From Burnout to Breakthrough

How AI Empowers Mental Health Professionals

Presenters

Carin Shuford, Texana Center

Jessica Burger, Texana Center
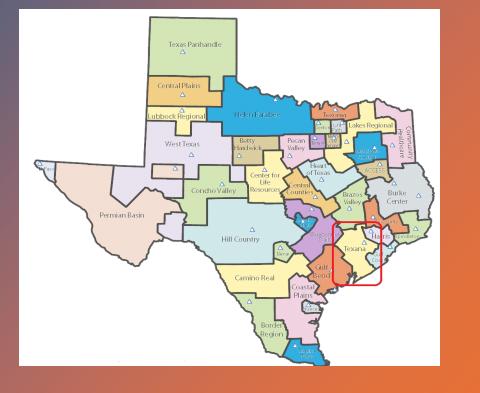
Tera Stallard, Integral Care
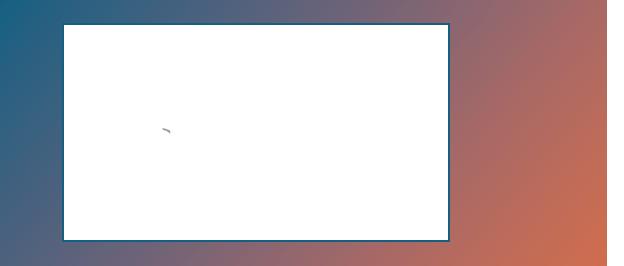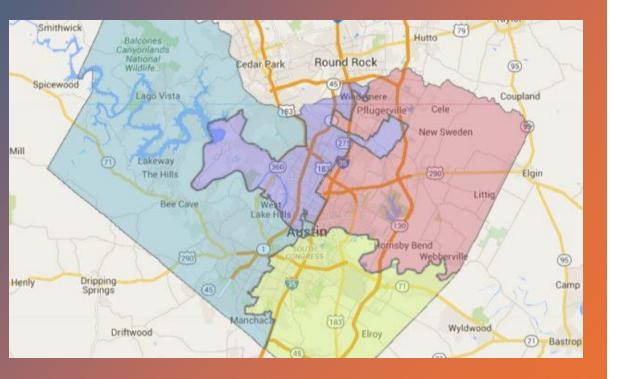
Damien Speaker, Integral Care

- 6 counties in Southeast Texas
  - Austin
  - Colorado
  - Fort Bend
  - Matagorda
  - Waller
  - Wharton
- Served Annually (FY24)
  - 15k
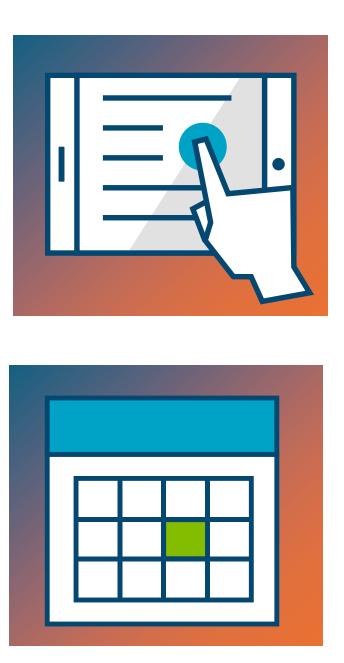- Annual Operating Budget (FY25)
  - $73,891,755
- CCBHC
- NCQA Certified

- Serving Travis County Texas
- Served Annually (FY24)
  - 29K
- Annual Operating Budget (FY25)
  - $140M
- Staff size
  - ~1000
- CCBHC
- NCQA Certified

Agenda

- Industry Challenge
- Why AI? A Strategic Choice for Workforce Empowerment
  - About Eleos
  - About Bells
- How It's Going: Real-World Impact and Lessons Learned
  - Texana's Journey with Eleos
  - Integral Care's Journey with Bells
- On the Horizon
  - Looking Ahead to the Future of AI in Mental Health
- Closing

The Industry Challenge

- Providers spend 40% of their time or 2 days a week on clinical documentation

- Average time from session-to-note signing is over 3 days

- Between 15 and 45% of clinical documentation has mission or erroneous information

