

From Metrics to Meaning:

The HiQ Impact Score and Technology- Enabled Outcome Measurement

Executive Summary



Hi Rasmus®

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The HiQ Impact Score: Technology-Enabled Outcome Measurement

Executive Summary

Across behavioral health and healthcare, organizations are increasingly called to demonstrate not only service delivery but measurable, mission-aligned impact. Yet, a persistent gap remains: no validated, comprehensive method exists to quantify impact across access, clinical outcomes, and consumer experience. The HiQ Impact Score addresses this challenge through a unified, data-driven, and technology-enabled measurement framework grounded in value-based care (VBC) principles.

The HiQ Impact Score provides a single, strategic composite score derived from eleven metrics across three core domains: Access to Care (40%), Learner Outcomes (40%), and Customer Experience (20%). These metrics are drawn from real-time system data (i.e., not self-report), then normalized using empirically appropriate methods (i.e., min-max, z-score, or log-transformation) and weighted to reflect strategic relevance. The resulting score from 0-100 enables transparent benchmarking, payer engagement, and internal decision-making aligned with quality, equity, and clinical effectiveness.

Grounded in interdisciplinary methodologies, including impact measurement science, machine learning, behavior systems analysis, and the Balanced Scorecard literature, the HiQ Impact Score ensures methodological rigor and real-world relevance. It evaluates structural factors like client reach and staff growth, procedural factors such as service intensity and telehealth use, and outcomes like skill acquisition and family satisfaction.

Behavioral health has traditionally lagged in VBC adoption due to data fragmentation and attribution challenges. Fewer than 10% of behavioral health startups are currently equipped for robust VBC models (Hollowell, 2025). Hi Rasmus developed the HiQ Score to empower providers to overcome these barriers by offering scalable infrastructure that supports value-based contracting, continuous quality improvement, and cross-system equity evaluation.

Strategically, the HiQ Score goes beyond measurement. It serves as a roadmap for readiness and a guide to help organizations recognize infrastructure gaps, build scalable models, invest in outcome tracking, and adopt enabling technologies. It transforms impact measurement into a shared language for progress across funders, providers, and systems.

HiQ enables organizations to move from siloed metrics to a unified, actionable solution, turning data into strategic intelligence that drives the future of value-based behavioral health. This white paper is intended for provider organizations, payers, and policy stakeholders seeking scalable frameworks for outcomes measurement in behavioral health.