



Lightfully Behavioral Health

CHANGING LIVES, COMPASSIONATELY

FY 2023 & 2024 ANNUAL CLINICAL OUTCOMES REPORT

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Letter from the Chief Clinical Officer

When we created Lightfully Behavioral Health, our vision was simple yet profound: to transform the lives of our clients, their families, our employees, and everyone with whom we interact. We noticed significant gaps in mental health care delivery that we were determined to address.

- ✦ Clients with acute symptoms were often excluded from treatment because their conditions were deemed too severe.
- ✦ Progress wasn't measured objectively, and assessments weren't used to guide treatment planning and intervention selection.
- ✦ There were limited follow-up data to support the effectiveness of programs.
- ✦ While DBT, CBT, and ACT were the main therapies provided, there wasn't a strategic integration and application of these modalities based on the unique needs of each client.
- ✦ Psychotherapy groups lacked targeted curriculum and were often delivered by mental health technicians with minimal training or credentials.
- ✦ Therapists received limited training in evidence-based modalities and experienced high levels of burnout and compassion fatigue.

Lightfully Behavioral Health was born out of a desire to address these gaps and change lives through the expert delivery of inclusive, high-quality, data-driven, client-centered care. This is where the Precision Care Model (PCM) came to life.

This brochure details the effectiveness of the Precision Care Model at Lightfully and demonstrates our unwavering commitment to *Changing Lives, Compassionately*.



Nicole Siegfried, PhD, CEDS
CHIEF CLINICAL OFFICER

Precision Care Model (PCM)

Lightfully's Precision Care Model (PCM) is a personalized approach to mental health treatment based on Process-Based Therapy (Hayes & Hoffman, 2018). The PCM focuses on the unique factors driving each client's symptoms and uses carefully chosen, evidence-based interventions to support meaningful change.

PCM Formula

The PCM incorporates a 3-step formula:

1. **Validated assessments** are utilized to identify client symptoms (e.g., depression) and symptom drivers (e.g., emotional avoidance).
2. A **personalized case conceptualization** is developed based on the client's symptoms and unique symptom drivers.
3. A **strategic integration of evidence-based interventions** is applied based on the client's unique symptom drivers. Progress is tracked and interventions are updated accordingly.

Measurement Based Care (MBC)

The PCM integrates Measurement Based Care (MBC), an evidence-based approach in which validated assessments are utilized for setting goals, selecting therapeutic interventions, and measuring progress. Clients complete assessments at admission, on a weekly basis, and at discharge. These results are shared with clients in individual sessions and multi-disciplinary client team meetings to create collaboration and momentum in treatment.

PCM Robust Clinical Offering

The PCM requires a comprehensive clinical offering with frequent therapeutic touchpoints delivered by well-trained clinicians.

INTENTIONAL, TARGETED GROUP CURRICULUM LED BY THERAPISTS:

Groups at LBH are led by therapists with specialized training in group psychotherapy. Evidence-based group curriculum centers on common PCM symptom drivers, such as self-compassion, emotion regulation, interpersonal connection, and values alignment. Additionally, a daily CORE group provides clients with the opportunity to apply skills and insights to their personal journey to create momentum in their progress.

FREQUENT AND APPLIED INDIVIDUAL SESSIONS

Clients receive frequent individual therapy targeted at the client's specific symptom drivers. Sessions include experiential application to allow clients to practice and integrate new skills and behaviors.

CONSISTENT AND INTEGRATED FAMILY THERAPY

Family work at Lightfully is collaborative and compassionate. Families are seen as part of the solution rather than the problem. Family work follows the PCM philosophy with a focus on creating safety, improving communication, and bolstering relational support.

EXTENSIVE THERAPIST TRAINING AND SUPERVISION

Therapists receive approximately 100 hours of onboarding, training, and supervision within their first 3 months at LBH. All therapists receive ongoing weekly 1:1 supervision and group supervision by the Clinical Director or Clinical Supervisor to guide PCM case conceptualization and treatment planning and ensure fidelity to the Precision Care Model.

How We Collect and Analyze Data

Aggregation of Client Assessment Results to Measure Lightfully Performance

The assessment results of all clients across different time points are de-identified, aggregated, and analyzed to evaluate the effectiveness of our treatment program. Our outcomes include the results of all clients, regardless of type of discharge and length of stay in the program. Analyses are conducted and independently reviewed by our external research and science team.

As part of our analyses, we compared admission scores to discharge scores on various symptom measures through statistical analyses to determine statistical significance. All results in shared in this brochure are statistically significant at the $p < .001$ level or above.

