
2026



Proven at Scale Clinical Outcomes Report

Real-World Outcomes From Array Behavioral Care



WHITE PAPER

Executive Summary

Access matters. But in behavioral health, access without outcomes is not enough.

What ultimately defines quality is whether people get better, whether improvement is clinically meaningful, and whether results can be demonstrated consistently and at scale. This white paper examines how a virtual outpatient behavioral health model, intentionally designed to deliver better outcomes, performs in real-world clinical practice and what those results mean for healthcare leaders and organizations responsible for delivering and managing behavioral health care.

Drawing on real-world outcomes data from a large, nationally distributed virtual outpatient population, the findings show that Array delivers:

- 1 **Clinically meaningful improvement** in depression and anxiety symptoms
- 2 **Outcomes that meet or exceed national benchmarks** from large, integrated health systems
- 3 **High patient engagement and satisfaction**, even among higher-acuity populations

These results are not accidental. They reflect a care model intentionally designed around Measurement-Based Care, stratified Care Pathways, and Care Coordination, all aligned to Array's philosophy of Right Care. Right Time. Right Dose.SM

For those interested in full methodological detail, statistical analyses, and benchmark definitions, the complete Clinical Outcomes Report is available below:

[Clinical Outcomes Report >](#)

The Challenge

Access Without Outcomes Isn't Enough

Virtual behavioral health has dramatically expanded access to care, but access alone does not guarantee results. Across the industry, many programs struggle with:



Early dropout before patients receive enough care to benefit



Inconsistent symptom monitoring over time



Limited ability to adjust treatment intensity as patient needs change

The result is a gap between availability and effectiveness. Array was built to close that gap by designing virtual outpatient behavioral health around outcomes from the start, with a care model that intentionally supports engagement, measurement, and adjustment over time.



The Array Care Model

Built for Outcomes

Array's virtual outpatient program is grounded in a simple but powerful philosophy:

“Deliver the right level of care, at the right time, and at the right dose, based on each patient's evolving clinical needs.”

This philosophy is operationalized through three core differentiators that work together to drive consistent, measurable improvement.

1 Measurement-Based Care at Scale

At Array, outcomes are not a retrospective exercise. They actively guide care.

Depression and anxiety symptoms are routinely measured using validated tools, including PHQ-9 and GAD-7. Assessments are collected at intake and at regular intervals throughout care, with results flowing directly into Array's unified Epic-based electronic health record.

This approach allows clinicians to identify improvement early, detect lack of response quickly, and adjust treatment proactively rather than waiting for symptoms to worsen. Measurement-Based Care is foundational to Array's ability to deliver consistent quality across a large, geographically distributed virtual practice.

2 Stratified Care Pathways: Matching Intensity to Need

Not every patient needs the same type, or amount, of care. Array's proprietary Care Pathways are designed to match each patient to the appropriate level and intensity of treatment based on their clinical needs, and to adjust that care over time as those needs change.

Array's Care Pathways follow a continuous cycle that ensures care remains aligned with each patient's evolving needs.

- 1 Assess - Intake and multidimensional evaluation
- 2 Match - Initial pathway placement based on acuity
- 3 Measure - Ongoing reassessment over the course of care
- 4 Adjust - Stepping care up, down, or into maintenance as needs change

This structured, flexible approach supports delivering the right level of care over time.



Rather than defining care through a one-size-fits-all model, Care Pathways provide a structured way to align treatment with patient acuity and complexity. At entry into care, patients are evaluated across multiple dimensions, including symptom severity, clinical risk, functional impairment, treatment history, and practical barriers to care, including social determinants of health. This information is used to place patients into an initial pathway that reflects the appropriate intensity, cadence, and level of coordination required.

Care does not remain static. Patients are reassessed regularly, and pathways provide clear guidance for stepping care up or down as symptoms improve, stabilize, or escalate. As patients make progress, they may transition into maintenance-focused pathways designed to sustain improvement while avoiding unnecessary over- or under-treatment.

Array's Care Pathways help standardize decision-making across providers while preserving clinical judgment, ensuring that care remains responsive, consistent, and proportional to each patient's evolving needs.

This is how Array operationalizes Right Care. Right Time. Right Dose.SM in everyday practice.

