

ONE YEAR, LASTING IMPACT:

How Canyonlands Healthcare Increased Depression Remission by 24.6% and Improved SUD Engagement by 11.1%

INTRODUCTION

Expanding Specialty Care Across Rural Communities

In just 12 months, Ascend's fully integrated behavioral health model helped Canyonlands Healthcare significantly improve clinical outcomes across its rural communities.

Depression remission increased by 24.6%, and substance use disorder (SUD) treatment engagement improved by 11.1%.



PARTNER PROFILE

Canyonlands Healthcare

Canyonlands Healthcare is a Federally Qualified Health Center (FQHC) founded in 1973, serving more than 20,000 patients annually across 11 rural locations in Arizona and Nevada, with virtual access available across all sites. The organization cares for patients across all payers and communities.

Their mission is simple: promoting healthier lives through affordable, integrated primary care. Serving geographically isolated communities across the Southwest, Canyonlands plays a critical role in delivering essential healthcare services where specialty access is often limited or unavailable.

THE PROBLEM

Before Ascend

Canyonlands faced growing demand for behavioral health and psychiatry services across its rural communities, where local provider availability was limited, and specialty access was scarce. Patients who required care often went untreated due to a lack of options.

Internally, the organization needed broader subspecialty expertise, stronger clinical oversight, and more structured behavioral health leadership. Staffing alone was not the solution. Canyonlands required an integrated model with operational structure, quality governance, and measurable performance improvement.

THE SOLUTION

The Ascend Integration

Ascend implemented a fully integrated, encounter-based behavioral health program embedded directly within Canyonlands' existing systems and workflows.

Clinicians were integrated within the CHC EMR and virtual environment, ensuring seamless referrals and care coordination.

The partnership included:

- ✓ Full policy and procedure review
- ✓ Compliance crosswalk aligned with state and federal regulations
- ✓ Comprehensive SOP and workflow redesign covering referrals, scheduling optimization, and telehealth processes.

Ascend also supported the development of specialized programs, including school-based behavioral health, integrated behavioral health within primary care, and an injectable medication program. Ongoing employee education, emergency management support, and structured clinical oversight strengthened quality across the department.

In the first year alone, Ascend delivered more than 1,000 additional patient encounters compared to the prior annual behavioral health impact, immediately expanding access across all 11 locations.



THE RESULTS

Depression Remission

After Ascend: 24.6% • A significant increase in patients under behavioral health care achieving clinically meaningful symptom remission within one year.

“I’ve been treated with nothing but *care and respect* by every staff member.”

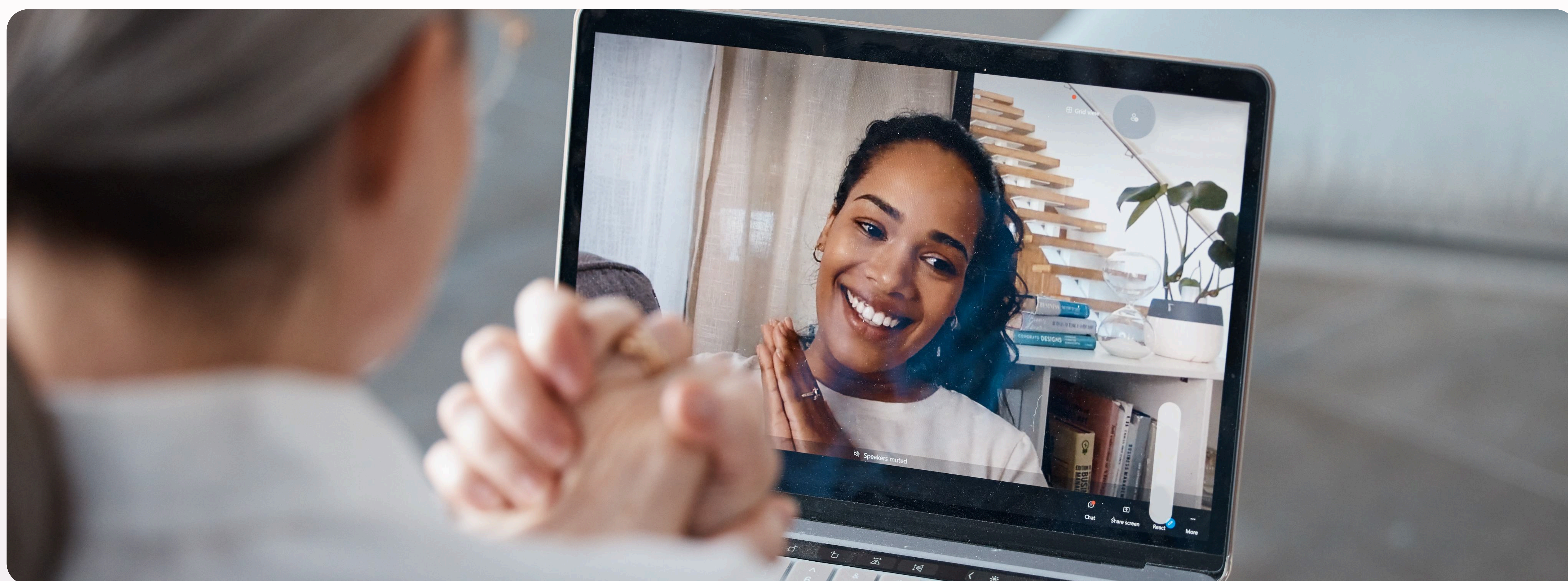
— Patient Testimonial

Substance Use Disorder Treatment Engagement

After Ascend: 11.1% • Improvement in sustained SUD treatment engagement within one year.

“I just wanna say that it is a nice ‘*breath of fresh air*’ each time I have an at-home appointment via video call.”

— Patient Testimonial



THE IMPACT

A Partnership That Delivers

By embedding clinical expertise, operational oversight, and specialty behavioral health services directly into Canyonlands’ infrastructure, Ascend transformed both access and measurable outcomes across rural communities.

These results reflect Ascend’s partnership model: fully integrated, fully accountable behavioral health programs that strengthen quality, expand access, and support sustainable performance.