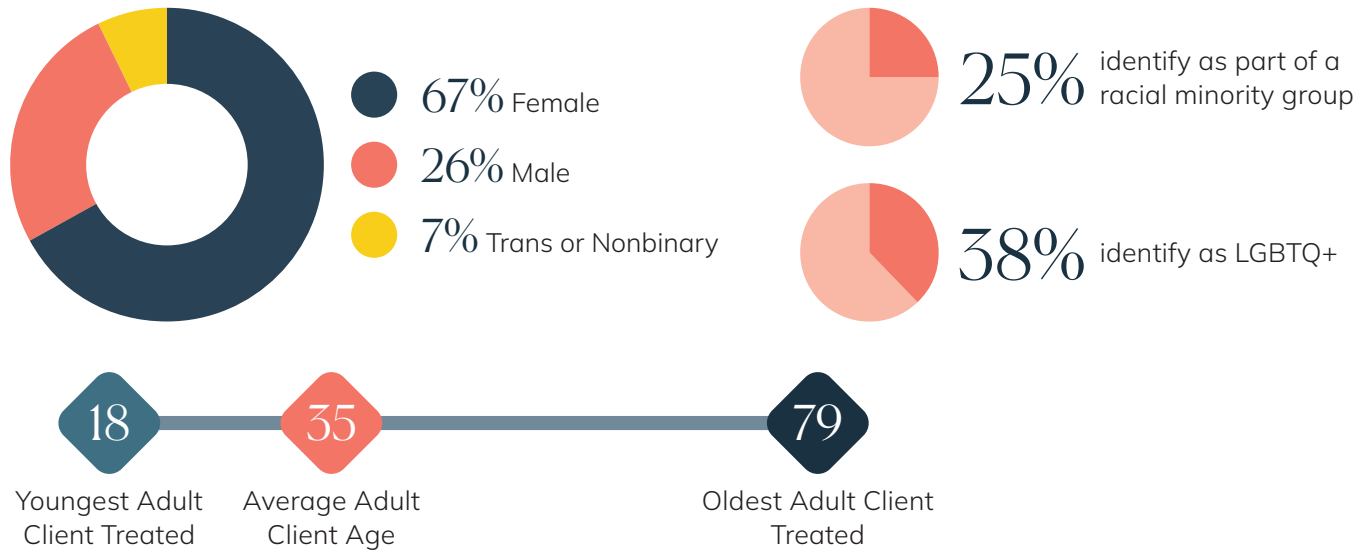


Adult Client Outcomes

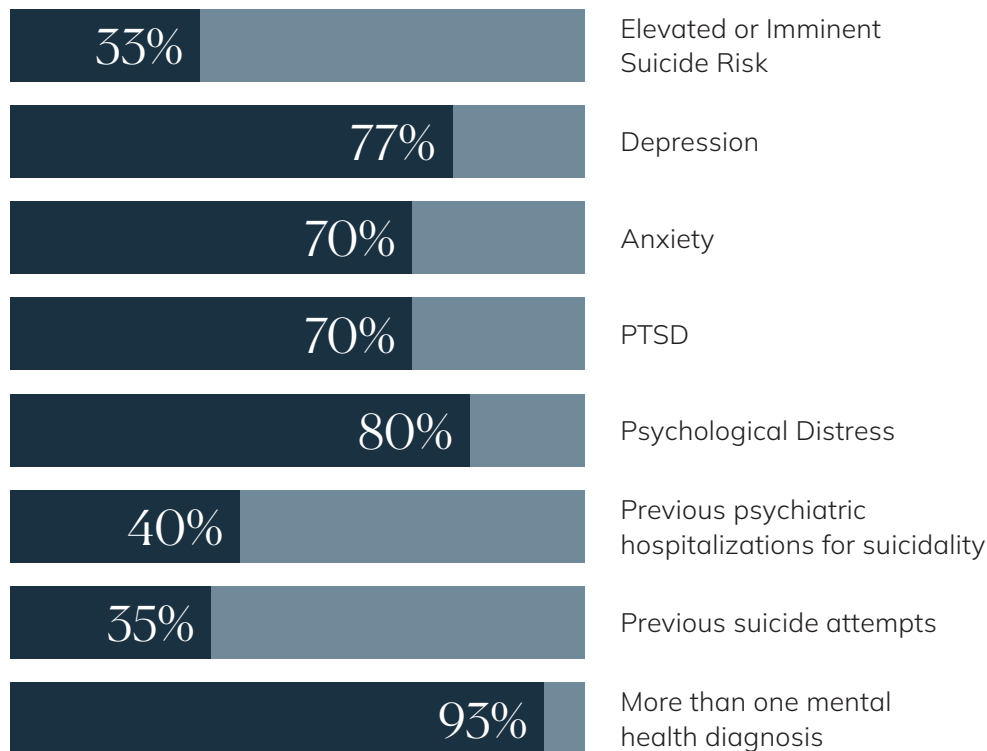
Who is the Lightfully Adult Client?

Data are from patient episodes that occurred in 2023 and 2024.

