Turning Outcomes into ROI
How MBC Drove Clinical and Financial Gains at Epic Behavioral Healthcare

50
Clinicians

2,300
Clients

46%
Reduction in
no-show rates

↘ PHQ-9 scores among clients using Greenspace **dropped 18% by the 7th assessment** and **49% by the 10th,** compared to non-Greenspace clients, underscoring the value of consistent measurement.

📈 Among Adult Mental Health clients using Greenspace, Epic BH **reduced missed appointments by 46%**, contributing to more consistent engagement, improved clinical decision-making, and downstream operational and financial ROI.

Epic Behavioral Healthcare (Epic BH) is a Florida-based, CARF accredited non-profit organization that provides comprehensive behavioral health services across Adult Mental Health (AMH), Child Mental Health (CMH), and Substance Use Disorder (OSUD) programs. Epic's mission is to empower both individuals and families across Florida with effective, affordable, evidence-based, culturally sensitive, and comprehensive care.

IMPLEMENTATION OF GREENSPACE

Epic BH implemented Greenspace Measurement-Based Care (MBC) across their programs in January 2025 to enhance clinical decision-making, inform continuous quality improvement, improve clinician-client collaboration, and increase client engagement throughout care.

👥 **Population Served:** Children, Youth, Families, Adults

🔍 **Program Type:** SUD, Residential, Outpatient, Detox, Crisis Support

📝 **Key Assessments:** PHQ-9, GAD-7, DAST-10, LDQ

📄 **Assessments Completed:** 2,629

IMPROVED OUTCOMES

Since implementation, the Greenspace platform has enabled clients to regularly discuss progress, challenges, and experiences with their providers, creating a more transparent therapeutic process that ensures treatment decisions are informed by real-time client experiences and outcomes.

As a result, Epic Behavioral Healthcare saw meaningful improvements in outcomes amongst clients using MBC with Greenspace. When comparing PHQ-9 scores prior to Greenspace with scores collected after implementation, clients using Greenspace demonstrated consistently lower average depression severity across nearly every assessment point. While baseline scores were comparable at the first assessment, improvement accelerated as clients completed additional measures, highlighting the importance of ongoing use of outcome data.

Average Scores by Assessment Number
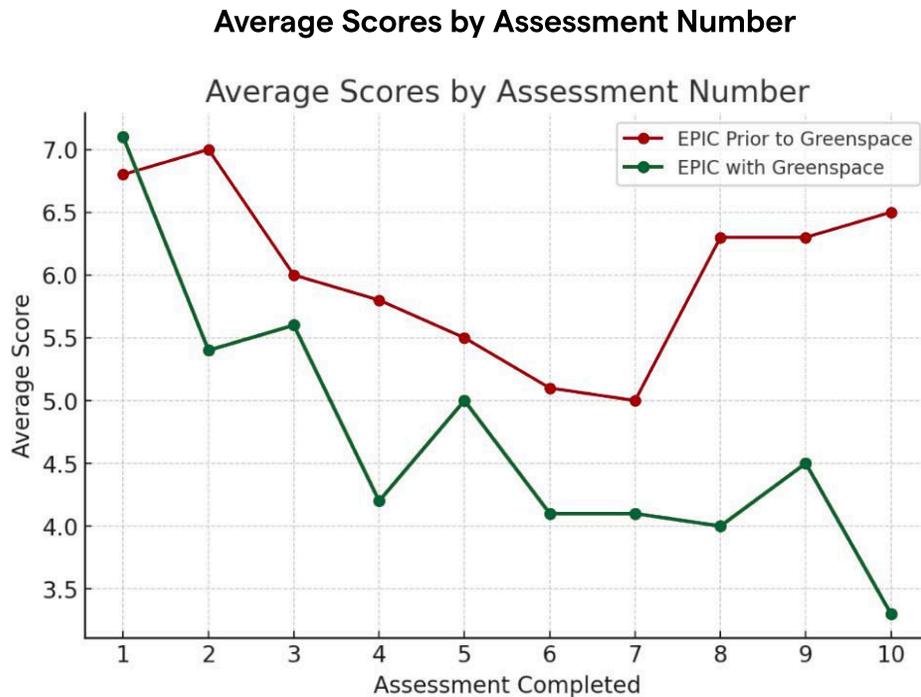
By the 7th assessment, PHQ-9 scores among clients using Greenspace were 18% lower than non-Greenspace averages, dropping to 49% by the 10th, reflecting sustained symptom improvement and engagement over time.

In addition to clinical outcome and care quality improvements, Epic BH has seen a meaningful and measurable reduction of session no-show rates, and greater engagement from clients in care.

GREATER CARE RELIABILITY & REDUCED NO-SHOW RATES

Clients *not on* Greenspace:
14.2% No Show rate

Clients *on* Greenspace:
7.7% No Show rate

Greenspace cut client no-shows **nearly in half**, dropping from 14.2% to 7.7%.

Pre-Greenspace outcomes reflect the period from January 1, 2024 to December 31, 2024. Outcomes following Greenspace implementation reflect January 1, 2025 to September 18, 2025.

The Child Mental Health (CMH) and Substance Use Disorder (OSUD) programs also demonstrated stability or modest improvements in no-show rates, suggesting broader engagement benefits.

> "The difference in no-show rates for clients using Greenspace is significant. We see deeper engagement when clients are able to track their improvement over time. That progress, in turn, fuels more meaningful discussions between providers and clients, enhancing collaboration and informing clinical decisions throughout the care process.
>
> **Nangela Pulsfus**
> CEO, Epic BH

PROJECTED FINANCIAL IMPACT AT SCALE

Improvements in attendance and engagement translate directly into measurable financial impact for behavioral health organizations at scale.

A 6.5 percentage-point reduction in no-show rates, like the improvement observed at Epic BH, can unlock significant recovered revenue:

- **$195K** in recovered revenue at 25K sessions/year
- **$390K** at 50K sessions/year
- **$780K** at 100K sessions/year

(Assumes average cost per session of $120)

These estimates reflect appointment recovery alone and do not account for downstream gains associated with improved outcomes, including earlier discharge, more efficient use of clinician time, and reduced reliance on higher-acuity services

Epic BH's experience demonstrates how Measurement-Based Care supports both enhanced care quality and stronger financial performance, without added administrative burden.

DEEPER CLINICAL ENGAGEMENT & MORE ACTIVE, INVESTED CLIENTS

Beyond attendance, Epic BH leadership reports that Greenspace has elevated the quality of the clinical encounter itself. Clients come to sessions more prepared and more engaged in discussing their progress. Reviewing outcome data together has strengthened collaboration, increased client investment in their care plans, and supported more productive therapeutic conversations.

> The data is clear: clients using Greenspace are showing up more consistently. We believe this is directly tied to clinicians leveraging their outcome data to discuss their progress and challenges with them throughout care. Clients having access to their own outcome data has also helped them be able to communicate their needs throughout care & better understand their own improvement over time.

Vince DiVico
Director of Operations, Epic BH

THE FUTURE OF MBC AT EPIC BEHAVIORAL HEALTHCARE

As Epic BH continues to evolve and strengthen their use of Greenspace's MBC platform, they anticipate additional long-term benefits, including earlier discharges due to improved treatment alignment, more efficient use of resources across programs, and stronger organizational insights to drive consistent care quality improvements. Epic BH's experience shows that implementing Greenspace has a meaningful impact beyond clinical outcomes. By improving engagement and reducing no shows, the organization is delivering more consistent care while also demonstrating tangible ROI from its MBC efforts.