

Al: The Future is Now for Community Centers

Texana, Emergence Health Network, Gulf Coast Center







Check-in code







TEXANA

Artificial Intelligence vs. Augmented Intelligence

- Artificial Intelligence is the field of developing computers and robots that are capable of behaving in ways that both mimic and go beyond human capabilities. Al-enabled programs can analyze and contextualize data to provide information or automatically trigger actions without human interference.
- **Augmented Intelligence** is a subset of artificial intelligence in which AI technologies assist humans rather than replace them. It does use machine learning which is a pathway to artificial intelligence but still requires human intervention.

The Problem:

- Staff are struggling to meet our productivity standard of 80 billable hours per month.
- The Electronic Health Record (EHR) is NOT efficient. Instead of making it easier to document, the EHR makes it easier to accumulate data. We collect literally hundreds of pieces of data about the client before we ever start focusing on their needs and their care. Numerous forms must be completed collecting all kinds of data. HHSC wants the data, the Feds want the data, MCOs want the data---everyone wants the data and so the EHR becomes the repository for lots of data.
- However, the EHR does very little to increase quality time with the client and decrease the time to document a session with a client.
- This results in client dissatisfaction as well as provider dissatisfaction as the provider's ultimate goal is to help the client. (That is why they work in this field!)
- In the community, there is a lack of internet connection (Wi-Fi), lost connections, lost time trying to connect to the EHR and even lost data.

The Effects:

Staff burn-out, staff turn-over, workforce shortages

- Job dissatisfaction—staff got into this field to help and not complete endless paperwork and then be told their documentation is not "audit ready."
- Clients are difficult to engage due to all of this data collection and the fact the provider is looking at a computer instead of the client. One client said, "At what point do you start helping me?"
- Staff lose people skills.

Texana Center decided Augmented Intelligence might be a part of the solution!

- When looking for a vendor to work with, Texana wanted a product that was "embedded" within the EHR and not "integrated with." We did not want to access another portal, add our documentation, then spend more time pulling that information back into the EHR.
- We decided to go with Eleos.
 - Scribe uses ambient listening via a Sensi device to capture the session within the electronic health record.
 - It does NOT record. It goes into the Sensi device and into the EHR by populating progress note template fields. No client consent is required as it is not storing any client specific data.
 - Scribe Non-Audio allows the user to type in 5 6 bullet points for the session and this is transformed into the progress note. (Similar to using Chatgpt)
 - Outreach allows users to capture data in the field on their mobile device and transmit back to the EHR immediately with internet connection.
 - Without internet connection, it allows you to capture the data off-line and automatically load into the EHR with internet connection. (This is still in the works!)

Augmented Intelligence

- Eleos uses Natural Language Processing (NLP) to extract clinical evidence-based insights.
- Eleos Scribe automatically transforms raw conversations into progress note suggestions, and cuts documentation time in half.
- Eleos Scribe leverages both session-specific voice analysis and historical documentation patterns.
- Staff still have to review and choose to use the suggestions. However, it is right inside the note and very simple to "pull over." There is no cut and pasting.

Outcomes

- Staff recognize the progress notes are much better than what they would have written on their own.
- Internal audits indicate a much higher quality note.
- Current documentation median time is in the 4-5 minute range. Progress notes are getting completed sooner.
- Staff love it!! (Even those who were hesitant to use it.) For the first time, they feel like we have done something to assist them instead of burden them.
- Assists with recruiting staff—during interviews, potential employees are excited to hear about it especially younger staff that know all about Chatgpt and other forms of AI.



Clearing the path with care.





Created by Al (Microsoft Designer)

What is AI to EHN



What is AI to EHN

- Machine-based systems that create content or other outputs that mimic human outputs.
 - Guides user to decision
 - Automation

Systems used

- Bells Al
- Darktrace
- Alpha Collector

Bells AI

• Why Bells AI?

Results

- Reduced errors.
- Increased efficiency.

