



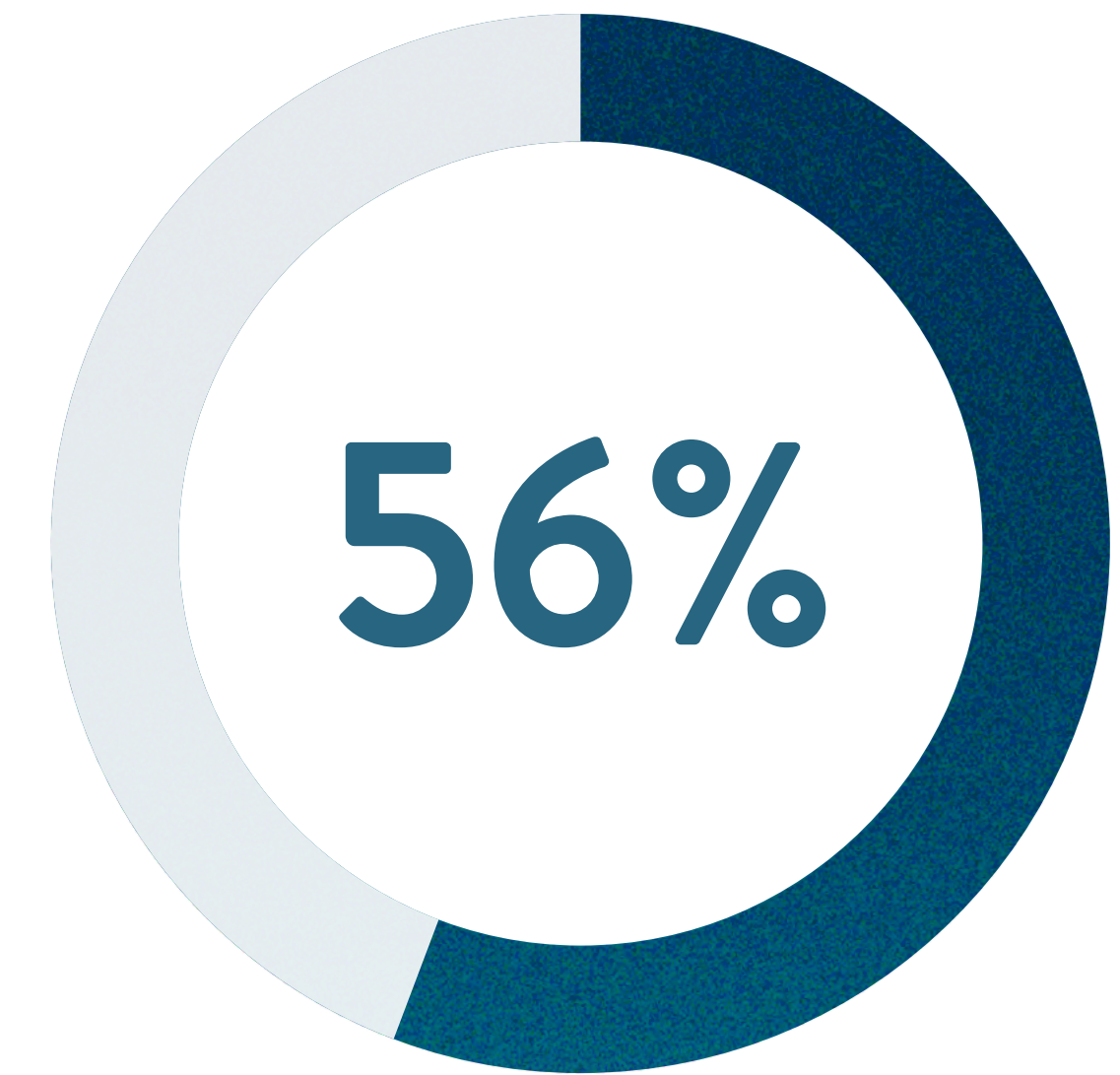
Survey Report

New Health Risks of the Remote Workplace



Working From Home is the New Normal

Working from home is the new normal as many organizations implement remote work in response to COVID-19. Even as the economy reopens, rather than navigate the complexities of testing and social distancing in the workplace, many employers are continuing to keep office workers at home indefinitely – and likely until there is a vaccine. Some employers have even announced the option to work from home permanently beyond COVID-19.



**US workers with
jobs that can be
done from home**

Source: Global Workplace Analytics

New health risks of remote workers

With remote work here to stay, we conducted a survey of 900+ US full-time and part-time workers in June 2020 to find out how they're faring in terms of their physical and mental health.

This report uncovers some of the new health risks posed by the remote workplace that are largely being left untreated. In this report, you'll learn:

- The state of the remote workplace during COVID-19
- The state of employee health in the remote workplace

Employers and health plans will need to address these new health risks to ensure member well-being during COVID-19 and beyond.



Part 1: The State of Remote Work During COVID-19



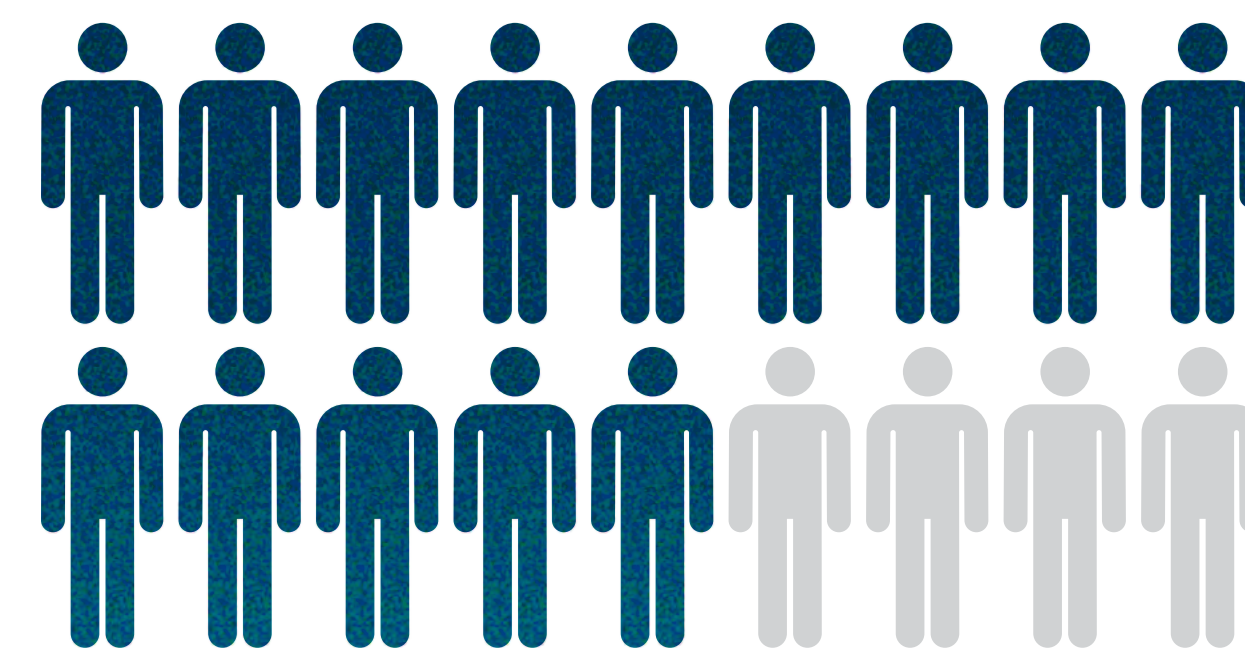
Workplace has changed overnight

From open seating to your kitchen table

Due to COVID-19, the workplace has changed overnight. Gone are commutes, office happy hours, and open seating. Instead, the workplace looks more like your dining room or kitchen table with your pet dog as your closest desk buddy.

Two-thirds or 71% of respondents said they were currently working from home. And the majority are rookie remote workers with **78% temporarily working from their home office due to COVID-19 workplace policies** and only 17% calling themselves permanent or regular remote workers.