- Deficit of 15,000 clinicians in the next couple of years

- 78% of providers in counseling centers reported burnout

Why AI?
Note Expectation 2002

Client Narratives

Client Narrative   *for*

S: Met face to face with consumer to monitor her progress and update her MTP. O: Consumer was dressed and groomed poorly according to most standards. A: Consumer reported no change in her identified problems. Consumer reported she lost a great deal of medications and the pharmacy will not give her a refill. She has been out for some time, but overall is still able to functions. I will staff with Dr. Markette to see if he wants to continue her without the meds or prescribe her another. ▇▇▇▇ explained most of her current problems stem from her inability to communicate effectively with other people. ▇▇▇▇ reported that rehab services were helping her. P: Marginal progress towards goals on MTP.
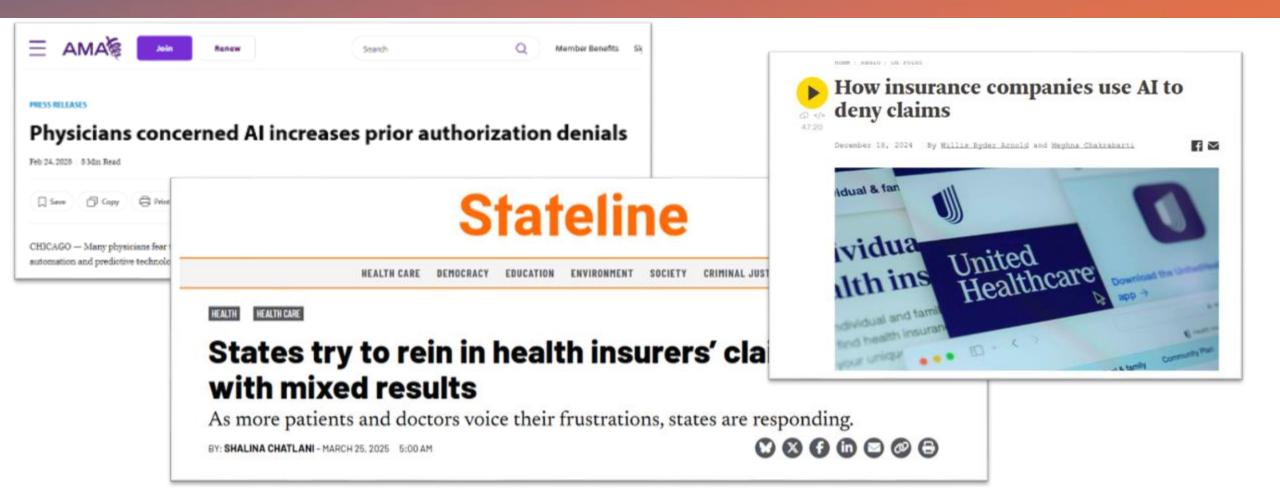
Signatures

PN Staff Signature- Electronic, Staff
CARIN SHUFORD, QMHP-CS   on 05/13/2002 at 04:46 PM

Why AI?
Note Expectation 2025

Why AI?
Health Insurers' usage of AI

About Eleos

Serve Providers Wherever Your Clients Are

- Seamlessly embeds within your EHR and telehealth workflows

- Compliant with relevant privacy regulations

- Compatible with all* EHRs and no APIs required

eleos

*Workflow alignment meeting required for all future clients to review EHR workflows

Desktop | Laptop | Mobile

Capture live session

Create your note in real-time using generative AI. Review session insights to improve care delivery.

Enter text summary

Create your note using a minimum of 6 bullet points when audio capture is not available
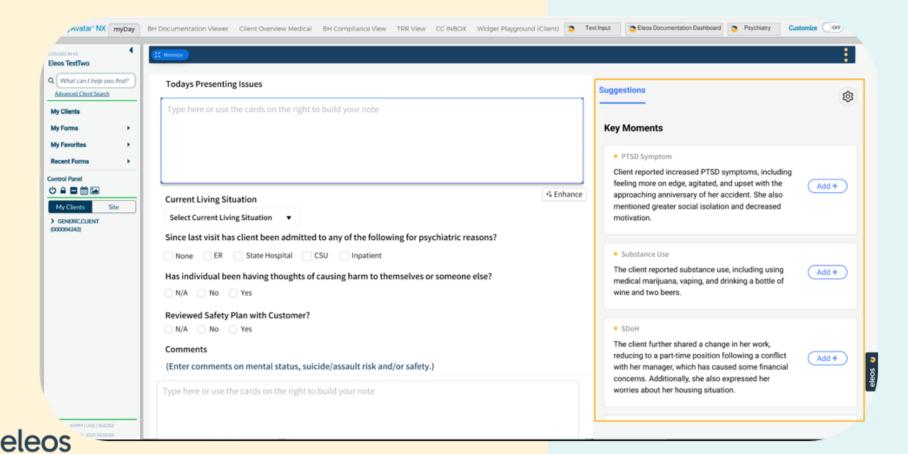
Mobile

