

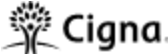
# Resilience in the Age Covid-19

The 2020 Cigna Resilience Index

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**National Medical Executive for Behavioral Health**



# An evolution in mental wellness

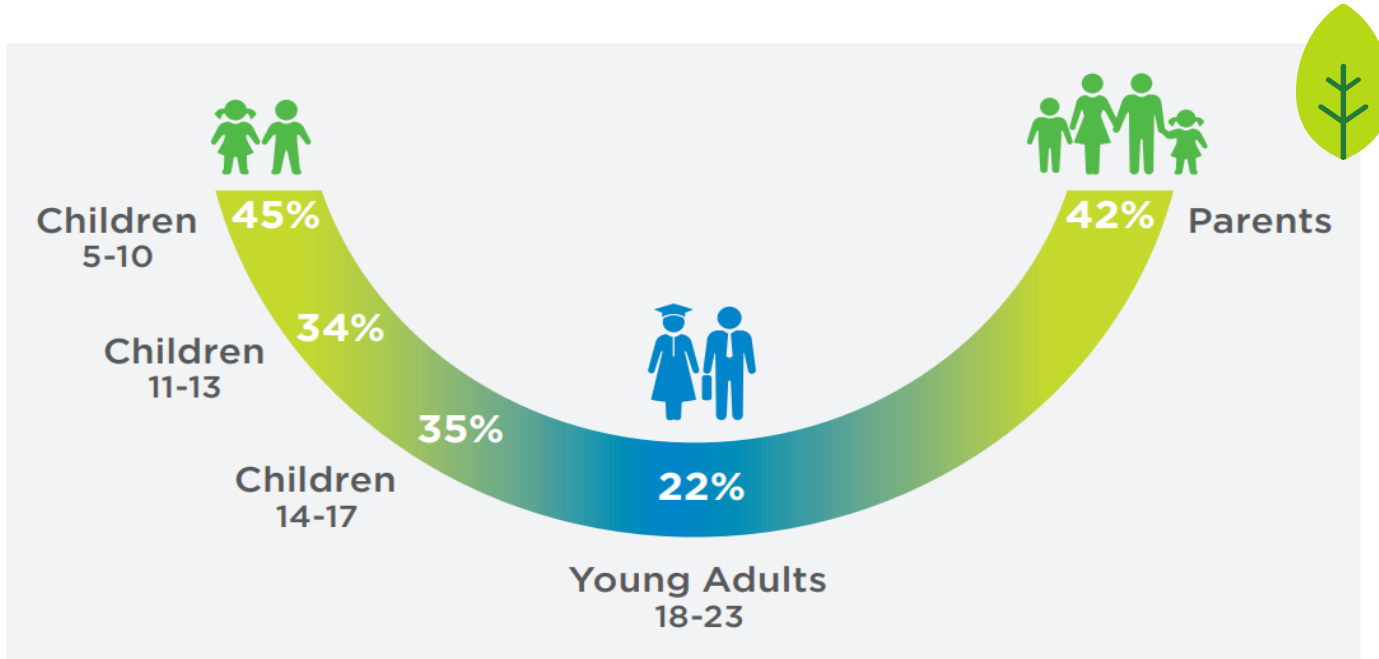


# Resilience is at risk in 3 in 5 Americans

**RESILIENCE:**  
our ability to  
quickly recover  
from challenges



# Cigna resilience index



# Low resilience is impacting today's youth

## CHILDREN WHO:

spend less than

**5 hours**

per day on social media/video games have higher resilience

feel they belong are

**25x**

more likely to be resilient and more likely to feel happy in general

## CHILDREN WITH LOW RESILIENCE ARE:

**4x**

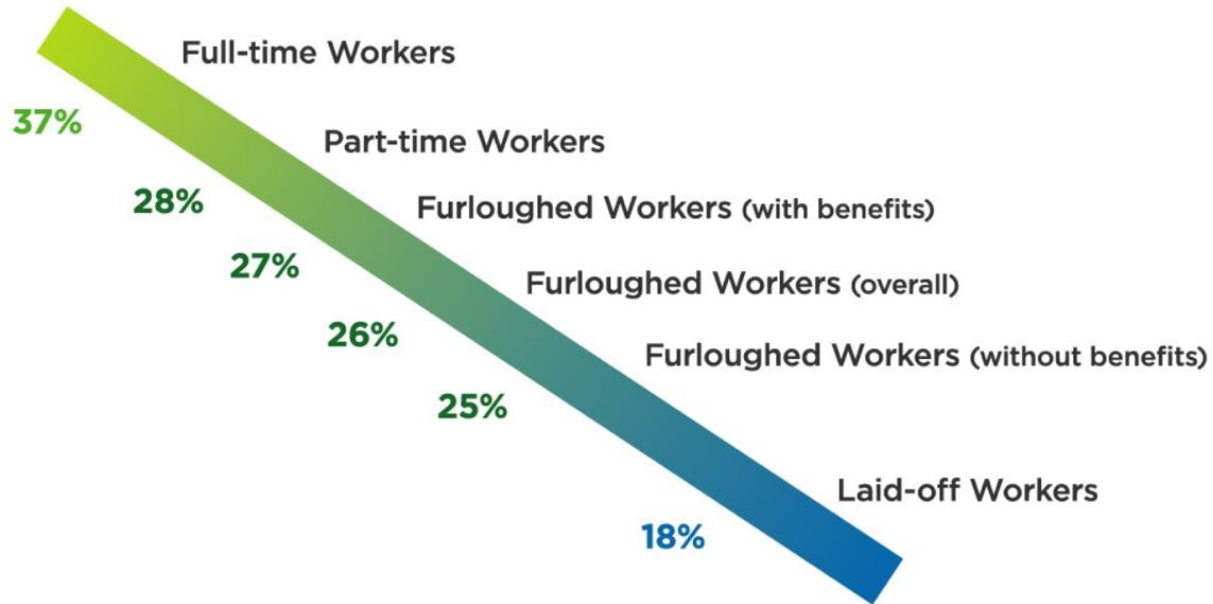
less likely to say that people want to spend time with them