Two-thirds of remote workers are rookies

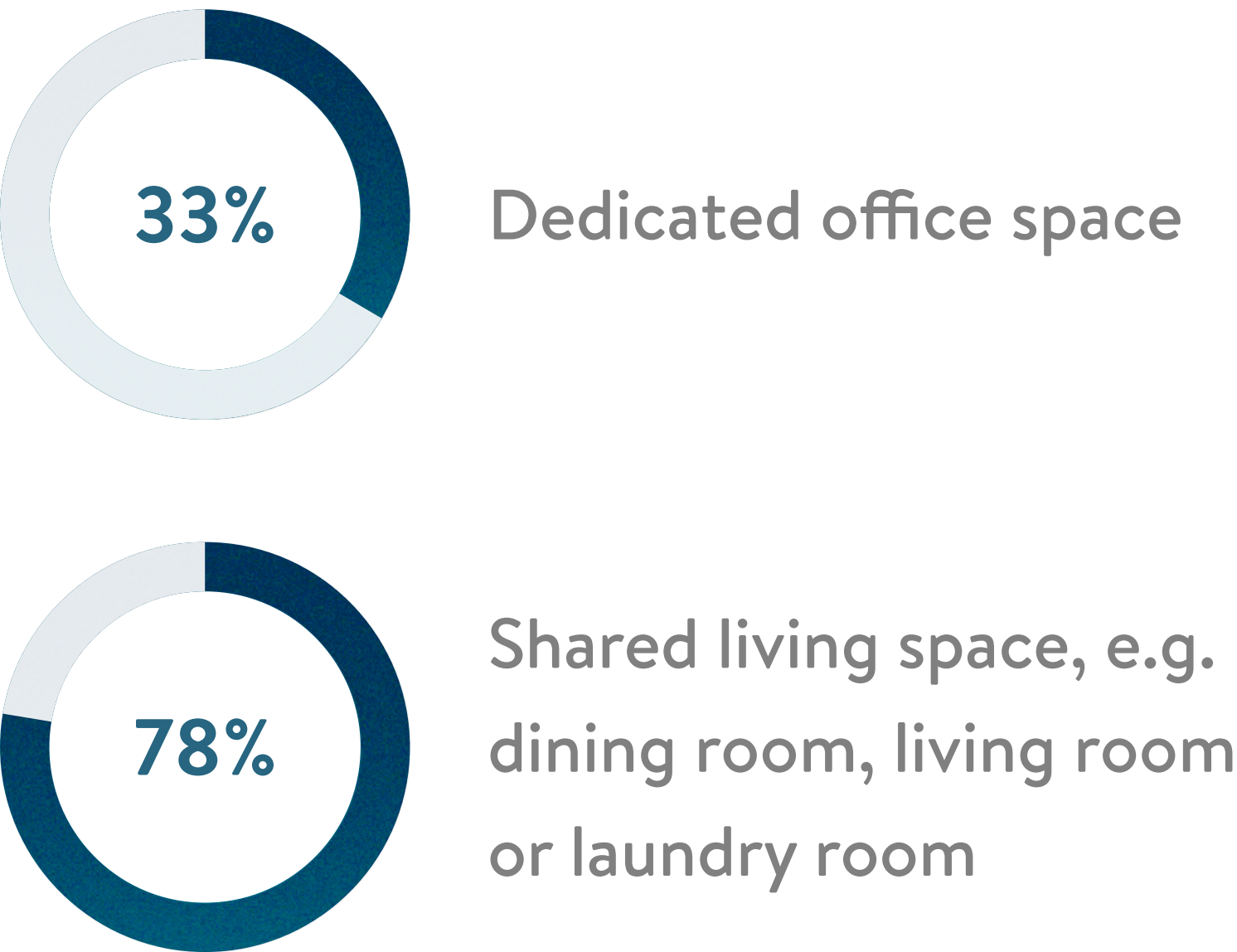


78% are temporarily working from home due to COVID-19

The home office isn't quite up to workplace standards

With the shift literally overnight to the remote workplace, employees are working in substandard conditions in makeshift offices. **Most employees (46%) are camped out in shared living spaces like their dining room, living room, bedroom, or even laundry room.** Only roughly a third (33%) boast of having dedicated office space in a separate room. While over half of those surveyed indicated they spend the majority of their time working at a desk, the dining table was the second most popular (15%) and couch the third likely place (11%).

Where do you spend the majority of your time working?

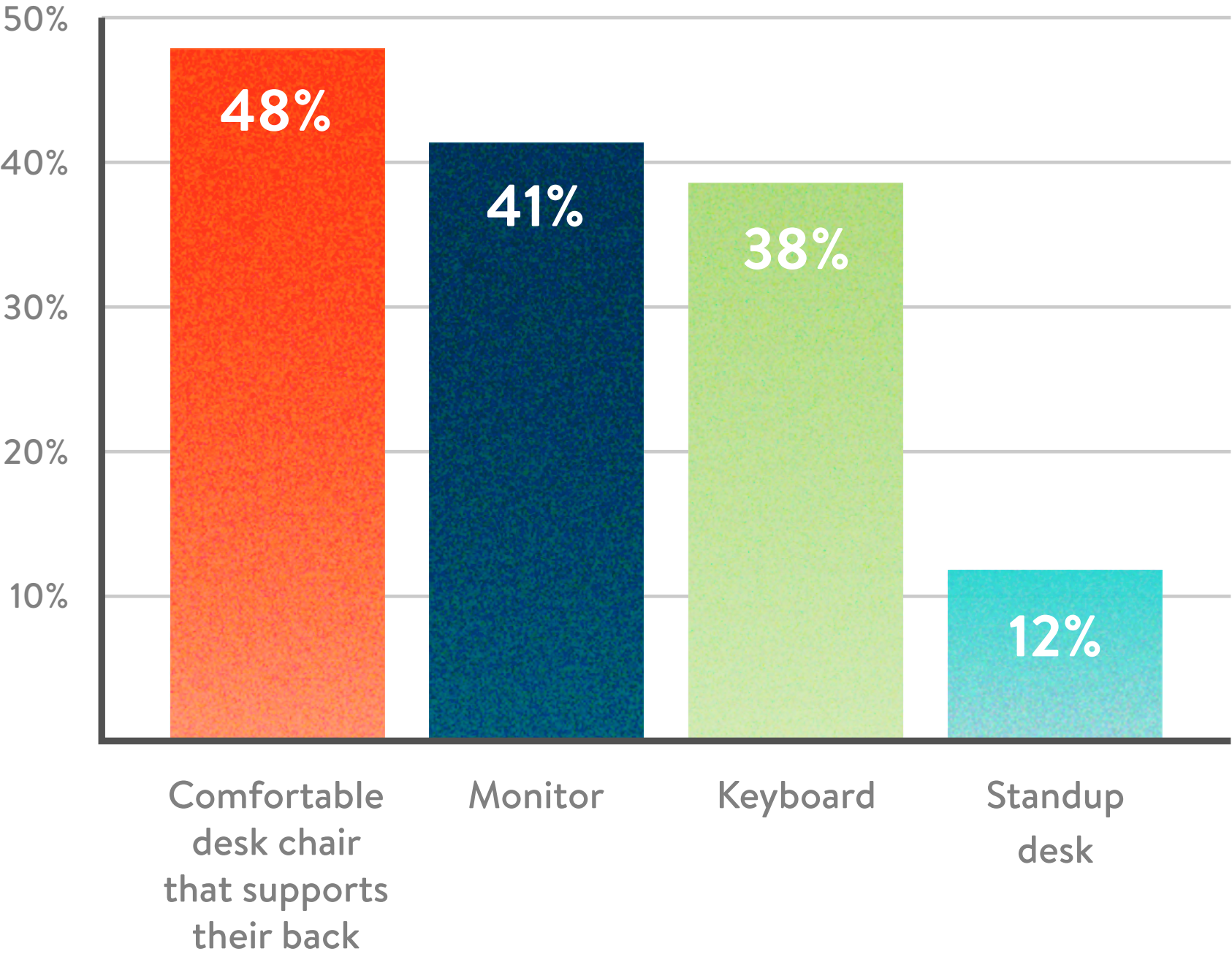


Less than half have a comfortable desk chair that supports their back

While most remote workers brought their laptop home from their office (63%), their work stations are less than optimal. Less than half (48%) have a comfortable desk chair that supports their back or a monitor (41%) and keyboard (38%) to ensure they aren't hunched over their small laptop all day. Only 12% have a standup desk to take a break from sitting all day.