Document on-the-go and finalize notes in your EHR for a seamless documentation experience.

4
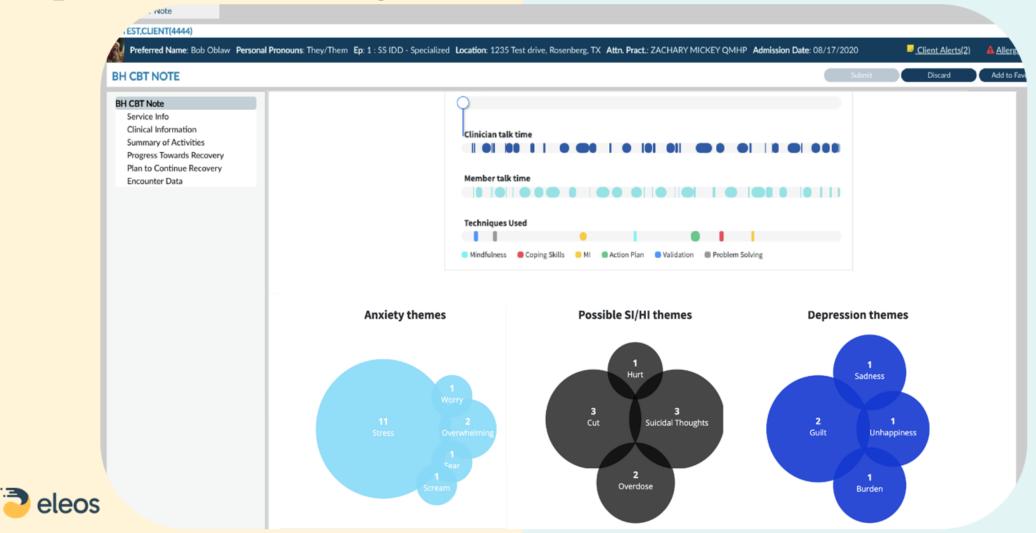
Eleos Documentation - Live Sessions

Session Intelligence embedded **within the EHR**
*Captures sessions by **mobile or desktop** in over 100+ languages and receive suggestions in English*

Supervisor Visibility into Evidence Based Practices
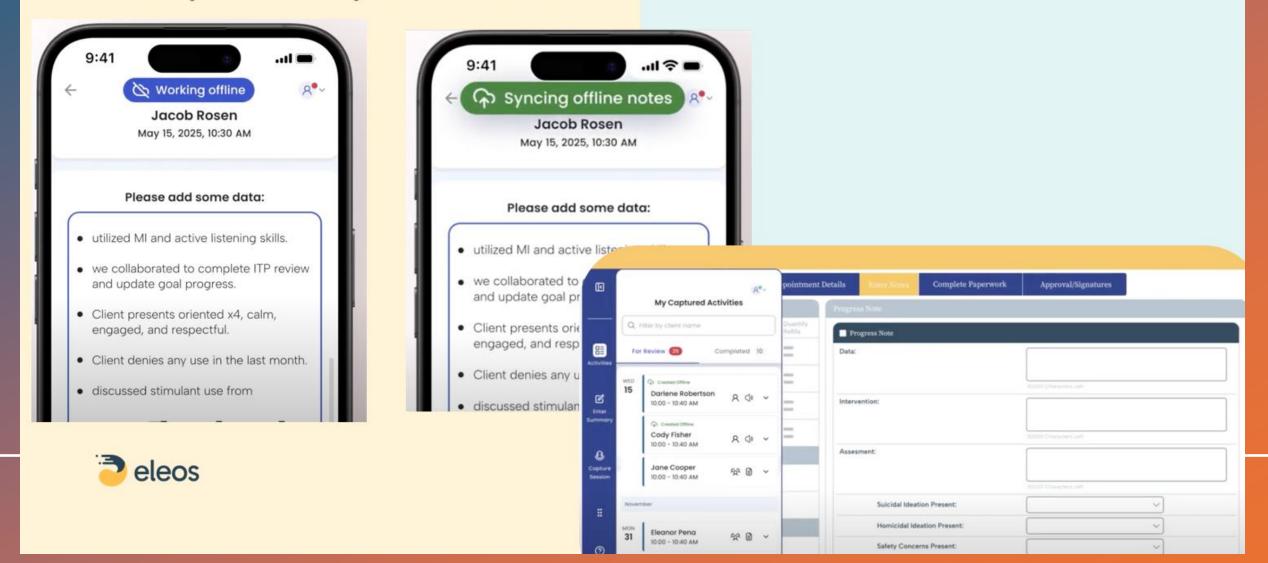
Embedded Approach
Before Eleos

