



# Outcomes, Openly Reported

**2026 THRIVEWORKS CLINICAL  
OUTCOMES REPORT**



The Impact and Future of Measurement-Informed Care

# Executive Summary

*On the current state of measurement-informed care — and our vision for the future*

In every other corner of medicine, objective measurement is foundational to care. We track blood glucose to manage diabetes and blood pressure to assess cardiovascular risk. For too long, behavioral health has been the exception, relying on clinical intuition and patient self-reporting, where other specialties demand data.

Given my background as a physician, improving how we tie behavioral health work to measurable outcomes has been a priority since stepping into the role of CEO at Thriveworks two years ago.

In that time, it's been encouraging to see the industry shift towards measurement-informed care as the standard, and I've been proud of the ways we've made it core to our operating model at Thriveworks: PHQ-9 and GAD-7 assessments automated before every session, surfaced in real time to clinicians to guide care, and mandatory across our entire national medical practice.

The following clinical outcomes report shows that our measurement-informed approach is driving meaningful improvement for our clients, including initial symptom relief in about two sessions and clinically significant improvement in over 60% of patients.

But releasing this data also illustrates to me how much we — as a company and an industry — still have to do to carry measurement-informed care into the future.

There is no formalized industry standard for methodological approach or benchmarking. We can't solve that here, but we can be transparent about our own choices: what we measured, how we defined it, and what that means for patients.

Looking at the bigger picture, the PHQ-9 and GAD-7 alone offer incomplete information. Mental health affects every other condition a patient is managing. That's why we are actively expanding our measurement framework to include functional status, alcohol and drug use screening, and physical health outcomes — building toward a future where we can demonstrate not just symptom improvement, but the downstream impact of behavioral health care on chronic disease, total cost of care, and whole patient health.

The data here is a meaningful start in the right direction. But it's just the beginning of what you can expect from measurement-informed care at Thriveworks.



**Dan Frogel, MD**  
Chief Executive Officer  
at Thriveworks

# Our Methodology & Care Model

At Thriveworks, the PHQ-9 and GAD-7 are more than reporting tools. We send them to patients before every session to track symptom trends over time, flag patients whose symptoms are escalating, and give clinicians real-time information to guide treatment decisions. Measurement-informed care is how we practice, not just how we document after the fact.

That data — collected consistently across tens of thousands of patients — is the foundation of this report. How behavioral health providers measure and report outcomes varies widely, and those choices affect what the numbers show. We built this paper to align with the most consistent reporting structures in the industry and aim to be transparent in our methodology.

## Inclusion Criteria

The patients in our data analysis met the following criteria:

- ✓ They had an initial intake appointment, where they completed the PHQ-9 and/or GAD-7, and at least two subsequent sessions where they also completed these assessments, ensuring we have a **clear comparison of pre-treatment versus post-treatment outcomes**.
- ✓ Patients scored a 10 or higher on their intake assessments, indicating **at least moderate symptoms of depression or anxiety**.
- ✓ At least 180 days have passed since the first completed assessment, allowing us to **capture a picture of patient progress over time**.

This outcomes report shares the experience of **27,468** patients across all **50** states



## Where Our Approach Stands Out

- ☑ **A high sample size:** Thriveworks automatically sends assessments to patients before every session — producing a dataset large enough to be statistically meaningful across populations.
- 💡 **More than a data point:** We don't track these numbers to check a box. Thriveworks has built integrated tools for clinicians to monitor assessment trends and use them to guide care in real time — so every score has a clinical purpose, not just a reporting one.
- 🔗 **Consistency at scale:** Our results held across gender and care settings, reflecting the clinical standards that come with operating as a single, unified medical group of W-2 employees — not a loosely connected network of independent providers.

# Outcomes in Context

The following metrics reflect our patients' experience across five measures of clinical progress: time to initial improvement, clinically significant improvement, deterioration, recovery, and remission. Each is defined, contextualized, and reported in full because we believe the strongest approach to measurement-informed care is not to only focus on one metric, but take a holistic approach.