N=1,166



PERCENTAGE OF ADULT CLIENTS AT ADMISSION WHO SCREENED POSITIVE FOR:



Adult Client Outcomes

Clients with Depression*

88%

of adult clients who screened positive for depression at admission reported improvements in depression symptoms at discharge.

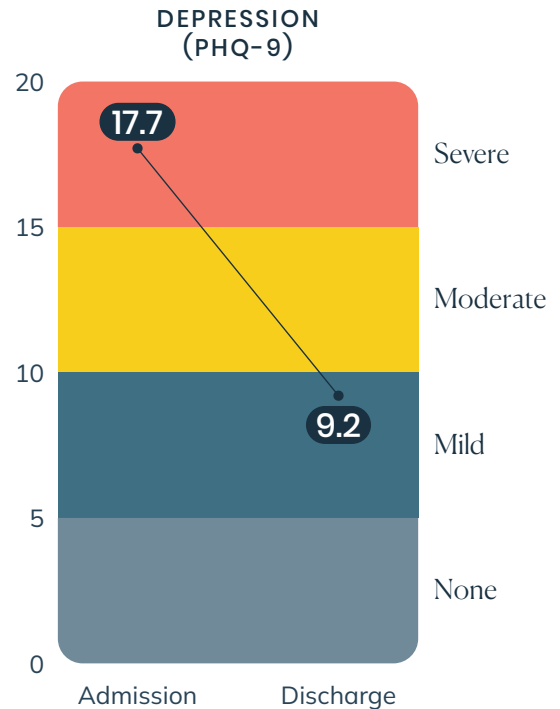
The average PHQ-9 admission score for clients with depression is in the

Severe Range

The average PHQ-9 discharge score for clients with depression is in the

Mild Range

* ≥ 10 on PHQ-9 at admission



Clients with Psychological Distress*

86%

of adult clients who screened positive for psychological distress at admission reported improvements in psychological distress symptoms at discharge.

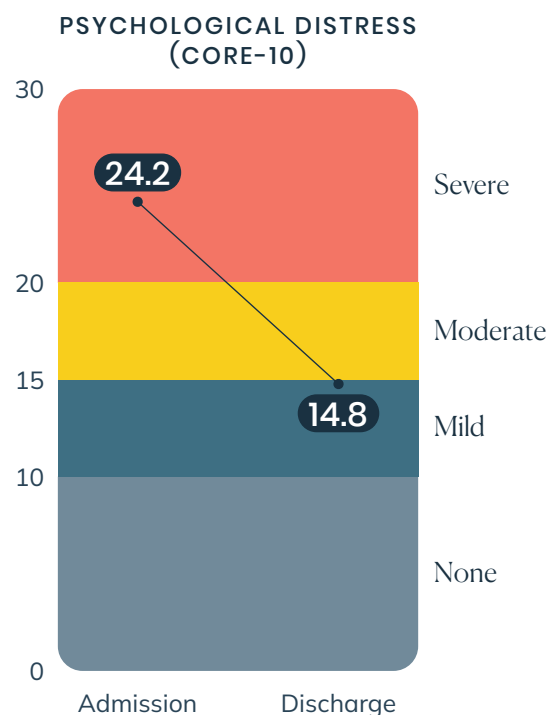
The average CORE-10 admission score for clients with psychological distress is in the

Severe Range

The average CORE-10 discharge score for clients with psychological distress is in the

Mild Range

* ≥ 15 on CORE-10 at admission



Clients with Anxiety*

86%

of adult clients who screened positive for anxiety at admission reported improvements in anxiety symptoms at discharge.

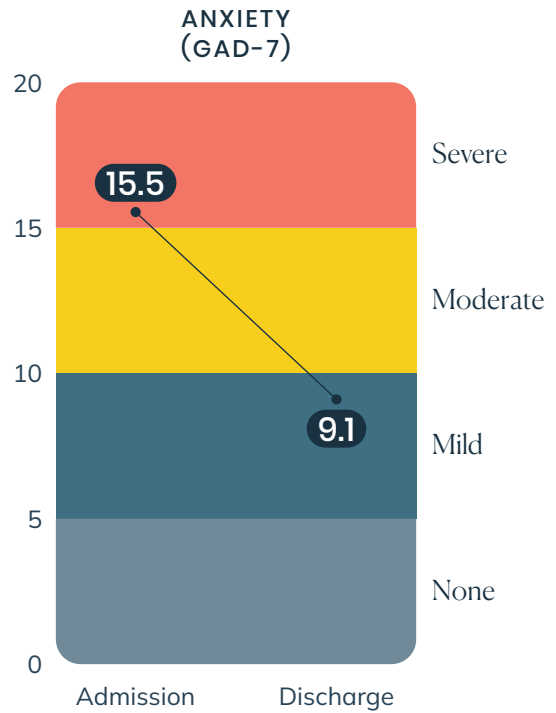
The average GAD-7 admission score for clients with anxiety is in the

Severe Range

The average GAD-7 discharge score for clients with anxiety is in the

Mild Range

* ≥ 10 on GAD-7 at admission



Clients with PTSD*

79%

of adult clients who screened positive for PTSD at admission reported improvements in PTSD symptoms at discharge.