3 Care Coordination: Supporting Engagement Where It Matters Most

Early engagement is one of the strongest predictors of successful outcomes, and one of the most common failure points in outpatient behavioral health.

Array's dedicated Care Coordination team supports patients by conducting outreach after missed appointments, addressing practical barriers such as scheduling or paperwork, coordinating with primary care and other external providers, and supporting transitions between levels of care.

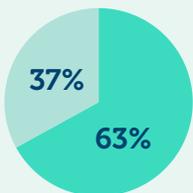
This infrastructure helps patients stay engaged during the high-impact early phase of treatment, when meaningful improvement is most likely to occur. It also helps identify when patients have stabilized and may be best supported through a maintenance Care Pathway, allowing them to remain connected to care at a significantly reduced cadence.



Outcomes at a Glance

A review of real-world outcomes from Array's virtual outpatient program highlights several clear, consistent patterns.

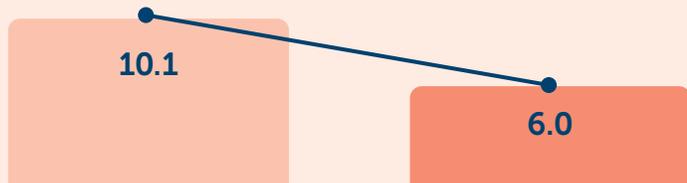
Large national sample analyzed across **thousands of patients** receiving virtual outpatient care



Nearly **two-thirds** of patients entered care with moderate or higher depression or anxiety symptoms

Depression symptoms declined meaningfully, with average **PHQ-9 scores improving from 10.4 to 6.2**

Anxiety symptoms showed improvement, with average **GAD-7 scores improving from 10.1 to 6.0**



Patients with higher initial severity experienced the largest gains, including **PHQ-9 improvement from 15.8 to 8.5** and **GAD-7 improvement from 15.1 to 7.9**

Timely access to care, with an average of **5.6 days** from scheduling request to first visit

Exceptionally strong patient experience, reflected in an overall **Net Promoter Score of 86.95**



The full [Clinical Outcomes Report](#) provides detailed methodology, statistical analyses, and benchmark comparisons for those interested in deeper context.

What the Data Shows

Real-World Outcomes at Scale

Array evaluated outcomes from patients who began virtual outpatient therapy, psychiatry, or combined care and were followed longitudinally as part of routine clinical delivery.

Clinically Meaningful Improvement

1

Across the full patient population, depression and anxiety symptoms declined substantially over time, reaching levels considered clinically meaningful by established standards. Improvements were observed consistently across Care Pathways.

Patients entering care with higher symptom severity experienced the largest absolute improvements, demonstrating that Array's model effectively serves complex, higher-acuity populations, not just mild cases.

