



## **Mental Health Outcomes**

Swift and Significant Results for  
College and University Students

# Executive Summary

[TimelyCare](#) is higher education's most trusted virtual health and well-being provider, with a mission to foster student success and improve the health and well-being of campus communities. Founded in 2017, TimelyCare now serves 2.3+ million students, educators and staff at more than 400 campuses nationwide.

Its comprehensive suite of services – including mental health counseling, on-demand emotional support, medical care, psychiatric care, health coaching, success coaching, basic needs assistance, faculty and staff guidance, peer support and self-guided wellness tools – expands the breadth of school resources and empowers students, educators, and staff to be well and thrive in all aspects of their lives.

The [Utilization Review Accreditation Commission \(URAC\)](#) accredited TimelyCare for Telehealth in 2022. In doing so, TimelyCare became the first virtual care provider focused exclusively on the education sector to earn such accreditation. URAC is the independent leader in promoting healthcare quality by setting high standards for clinical practice, consumer protections, performance measurement, operations infrastructure, and risk management.

TimelyCare demonstrates an ongoing commitment to quality care, enhanced processes, patient safety and improved outcomes. The following report explores how TimelyCare is making a clinically significant impact on patients who utilize scheduled counseling and psychiatry services. TimelyCare launched Measurement-based Care (MBC) in mid-2023 by collecting Patient Health Questionnaires (PHQ-9) and Generalized Anxiety Disorder (GAD-7) clinical assessments prior to scheduled counseling and psychiatry visits. The data in this report represent approximately 15 months of progress.

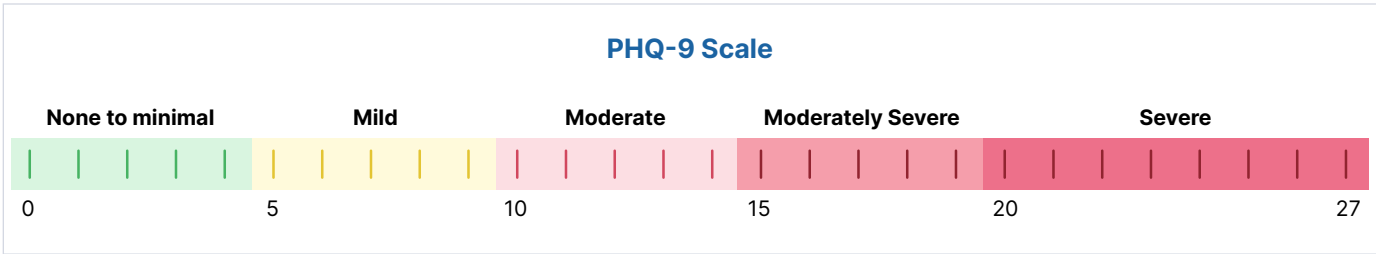
Notably, those who entered care with severe symptoms achieved, on average, clinically significant change by their third scheduled counseling or psychiatry visit. Those who entered care with clinical symptoms on the PHQ-9 or GAD-7, on average, dropped a severity ranking (e.g., moderate→mild) by their third scheduled counseling or psychiatry visit. TimelyCare also supports those seeking care while experiencing subclinical symptoms and provides self-care content, a peer community, and a 24/7 on-demand TalkNow service.

# Clinically-Validated Measurements

## PHQ-9

The Patient Health Questionnaire (PHQ-9) is a multipurpose instrument for screening, diagnosing, monitoring and measuring the severity of depression. Each item asks the individual to rate the severity of their symptoms over the past two weeks.

Over the last two weeks, how often have you been bothered by the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3



Throughout this report, a change of five (5) points on the PHQ-9 has been chosen to represent clinically significant change (Kroenke, 2012).