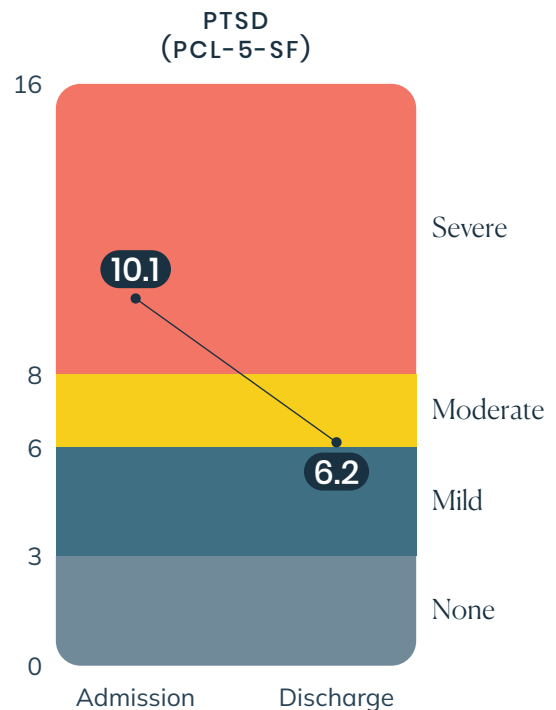
The average PCL-5-SF admission score for clients with PTSD is in the

Severe Range

The average PCL-5-SF discharge score for clients with PTSD is in the

Moderate Range

* ≥ 6 on PCL-5-S at admission

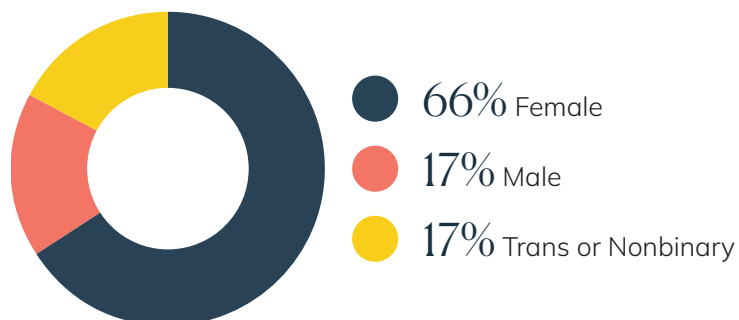


Teen Client Outcomes

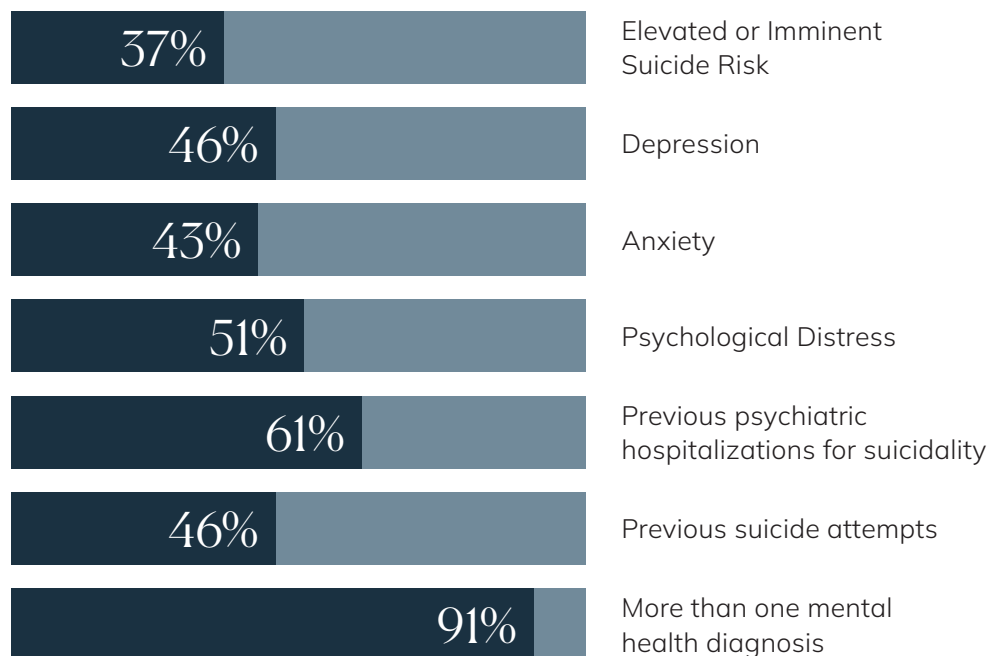
Who is the Lightfully Teen Client?