Only 19% of remote workers got reimbursed by their employer for their home office equipment.

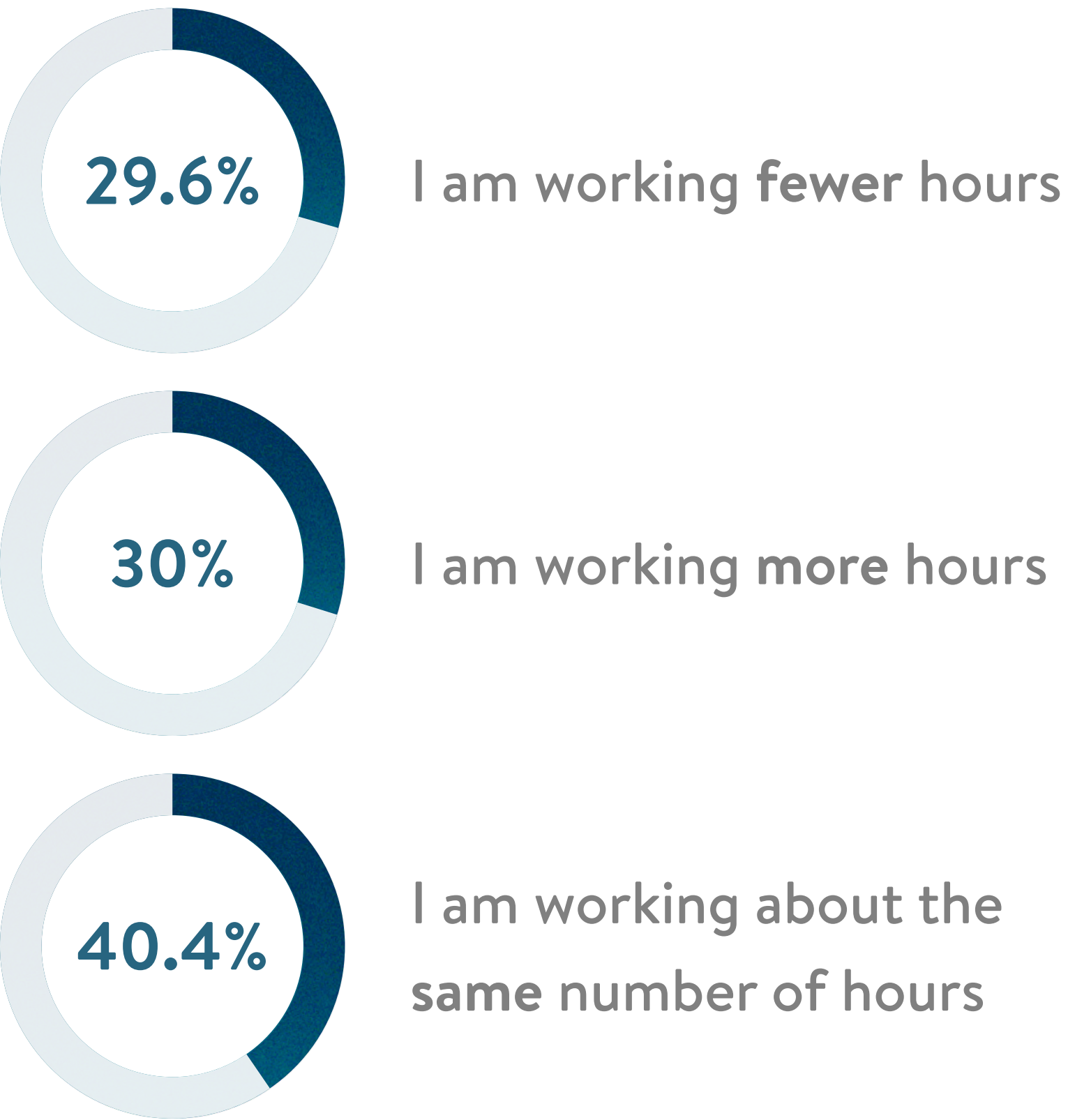
What equipment do you have in your office space?



Contrary to what bosses think, most remote workers are working hard

Contrary to what employers might think, two out of three remote employees report they are either working the same or more hours than in the office. Only about a third are slacking off and working fewer hours than they did while under their manager’s eye back in the office.

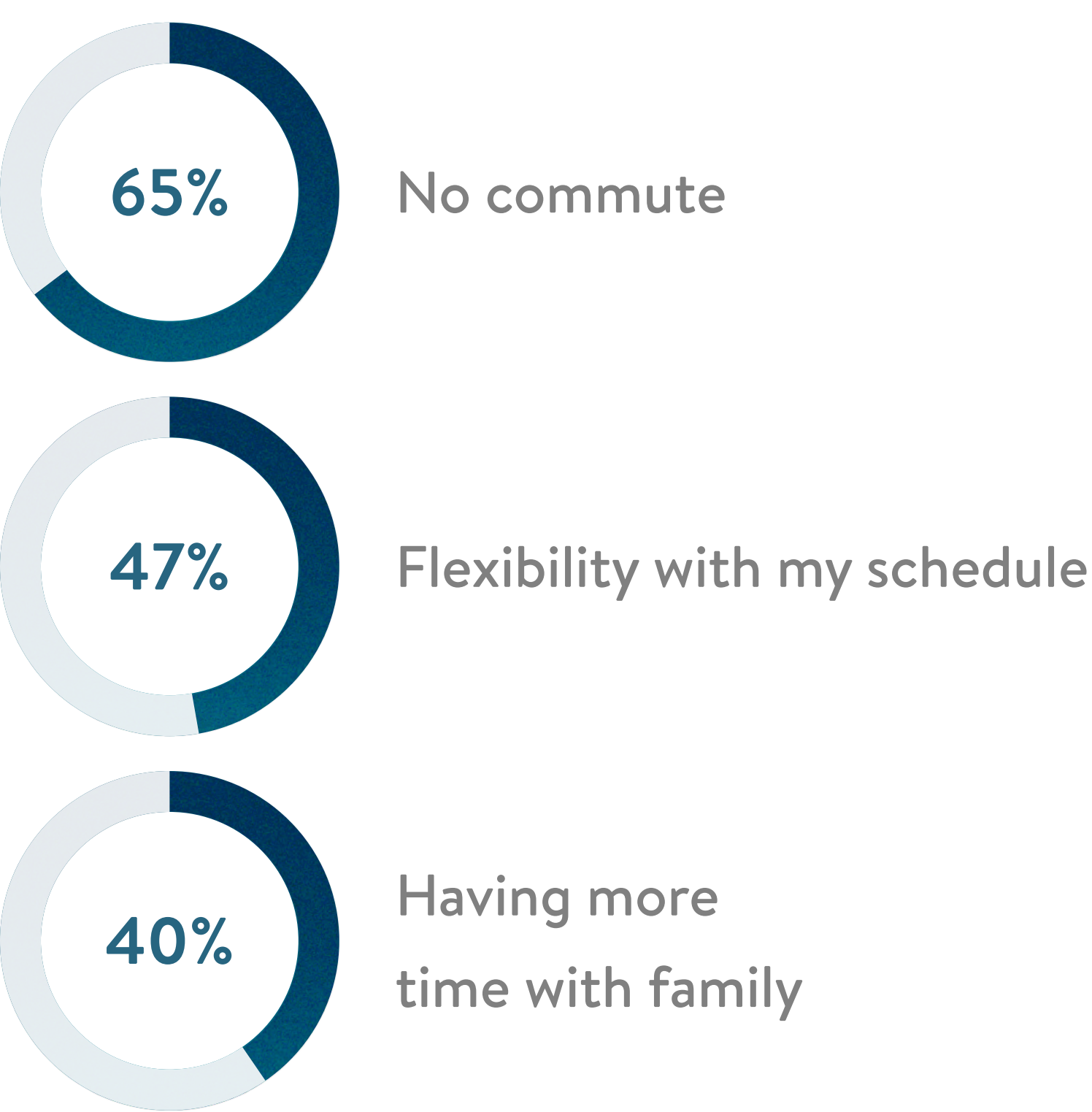
How many hours are you working compared to the office?



