



Mental Wellbeing Data & Findings

What data from a Mental Wellbeing Crisis hotline during Covid-19 times tells us about the Gulf population, **its emotional health challenges,** and **mental healthcare needs.**

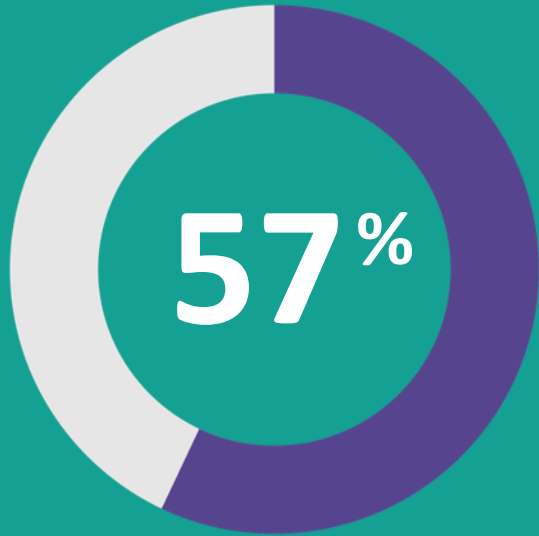




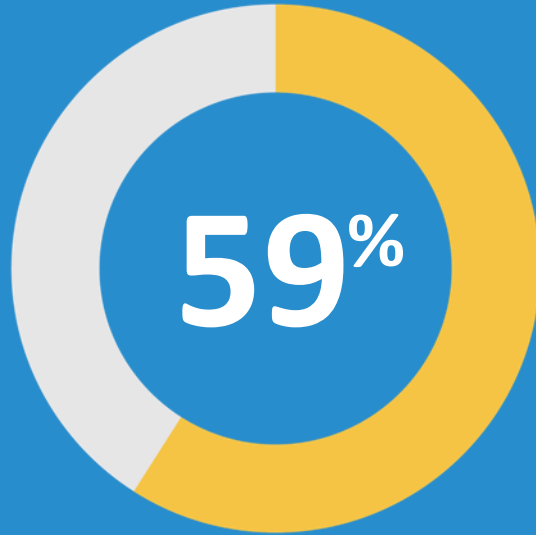
**At the peak of the Covid-19
pandemic lockdown,**

**MetLife offered a Mental Wellbeing ‘Crisis’ Hotline to its
population in the Gulf, offering necessary support
in these unpredictable and challenging times.**

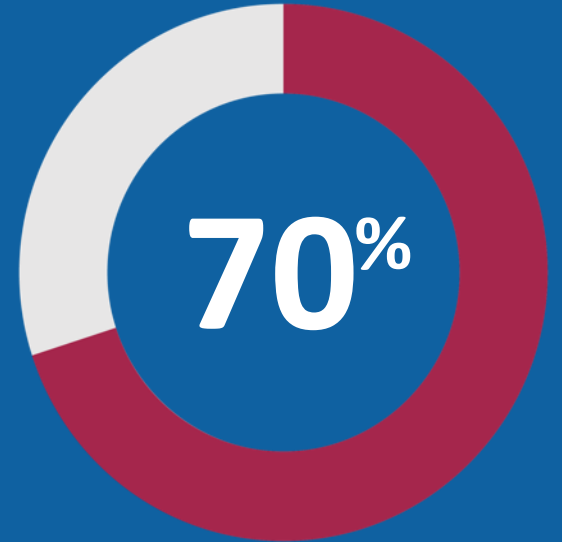
Who dialed in?