Embedded Approach
After Eleos

You Care, We Care

Free up providers to *focus on care* with AI built for behavioral health.

eleos · GOLD PARTNER

About Bells

Integral Care

- Making documentation faster, easier, and higher quality

- Tools that deliver immediate and ongoing ways to:
  - Reduce errors
  - Eliminate redundancy
  - Improve quality
  - Decrease rejected claims
  - Staff recruitment and ensure faster onboarding

Before Bells

- 15-minute individual notes
- Session to sign time average ~24 hours
- Low staff satisfaction
- Complicated documentation requirements

Meet Bells AI

Meet Bells, the first and only AI-powered documentation tool, integrated with the EHR to support staff through documentation ease of use.

Clinicians are completing a note in
4 minutes

Staff are finalizing progress notes within
2 hours
of a session

I drove the client to their job interview this afternoon.

Suggestions:
Driving is not a billable service.

Replacement suggestions:
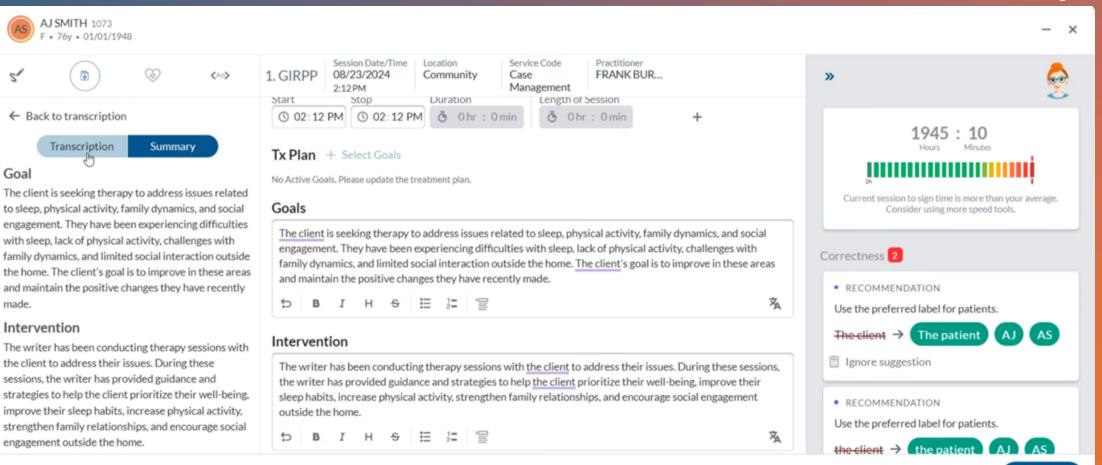"*I accompanied the client to their job interview this afternoon*"

