

Special Best Practice Scores
Mental Health and Well-being Best Practice Score
Maximum score: 100 points

This Mental Health and Well-being Best Practice Score was developed to help organizations assess their workforce mental health and well-being initiatives. An organization's mental health and well-being best practice score is compiled from practices listed throughout the International HERO Scorecard. The selected practices and their weighted scores were identified by a core team based on industry research and expertise. The proposed practices and scoring were then reviewed by workforce mental health and well-being industry experts, and their feedback and recommendations were used to refine the mental health and well-being best practice score. The total score is out of 100 total points, and the practices included in this best practice score are listed below.

Questions included from Section 1: Strategic Planning

Q1. Which of the following types of data do you use in strategic planning for your company's health and well-being initiative?

- Psychosocial/mental health (9 points)
- Financial well-being (4 points)
- Social well-being (6 points)
- Employee experience survey (2 points)

Q3. Does your strategic plan include measurable objectives for the following?

- Employee satisfaction/morale/attitudes or engagement (2 points)
- Employee perceptions of supervisor/management support (2 points)

Questions included from Section 2: Organizational and Cultural Support

Q13. Does your organization have written policies supporting employee health and well-being in the following areas?

- Mental health and well-being (4 points)
- Work-life integration (2 points)
- Work time to participate in health and well-being programs (2 points)
- Responsible alcohol and other substance use (2 points)

Q14. Does your company intentionally promote and encourage a diverse and inclusive workforce through any of the following strategies?

- Employee Resource Groups (ERGs) (1 point)

Q15. Does your company's physical work environment support any of the following?

- Stress management and emotional recovery breaks (3 points)
- Work/life balance (3 points).

Q16. Have you taken any of the following actions to address the impact of "social determinants of health" on employees' healthcare experience?

- Foster social connectedness (3 points)

Q17. Which of the following describes your leadership's support for health and well-being?

- Leaders are role models for prioritizing health and work-life balance (3.25 points)
- Leaders hold their front-line managers accountable for supporting the health and well-being of their employees (3.25 points)

Q18. Does your organization have a disaster-preparedness plan that includes manager and employee training to address employee safety, health and well-being in the event of the following?

- Natural disaster or climate event (e.g., flood, fire) (0.5 points)
- Critical incidents (e.g., death of an employee, workplace suicide) (0.5 point)
- Epidemic/pandemic/infectious disease outbreak (0.5 points)
- Hostages/violent attack/terrorist attacks/war (0.5 points)
- Demonstrations or protests (0.5 points)

Q19. Which of the following elements affecting employee health and well-being are included in your organization's leadership training?

- Psychological safety (1 point)
- Leader's role as an influencer of employee health and well-being (1 point)
- Opportunities for growth and advancement for under-represented groups (1 point)
- Workload management (1 point)
- Empathy and compassion training (1 point)
- Manager effectiveness (1 point)

Questions included from Section 3: Programs

Q24. What programs or services does your organization offer to help individuals manage one or more physical or mental health issues?

- Educational programs focused on self-management (0.5 points)
- Coaching/counseling delivered through multiple interactions with a health professional (0.5 points)
- Health care navigation supports (0.5 points)
- Virtual care (0.5 points)
- Interactive digital expert system (0.5 points)

Q25. What types of health and well-being issues does your health and well-being initiative address?

- Chronic physical and mental health conditions (1.75 points)
- Mental & emotional well-being (2.75 points)
- Financial well-being (1.25 points)
- Career growth (1.25 points)
- Personal growth (1.75 points)
- Social and relational well-being (1.75 points)

Q26. Are any of the following digital/virtual features incorporated into your health and well-being programs?

- Virtual delivery of services is offered (0.5 points)
- Online social connection and group support (0.5 points)

Q27. Does your organization, including any specialty vendors or health plans you use, provide any of the following resources to support individuals in managing their overall health and well-being?

- Employee assistance program (EAP) (4 points)
- Behavioral health advocacy services (0.5 points)
- Child care assistance (0.5 points)
- Elder care assistance (0.5 points)
- Financial well-being (0.5 points)

Questions included from Section 4: Program Integration

Q33. Are steps taken to ensure health and well-being is integrated with the efforts in any of the following areas?

- Employee assistance (2 points)

Questions included from Section 5: Participation Strategies

Q37. Which of the following social strategies does your organization use to encourage participation in health and well-being?

- Peer support (0.5 points)
- Employee support / resource groups (0.5 points)

Q39. Does your health and well-being engagement strategy intentionally help employees consider how participation in the health and well-being initiative aligns with their goals, values, or purpose in life?

- Yes, a great deal (3 points)
- Yes, somewhat (2 points)

Questions included from Section 6: Measurement & Evaluation

Q48. Please indicate which of the following types of data are used to evaluate health and well-being initiative performance. Only select the types of data that are periodically reviewed (at least once per year) and used to influence program decisions.

- Psychosocial/mental health (3.5 points)
- Overall well-being, life satisfaction, and quality of life (2 points)
- Social well-being (2.25 points)
- Financial well-being (2 points)
- Employee engagement/morale (2 points)

Q54. Have you found a change in employee health and well-being (e.g., thriving)?

- A substantial improvement in health and well-being was found (2.25 points)
- A slight improvement in health and well-being was found (1.25 points)

Instructions for interpreting your Mental Health and Well-being Best Practice Score

Q1. If you selected financial well-being as a type of data that your organization uses for strategic planning for your health and well-being initiative, you should only include the 4 points allocated to this question if you are including a broad range of financial well-being data beyond 401K participation.

Q25. If you selected financial well-being as a type of health and well-being issue that your health and well-being initiative addresses, but your organization only offers typical employee benefits such as 401K plans and does not consider day-to-day financial needs of employees, such as budgeting, bill/debt consolidation, loan repayment, etc. this response option should not be counted towards your mental health and well-being best practice score. Therefore, you should subtract 1.25 points from the score provided in your instant results report.

Q27. If you selected financial well-being as resource that your organization (including any specialty vendor or health plans used) uses to support individuals in managing their overall health and well-being, but this resource does not consider day-to-day financial needs of employees, you should subtract 0.5 points from your Mental Health and Well-being Best Practice Score.

Q48. If you selected financial well-being as a type of data used to evaluate your health and well-being initiative performance, you should only include the 2 points allocated to this practice if you are including a broad range of financial well-being metrics beyond 401K participation.