

2024-2025

# Aflac WorkForces Report

## Health care industry insights

### DID YOU KNOW?

Workplace stress remains pervasive in the health care sector, with nearly 4 out of 5 employees experiencing at least moderate stress — primarily due to heavy workloads. Burnout affects 59% of employees — particularly millennials and those working multiple jobs.

*Proactively addressing burnout is critical as it's linked to severe mental health issues including anxiety, depression and post-traumatic stress. To mitigate these challenges, employees favor increased remote work options, additional paid time off and company-sponsored self-care programs.*

### HEALTH, WELLNESS + THE POWER OF BENEFITS



**33% of employees** state their personal mental health negatively affected their job performances last year. **All industries: 32%.**

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**59% of employees in the health care sector** say they couldn't pay \$1,000 in out-of-pocket costs. **All industries: 51%.**



**70% of employers** believe their employees can financially meet their health care obligations. **All industries: 77%.**

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**63% of workers** have high anxiety about health care costs beyond what their insurance covers. **All industries: 54%.**

## THE STATE OF WORKPLACE BENEFITS



**83% of health care employees** say their supplemental insurance policy helps to protect their income. **All industries: 92%.**

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**77% of employers** say working with their broker has improved their benefits packages. **All industries: 81%.**

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**58% of employers** experienced an increase in benefits costs in the past year. **All industries: 64%.**

**39% of employers** report benefits claims increased; top selected reasons were rising prescription drug prices, medical care and mental health issues. **All industries: 49%.**

## BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER

**63% of the workforce** say it's important to have access to a benefits advisor. **All industries: 69%.**



- **53%** prefer in-person meetings. **All industries: 57%.**
  - **55%** prefer speaking on the phone. **All industries: 48%.**
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**62% of employees** say medical bill negotiation is stressful. **All industries: 55%.**

**63% of employees** say the same about trying to understand what insurance or benefits they need. **All industries: 52%.**

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**94% of employees** believe their organizations care about their overall mental health and physical well-being at least a moderate amount. **All industries: 93%.**



### About the Study

The 2024-2025 Aflac WorkForces Report is the 14th annual employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey took place online between June 6 and June 21, 2024, and the employee survey took place online between June 6 and July 10, 2024. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,003 employers and 2,000 employees across the United States. For more information, visit [aflac.com/awr](https://aflac.com/awr). Aflac includes Aflac and/or Aflac New York and/or Continental American Insurance Company and /or Continental American Life Insurance Company.