

# Health on Demand Delivering the benefits employees want now

## US Results

Our latest study of over 14,000 employees across the globe looked at how employers can **positively impact** the health of their people. Do you know **which benefits matter most** to your employees now? Do you know how to best support them in this challenging environment?



## About the survey

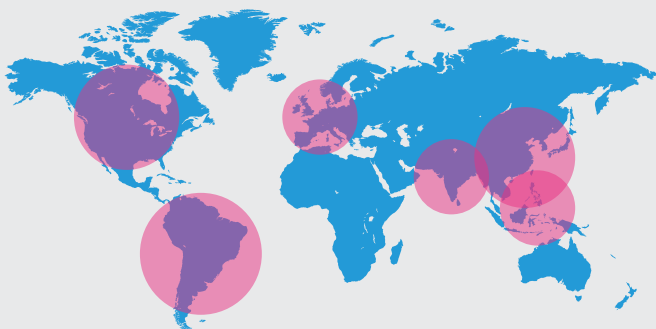
Mercer's Health on Demand research captures what employees want from their employer when it comes to support for their health and well-being.

**When** Survey was fielded **March 6 – April 13, 2021**

**Who** **14,096**  
representative samples  
of adult employees

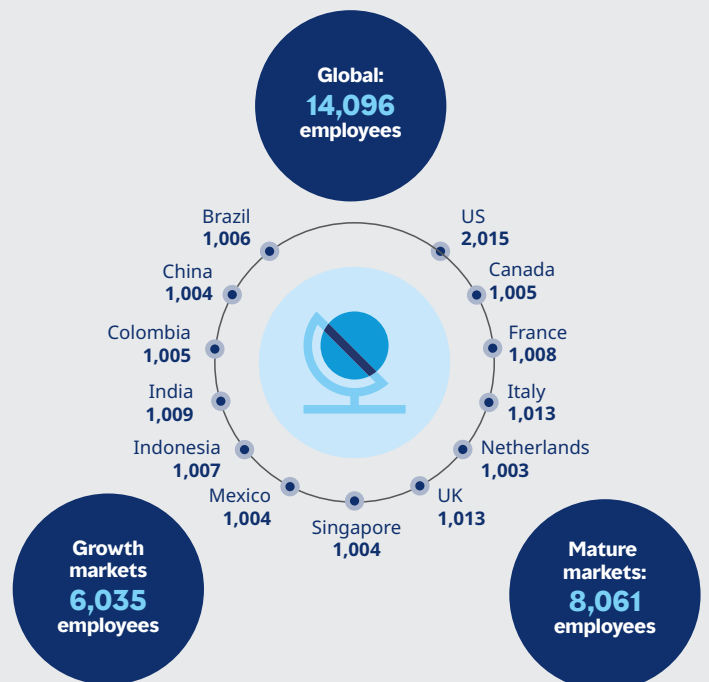
**18-64**  
years of age

**Where** Brazil, Canada, China, Colombia, France, India, Indonesia, Italy, Mexico, Netherlands, Singapore, United Kingdom, United States



### Research methods:

Samples were collected with respect to national labor force characteristics and based upon the most current OECD employment statistics. The global results are weighted to 1,000 to show an equal representation for each market.



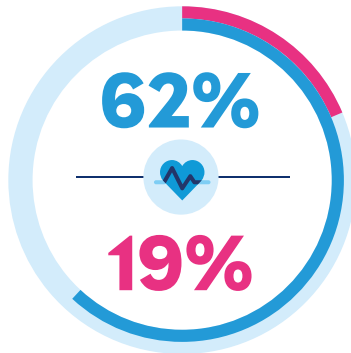
# Employer support matters

Employers that provide meaningful support to all employees are helping to create a more resilient and loyal workforce—which in turn improves company performance

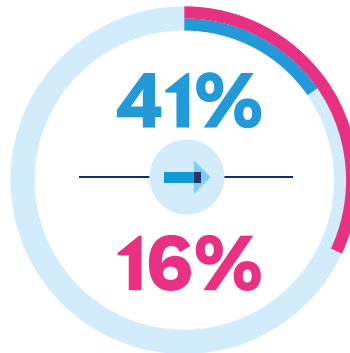
During the pandemic, employers proved they could make a meaningful difference.

Of employees who reported receiving **good** or **very good** support during the pandemic

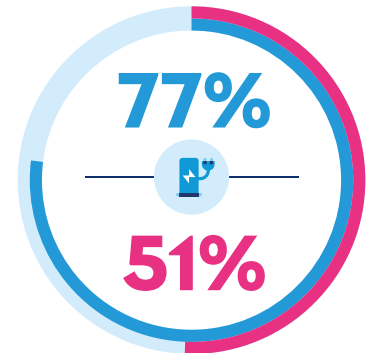
Of employees who reported receiving **poor** or **fair** support during the pandemic