Thriveworks provides symptom relief in about **2.5 weeks**

## How long does it take Thriveworks patients to see initial improvement\*?



Patient books appointment



Seen by provider in less than **1 week**



Initial improvement  
**18–19 days**

Depression: 18 days  
Anxiety: 19 days

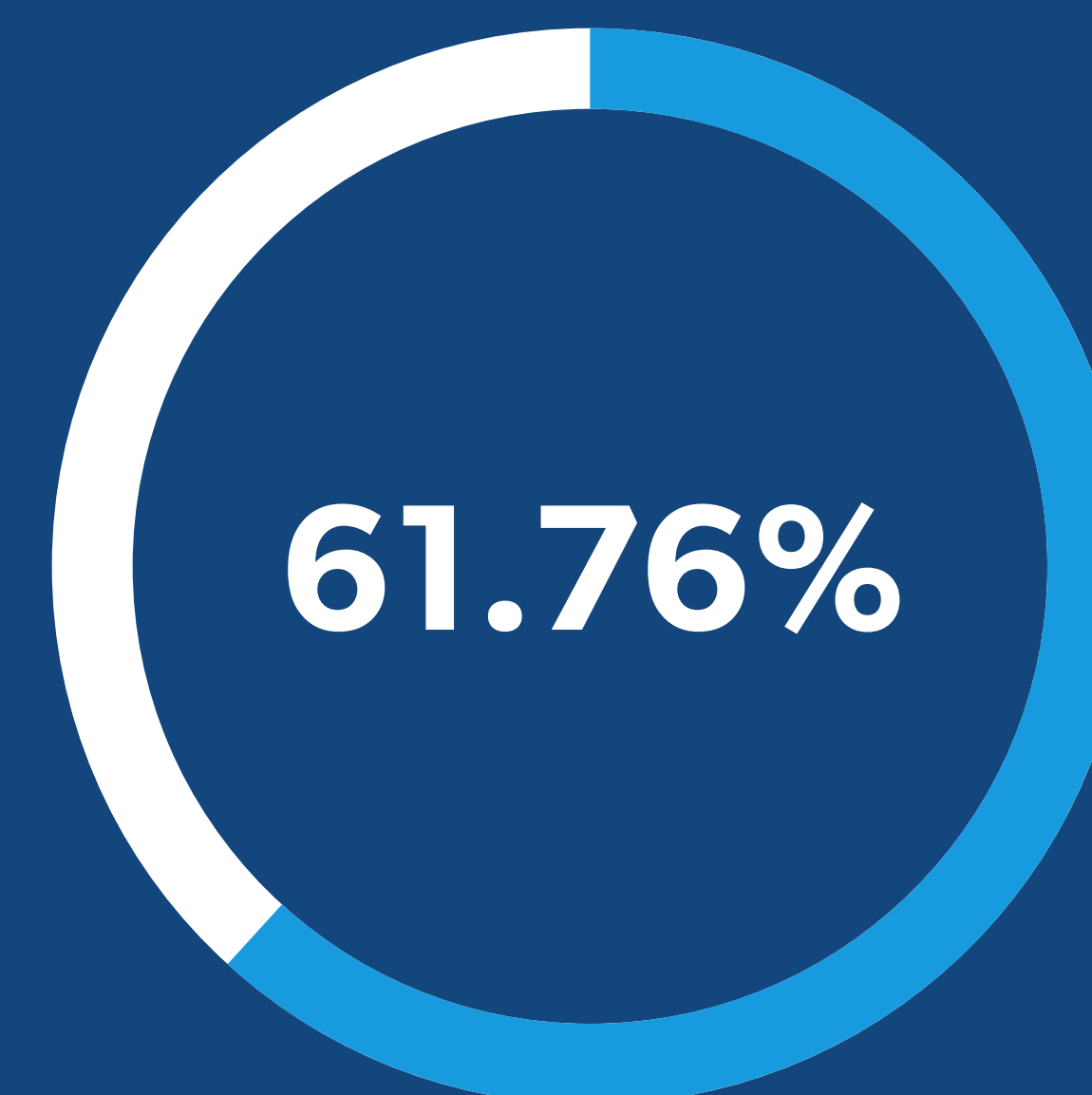
*\*Measured by an initial reduction of two points or more on assessments*

There is no industry standard for time to initial improvement, but this indicates a patient feels some relief in just **two sessions** with a Thriveworks clinician. That early signal matters: Patients often arrive needing intensive support, and seeing progress quickly helps them trust that treatment is working and stay engaged.