Aged between 31-40



Male participants



Married

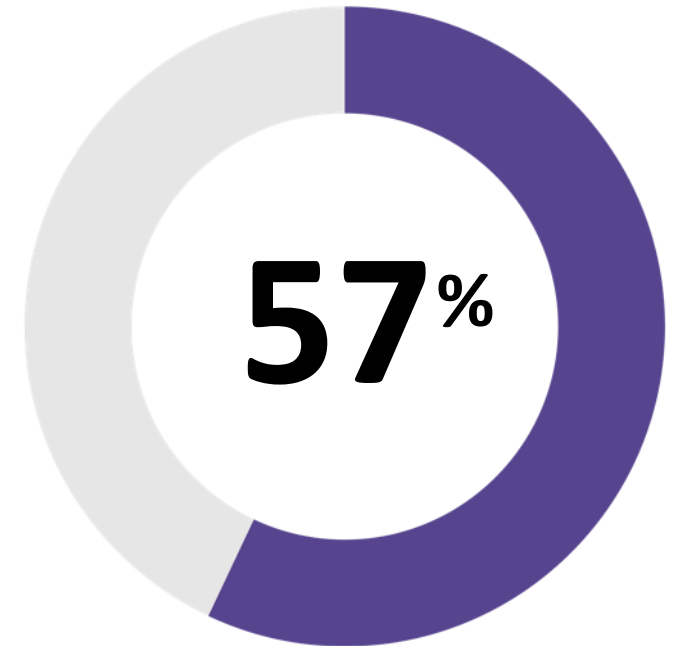


Participants age 31-40

While this is the most frequent age group among our insured members, we still saw a higher representation of 57% of this group in our sample of participants, compared to MetLife portfolio.

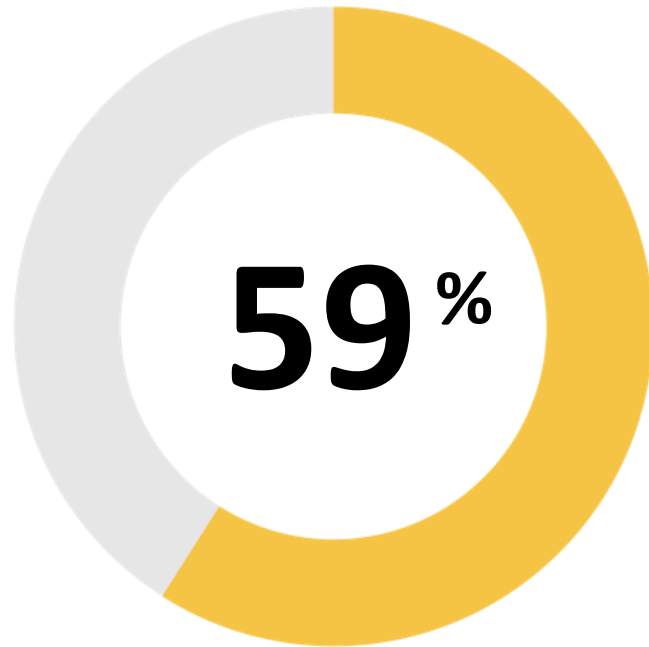
Why this age in particular?

This is potentially attributed to this age group being the most in need (compared to younger groups), especially with the stress of life in the 30s, and at the same time being the generation of millennials who grew accustomed to the mental health topic, and that has eliminated the stigma of seeking support, compared to older groups.



Aged between 31-40





Male participants



Men more than women

...Also a largely representative statistic of MetLife population which comprises of more insured males than females.

It is still however essential to note that:

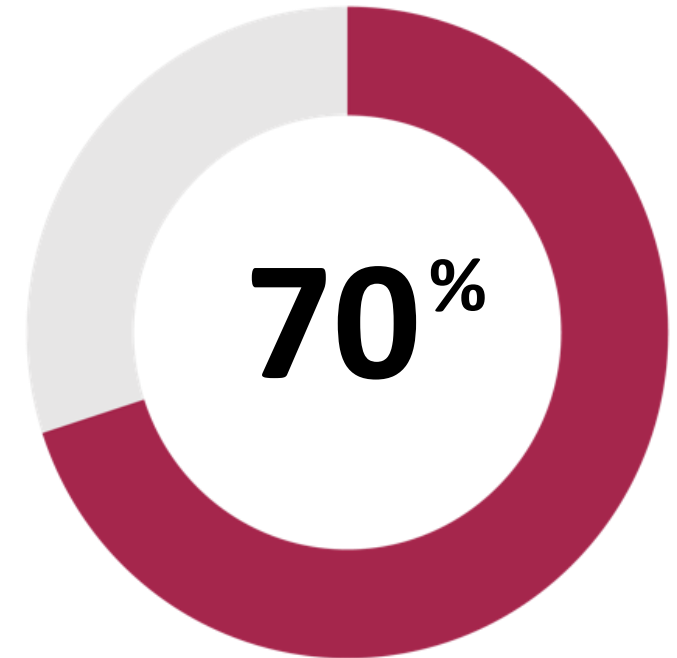
Men were not under-represented in this sample, an important fact highlighting that **men are recognizing the need and importance of seeking mental health support**; an area where adoption has presented historical challenges, due to stigma, particularly in the region.