The benefits: Say goodbye to commutes and hello to flexibility

Many employees are enjoying the benefits of working from home. 65% are happy to say goodbye to their long commute, likely appreciating that extra hour in bed. Flexibility with their schedule was the next most cited benefit by almost half of respondents (47%). And of course having more quality time with family was the third most popular benefit of working from home, with 40% of workers saying this was their favorite thing about the new remote workplace.

Since working from home, what are the top 3 benefits with remote work?



The challenges: Social isolation & lack of movement

However, social isolation and loneliness top the list of challenges for remote workers with 37% of survey respondents citing it as their top issue with remote work. Without casual hallway chats or happy hours after work, employees are missing key social interaction with their colleagues.

Skipping the commute and sitting in endless video calls also means many employees are suffering from a lack of physical activity and movement during their typical remote work day. In the old office life, employees used to walk as part of their commute, step out to grab lunch, or dash between meeting rooms in their office building.

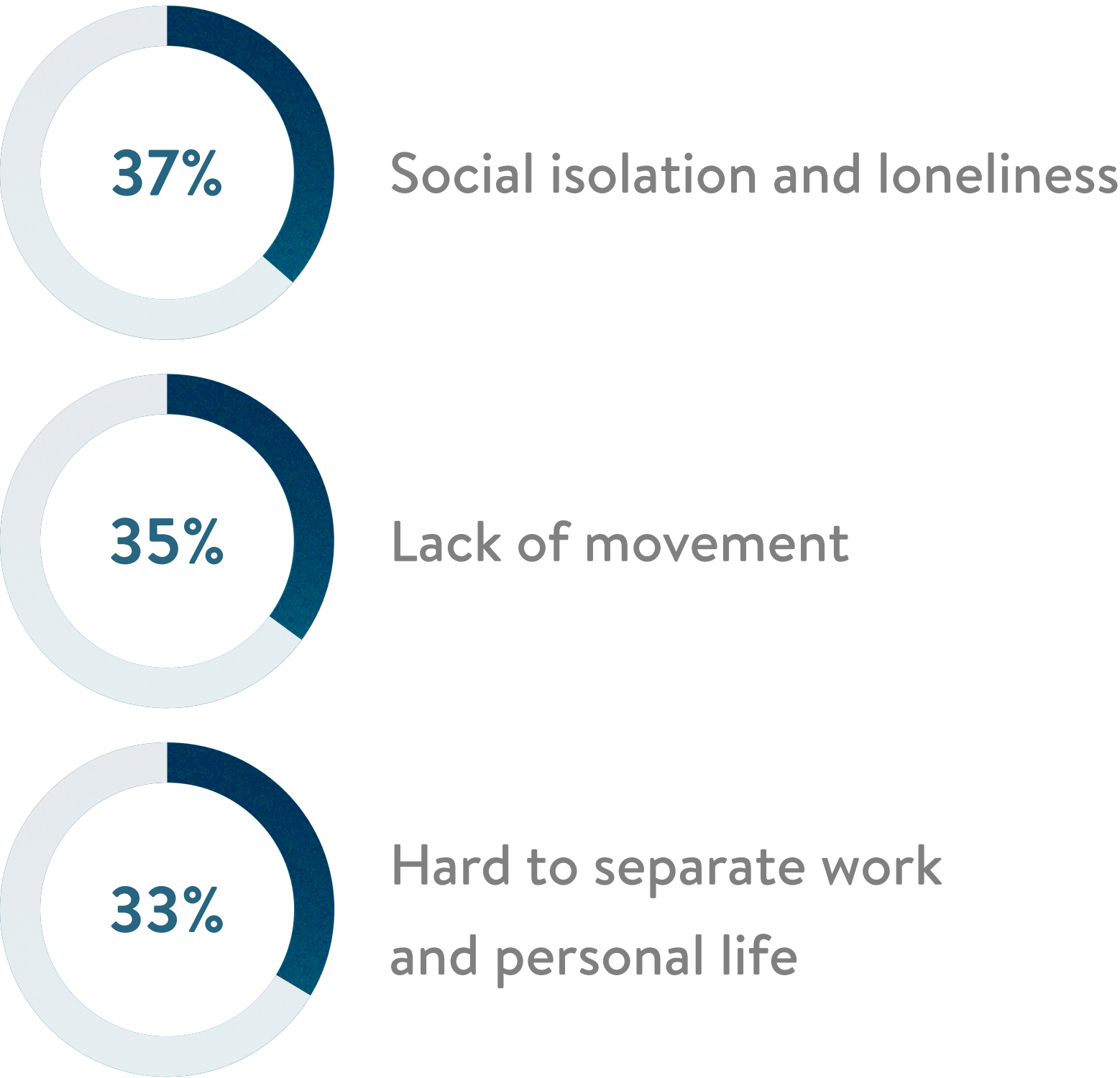


In today’s remote workplace, people are likely sitting at their desks most of the day — only moving back and forth from the kitchen to their desk for the occasional snack. Lack of movement was the second top challenge for remote workers, with 35% saying they aren’t moving enough.

Finally, it’s not surprising that difficulties separating work and personal life came in third on the list, with a third (33%) citing this as a challenge with remote work.

1 in 3 say lack of movement is their biggest challenge working from home.

Since working from home, what are the top 3 challenges with remote work?



Part 2: The State of Employee Health in the Remote Workplace

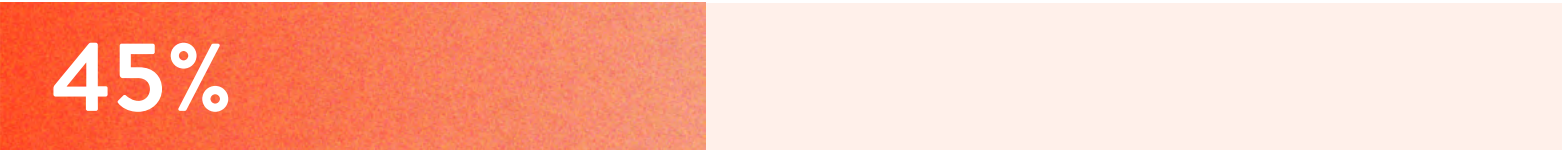


Working from home is taking a toll on employees’ back & joint pain

Since people started working in makeshift home offices with minimal movement, it’s not surprising this more sedentary lifestyle is having an impact on employees’ back and joint pain.

In our survey, 45% said they are experiencing back and joint pain since they started working from home. 71% said the pain has either gotten worse or it’s a new pain they’re experiencing since working from home.

Back and joint pain is worsening since remote work during COVID-19



Employees experiencing back & joint pain



Back & joint pain has gotten worse or new pain



Remote workers experiencing moderate or severe back & joint pain

This chronic back and joint pain is being left untreated

Despite musculoskeletal pain causing significant pain for more than half of remote employees, this pain is largely being left untreated. Most employees are resorting to their own treatment--two-thirds do stretching exercises themselves and over half take over the counter medication like ibuprofen. Only 8% are getting physical therapy, which is understandable given cancelled doctor's visits during COVID-19.

40% of respondents wish to avoid back & joint surgery due to COVID-19.