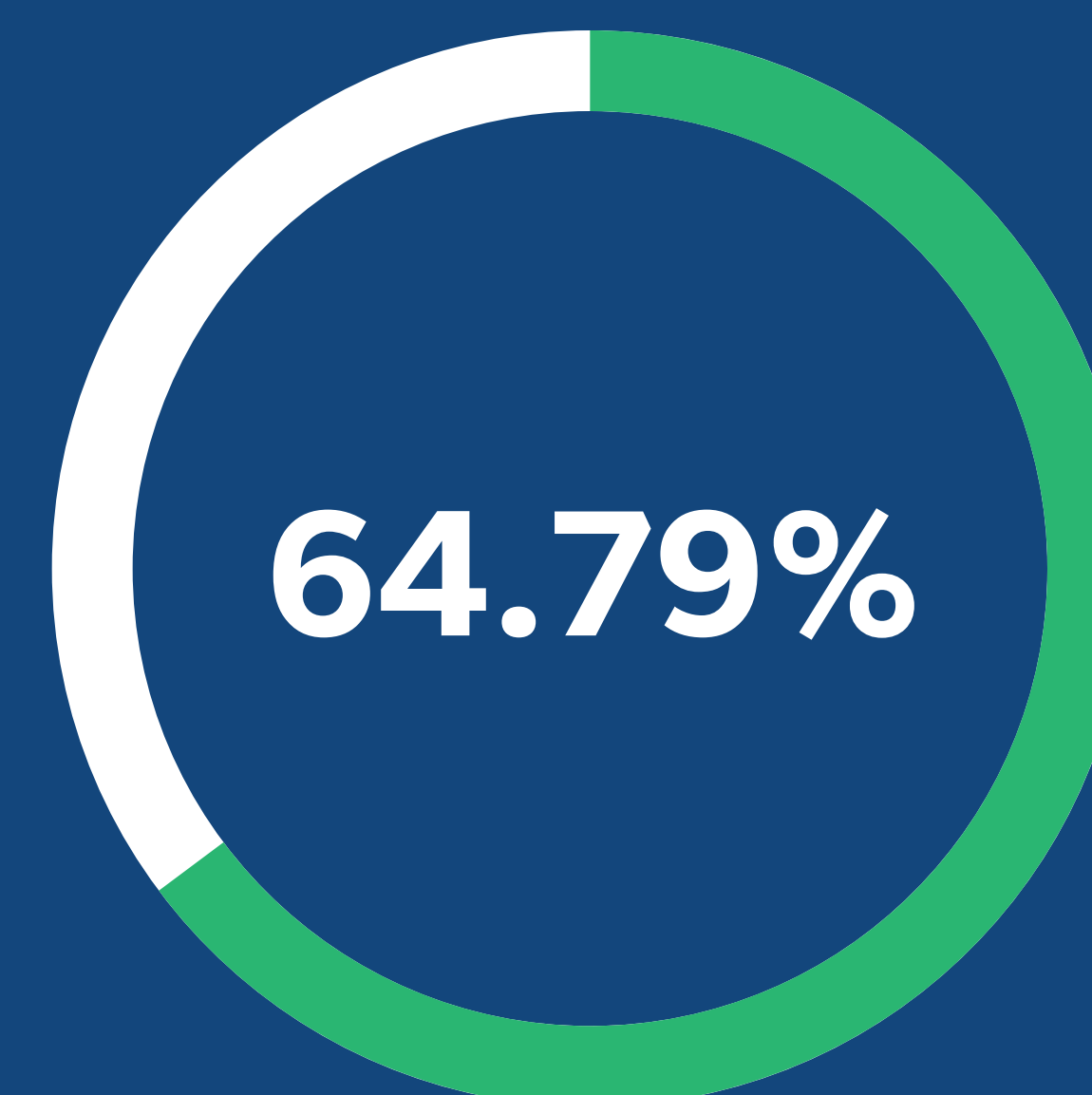
Over **three out of five** Thriveworks patients see significant improvement in their symptoms

This point reduction\* threshold is consistent with how improvement is typically measured within the industry — and these results indicate a meaningful percentage of patients see improvement in their symptoms. That’s our core work as a mental health company: help people get genuinely better, in ways that last.