70% of participants were married

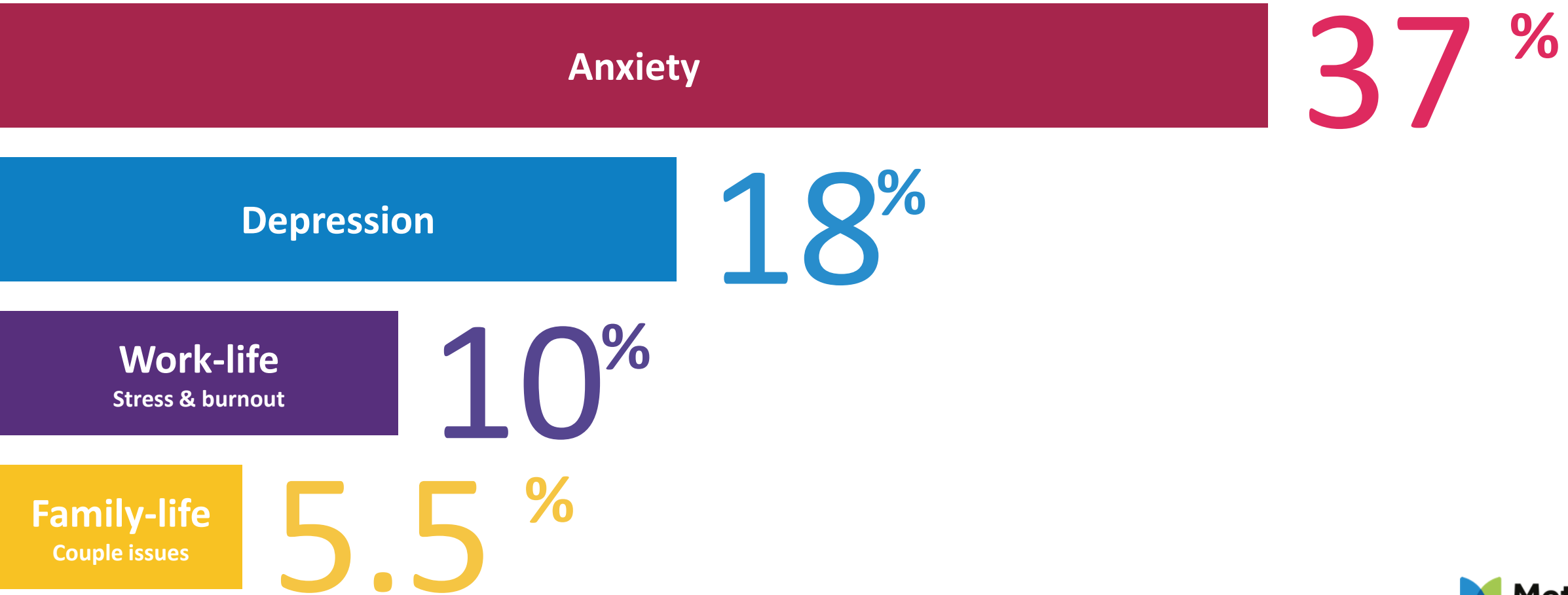
...A number higher than our current MetLife population.

This skewed observation draws the question:

“Could isolating together with family, partners, and kids, have been more challenging than isolating alone?”