Feel their employer cares about their health and well-being

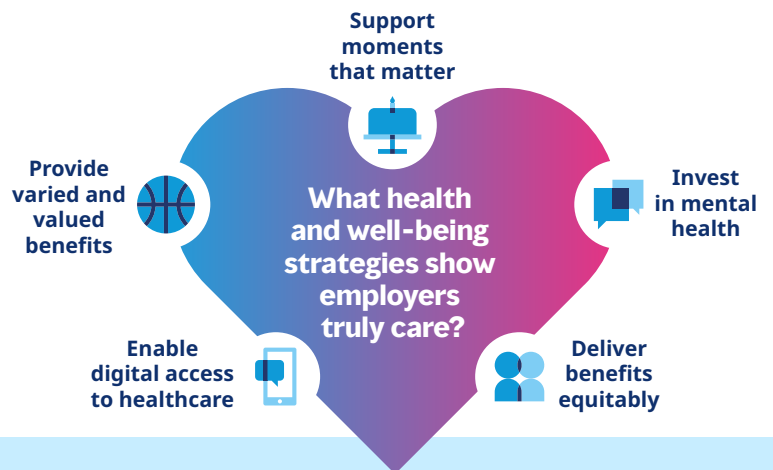


Are less likely to leave their job as a result



Feel energized at work

## Our report identified five ways for employers to support employee health and well-being:



## Support the moments that matter

### Insight:

Employees who felt well-supported by employers were less likely (25%) to view their pandemic experience as mostly negative compared to employees who did not feel supported (51%).

### Implication:

Enhance physical, social, financial and emotional well-being support to boost engagement and resilience.

### Support by the numbers:

# 53%

of employees reported that they received good support from their employers during the pandemic



## Provide varied and valued benefits

### Insight:

Employees with the most health and well-being resources are 35 percentage points less likely to move elsewhere, 27 pp more confident they can afford the healthcare they need and 11 pp more energized than those offered no resources.

### Implication:

The more diverse health, risk protection and well-being resources you offer, the more loyal and productive your workforce will feel.

### Valued benefits by the numbers:

# 59%

of employees place the highest value on flexible work as a way to support well-being



## Enable digital access to healthcare

### Insight:

Eight out of ten employees intend to keep using digital well-being solutions, such as video calls to their doctor and well-being apps to help them find healthcare support and self-manage conditions.

### Implication:

Ensure benefit plans facilitate, cover and encourage virtual care if seamless access is not otherwise available.

### Telemedicine by the numbers:

# 20%

of US employees used telemedicine for the first time during the pandemic - and the great majority will continue to do so

Business leaders have a unique opportunity to create value for their organizations and their people through innovative health solutions. The majority of employees trust their employers to deliver high-quality, convenient, affordable, and secure personal health solutions, and employers should leverage that trust as they create their total rewards strategy.



**Kate Brown**, Leader,  
Center for Health Innovation, Mercer



## Invest in mental health

### Insight:

More than one in two in two employees report feeling at least somewhat stressed every day. However, employees who feel supported by their employer are significantly less likely to be highly or extremely stressed.

### Implication:

Provide a comprehensive range of mental health supports to expand prevention and treatment, boost emotional health and reduce everyday stress levels.

### Stress by the numbers:

# 59%

of employees in the US who said they feel extremely, highly or somewhat stressed on a daily basis



## Deliver benefits equitably

### Insight:

Higher-earners are better able to access medical coverage, income protection and mental health counselling than lower-earners. One in three single mothers are not confident they can afford the healthcare they and their family need.

### Implication:

Consider the needs of disadvantaged groups to ensure those most in need of support are eligible for and can access benefits.

### Affordability by the numbers:

# 27%

of employees are not confident they can afford the healthcare their family needs

## Offering benefits to show you care

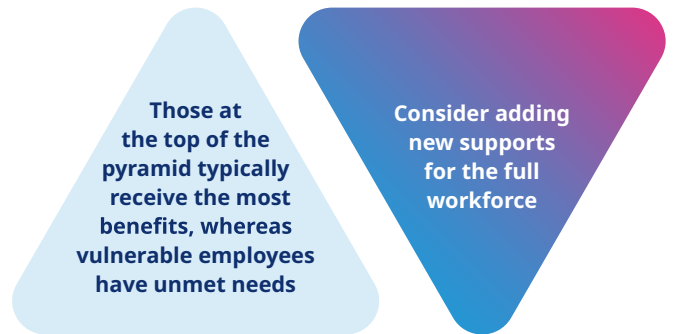
Benefits that employees only get to experience once they become sick (like critical illness insurance) don't have the same visibility as something they get to experience more frequently—such as a healthy work environment or gym benefits. That's why it's so essential to offer a mix of resources and solutions.

Increase the portion of your workforce that believes you care by providing:



# Flip the pyramid to provide benefits to meet the needs of the full workforce

It is important that benefits are designed to support all employees, including low wage earners, people of color, women, LGBTQ+ individuals, veterans, immigrants (including refugees and migrant workers), and people with disabilities. Organizations should consider factors like health coverage affordability for individuals, safe working conditions as well as benefits eligibility and scope.



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## What benefits do YOUR employees want now?

It's imperative to listen to your employees.

They are not just telling you what they need —they are giving you the formula to win.

Find out what the **Health on Demand** survey can tell you about delivering effective employee health and benefits programs in your organization.

**Read the Global Report to find out more.**