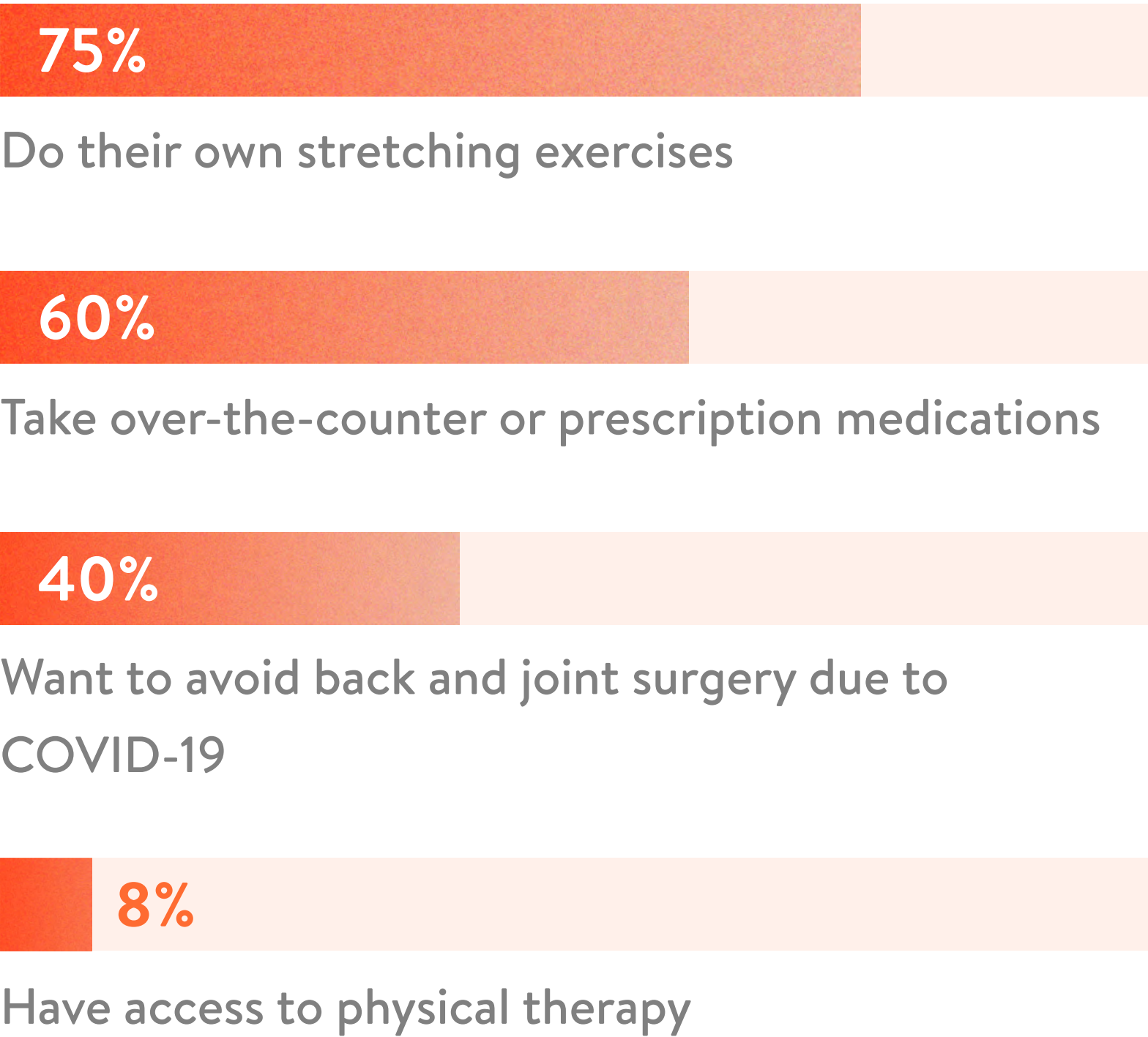


Part 2: The State of Employee Health in the Remote Workplace

While employees are suffering from increased back and joint pain due to a more sedentary remote work lifestyle, many are avoiding conventional physical therapy visits or hospital surgeries due to COVID-19.

Employers will need to find alternative at-home digital care solutions to help resolve increased employee back and joint pain.

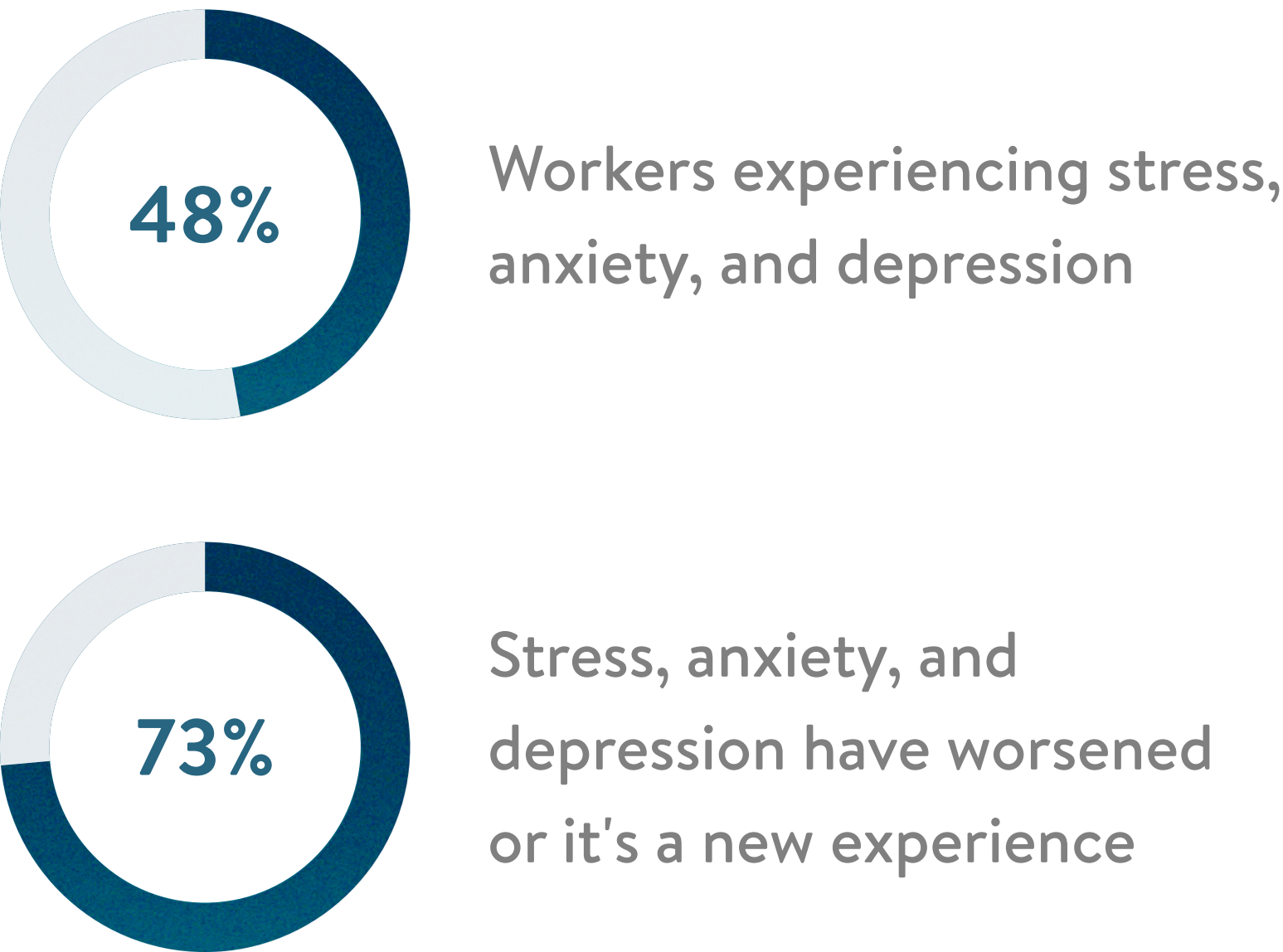
How are you treating your back and joint pain during COVID-19?