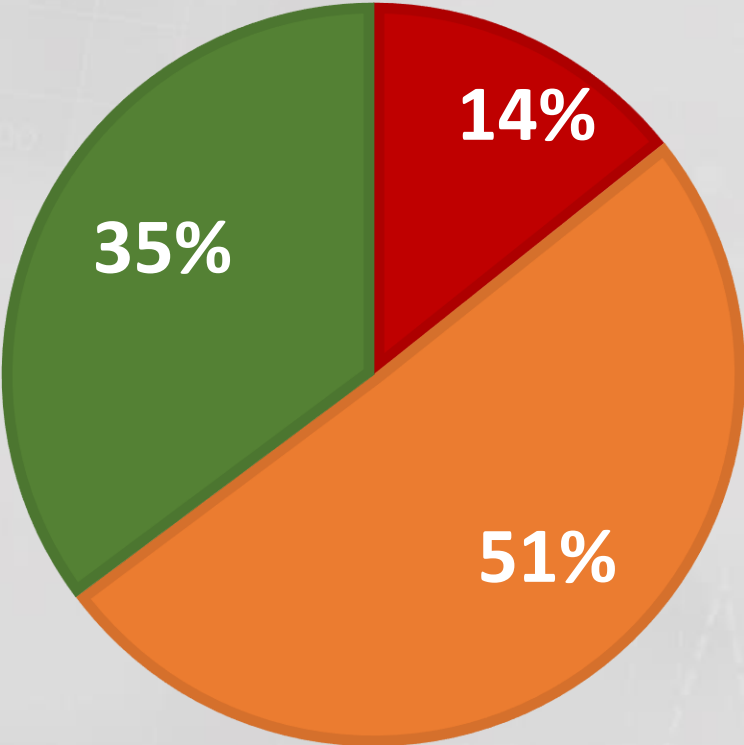


What type of emotional health issues people presented with?






Severity: How severe were the cases?

■ Red Flag ■ Orange Flag ■ Green Flag

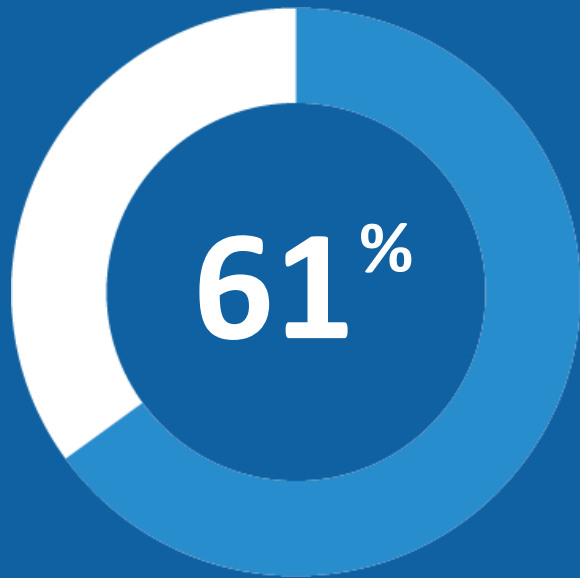


14%  **Red Flag**
Major functioning impairment, life threatening

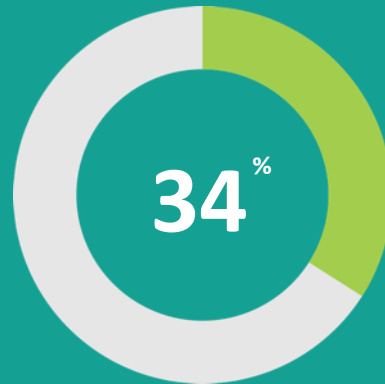
51%  **Orange flag**
Significant mental or emotional distress

-  **RED-FLAG cases present suicide or homicide risk or threat**, child abuse, major impairment of daily functioning or the beneficiary is in immediate physical danger.
-  **ORANGE-FLAG cases are clinical cases that do not fall in the criteria for Red-Flag but present significant mental or emotional distress**, clear symptoms of a moderate or major mental illness or considerable impairment of daily functioning.
-  **GREEN-FLAG can be clinical or non-clinical in nature.** Clinical green-flag cases usually present a lower level of emotional distress, symptoms of a mild mental illness episode, or slight impairment of daily functioning.

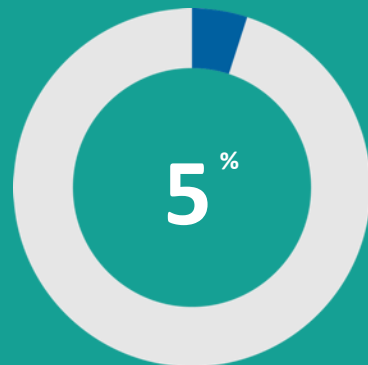
What type of care did people need after the call?