To use AI Chatbot or Not to use AI Chatbot

- Should we use Chatbot?
 - For Clinical purposes?
 - For Support Departments?
 - API's

Projects

- Automating the creating of new users
- Automating imaging of PC's
- Automating Reports
- Formatting Reports
- Merging Data

Creating New User

Ask Chatbot

"Create windows domain user carlos in powershell and my administrator password is 21345"

Returned Answer

New-ADUser -Name "Carlos" -SamAccountName "carlos" -UserPrincipalName "carlos@yourdomain.com" -AccountPassword (ConvertTo-SecureString -AsPlainText "21345" -Force) -Enabled \$true -PasswordNeverExpires \$true -CannotChangePassword \$true -PasswordNotRequired \$false -DisplayName "Carlos" -GivenName "Carlos" -Surname "Lastname" -Description "Administrator Account for Carlos" -Path "OU=Users,DC=yourdomain,DC=com" Add-ADGroupMember -Identity "Administrators" -Members "carlos

Asking Chatbot

• How to ask Chatbot.

"How to automatically refresh excel report"



1. Open the VBA editor and insert a new module.

2. Paste the following code:

Copy code Dim NextRefresh As Double Sub StartTimer() NextRefresh = Now + TimeValue("00:05:00") ' Set the interval here (5 minutes in th Application.OnTime NextRefresh, "RefreshData" End Sub Sub RefreshData() Dim ws As Worksheet For Each ws In ThisWorkbook.Worksheets ws.Activate ws.Calculate Next ws StartTimer ' Restart the timer End Sub Sub StopTimer() On Error Resume Next Application.OnTime NextRefresh, "RefreshData", , False End Sub (\downarrow)

2. Using Power Query

If your data source is connected through Power Query, you can set it to refresh automatically.

1. Go to the `Data` tab in Excel.

2. Click on `Queries & Connections`.

3. Right-click on the query you want to refresh and select `Properties`.

 In the `Query Properties` window, check the `Refresh every` box and set the time interval for automatic refresh.

3. Using External Data Sources

If your Excel report is connected to an external data source (e.g., SQL Server, web service), you can set it to refresh automatically.

1. Go to the `Data` tab.

2. Select `Connections`

3. Choose the connection and click on `Properties`.

4. In the `Connection Properties` window, go to the `Usage` tab.

5. Check the `Refresh every` box and set the time interval.

4. Using Power BI Integration

If you are using Power BI for advanced reporting, you can publish your Excel report to Power BI and set up scheduled refreshes.

1. Publish your Excel report to Power BI.

2. Go to the Power BI service (app.powerbi.com).

3. Navigate to your dataset.

4. Click on `Schedule Refresh` and configure the refresh settings.

5. Using Task Scheduler (for Windows)

You can create a batch file to open the Excel workbook and use Task Scheduler to run it at specified intervals.

1. Create a batch file (`.bat`):

batch

🗗 Copy code

@echo off
start "" "C:\Path\To\Your\ExcelFile.xlsx"

2. Open Task Scheduler and create a new task.

3. In the `Actions` tab, choose `Start a Program` and select the batch file.

4. Set the trigger to the desired schedule (e.g., daily, weekly).

By using any of these methods, you can ensure that your Excel report is automatically refreshed,

Asking Chatbot

• How to ask Chatbot.

"Write python code to refresh excel report"

		ල්) Copy code
	pip install pandas openpyxl pywin32	
2. E	nsure you have an Excel file to work with that has data connections or pivot tal	oles to refresh.
Pyth	on Code:	
pyth	on	🗗 Copy code
imp imp	ort win32com.client as win32 ort os	
	<pre>refresh_excel_report(file_path):</pre>	
	# Check if the file exists	
	if not os.path.exists(file_path):	
	raise FileNotFoundError(+ The file {file_path} does not exist.)	
	# Initialize Excel application	
	<pre>excel_app = win32.gencache.EnsureDispatch('Excel.Application')</pre>	
	<pre>excel_app.Visible = False # Run Excel in the background</pre>	
	try:	
	# Open the workbook	
	workbook = excel_app.Workbooks.Open(file_path)	
	# Refresh all data connections	
	workbook.RefreshAll()	
	# Wait for the refresh to complete	
	<pre>excel_app.CalculateUntilAsyncQueriesDone()</pre>	
	# Save the workbook	
	workbook.Save()	
	<pre>print(f"The Excel report {file_path} has been refreshed and saved."</pre>)
	except Exception as e:	
	<pre>print(f"An error occurred: {e}")</pre>	
	finally:	
	# Close the workbook and quit Excel	
	workbook.Close(SaveChanges=True)	

