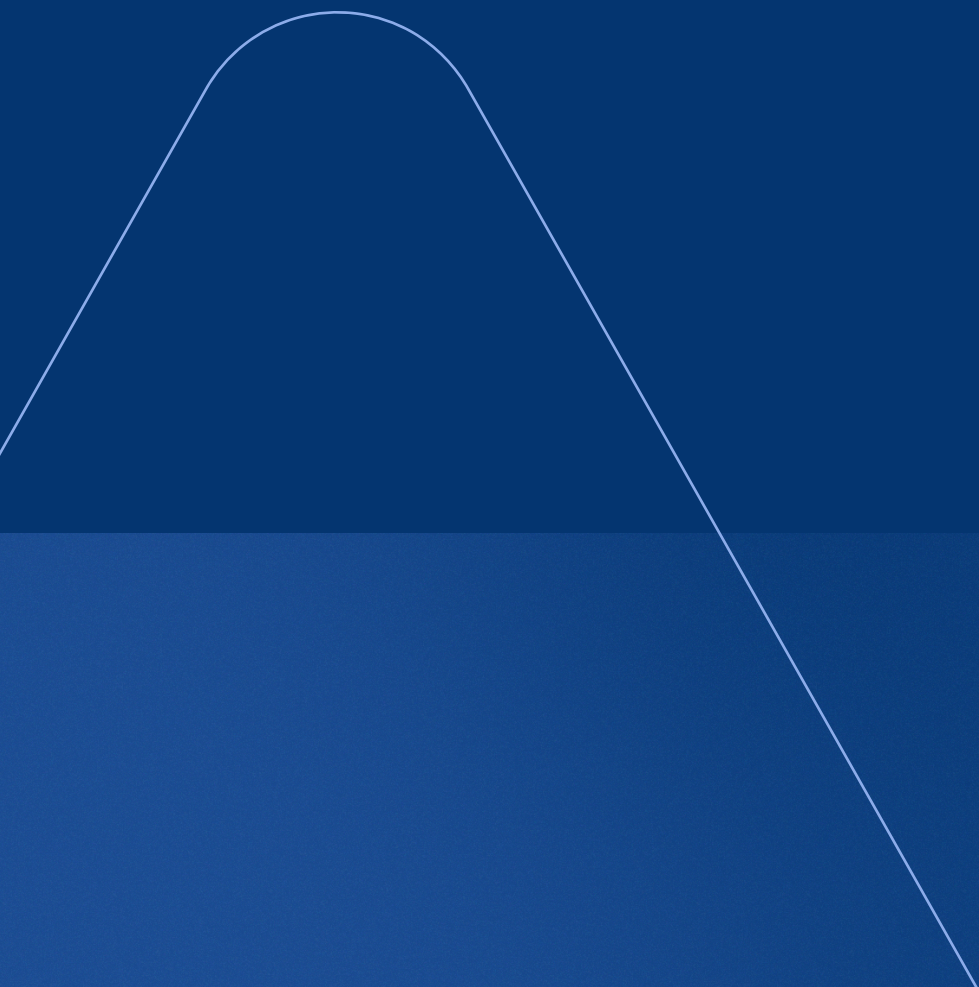




Clinical Outcomes at Modern Health



Summary

Modern Health is a leading mental health platform designed to help global employers transform workplace mental health culture. By offering a robust range of one-on-one, group, and self-serve digital care options, Modern Health provides inclusive and effective mental health support to individuals across the globe, no matter where they are on their mental health journey. To measure the effectiveness of Modern Health's solution, we address the following three principles in our clinical outcomes:

The Full Spectrum of Well-being

As a solution that covers the full spectrum of well-being needs — from prevention to moderate stress to clinical needs — Modern Health also measures outcomes across this spectrum.

Clinically-Validated Assessment

Our standard battery of well-being assessments includes three clinically-validated measures (Patient Health Questionnaire [PHQ-9], Generalized Anxiety Disorder [GAD-7], and World Health Organization Well-Being Index [WHO-5]). Each of these measures is commonly used in clinical and research settings to assess levels of mental health concerns.

Personalization for a Global Population

As a global provider, Modern Health uses measures that have been used and validated cross-culturally so that our outcomes can be generalized to a global employee base.

Modern Health's average clinical outcomes across our total member base:

OVERALL
WELL-BEING

80%

of members improve or maintain their well-being.

RELIABLE CLINICAL
IMPROVEMENT

70%

of members with elevated mental health symptoms improve or recover after 4 or more one-on-one sessions with a provider.

EFFECTIVE MAINTENANCE
& PREVENTION

90%

of members with sub-clinical mental health concerns maintain their well-being.

Clinical Outcomes at Modern Health

Modern Health supports employees across the globe with diverse needs, preferences, and cultural identities. One in four eligible members is located outside of the U.S. Based on [our peer-reviewed study with Rutgers University](#)¹, less than half (44%) of Modern Health members prefer one-on-one support, while 56% are unsure or prefer group or self-serve support. Our **integrated approach of offering multiple care options drives an average engagement rate of 20%, globally**, across our book of business, which is significantly higher than traditional EAPs (~5%).

