

# Mad@Work

AI-guided well-being app reduces stress in the workplace



The growing global phenomenon of burnout and mental wellbeing at work have increasingly drawn attention over the past years. Stress may originate from too challenging work and from too boring work, from social problems, poor working conditions and various other reasons. When stress occurs, it decreases employee engagement and increases employee absenteeism and turnover. In the USA, job stress is estimated to cost \$300 billion a year, and 31% of new hires leave their jobs within the first six months, while experienced workers often retire early. In Europe, the cost of work-related depression is estimated to be €617 billion annually.

The use-case developed by ETRI and Neighbor System in the ITEA project Mad@Work offers workplace workers the WMind@Work app that analyses mental health information using physiological information and survey data using an AI-based method and provides mental wellbeing solutions to relieve stress. By monitoring metrics such as heart rate variability and integrating

multiple sensors at work, it provides personalised insights into stress levels and offers tailored solutions for stress relief. The app's intuitive interface seamlessly integrates into daily routines, ensuring easy access to mental health support. Moreover, its compatibility with existing support systems, including Employee Assistance Programmes, ensures comprehensive mental health care within the workplace ecosystem.

This solution brings multiple benefits to the personal well-being of workers contributing to giving personalised insights to workers, helping teams communicate efficiently, and showing how everyone in the organisation feels overall. It empowers HR to assess interventions effectively, leading to increased productivity and reduced healthcare costs. Overall, it presents significant opportunities for individuals, businesses, and society.

#### More information

<https://itea4.org/project/mad-work.html>