Data are from patient episodes that occurred in 2023 and 2024.

N=71



PERCENTAGE OF TEEN CLIENTS AT ADMISSION WHO SCREENED POSITIVE FOR:



Teen Client Outcomes

Clients with Depression*

77%

of teen clients who screened positive for depression at admission reported improvements in depression symptoms at discharge.

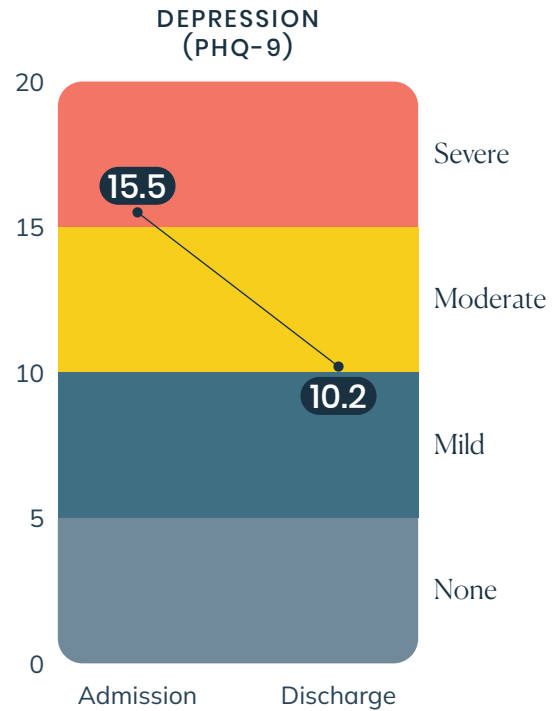
The average PHQ-9 admission score for teen clients with depression is in the

Severe Range

The average PHQ-9 discharge score for teen clients with depression is in the

Moderate Range

* ≥ 10 on PHQ-9 at admission



Clients with Psychological Distress*

90%

of teen clients who screened positive for psychological distress at admission reported improvements in psychological distress symptoms at discharge.

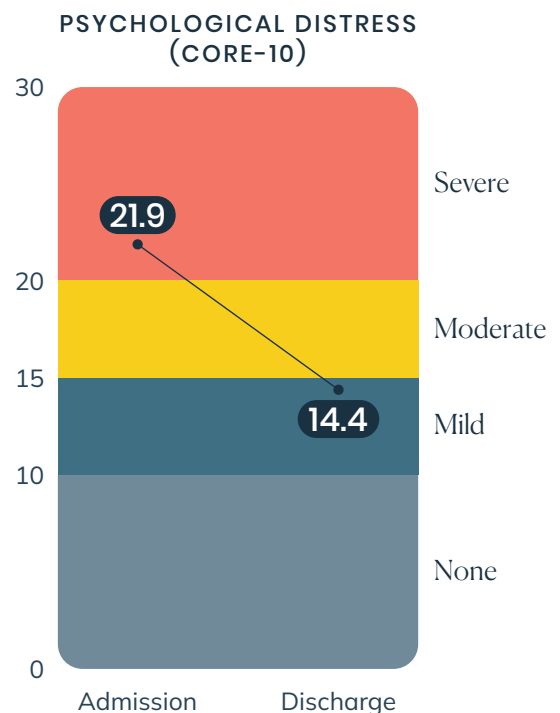
The average CORE-10 admission score for teen clients with psychological distress is in the

Severe Range

The average CORE-10 discharge score for teen clients with psychological distress is in the

Mild Range

* ≥ 15 on CORE-10 at admission



Clients with Anxiety*

88%

of teen clients who screened positive for anxiety at admission reported improvements in anxiety symptoms at discharge.

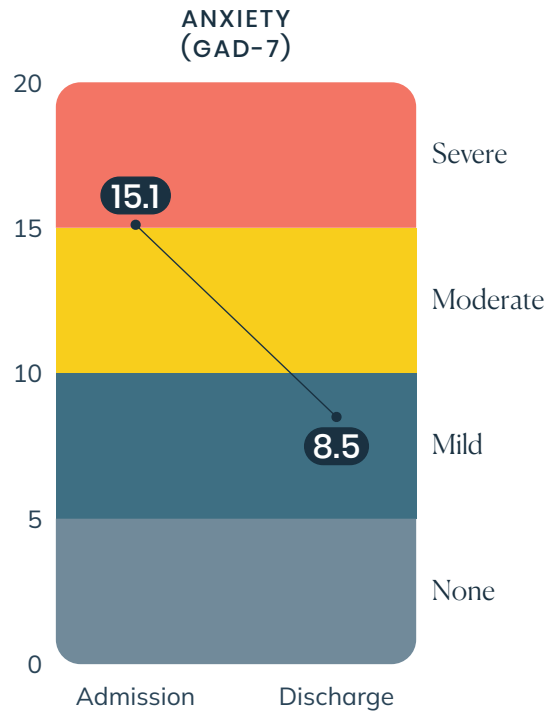
The average GAD-7 admission score for teen clients with anxiety is in the