Remote work is also impacting employee mental health

With social isolation and loneliness topping the list of challenges for remote workers during COVID-19, mental health is also a growing issue for employees. Almost half (48%) of survey respondents said they’re experiencing stress, anxiety, and depression since working from home. And 73% said their stress, anxiety, and depression have worsened or is a new experience they’re feeling since remote work due to COVID-19.

Since working from home due to COVID-19...



Yet these mental health issues are largely going untreated

Despite feeling depressed or anxious, only 31% are seeing a therapist regularly or occasionally, with over half (53%) relying on their own home remedies for mental health like meditation, exercise or journaling and another 20% turning to prescription medication.

Despite feeling depressed or anxious most of the time, only about 31% see a therapist occasionally or regularly.

How are remote workers with mental health issues feeling?

For one or more days a week:

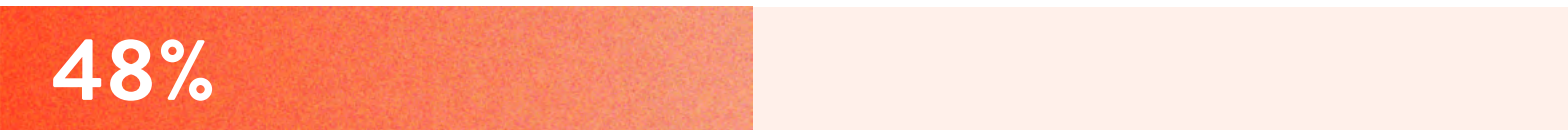


Anxious

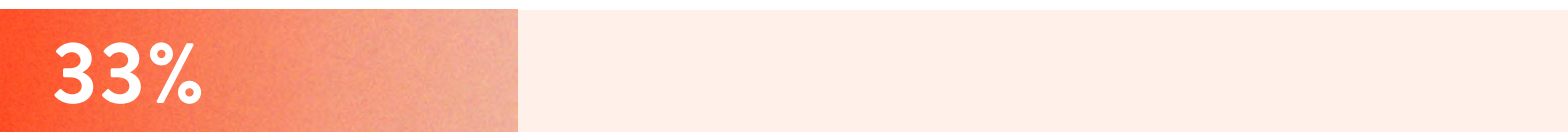


Depressed

For more than half the week:



Anxious



Depressed

Mental health and chronic back and joint pain are closely related

This is not uncommon. People with chronic musculoskeletal pain often also suffer from depression. Chronic pain and depression share neural pathways and affect the same part of the brain. Depression raises the intensity of physical pain causing the brain to create a cycle of pain that becomes learned and chronic.

In short, chronic back and joint pain are closely related to stress and depression. Improving employee well-being means treating both of these issues holistically.



1 in 3 suffered from both mental health and chronic joint pain.*

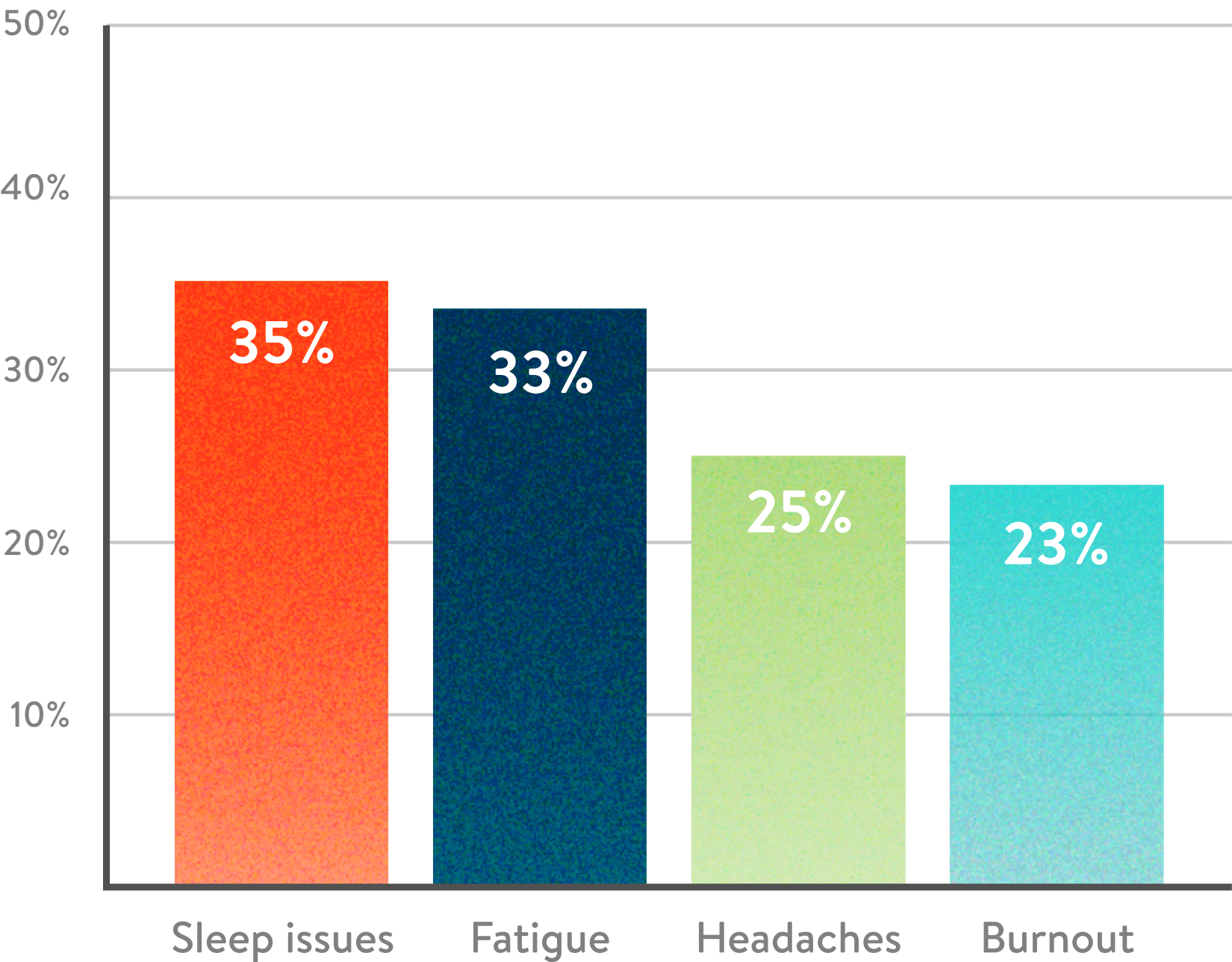
*Based on those that responded to both mental health and musculoskeletal pain questions.

Sleep issues and fatigue are other top health issues for remote workers

In addition to musculoskeletal pain and mental health, remote workers are also experiencing other related health issues since working from home. With the lack of daily movement, blurring of boundaries between home and work, and staring at a computer all day, remote workers cited sleep issues (35%), fatigue (33%) and headaches (25%) as other health issues they're struggling with since working from home.

Employers will need to address these related health issues to ensure employees stay productive and excited about work in the new remote workplace.

Other top health issues for remote workers



How Can You Address New Health Risks in the Remote Workplace?

Makeshift offices, lack of movement, and social isolation are increasing chronic musculoskeletal pain and mental health issues among the workforce. With remote work as the new normal, employers and health plans will need to address these emerging health risks to enhance employee well-being.



As employees avoid visits to medical facilities during COVID-19, at-home digital care is a more effective way to resolve chronic back and joint pain and related mental health issues. Hinge Health's virtual clinical care model combines virtual physical therapy & clinicians, behavioral health coaching, and digital sensor technology to reduce chronic pain and improve mental health outcomes at a fraction of the cost of traditional options like surgery.