Bells Progress Note Entry

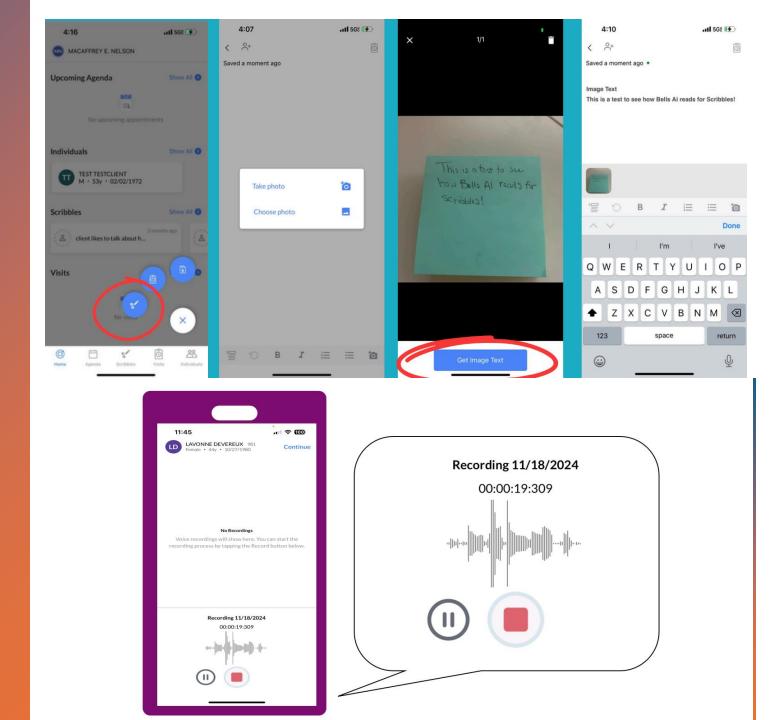Multi-Device Support

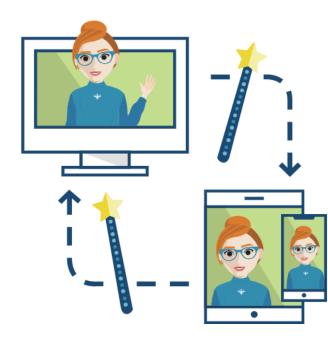TALK TO TEXT · TYPING · IMAGE CAPTURE · AMBIENT LISTENING

Bells Mobile

Features & Functionality of Bells

- **Accelerated Documentation**: Reduces note-writing time by up to 67%, allowing clinicians to focus more on patient care.

- **Faster Onboarding**: Decreases training time for staff from three weeks to just three days due to its intuitive design.

- **Multi-Device Support:** Fully functional across a mobile app, iPad, and browser-based desktop application—allowing clinicians to document care anytime, anywhere.

- **Real-Time Clinical Recommendations**: Provides contextual suggestions to enhance documentation quality and support accurate billing.

- **Assisted Data Capture**: Supports various input methods, including typing, voice-to-text, and photo imports, facilitating seamless data entry across devices.

- **Enhanced Compliance and QA**: Identifies and helps correct documentation errors early, simplifying quality assurance processes and reducing claim rejections.

- **Multi-Participant Support**: Accommodates documentation for sessions involving up to 10 participants, beneficial for diverse care settings.

- **Improved Staff Retention**: By reducing administrative burdens, it helps alleviate burnout and supports better work-life balance for healthcare providers.

- **Increased Revenue Capture**: Enhances billing accuracy and accelerates reimbursement cycles, contributing to improved financial performance.

- **Flexible Integration**: Works across various devices and care settings, including offline capabilities, ensuring adaptability to different workflows. Fully integrated with our EHR application.

- **HIPAA-Compliant Security**: Ensures patient data privacy and security through advanced, cloud-based measures.

