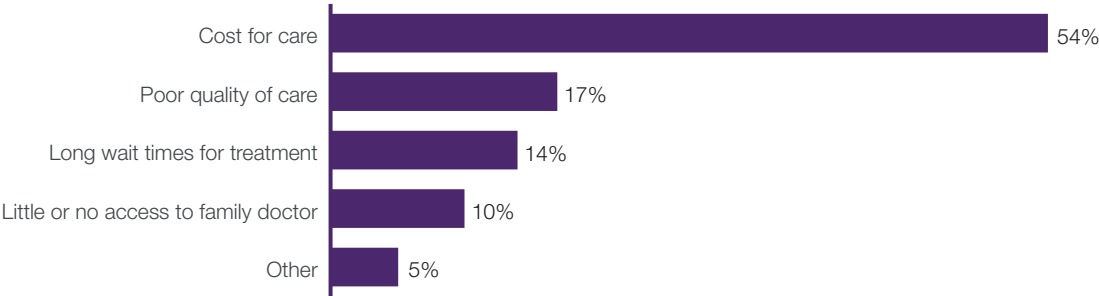
MHI score by “I am satisfied with the level of healthcare that is available to me”



Workers in the United States dissatisfied with the level of healthcare available were asked for the reason.

- More than half (54 percent) are dissatisfied with the cost for care and this group has the lowest mental health score (49.0), 22 points lower than the national average (71.0)
- Nearly one-quarter (24 percent) are dissatisfied because of access to care; specifically, 14 percent are dissatisfied because of long wait times for treatment and 10 percent are dissatisfied because of little or no access to a family doctor
- The mental health scores of workers dissatisfied because of access to care are 15 or more points lower than the national average (71.0)
- The mental health score of 17 percent of workers reporting poor quality of care (50.0) is 21 points lower than the national average (71.0)
- Labourers are 50 percent more likely than office workers to report poor quality of care as the reason for dissatisfaction

Reason for dissatisfaction



MHI score by “Reason for dissatisfaction”



Overview of the Mental Health Index by TELUS Health (formerly 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 April 3 to April 13, 2023.

Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

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

Additional data and analyses.

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request.

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