Find out how Hinge Health can help enhance the physical and mental well-being of your employees

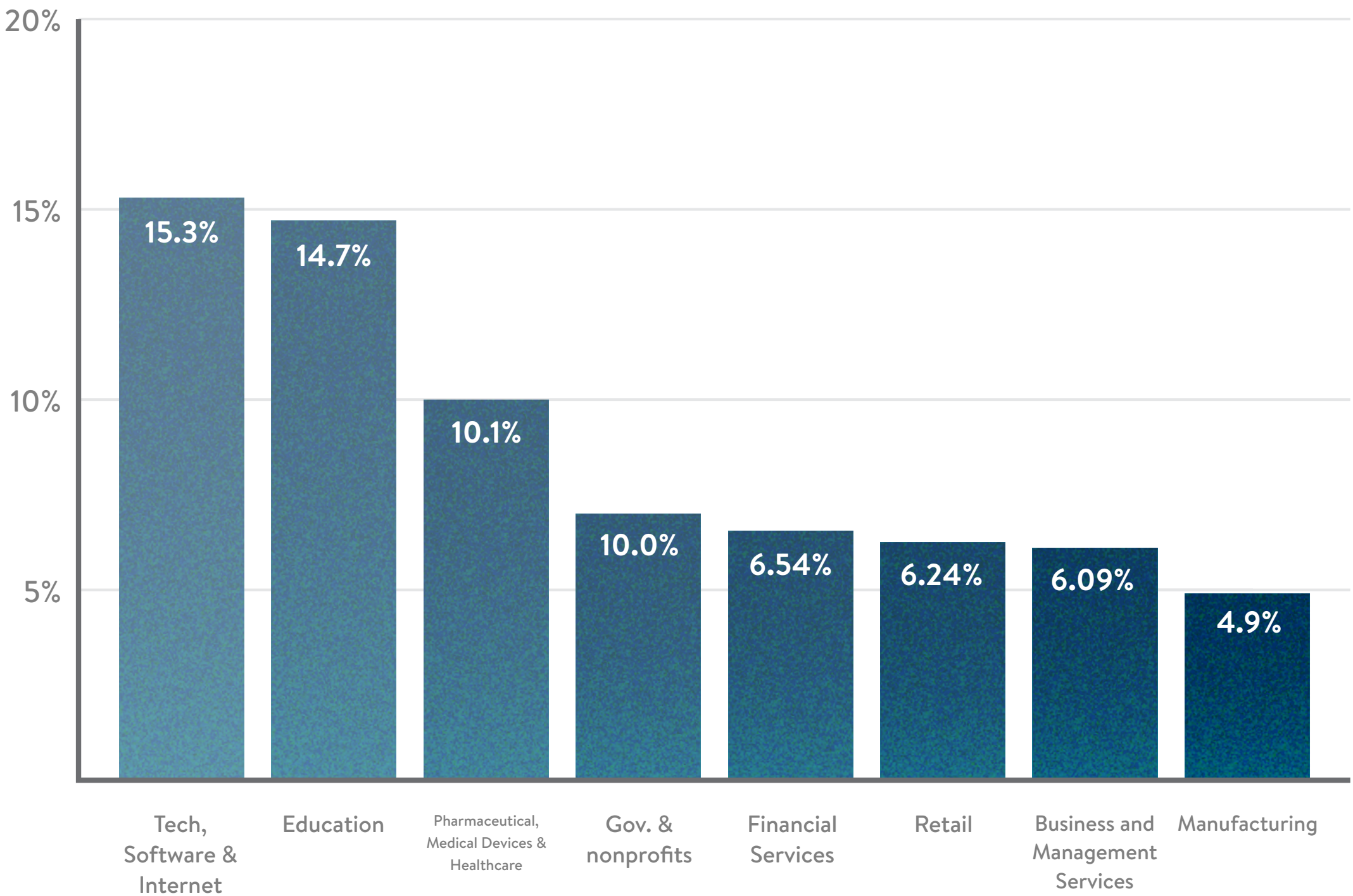
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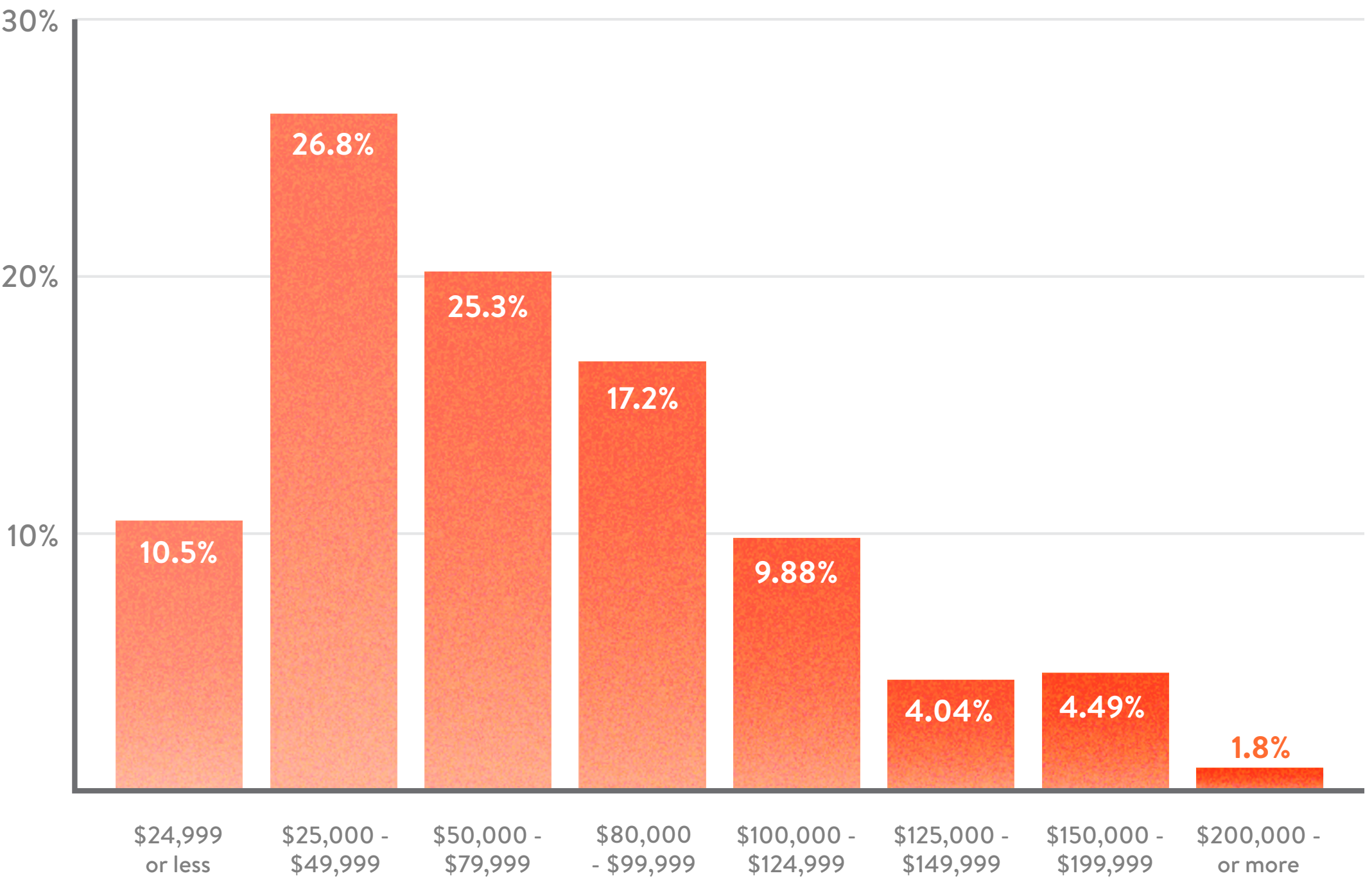
Survey demographics

This survey of 900+ respondents was conducted in June 2020 with SurveyMonkey.

What industry do you work for?