How many Thriveworks patients see clinically significant improvement\*?



of patients with depression symptoms

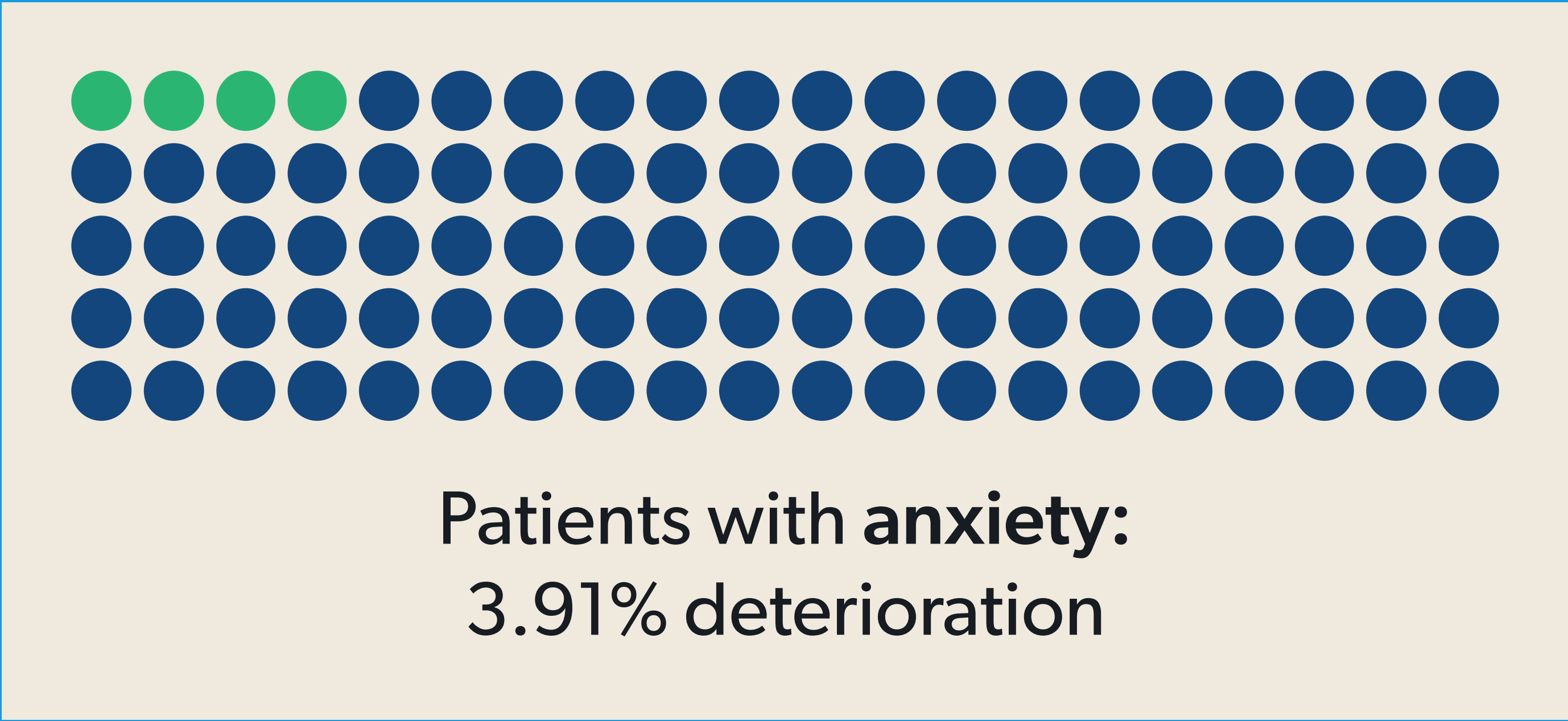
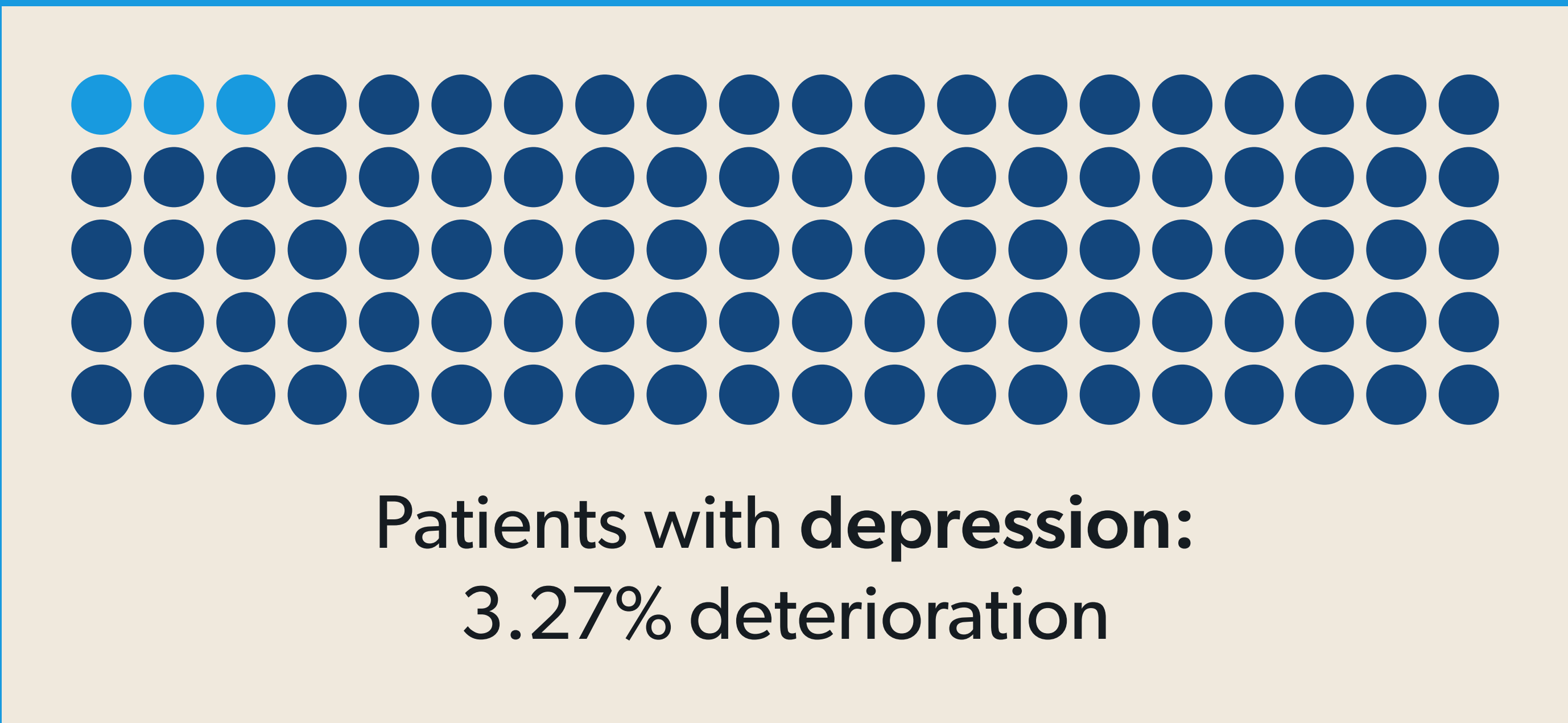