**5x**

less likely to feel they have opportunities to apply abilities in life



# Employment status is a key determinant



# Resilience among full-time workers

**2/3**

of full-time workers do not have high resilience

**4 in 10**

say they only sometimes feel they belong in their community, or don't belong at all

**5x**

less likely to feel they have opportunities to apply abilities in life

**6x**

more likely to be unsatisfied with their current job



# The costs of low resilience

**WORSE  
PHYSICAL  
+  
MENTAL HEALTH**



Children and adults who have reported behavioral health challenges tend to have lower resilience

**HIGHER STRESS  
+  
ANXIETY  
LEVELS**



Populations suffering from higher stress and anxiety tend to have lower resilience

**LOWER FEELINGS  
OF SELF-WORTH  
+  
SELF-ESTEEM**



Feelings of not fitting in and not having opportunity to apply abilities in life were most common among people with low resilience

**LOWER  
PERFORMANCE,  
ASPIRATIONS  
+  
ACHIEVEMENT**



Less-resilient workers are less likely to say that getting and improving qualifications/skills are important; children expressed similar feelings about academic achievement

**LOWER JOB  
SATISFACTION  
+  
HIGHER  
TURNOVER**



Full-time workers who are unsatisfied with their current job are less resilient than workers who are satisfied

**WEAKER  
RELATIONSHIPS  
+  
LACK OF  
COMMUNITY**



Workers with fair or poor coworker relationships are less resilient than workers with good coworker relationships

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Employers  
play an  
important role



# A positive workplace culture benefits workers' resilience

## COMMUNITY

Full-time workers who feel included in the social aspects of work are more likely to have high resilience

**(42% resilient vs. 18% resilient)**

## INCLUSIVITY AND AUTHENTICITY

**40%** of full-time workers who do not feel the need to hide their true selves at work are considered to have high resilience, compared with **32%** of those who do

## COMPANY CONTRIBUTION

Full-time workers who agree that their company contributes to the greater good are significantly more likely to be resilient than those who disagree **(41% vs. 18%)**

# Physical and mental health impact resilience

And vice versa

Activities that correlate with higher levels of resilience include:

- Daily exercise
- Family time
- “Me time”
- Stress-reduction activities

## PHYSICAL HEALTH



Full-Time Workers with Good or Better Physical Health



Full-Time Workers with Fair or Poor Physical Health

## MENTAL HEALTH



Full-Time Workers with Good or Better Mental Health



Full-Time Workers with Fair or Poor Mental Health

# Supporting employees as they face challenges

## HOLISTIC HEALTH



Focus on mental and physical health and a good work-life balance

## SOCIAL CONNECTIVITY AT WORK



Improve the quantity and quality of communications and relationships with coworkers and peers

## INCLUSIVE AND DIVERSE WORKPLACE



Create diverse racial, cultural, ethnic and social backgrounds to improve workplace morale and strengthen resilience

## TRANSPARENT TWO-WAY COMMUNICATION



Facilitate proactive conversations between employees, managers and leadership

## TECHNOLOGY



Help find the right balance between overuse and under use of digital communication tools (chat, phone, video, etc.)

## ACCESS TO RESOURCES AND TOOLS



Offer Employee Resource Groups, paid parental leave, mental health resources and more

# Four steps to help build resilience

**G**



**Ground yourself  
in the situation.**

Write down your  
ideal outcome

**R**



**Recognize what  
you can control.**

Commit to one thing  
you can tackle today

**O**



**Organize the  
resources you need.**

Visit [CignaResilience.com](https://CignaResilience.com)  
to access expert resources

**W**



**Work with your  
community for support.**

Remember that asking for  
help is a sign of strength

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Learn more, take a questionnaire and assess resilience levels at **[CignaResilience.com](https://CignaResilience.com)**

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# Helping people cope with challenges in a positive way

**Cigna is committed to helping build resilience in the communities we serve by continually advancing our services to support mental health needs.**

**We provide the right care at the right time through:**

- An extensive national network, including virtual behavioral services and centers of excellence
- 24/7/365 crisis and emergency support
- On-demand peer coaching and resiliency tools
- Employee Assistance Program (EAP) to help with concerns, big or small
- and much more

**[CIGNARESILIENCE.COM](https://www.cigna.com/resilience)**



# Questions?





This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

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