


Meru Health + Stanford University

Case Study



Stanford University

 meru health

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ENROLLMENT

1,000+

More than 1,000 Stanford University employees had used Meru Health by the end of 2022.

RAPID RESPONSE

1.83 days

First therapist appointment availability for 1,034 Stanford employees who signed up for the program was less than 48 hours after registration.

ENGAGEMENT

67%

By the end of 2022, 67% of participants completed the full 12-week program.

OUTCOMES

62%

of completers showed a clinical treatment response* (at least 50% reduction in symptoms of depression and/or anxiety).

58%

of completers were treated to symptom remission*, meaning they were no longer clinically depressed or anxious.

*Measured on industry standard PHQ-9 (depression) and GAD-7 (anxiety) scales

Even though mental health was included as part of Stanford University's benefits package, employees still reported difficulty accessing care. Their challenge is not unique; 95.6% of adults report encountering barriers to mental health care. Barriers for Stanford employees ranged from a shortage of mental health providers in the Bay Area to high costs to not having enough time to attend in-person counseling sessions. The university needed a solution, and found one, in Meru Health.

In the wake of a sharp increase in mental health challenges during the COVID-19 pandemic, stresses related to work and home — and the delicate balance between the two — underscored the need for expanded access to mental health care for Stanford's employees.

University leaders wanted to supplement their existing mental health care benefits with something that would be flexible and easy for their employees to access. To deliver what their people needed, Stanford ensured that all Meru Health resources and programs were free to all staff and their adult dependents. The university's emphasis on access and flexibility paid dividends: 210 employees began using Meru Health immediately after launch.

Meru Health is so valuable for Stanford employees because it helps make mental health sustainable. Not only are Meru Health's interventions proven to help ease stress and anxiety, but users can also access resources and support when they need it, instead of waiting for an appointment with a therapist. What's more, after completing the 12-week intervention with Meru, participants are equipped with the knowledge and resources they need to ease stress and anxiety. With on-demand resources from Meru Health, Stanford's employees were able to remove barriers to accessing care and to experience better mental health.

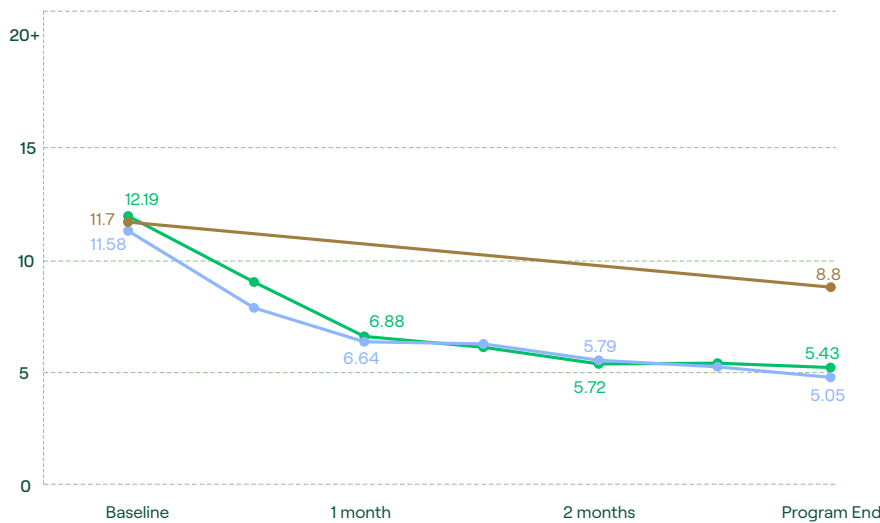
“Access and time are always issues for people seeking mental health care. Many Stanford University employees struggle to find a mental health care provider with the capacity for new patients. And even if they do have a therapist, time is a barrier for many employees. With Meru, employees don’t have to travel for an in-person appointment. Meru is always available and fits into people’s schedules.”

Neal Evans, Director of Health & Welfare Programs
Stanford University

“Not only does Meru Health offer tools that you can access at any time, they are also doing the work to validate these tools for improving things like depression and burnout – and showing that it’s actually helping.”

Ben Rein, Ph.D.
Stanford neuroscience post-doctorate student and Meru Health user

Average Symptom Reduction During Program



Symptom Results

- Depression (PHQ-9)
- Anxiety (GAD-7)
- Antidepressant (SSRI)*

Pre-Treatment Score Range**

- 1–4 = minimal depression or anxiety (remission)
- 5–9 = mild depression or anxiety
- 10–14 = moderate depression or anxiety
- 15–27 = moderately severe/severe depression or anxiety

*SSRI data is presented for comparative purposes only and comes from Kroenke, K., West, S.L., Swindle, R., Gilsenan, A., Eckert, G.J., Dolor, R., Stang, P., Zhou, X.H., Hays, R. and Weinberger, M., 2001.

**Clinical levels of depression or anxiety defined as a pre-treatment score of 10+ on the industry standard Patient Health Questionnaire-9 item depressive symptom scale (PHQ-9) or 10+ on the Generalized Anxiety Disorder-7 item anxiety symptom scale (GAD-7) declining to less than moderate (<10) levels of depressive or anxiety symptoms at the end of program.