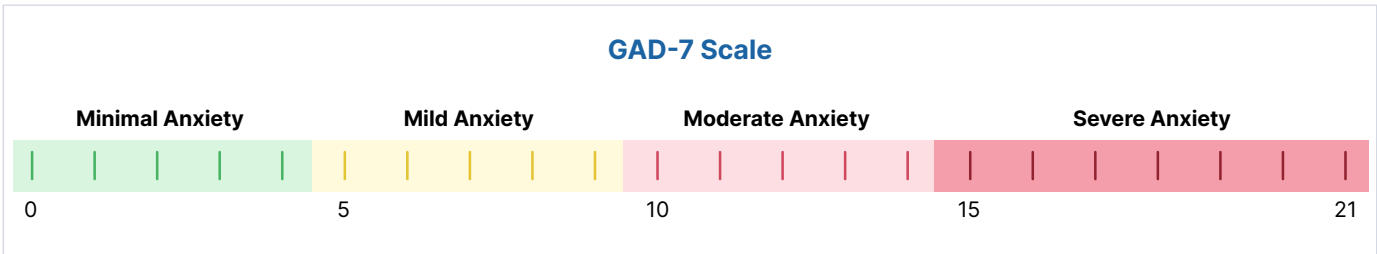
Dropping a severity ranking has been defined as moving between the severity categories on each measure; generally 0-4 = subclinical/minimal; 5-9 = mild; 10-14 = moderate; 15-19 = moderately severe, 20+ = severe.

# Clinically-Validated Measurements

## GAD-7

The Generalized Anxiety Disorder Assessment (GAD-7) is a seven-item instrument that is used to measure or assess the severity of generalized anxiety disorder (GAD). Each item asks the individual to rate the severity of their symptoms over the past two weeks.

Over the last two weeks, how often have you been bothered by the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid, as if something awful might happen	0	1	2	3



In this report, a change of 4 points on the GAD-7 has been chosen to represent a clinically significant change (Toussaint et al., 2020).

Dropping a severity ranking has been defined as moving between the severity categories on each measure; generally 0-4 = subclinical/minimal; 5-9 = mild; 10-14 = moderate; 15+ = severe.

# TimelyCare Mental Health Outcomes

Nine months of MBC monitoring demonstrate that TimelyCare users who entered care with **severe symptoms** on the PHQ-9 or GAD-7 achieved, on average, **clinically significant change** by their third scheduled counseling or psychiatry visit.

<i>For those who entered care with severe symptoms</i>	Psychiatry:	Scheduled Counseling:
Depression PHQ-9	95.3% experienced a clinically significant change in PHQ-9 by their third psychiatry visit	83.7% experienced a clinically significant change in PHQ-9 by their third TimelyCare scheduled counseling visit
Anxiety GAD-7	90% experienced a clinically significant change in GAD-7 by their third psychiatry visit	82.9% experienced a clinically significant change in GAD-7 by their third TimelyCare scheduled counseling visit

Those who entered care with **clinical symptoms** on the PHQ-9 or GAD-7, on average, **dropped a severity ranking** (e.g., moderate→mild) by their third scheduled counseling or psychiatry visit.

	Psychiatry:	Scheduled Counseling:
Avg. PHQ-9	Visit 1      Visit 3 13.2 → 8.5	Visit 1      Visit 3 11.1 → 8.1
Avg. GAD-7	Visit 1      Visit 3 12.3 → 8.1	Visit 1      Visit 3 10.4 → 7.7



## Improved Mental Health Fosters Student Success

Studies show that mental health improvement can lead to higher graduation rates. [One study found](#) that in addition to predicting GPA and discontinuity, depressive symptoms as measured by a validated measure are significantly associated with dropout; specifically, each additional point on the PHQ-9 was associated with an increase in the risk of dropping out.

The TimelyCare MBC data aligns with earlier student feedback surveys with 86% of community college and 78% of bachelor's students saying they are more likely to stay in class, enrolled, and on track to complete their degree after using TimelyCare. Of those using TimelyCare, 58% said they would do nothing if they didn't have access to its services.

"When their minds are healthy, students find the strength and resilience to overcome barriers to success and achieve their academic, career and personal goals," said Nassim Bickham, LMFT, Vice President of Care Transformation at TimelyCare. "We will keep monitoring the progress of those who use TimelyCare resources and continually improve upon our care systems, processes and training to deliver the best virtual health and well-being services available to educational communities."

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