Severe Range

* ≥ 10 on GAD-7 at admission

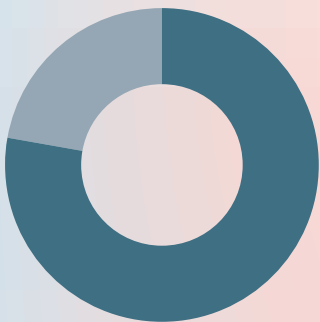
The average GAD-7 discharge score for teen clients with anxiety is in the

Mild Range





Clients with Suicide Risk



78%

of clients with imminent or elevated suicide risk* at admission, reduced their risk to low or moderate risk by discharge.

Lighfully Behavioral Health integrates the Collaborative Assessment and Management of Suicidality (CAMS) (Jobes, 2023), an evidence-based approach to decreasing suicidal risk. Focusing on client-specific drivers of suicide personalizes interventions to reduce suicidal thoughts and create safety.

*Suicide risk is determined utilizing the Columbia Suicide Severity Rating Scale (CSSRS) and a clinician-administered semi-structured interview based on the 4 Core Principles of Suicide Assessment Framework (Joiner, et al., 2007).

Patient Satisfaction and Perception of Care

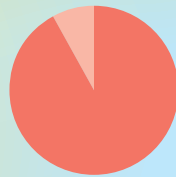
When evaluating a program's satisfaction ratings, it is important to know who is included in the sample. At Lightfully, all clients are given the opportunity to complete the perception of care survey regardless of length of time in program and type of discharge. 81% of our teen and adult clients in our in-person programs and 82% of our teen families for our in-person programs completed satisfaction surveys.

91%



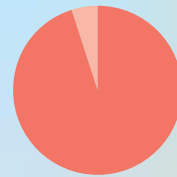
of adults and teens recommend Lightfully Behavioral Health to someone else needing Mental Health Treatment

92%



of teen families recommend Lightfully Behavioral Health to other families needing Mental Health Treatment for their teen

95%



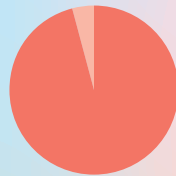
of adults and teens characterize their relationship with their therapist as positive

95%



of adults and teens characterize their relationship with their psychiatric provider as positive

96%



of adults and teens reported that they felt safe at Lightfully Behavioral Health programs

90%



of clients reported that Lightfully Behavioral Health adequately prepared them for discharge

Client Stories*



PAM'S STORY

When I entered Lightfully, I was in one of the worst mental conditions of my life—controlled by fear, relying on unhealthy coping mechanisms like weed addiction and isolation. Within three months of their Virtual Intensive Outpatient Program, my life transformed dramatically.

Lightfully taught me to identify my window of tolerance, manage my emotions, and utilize healthy coping skills. I've learned to approach my anxiety with curiosity rather than fear, asking "Why am I feeling scared?" instead of immediately retreating. The program helped me restore my confidence and self-love, allowing me to battle body dysmorphia and reconnect with personal care routines I once loved.

Thanks to the exceptional care from staff members like Lex, Kaley Ann, and others, I've regained curiosity about my mental health while developing healthier relationships with food, myself, and others. Though I still experience anxiety and PTSD symptoms, I now coexist with them rather than being ruled by them. I understand life will have dark times, but I finally have the balance I've always wanted—I'm not done living yet.



PATRICK'S STORY

The entire team at Lightfully—from therapists and Client Care Technicians to Nurse Fannie—provided wonderfully supportive and kind care throughout my treatment. I particularly benefited from learning to identify and live by my personal values, one of Lightfully's main treatment goals that proved incredibly helpful for my recovery journey.

Since completing treatment, I've experienced remarkable improvements: securing a new job, removing toxic relationships that didn't respect my boundaries, and discovering my true self-identity. I'm especially grateful to Dr. Rukiya, who was the perfect therapist for me, along with all the case workers, Program Managers, and Program Coordinators who truly listened and provided authentic support.

Thanks to Lightfully's treatment and my own dedication to the work, I now face each day with growing hope for my future.



SARA'S STORY

My experience at Lightfully was incredibly positive, with staff like Kaley Ann ensuring I was always comfortable and had everything I needed. The therapists were remarkably supportive and thoughtful in their responses, and when I voiced concerns, everyone took my frustrations seriously and showed genuine accountability—a level of care I've never experienced at any facility before.