Referral to specialized Psychiatric care, Long-term psychotherapy, or Medical support



No further referrals



Referral to other resources

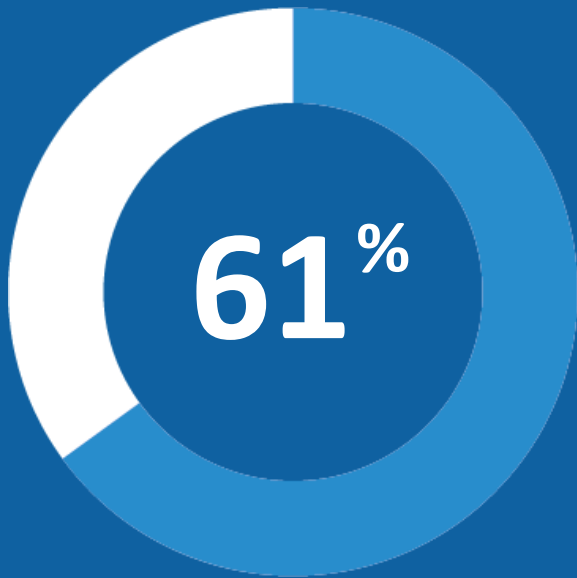
There was a clear need for psychiatric care and long-term psychotherapy among participants

Our crisis line was a "1-session" only model to support members and offer crisis support on the spot. This line also allowed us to help further direct members towards long-term care where needed.

As such, participants required one or more of the following services as a follow-on to the crisis call:

- ✓ Psychiatric support
- ✓ Specialised psychological assessments
- ✓ Psychotherapy
- ✓ Medical support
- ✓ Community resources
- ✓ Specialised legal/financial resources

Psychiatric Care & Psychotherapy: an essential part of healthcare needs



Referral to specialized
Psychiatric care, Long-term
psychotherapy, or Medical
support

This data, combined with the data on the severity of the cases presented in this study, further emphasizes the mental healthcare needs in the region, and the importance for such needs to be met and provided access for via the right financial coverage.

Employers looking to improve their health benefits, or keen on giving their employees a 360 approach to health & wellbeing, are invited to consider these important insights in their upcoming health insurance scheme discussions.

What did people think of the mental wellbeing support provided under this benefit?

"It was great getting to talk to someone about my issue, it helped a lot"

"Mental wellbeing is very important and extending the program would be of great benefit"

Key Takeaways

- ✓ **In times of crisis**, a mental wellbeing hotline presented with a great advantage to some people who were in critical need for emotional support
- ✓ **Anxiety** was top registered mental health concern, followed by depression, work-related stress, and family (couples) issues.
- ✓ **Keeping an eye on people around us**: The severity of the cases observed should be alerting to employers (managers, and HRs), and driving them to consider ways to facilitate open discussions with their employees, and provide a safe environment to come forward with their health challenges.
- ✓ **Mental healthcare needs are a reality**: More than half of the employees presenting with mental health & psycho-emotional issues required long-term assistance via either psychiatric care or psychotherapy treatment
- ✓ **Employee satisfaction**: Despite historical stigma and need for continuous education in the region, employees who have used mental health services appreciate the provided benefits and their impact on their lives.
- ✓ **Employers should consider providing mental health benefits & support**, on ongoing basis. Covid-19 may have highlighted the need, but this need has likely always been there, and is here to stay

About MetLife

MetLife is a leading global provider of life, savings, medical, and accident & health products to individuals and corporations alike. As a customer-focused organization, we've been learning about our customers for more than 150 years, studying socio-economic trends, and listening to their feedback to meet their evolving needs. Since its inception, MetLife has helped generations of customers protect their finances, future, and health.

As insurers, we believe we have a fundamental responsibility to safeguarding our customers' health and well-being and we work to deliver on our commitment to meeting our customers' ever-evolving needs.

About this study:

Data collected between April and July 2020.

This paper was prepared in Aug 2020, and released in September 2020, during Suicide Prevention Month.

For further questions or inquiries, please contact: wellbeing@metlife.ae