

WELCOA<sup>★</sup>  
PREMIER PROVIDER  
NETWORK

2019

*MindQ*



MindQ is a clinically-validated mental health assessment that helps individuals identify strengths and highlight areas for development within job satisfaction, financial wellbeing, personal fulfillment, stress coping, anxiety, and depression.

MindQ allows wellness providers to easily direct individuals to resources, providing clear solutions for improvement and increasing utilization. Additionally, MindQ takes a symptomatic approach and goes beyond 'At-Risk' to provide more nuanced data on mental wellbeing. This offers a more comprehensive assessment and holistic solution for total health.

MindQ was developed by Multi-Health Systems, a leading publisher of clinically validated assessments with 30 years of experience. MHS has developed leading products such as the Conners suite of ADHD assessments, the Level of Service suite of assessments, and the Emotional Quotient Inventory (EQ-I 2.0). When creating MindQ, MHS was surprised at how under-addressed mental health was in the workplace, so they launched the assessment to provide resources for wellness providers to better serve their clients.

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### ★ Why is focusing on mental health so important?

**MINDQ** Employer wellness programs have historically tackled two main areas: physical activity and nutrition. The logic is that if you exercise regularly and eat a balanced diet then you will lose weight, improve heart health, protect against back injuries, and avoid developing health issues that can be prevented by lifestyle behavioral changes.

*What wellness programs usually fail to address is the underlying mental wellbeing issues that lead to hypertension, poor eating habits, and lack of motivation to change.*

Can you really build positive behavioral changes in physical activity, diet, or sleep if someone is dealing with anxiety, hasn't developed good stress coping skills, or is feeling unmotivated from a lack of personal fulfillment? We're working with wellness providers to bring these issues into the forefront of wellness and connect individuals to specific resources provided as part of a wellness program. At the end of the day, the overarching goal for us, wellness providers, and employers is to increase awareness and de-stigmatize the conversation around mental wellbeing.



## ★ Why is it so important to have a mental wellbeing focused assessment?

**MINDQ** One of the main barriers to having a conversation around mental wellbeing with individuals is that people generally think that they are “fine.” Sure, they might have some anxiety over paying a bill or stress over an upcoming presentation, but it’s not a big deal. This mindset could be part of the reason adoption of mental health services is so low. In a recent report by Virgin Pulse, their survey found that while 63% of employers offered mental health services, adoption of those services by employees was only 16%<sup>1</sup>. It’s important to move people past “I’m fine” as a starting step to connecting employees with appropriate interventions and resources.

*What MindQ does is offer more nuanced information about an individual across three wellbeing areas essential to the workplace: life satisfaction (job satisfaction, financial wellbeing, personal fulfillment), resilience (stress coping), and emotional health (anxiety, depression).*

By being able to provide this level of information, we can educate employees on their actual mental wellbeing statuses and help wellness providers or employers direct employees to specific resources to help them improve their individual low mental wellbeing areas. This provides wellness providers and employers with the opportunity to make a significant difference to a vulnerable population.

## ★ Most standard Health Risk Assessments have a mental wellbeing component; what makes MindQ different?

**MINDQ** MindQ was developed from a different perspective than many of the mental health sections of traditional HRAs. The questions in the MindQ assessment are intended to help identify potential areas of low wellbeing rather than asking individuals if they have ever been told they have depression or anxiety. What MindQ asks about instead are symptoms, thoughts, and experiences; it uses a scoring algorithm to identify individuals who may be at higher risk even if they haven’t been told they have a condition or may not be aware that they could have these concerns. This difference in how MindQ asks questions versus a standard HRA is essential in assessing mental wellbeing.



## ★ Why did MHS feel that it was important to create a mental wellbeing assessment?

**MINDQ** Many HRAs on the market today are based on research that ultimately boils down to a logistic regression—they're very good at telling you how much overall risk someone has if they have a mental health condition, but they're not intended to help find individuals who may not know they could benefit from more help.