Bells Virtual Scribe Makes AI Meaningful

Ambient Listening designed for human service providers

Thoughtful Consent Model

Inform and empower clients to make care and privacy decisions

Supervisor Overlay

Boost accuracy and minimize rework with real-time editing

Ambient Listening + Provider Dictation

Ensure comprehensive session documentation with accuracy and context

Clinical Recommendations

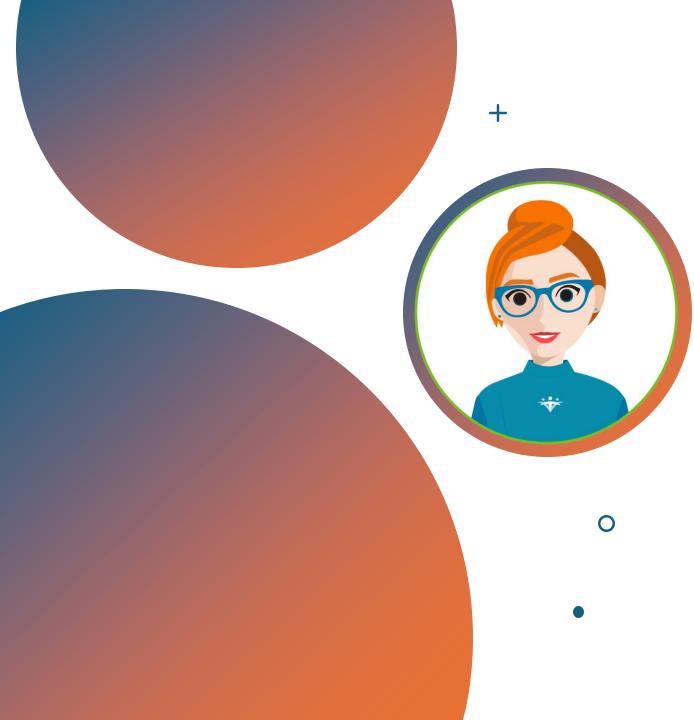Drive better decision making with service-specific insights

Workflow Validations

Detect quality issues and support correction for compliance

Audio Playback

Validate session details captured through ambient listening

Bells Virtual Scribe

Supercharge your documentation with ambient listening

- Ambient listening generates a transcript and summary from client sessions and/or provider dictations
- Simple addition to existing workflows to improve documentation speed, quality and accuracy
- Utilizes trustworthy, HIPAA-compliant AI
- Meet the provider where they are:
  - any device
  - any care setting
  - offline capable

Telehealth Virtual Scribe

Bells Quality Coach

- AI consumes the entire clinical note to evaluate documentation quality

- Single-question prompts trigger comprehensive review against care standards

- Automatically assigns confidence scores and provides direct evidence text

- Integrated interface enables real-time audit feedback for providers

PASSED

Unlocks a **new** frontier in quality monitoring. Insights we've never been able to measure before.

Review Quality Audit

TEST TESTCLIENT 3
M • 53y • 02/02/1972

Practitioner	Location	Service Code	Visit Date/Time
DAMIEN SPEAKER	Clinic/Office	Continuity of Services	06/02/2025 1:04-1:10PM

Goals
No data has been entered in the section.

Service Time

Start	Stop	Duration	Length of Session
1:04PM	1:10PM	00:06	00:06

Notes Field

Client was seen in clinic today for an urgent behavioral health session following identification of suicide risk. During the session, the clinician worked collaboratively with the client to develop a comprehensive **Safety Plan**, including identification of warning signs, internal coping strategies, external supports, and restriction of access to means. The client engaged in the process and verbalized understanding of the plan components.

A **C-SSRS** was completed, and based on findings, the client was assessed to be at moderate risk. Evidence-based interventions consistent with **CBT-SP** were applied during the session to support emotion regulation and safety planning. The provider remained with the client through completion of the safety plan and confirmed that the client was stable and able to maintain safety upon discharge.

The **24/7 National Suicide Prevention Lifeline** and local crisis services were reviewed with the client, and printed materials with contact numbers were provided. The client acknowledged understanding of how and when to use these supports.

The provider **recommended enrollment in the Zero Suicide Pathway**, which the client accepted, and documentation was completed accordingly. A **follow-up appointment** was scheduled within 7 days to monitor risk and continue care planning.

Individual Custom Note Section
Crisis Indicator: routine

Question	Weight	78
▶ Did provider remain with client until safety plan (to include means restritction) w...	1	YES
▶ If indicated, is there documentation that supports efforts to transition care?	1	YES
▶ Does documentation indicate evidence based suicide care interventions were pr...	1	YES
▼ Does documentation indicate resources to include the 24/7 hotline were provide...	1	YES

Question
Does documentation indicate resources to include the 24/7 hotline were provided?