Through group therapy with both therapists and peers, I developed valuable coping skills and gained profound insights about myself in Lightfully's peaceful, clean, and beautiful environment. The facility's family-like atmosphere and camaraderie among staff created a safe, conducive healing space, complemented by luxuries like a private chef and cooking classes.

I would undoubtedly recommend Lightfully to anyone seeking mental health support—it shaped an extremely positive outlook on treatment for my first facility experience.



ASHER'S STORY

When I called several mental health facilities in September feeling hopeless and helpless, Colton from Lightfully's admissions team responded with such calming kindness that I immediately knew this was the right place for me. His consistent support before my admission—offering coping techniques and expediting my start date when I couldn't wait any longer—set the tone for the exceptional care I would receive.

Upon arriving at Sunrise, I was amazed to find not a clinical facility but what felt like a retreat, where staff joined clients for meals and games, creating a supportive and collaborative environment. The entire clinical team treated me with respect and dignity, involving me in creating treatment plans to address my past traumas while providing practical tools for managing distress.

From the immaculate facilities and healthy, delicious meals to the professional and kind CCT team who served as the foundation of the house, every aspect of Lightfully exceeded my expectations. In Colton's words, "You'll come out of this revitalized and renewed with new tools to help you along the way"—and I couldn't agree more with that beautiful promise fulfilled.

**Names and identifying information have been changed to protect the confidentiality of the clients.*



Therapist Engagement

Therapist engagement and burnout are key contributors to the therapeutic alliance, which is the top predictor of client success. In recent years, the mental health field has faced a crisis—therapists are experiencing record levels of burnout, compassion fatigue, and job dissatisfaction.

At Lightfully, we're leading a paradigm shift in how we care for our providers. We believe that when therapists feel supported, valued, and well-resourced, they can show up fully for their clients. That's why we've built a workplace culture that prioritizes therapist well-being, including:

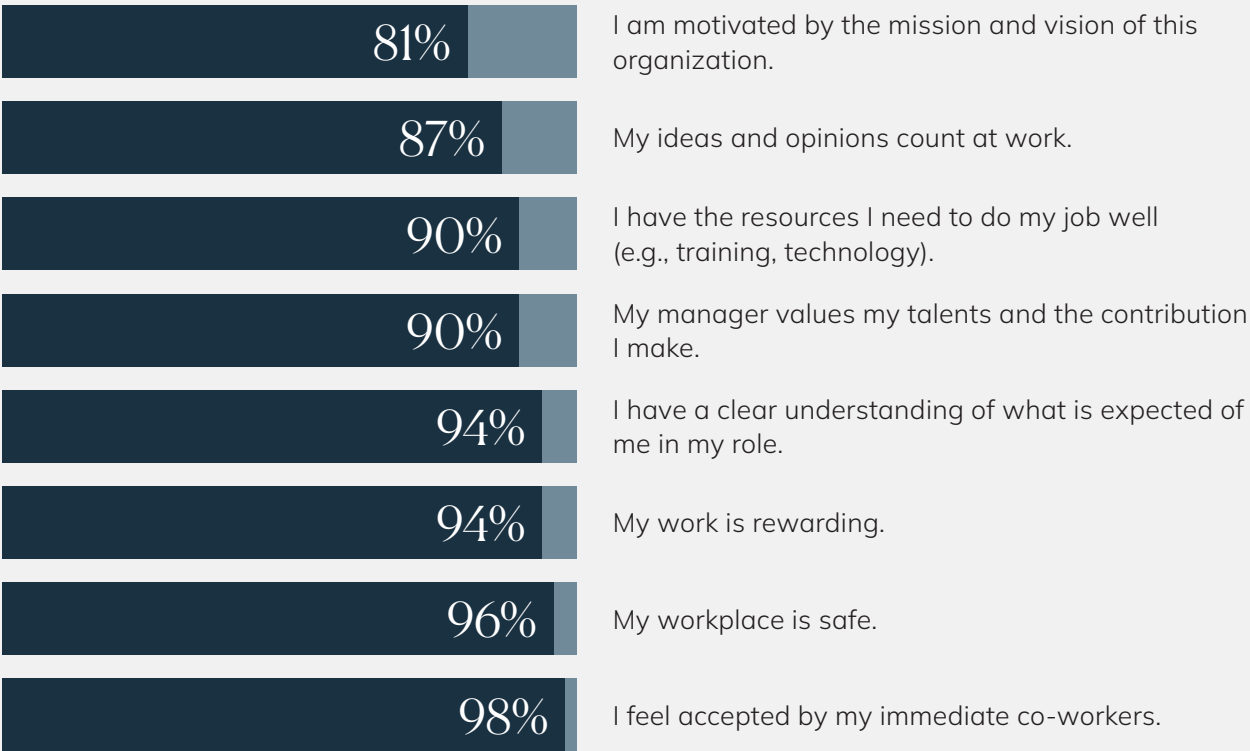
- ✦ A **4-day work week** at our in-person programs to support work-life balance
- ✦ **Low therapy caseloads** to ensure quality care without excessive strain
- ✦ **Individual and group supervision** for ongoing growth and support
- ✦ **Comprehensive internal training** to enhance clinical skills
- ✦ **Company-Funded External trainings** to expand expertise in Evidence-Based Modalities, such as Collaborative Assessment and Management of Suicide (CAMS), Cognitive Processing Therapy (CPT) for PTSD, and Eye-Movement Desensitization Reprocessing (EMDR) for PTSD
- ✦ A **Values-Centered Culture** of care and collaboration (Shine Culture) where therapists feel seen, heard, and valued, which resulted in Lightfully being chosen as one of Newsweek's Top 200 companies as a Most Loved Workplace.
 - ✦ [Lightfully Behavioral Health - Most Loved Workplace®](#)
 - ✦ [How Lightfully Built a Values-Driven Culture as a Most Loved Workplace®](#)
 - ✦ [Newsweek Rankings - America's Most Loved Workplaces®](#)