Outcomes Across the Spectrum of Well-being

Modern Health offers multiple effective options to support individuals across the spectrum of mental health needs. Our unique care recommendation model is based on evidence-based approaches like stratified care, guiding people to the right care options for their needs and preferences.

Given our intention to address people's needs across the spectrum we also conceptualize outcomes across the spectrum. This includes people experiencing mental health concerns like clinical levels of depression and anxiety and are looking to decrease symptoms (**red**), people who are experiencing moderate stressors or distress like burnout and are looking for support (**yellow**), as well as people who are generally well and looking to maintain their level of well-being (**green**).

We track clinical outcomes across this spectrum of red, yellow, and green. For those in the red, we measure clinical improvement and reliable recovery with the goal of reducing symptoms to move out of the red. For those in yellow and green we monitor prevention metrics with the goal of maintenance to ensure their symptoms do not escalate to impair day-to-day functioning.

Clinical Need

Experiencing heightened symptoms that impair day-to-day functioning

Moderate to High Stress

Experiencing symptoms of stress, anxiety, burnout or depression that impact daily life

Healthy State

May experience stressors, but are relatively resilient to daily ups & downs

Clinically-Validated Assessments

Modern Health leverages clinically-validated assessments to understand each member's mental health symptom severity along the spectrum of need.

WHO-5

The WHO-5 assesses well-being, and is most closely correlated with symptoms of depression. Specifically, the absence of well-being could indicate the presence of depressive symptoms. It has been validated in 35 countries, making it one of the few measures validated for a global population like the one we serve at Modern Health.

PHQ-9 & GAD-7

The PHQ-9 assesses symptoms of depression while the GAD-7 assesses symptoms of generalized anxiety. For further information see [PHQ-9](#)² and [GAD-7](#)³. Anxiety and depression are two of the most commonly selected topics in our member base and the most common presenting mental health conditions in the general population. Therefore, both of these measures have been prioritized to help members get to the right care at the right time, and also to monitor these symptoms over time. Research supports that these measures are validated across many different demographic groups including, but not limited to: country, sex, race and ethnicity, language, and diagnostic status.

We constantly evaluate how we track outcomes and continue to iterate on blending clinical rigor with innovation to most accurately track our members' well-being and the benefits of using the platform. This includes adding new assessment measures, further tailoring assessments to our members, and balancing improving assessment completion with minimally burdening our members.

Clinical Cut-off Scores

Decades of research have established clinical cut-off scores for each of the measures we use (WHO-5, PHQ-9, GAD-7). These scores indicate a need for treatment planning and/or potential signs of clinical levels of anxiety or depression. At Modern Health, for members who meet the clinical cut-off scores on any of our assessments (i.e., members in the red) we focus on rigorous **clinical improvement or recovery metrics** defined in the clinical literature.

Results

We analyze clinical outcomes data regularly across our **total member base**. The statistics presented below represent our average outcomes across our book of business over multiple time points in order to present the most realistic and holistic picture of the clinical outcomes we consistently deliver.

Clinical Recovery or Improvement

70% of members with elevated mental health symptoms improve or recover in 4 or more one-on-one sessions with a provider.

Clinical recovery is when a member no longer meets the clinical cut-off scores defined in the prior section. Clinical improvement refers to those members in the red who demonstrate a reliable change in the WHO-5, PHQ-9, or GAD-7. Slight variations in well-being scores on these measures are expected and very normal. By using a “reliable change score”, which is determined by peer-reviewed studies and research, we can be confident that the score changes reflected in these measures are clinically significant, and that members have experienced a clinically reliable improvement in their well-being scores.

Maintenance and Prevention

90% of members with sub-clinical mental health concerns effectively maintain their well-being.

Members who do not meet clinical cut-off scores (i.e., those in the yellow or green) may be experiencing sub-clinical mental health concerns or minimal to no mental health symptoms. For these members our priority is maintaining their well-being and preventing them from experiencing elevated needs. We define maintenance and prevention as members in the yellow and green who do not experience a reliable worsening across their well-being scores.

Overall Well-being Measurement

80% of members improve or maintain their well-being.

This metric provides an overall composite score for all members across the spectrum. It indicates the percentage of members who either clinically improved, recovered, or maintained their well-being scores. This metric gives a holistic picture of our global member population.

References:

1. Kozlov, E., McDarby, M., Prescott, M., & Altman, M. (2021). Assessing the care modality preferences and predictors for digital mental health treatment seekers in a technology-enabled stepped care delivery system: Cross-sectional study. JMIR Formative Research, 5(9). <https://doi.org/10.2196/30162>
2. Patient Health Questionnaire: <https://www.hiv.uw.edu/page/mental-health-screening/phq-9>
3. Generalized Anxiety Disorder Questionnaire: <https://www.hiv.uw.edu/page/mental-health-screening/gad-7>

