


WHAT IS MEASUREMENT-BASED CARE?

Measurement-Based Care (MBC) is defined as the routine collection and use of Patient-Reported Outcome Measures (PROMs) throughout treatment to guide clinical decision making.¹ It is important to note that **MBC is a clinical process** that is distinct from the basic completion of assessment tools.



There are four key components to implementing MBC, known as **Greenspace's "Four Cs"**:

CONSISTENT assessments throughout a client's treatment.

CUSTOMIZED assessments to the clients presenting issues, symptoms, and goals.

CLIENT VISIBILITY is provided into assessment results and overall progress.

COLLABORATION between the client and clinician on treatment goals, identifying progress, and in session through discussion and evaluating assessment results.

Increasingly, MBC is perceived as a core component of delivering evidence-based behavioral health care.² It is now being required by national accrediting bodies, with The Joint Commission and CARF making a major push to drive its adoption.

3.5x

Higher likelihood of clients achieving long-term, reliable change.³

42%

Higher overall improvement in clinical symptoms.⁴

40%

Lower dropout and cancellation rates.⁵

1. Scott, K., & Lewis, C. C. (2015). Using measurement-based care to enhance any treatment. *Cognitive and Behavioral Practice*, 22(1), 49-59. 2. The Kennedy Forum (2015). Issue Brief: A National Call for Measurement-Based Care in the Delivery of Behavioral Health Services. 3. Slade, K., et al. (2008). Improving Psychotherapy Outcome: The Use of Immediate Electronic Feedback and Revised Clinical Support Tools. 4. Lambert, M. J. (2013). Outcome in Psychotherapy: The Past and Important Advances. 5. Bohanske, R. T., & Franczak, M. (2010). Transforming public behavioral health care: A case example of consumer-directed services, recovery, and the common factors.

IMPACT ON DIRECT CLIENT CARE

1. Empower Clients:

Clients better understand their mental health, helping them engage in care and respond to the ups and downs of treatment.

2. Improve Therapeutic Alliance:

An enhanced understanding of their mental health and the treatment process helps improve client-clinician communication and relationship.

3. Enhance Client Care:

Improve outcomes, increase client engagement and reduce dropout rates.

IMPACT AT THE ORGANIZATION LEVEL

1. Supervision and Care Management:

Realtime objective data on every client in treatment. Bring the client's voice into clinical supervision, and easily identify and proactively address off-track cases.

2. Drive Quality Improvement:

Understand the impact/efficacy of each program or care pathway, compare against industry benchmarks and drive continuous service improvement.

3. Advocate to Funders:

Demonstrate efficacy of services and advocate to payers, funders, and key stakeholders.

WHY GREENSPACE?

We selected Greenspace as our preferred partner to deliver a seamless, industry-leading Measurement-Based Care (MBC) experience for Qualifacts customers.

Greenspace simplifies MBC with intuitive, automated workflows, a comprehensive library of 500+ assessments, and rich data and insights. With Greenspace, Qualifacts customers can effortlessly collect objective, client-reported outcomes, access real-time insights at the client and program level, and drive measurable improvements in care quality, without adding administrative burden.

500+

Partner Organizations

5M+

Assessments Completed

750K+

Users

*Data as of April 2025