of patients with anxiety symptoms

\*Measured by a reduction of five or more points on the PHQ-9 and four or more points on the GAD-7



# Do any Thriveworks patients get worse\*?



*\*Measured by patients worsening by 5 or more points on the PHQ-9 or 4 or more points on the GAD-7 during treatment*

## A small number of patients deteriorate, and we watch them closely

Most providers don't report deterioration, and there's no industry standard for it. We do, because a complete outcomes report can't only measure improvement — and because deterioration is a critical safety signal that identifies patients who need clinical escalation.

Some of this is expected: for example, trauma work often surfaces difficult material before it resolves, depressive episodes can intensify before they lift, or someone could have had a challenging week with events that triggered their symptoms. We watch this number closely and act on it.

## Well over **half** of Thriveworks patients see recovery, and a **quarter** reach remission

57% of patients recovered within six months of starting care. Among those who recovered, the median time to recovery was 26 days. Remission is a further milestone beyond recovery — 25.5% of patients reached it within six months of starting care, with a median time to remission of 46.5 days.

### How many Thriveworks patients get better?



**57% recovery rate\***

**26 days to recovery**



**25.5% remission rate\*\***

**46.5 days to remission**

\* Measured by patients who reached a score of nine or below on either assessment

\*\* Measured by a score of four or below on either assessment, which is considered subclinical

We approach recovery as moving out of the moderate-to-severe symptomatic range and into the mild to minimal range. We closely monitor this metric to ensure we are discharging patients appropriately. Our definition and results for recovery are in line with industry standards — we are proud that more than half our patients get to recovery.

Remission is defined as achieving a score of 4 or below, indicating symptoms were minimal or below the clinical threshold. We recognize that while remission is an important outcome, it is not the right goal for every individual, given that mental health conditions can be chronic and recurring. We're proud that we get a quarter of patients there while supporting the others in developing tools to make their mental health symptoms more manageable.

**Interested in learning more about how Thriveworks' measurement-informed approach could work for your network?**

Reach out to [quality@thriveworks.com](mailto:quality@thriveworks.com), or for more information on partnering together, email [partners@thriveworks.com](mailto:partners@thriveworks.com).