Example usage
file_path = 'path_to_your_excel_file.xlsx'
refresh_excel_report(file_path)



Pilot to Present

June 2024

Data: 4/22/24 - 6/9/24



Our why



Improving **Population Health** Preventing and managing prevalent, costly, and chronic diseases Quadruple Aim Enhancing the **Patient Experience** Motivating and engaging patients to play an active role in their care to

improve outcomes and safety

Reducing Cost of Care

Reducing resource utilization and readmissions while assuming greater risk

Improving Provider Satisfaction

Providing access to tools and Resources to address provider burden and burnout



2024 Executive Summary



Deliver Care Effectively

Exceeded **1,150 notes** using Eleos

Improved Time to Complete metric by **48%** (goal = 20%)

Saved 141 hours (and counting!)



Improve Quality

57.6% of progress note content generated from Eleos suggestions (audio based)

95% of progress note content generated from Eleos suggestions (non-audio based)



Delight Providers

Training to 8 IDD staff

Identified 10 power users



Overview



Usage by product

Product breakdown:

Scribe:

With session analysis via Sensi or telehealth

Scribe Non-Audio: No session analysis.

Includes: intervention library, enhancement tool, bullet points





High Adopters



Clinician Name:	Number of Notes	
Yolanda Shelton	179	
Kristen Beamer	146	
Kimberly Dickey	124	
Jesse Dedman	102	
Melisa Morrison	88	
Judith Cardenas	73	
Alejandra Sanchez	72	
Destinee Thomas	66	
Janine Evans	65	
Max Carrisalez	55	



High Note Engagement

95.8%

of progress note is being populated by Eleos suggestions (non-audio based)

Compared to Eleos baseline of 60%





Productivity Impact

Time to Complete (minutes)





*Goal Set to decrease time to complete by 20%



Bullet Point Feature





Time Period: 4/22/24 - 6/9/24 **See next slide for definitions

Definitions for time to complete

Median Time to Complete a Note using Bullet Points:

Definition	Median time to	complete a note	e using the bulle	t point feature
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PurposeRepresents the typical time taken by users to complete a note when utilizing the bullet point feature,
providing a measure less influenced by outliers.

Eleos Generated Text Used - Using Bullet Points:

Definition	The average amount of text generated by Eleos and utilized in progress notes created using the bullet point feature.
Purpose	Shows the extent to which users rely on Eleos-generated content in their notes created through the bullet point feature.
Calculation	From the content of each note, determine the amount of text generated by Eleos bullet point Feature.



Testimonials

"It has made the tasks of capturing my engagements with others a lot less daunting where I feel I can continue putting most of my time in what truly counts; care."

-Kresten Beaner, IDD Service Coordinator

"After testing out ELEOS for about 2 months now, not only am I completing notes same day, but the time I spend on documentation takes me less than 5 minutes to edit and sign. Due to this significant change, I can see more individuals without having to dread the notes I will need to complete."

- Alejandra Sanchez, Case Manager

.ELEOS AI has been instrumental in helping our system address the Quadruple Aim of enhancing patient care, improving population health, reducing costs, and increasing clinician satisfaction. The seamless integration and intuitive design allow our clinicians to focus more on care and less on administrative tasks. This transformation enables Gulf Coast Center to deliver highly reliable care.

-Felicia Jeffrey, CEO

"The seamless implementation of ELEOS, coupled with their team's exceptional professionalism and expertise, has exceeded our expectations from start to finish. Their amazing technical support has alleviated any reservations we had about integrating AI, proving ELEOS to be a game-changer for our organization."

-Dr. Stanley, CIO



Coming to care.





Thank You!