Answer
YES

Confidence Level
100%
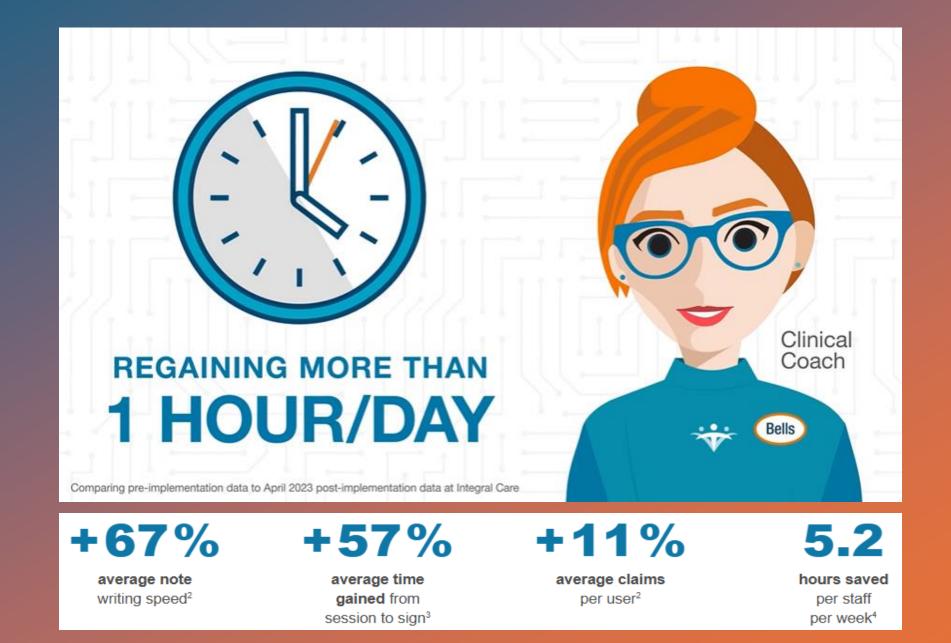
Evidence
Note states 'The 24/7 National Suicide Prevention Lifeline and local crisis services were reviewed with the client, and printed materials with contact numbers were provided'

Change answer to NO

| ▶ Was a follow-up appointment scheduled? | 1 | YES |

REGAINING MORE THAN **1 HOUR/DAY**

Comparing pre-implementation data to April 2023 post-implementation data at Integral Care

Clinical Coach

Bells

+67%
average note
writing speed[2]

+57%
average time
gained from
session to sign[3]

+11%
average claims
per user[2]

5.2
hours saved
per staff
per week[4]

How It's Going: Real-World Impact and Lessons Learned

Texana's Story:
Empowering Clinicians with Eleos

- "Eleos has helped me focus my attention on the interaction with my client."

- "It has allowed me to keep up with my notes and not fall behind."

- "I really appreciate how much faster I can get my documentation done. I also really like that I don't have to spend as much time creating the sentence structure, I can just plug in the important details and Eleos will do the rest of the 'thinkin' for me, which saves a lot of time. The altogether time saving is so priceless, to me!"

- "Eleos has helped me to write more professional progress notes"

Texana's Story:
Empowering Clinicians with Eleos

- 97% of staff surveyed feel that Eleos is helpful
- 94% of staff feel their note quality is better
- 85% feel Eleos is helping them complete their notes more quickly (we have a lot of checkboxes)

Texana's Story
Gains in Productivity

Therapy/Skills/Psychosocial Rehab/Case Management
Snapshot Jan-May of each year

2023	**2024**	**2025**
14,454	15,484	17,013
Hours of Service Provided	Hours of Service Provided	Hours of Service Provided

Integral Care's Journey:
What do the clinician's think?

- *"It makes the documentation experience much more enjoyable and expeditious as it isa lot more user friendly in comparison to documenting in Avatar."*

- *"BELLS Ai has been such a time saver for writing notes."*

- *"I know that I can write a great quality note in a matter of minutes with BELLS Ai."*

- *"Some of my favorite tools to use are the drop-ins and the expansions; both are extremely helpful and so easy to setup."*

Integral Care's Journey:
Enhancing Clinical Experience with Bells AI

2025 Stats

- Active Users:
  - 288
- Recommendations Accepted:
  - 90k
- Session to Sign:
  - 4.46 hours
- Create to Sign:
  - 5.4 minutes
- Notes finalized:
  - 46k

What's on the horizon?

- Eleos
  - Embedded functionality for E&M Visits
  - Compliance – Audit Tool
  - Transition to Web Side Bar
- Bells
  - Medical Note Integration for E&M Note
  - Telehealth Integration
  - Clinical Chart Summary
  - Bells Quality Coach

Questions?

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