Outcomes Improve With Appropriate Intensity

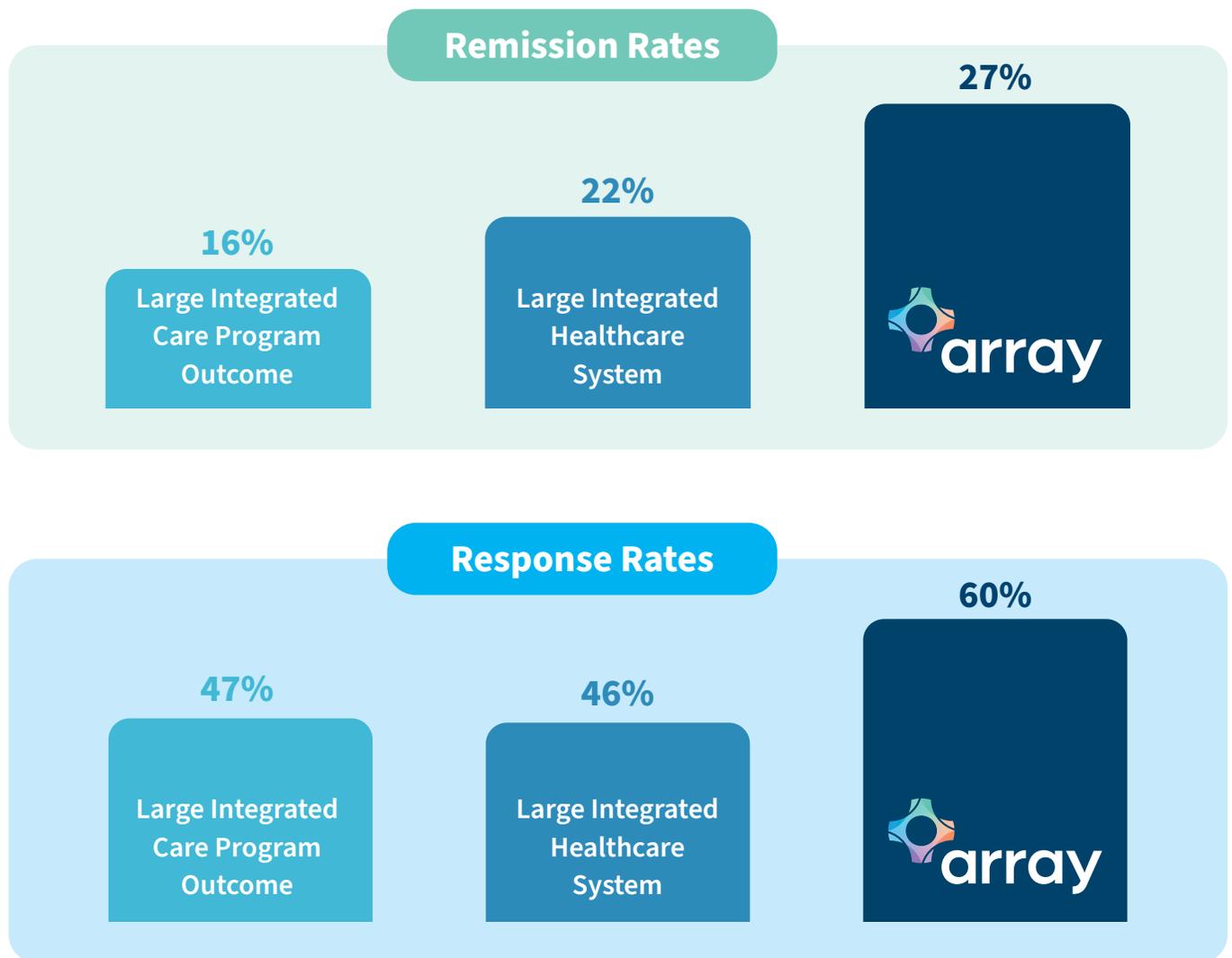
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The data show a clear and expected gradient. Patients receiving therapy-only care entered treatment with lower symptom severity and showed steady improvement. Patients receiving psychiatry or combined care started with higher acuity and achieved larger reductions in symptoms.

This pattern reinforces the effectiveness of Array's stratified pathways in matching patients to the right level of care and adjusting that care as needs evolve.

How Array Compares to National Benchmarks

When benchmarked against published outcomes from large, integrated healthcare systems using similar measurement-based definitions, Array's outcomes compare favorably.



Among patients with depression or dysthymia and elevated baseline PHQ-9 scores, Array achieved 27% remission and 60% response, exceeding published benchmarks from large integrated systems reporting remission rates of 22% and 16%, and response rates of 46% and 47%.

Importantly, these results were achieved in a fully virtual outpatient model serving a diagnostically complex population.