As part of our commitment to the wellbeing of employees, we gather data on an annual basis to determine their level of work-satisfaction, company engagement, and work-life balance. Based on the results of this survey we make improvements to our employee culture, training and onboarding, systems and process, and communication.

Responses to this survey were anonymous and 84% of employees participated. Data were gathered and analyzed by Trinet, a full-service human resources network, which allowed for objectivity and comparison to the results of other organizations in the Trinet platform (*these companies span a wide array of industries, including mental health companies). The results of our 2024 Employee Engagement Survey for our clinical staff are shared below.

Clinical Employee Engagement

PERCENTAGE OF CLINICAL EMPLOYEES WHO AGREE WITH EACH STATEMENT



In comparison to other companies who completed engagement surveys with Trinet (N=3,811), Lightfully (N=151) outperformed in each of these categories. The results underscore clinical employee engagement, commitment, and fulfillment at Lightfully, which drives work satisfaction and reduces burnout.

Ongoing Research

Lightfully is committed to ongoing research to support the effectiveness of the Precision Care Model. Lightfully has two scientific studies under review (i.e., publications that are being peer-reviewed for publication in scientific journals), which validate the PCM.

The Role of Underlying Processes in Reducing Psychological Distress: A Retrospective Analysis of Lightfully Behavioral Health

Summary of findings: We analyzed data from 450 adults with elevated psychological distress who received treatment at Lightfully to explore how changes in symptom drivers relate to reductions in distress. Improvements in psychological flexibility, emotion regulation, belongingness, self-compassion, and values alignment were linked to lower distress. For those with high anxiety and depression, greater alignment with personal values was especially linked to distress reduction, while for individuals with high PTSD symptoms, improvements in psychological flexibility were more strongly associated with lower distress. Mediation analyses showed that changes in 4 symptom drivers (psychological flexibility, belongingness, self-compassion, and values alignment) explained 17.7% of distress reduction, supporting Process-Based Therapy as a promising approach, though further research is needed.

Citation: McAlister, KL, Baez, L, Pleman, C, Kaufman, T, Steiner, J, Siegfried, N, Huberty, JL. 2025. The Role of Underlying Processes in Reducing Psychological Distress: A Retrospective Analysis of Lightfully Behavioral Health. *Under review for Frontiers in Psychology*.

A Retrospective Analysis of the Impact of Treatment Processes on Depression and Anxiety Outcomes in Behavioral Health Treatment

Summary of findings: We examined how changes in psychological processes were linked to symptom remission for anxiety and depression in adults receiving treatment. Among 396 with elevated anxiety and 434 with elevated depression at admission, improvements in psychological flexibility, emotion regulation, belongingness, self-compassion, and values alignment were associated with remission. Self-compassion and psychological flexibility were most important for anxiety remission, while self-compassion, psychological flexibility, and values alignment were most important for depression remission. Mediation analyses showed that self-compassion played the largest role in anxiety remission, while self-compassion and psychological flexibility were most critical for depression remission. These findings support Process-Based Therapy as a way to improve anxiety and depression outcomes by targeting these key symptom drivers.

Citation: Baez, L, McAlister, KL, Pleman, C, Kaufman, T, Steiner, J, Siegfried, N, Huberty, JL. 2025. A Retrospective Analysis of the Impact of Treatment Processes on Depression and Anxiety Outcomes in Behavioral Health Treatment. *Under review at BMC Psychology*.

The logo for Lightfully Behavioral Health features the word "lightfully" in a lowercase, sans-serif font. Three small, yellow, four-pointed stars are positioned above the "i" in "lightfully". Below "lightfully" is the phrase "BEHAVIORAL HEALTH" in a smaller, uppercase, sans-serif font.

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BEHAVIORAL HEALTH

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