

# The new shape of work well-being diagnostic assessment

## Instructions:

- Please select your choice using the dropdown or entering details where required.
- Once you've completed this form, please save the file on your desktop and reach out to your Mercer/MMB point of contact to discuss options to address current gaps.
- Or, send an email to [NewShapeofWorkWell-being@mercer.com](mailto:NewShapeofWorkWell-being@mercer.com) to be connected to a Mercer/MMB consultant to learn more. Feel free to also include information for markets not listed below in the email.

Countries/Markets	Do you operate here?	Estimated headcount
China		
Hong Kong		
India		
Indonesia		
Singapore		
France		
Italy		
Netherlands		
Portugal		
Spain		

Countries/Markets	Do you operate here?	Estimated headcount
UAE		
Brazil		
Colombia		
Mexico		
Peru		
Australia		
United Kingdom		
Canada		
US		

Inventory Virtual Solutions	Do you offer this today?	If so, do you offer this to all countries?	In the countries where you offer this solution, who has access?	If you offer this, are you satisfied with the performance?
<b>Access to Care</b>				
Telemedicine				
Tele therapy				
Employee assistance program				
Nurseline				
Remote monitoring				
Expert medical opinion				
<b>Trainings</b>				
Employees				
Manager				
<b>Health Support</b>				
Emotional well-being				
Physical well-being				
Financial well-being				
Social well-being				
<b>Navigation Tools</b>				
Telephonic advocacy				
Digital navigation				
Convenience care				
<b>Digital Communities</b>				
Business resource groups				
Virtual activity clubs				
Virtual happy hours				
Social media groups				
<b>Home Office Supports</b>				
Office space & supplies				
Safety				
Policies & procedures				

Inventory Virtual Solutions	Definition
<b>Access to Care</b>	
Telemedicine	Virtual solutions (e.g., urgent care, primary care, specialty care) that provide care telephonically or digitally. These include services such as diagnostic, treatment and/or prescribing.
Tele therapy	Virtual solutions for behavioral health that provide care telephonically or digitally. These include services such as diagnostic, treatment and/or prescribing.
Employee assistance program	Solution to assist employees with personal problems and/or work-related problems through assessments, short-term counseling, referrals, and follow-up services cutting across mental health, financial well-being, and caregiving.
Nurseline	Nurses are able to ask clinical questions of and triage care by helping employees determine if they need to see care, and if so, the urgency and care setting.
Remote monitoring	Technology to enable monitoring of patients outside of conventional clinical settings (e.g., digital scales for heart failure or glucometers for diabetes).
Expert medical opinion	Services that provide medical case review by experts to confirm a diagnosis and/or treatment plan, or to offer an alternative.
<b>Trainings</b>	
Employees	Live or recorded trainings that help support employees in how to maintain well-being in a virtual work environment
Manager	Live or recorded trainings that help managers understand how to support the well-being of their employees in a virtual environment. Such as how to know if an employee is struggling and how to have a conversation to direct them to resources
<b>Health Support</b>	
Emotional well-being	Digital, telephonic or other virtual supports that help employees manage their mental health - skill building/prevention, access/treatment, substance use disorders, and recovery/return to work.
Physical well-being	Digital, telephonic or other virtual supports that help employees manage their physical health - assessments, physical activity challenges, broad-based well-being/condition coaching, or well-being screenings.
Financial well-being	Digital, telephonic or other virtual supports that help employees manage their financial literacy and security.
Social well-being	Digital, telephonic or other virtual supports that help employees manage aspects of social interactions - caregiving, social connection and abuse, community resources, volunteerism & leave policies
<b>Navigation Tools</b>	
Telephonic advocacy	Solutions that help members and their families navigate the healthcare system, sometimes providing well-being services as well
Digital navigation	Services that serve as a one-stop shop to help navigate members to the right solutions at the right time
Convenience care	Solutions that assist members with daily tasks such as getting their prescriptions delivered
<b>Digital Communities</b>	
Business resource groups	Provide virtual access for groups of employees to join together based on shared characteristics or life experiences to provide support, enhance career development, and contribute to personal development.
Virtual activity clubs	Provide virtual access for groups of employees to join together based on shared interests for non-work related activities (e.g., knitting).
Virtual happy hours	Provide video access for groups of employees to join together socially; independent of common activities to remain a cohesive workgroup.
Social media groups	Provide virtual messaging access for groups of employees to join together socially; independent of common activities to remain a cohesive workgroup (e.g., WhatsApp groups).
<b>Home Office Supports</b>	
Office space & supplies	Providing support for virtual offices and supplies, such as subsidizing rented office space outside of the home, furniture or other supplies (e.g., printer, paper, pens).
Safety	Executing appropriate ergonomic and other safety reviews of home offices.
Policies & procedures	Policies and procedures in place to support the health and safety of employees working virtually. Including how to accommodate situations where employees are not able to virtually work safely.