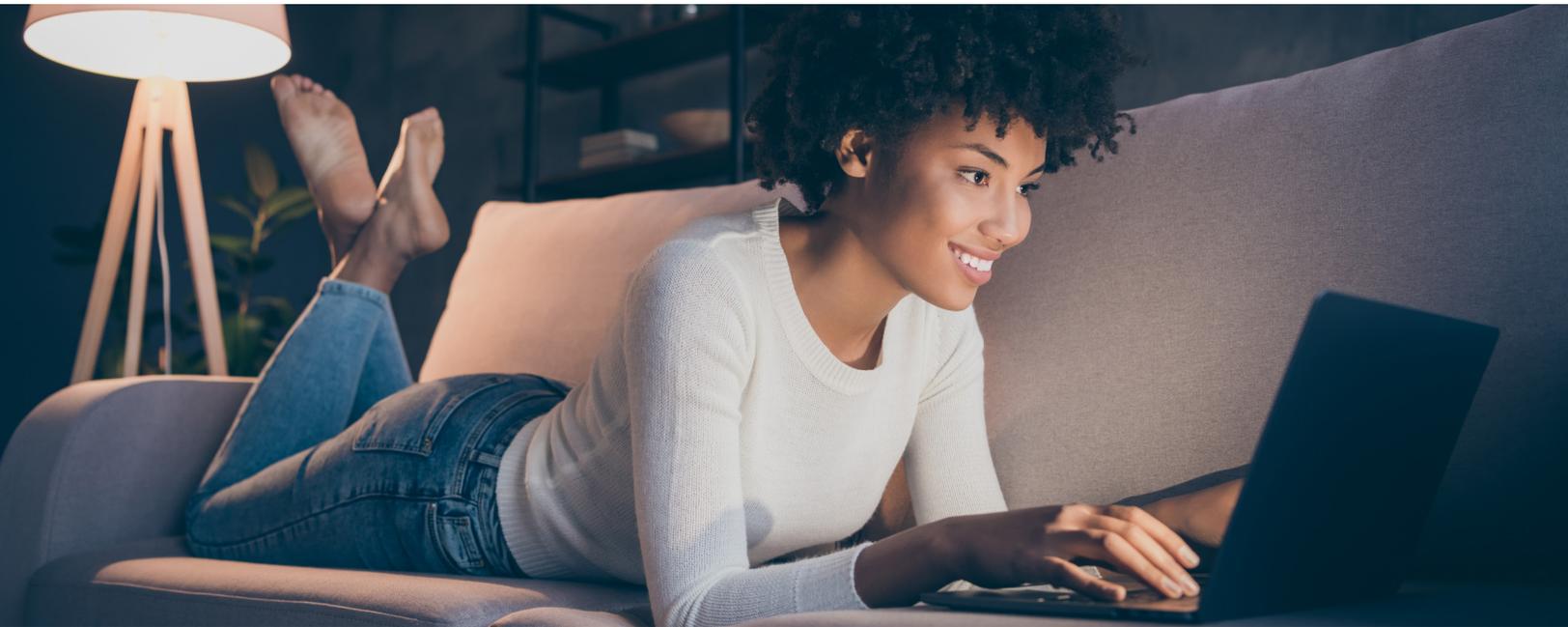
Patient Experience

Quality Patients Recognize

Clinical outcomes matter, but so does how care feels to the people receiving it.

Array consistently achieves exceptionally high Net Promoter Scores, reflecting strong patient–clinician relationships, positive patient experience across therapy and psychiatry, and a willingness to recommend Array to others.

High satisfaction supports retention, engagement, and ultimately better clinical results.



Why This Matters for Healthcare Leaders and Organizations

Array's outcomes demonstrate that virtual outpatient behavioral health can deliver measurable, benchmark-level improvement, support value-based and outcomes-driven arrangements, and scale access without sacrificing quality, accountability, or experience.

These findings have implications not only for behavioral health programs, but for any healthcare organization integrating mental health into broader care delivery.

Because Array routinely generates standardized outcome data as part of care delivery, partners gain transparency into performance at both the individual and population level.

Conclusion

Virtual Care, Proven

The findings from Array's clinical outcomes evaluation show that high-quality behavioral health care can be delivered virtually at scale when it is intentionally designed to deliver better outcomes at an appropriate cost.

By embedding Measurement-Based Care, stratified Care Pathways, and Care Coordination into a unified virtual model, Array consistently delivers meaningful symptom improvement, strong engagement, and high patient satisfaction.

This is what Right Care. Right Time. Right Dose.SM looks like in practice.



Want the Full Clinical Detail?

For a deeper dive into methods, statistical analyses, effect sizes, and benchmark comparisons, read the full Clinical Outcomes Report here:

[Clinical Outcomes Report >](#)

Array Behavioral Care is the nation's leading virtual psychiatry and therapy practice, delivering high-quality behavioral health services through a fully integrated continuum of care from hospital to home. Array partners with hospitals, health systems, community organizations, and payors to provide timely, expert treatment that meets the needs of patients where they are with the Right Care, Right Time, Right DoseSM. As an established leader with more than 25 years of experience in telepsychiatry, Array sets the standard for excellence by offering innovative solutions that improve access, enhance outcomes, and support seamless care delivery. Its *Epic*-based EHR platform is eliminating system-wide gaps in mental health treatment. Learn more about how Array is transforming behavioral health at arraybc.com.