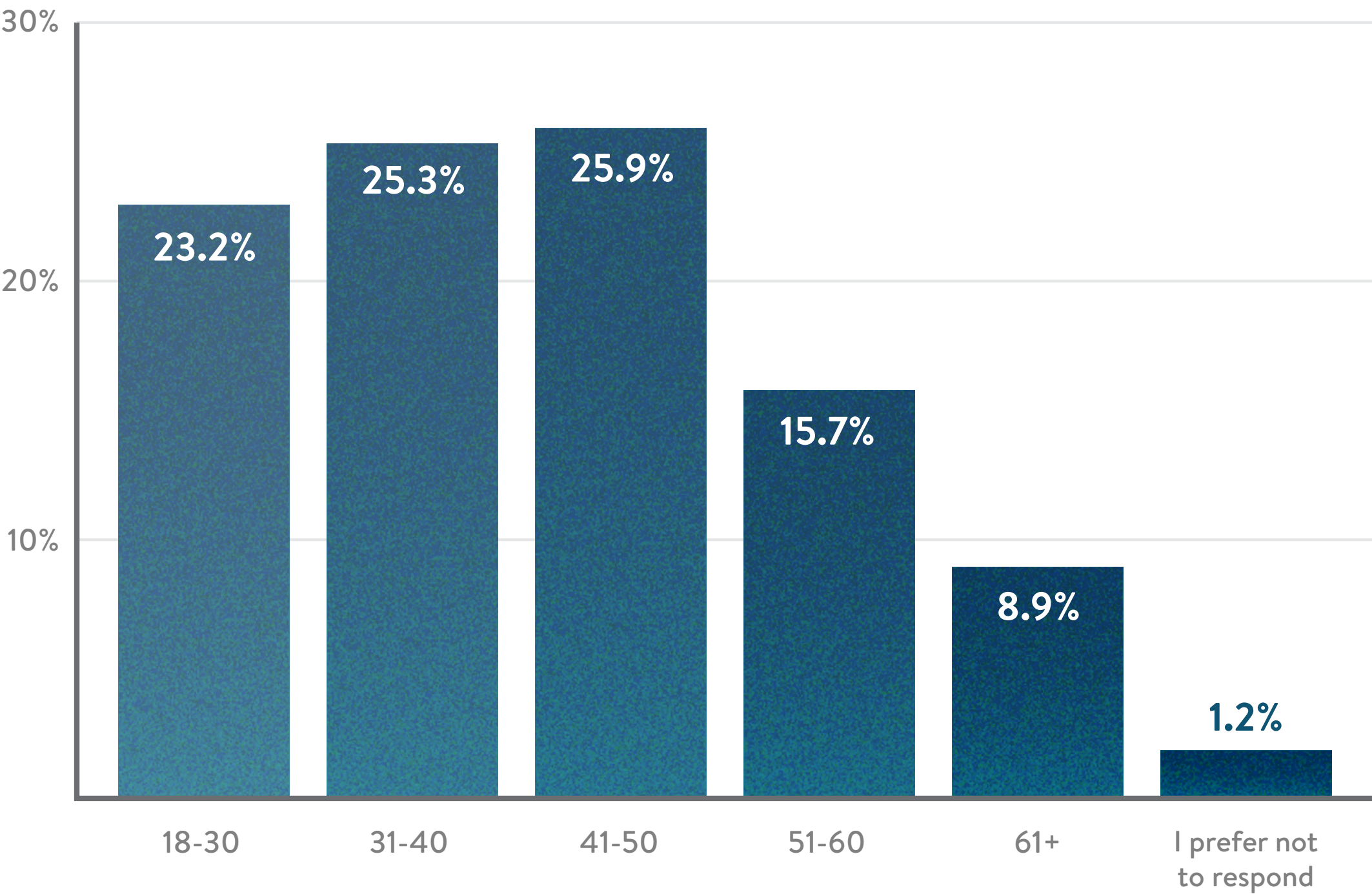
What is your approximate annual salary range?



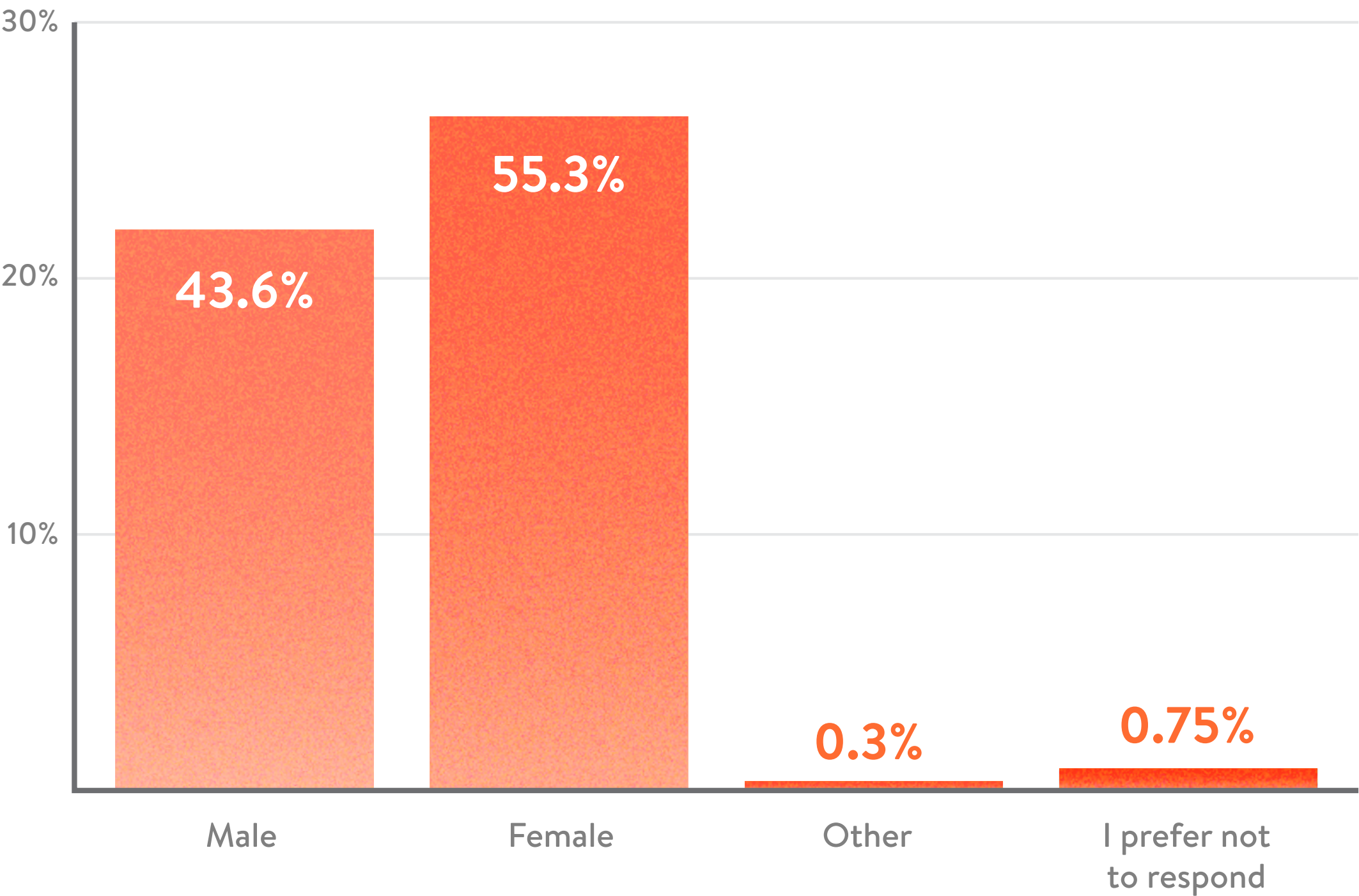
Survey demographics (continued)

This survey of 900+ respondents was conducted in June 2020 with Survey Monkey.

How old are you?



What is your gender?





Hinge Health is pioneering the world's most patient-centered Digital Clinic for back & joint pain. Our Digital Clinic is the #1 MSK solution for employers and health plans. Available to nearly 200 enterprise customers, Hinge Health empowers people to reduce chronic pain, opioid use and surgeries.

Learn more at:
www.hingehealth.com