While it may seem like converting a list of symptoms to a series of yes-or-no questions would be enough, there's actually a huge amount of research demonstrating that poorly designed survey instruments give very misleading results. There are many questions to consider: Should you use five-point Likert scales or six-point? Do we want to ask about frequency or severity of symptoms? What kind of validity scales need to be built in to the assessment?

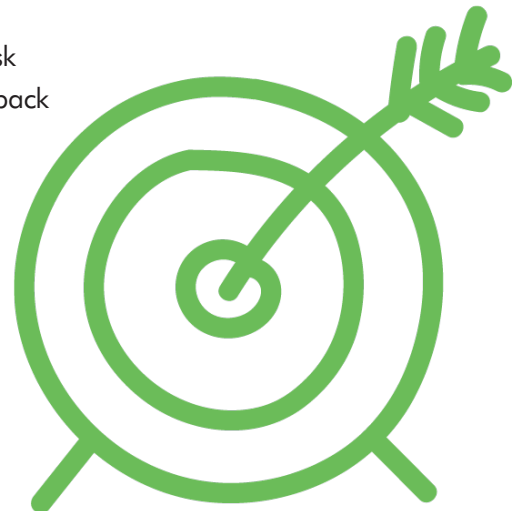
These are all extremely important questions if you want to create a valid, fair, and reliable assessment. The MHS team has spent decades building assessments to support clinician diagnosis of mental health conditions ranging from depression, to ADHD, to substance abuse.

*We've brought all of this psychometric expertise in questionnaire design, scoring, and reporting to the development of MindQ, which is why we believe it is the best mental wellbeing assessment available to employers today.*

## ★ What have been some successes that you've seen when integrating MindQ into a wellness program?

**MINDQ** When we integrate the MindQ assessment into a wellness platform, we work with that platform to create a custom experience for individual users. From a technology perspective, the assessment is built into the platform's existing health risk assessment module and we then use API calls to score individual results and send back values for each of the areas we assess. We work with the platform to map those values to resources available to the employee, so that the wellness program can provide a custom roadmap of suggested webinars, self-learning plans, activity challenges, or recommended readings.

With this custom roadmap, we've seen an uptick in employee engagement. We're able to help individuals focus on their specific areas of development as opposed to presenting them with hundreds of different pieces of information and asking individuals to sort through everything to find the few pieces that are most relevant to them.



★ **Apart from directing employees to resources custom to them, are there other ways MindQ has been able to support wellness programs?**

**MINDQ** Yes, we've worked with wellness providers to train their health coaches on how to use MindQ as a resource. Health coaches connect with individuals through motivational interviewing and identifying an individual's readiness to change. By having the results of the assessment, coaches are able to have a more in-depth conversation about the mental barriers to behavior change and help individuals address those barriers. Using MindQ, health coaches can build a picture of each individual beyond biometric results and disease diagnoses in order to more effectively help them.

★ **One of the key things you work with wellness providers and employers on is data reporting. Can you talk more about that?**

**MINDQ** The one-size-fits-all approach to wellness isn't working when it comes to employee engagement, but then the question becomes more about how you can customize a wellness program to address specific issues different employees are facing. Aside from the custom resource roadmap we can help wellness providers build, we also work to provide employers with a drilled down analysis of different segments of their population. Is there a specific division or work shift that has a higher prevalence of low job satisfaction? Is there a location that has a higher incidence of financial wellbeing risk? Is there a segment that's doing a great job all around on mental wellbeing? If so, what are they doing differently compared to the segment that has the lowest mental wellbeing status? Mental wellbeing is greatly impacted by an individual's local environment, so one of the greatest ways wellness providers and employers can improve health is to find the systemic issues that are contributing to poor mental wellbeing. 📌



<sup>1</sup> The Business of Healthy Employees: A 2018 Survey of Workplace Health Priorities. Virgin Pulse. 2018.

**WELCOA\***

17002 MARCY STREET, SUITE 140  
OMAHA, NE 68118  
402.827.3590 | WELCOA.ORG

