



CUSTOMER STORY

Coleman Health Services Slashes Documentation Time by 70% with Eleos

For Hattie Tracy, President and CEO of [Coleman Health Services](#), people are the number-one priority. That means her biggest focus as a behavioral health leader is keeping providers engaged and satisfied so they can consistently deliver great care to their clients.

But with mounting documentation requirements, Tracy's team was looking at ways to stay on top of paperwork—and thus, avoid burnout, delayed notes, and compliance issues. So, when she came across Eleos Health's behavioral health-specific AI platform, she could see the potential impact of this innovative technology at Coleman.



70%

Reduction in documentation time



3.5

Fewer days to submit notes



92%

Average user experience rating



Highlights

Founded in 1978 in Portage County, Ohio, [Coleman Health Services](#) is a nonprofit community behavioral health agency. Father Kevin Coleman, the namesake of the organization, was a man driven by both his faith and advocacy for mental health. Since its humble beginnings, Coleman has grown into a nationally-recognized nonprofit offering comprehensive behavioral health, residential, employment, and supportive services. Coleman provides services to more than 40 Ohio counties.

Challenges

- Provider burnout and turnover
- Administrative backlog
- Low-quality and duplicate note content

Solution

Began rolling out Eleos Scribe—an embeddable, EHR-agnostic documentation automation solution—across the organization in 2023.

Results

- Reduced provider documentation time by 70%.
- Decreased time to submit by 3.5 days (from 5 days to 1.5 days).
- Averaged a user experience rating of 92%.
- Used Eleos-generated documentation in more than 90% of progress notes.

“Eleos is well worth the investment—for compliance, for your staff and their overall happiness in their jobs, and for the outcomes of the individuals that you’re serving.”

Hattie Tracy
President and CEO
Coleman Health Services



Hear more from Hattie on the compliance and staff retention benefits of Eleos.

Challenges

Having worked as a provider herself, Tracy is all-too-familiar with the pain of paperwork.

“Most of our staff are in this field because they want to work with people, not because they want to spend a lot of time doing documentation and paperwork,” Tracy said. “And unfortunately, they end up spending a lot of their time doing documentation and paperwork—just as I did when I was doing direct service.”

Now that she’s in a leadership role, Tracy feels a strong sense of responsibility toward those delivering care. Her top goal as CEO is to create a positive work environment for providers, which means doing everything she can to minimize the parts of the job they dislike the most—namely, documentation.

“We were really looking at what we could do to improve our staff’s work-life balance and enable them to focus more on providing services to clients,” Tracy said. “They still have to do the documentation, but if there was a way to alleviate one of their biggest frustrations—that’s really what I was looking for when I first came across Eleos.”

Beyond fueling stress and burnout, unmanageable documentation loads often cause delays in note finalization and submission—which then slows down payments.

Plus, when providers are pressed for time, they’re more likely to resort to shortcuts like copying and pasting from one note to another—a practice that can land healthcare organizations in hot water in the event of a compliance audit.



Administrative Burden



Staff Burnout and Turnover



Duplicate Note Content

Solution



Unique Session Summaries



Easy-to-Use Interface



Helpful Care Insights

When Tracy was first introduced to Eleos at an industry event, she knew it could be a huge difference-maker at Coleman. She was especially impressed with the product’s provider-centric focus—something that’s not always a given in the healthcare tech space.

“I want happy staff,” she said. “Happy staff tend to be more productive, and we tend to have less turnover when they feel like we’re listening to what their biggest frustrations are.”

Coleman began implementing Eleos in 2023, starting with a small user group. It didn’t take long for word to spread across the organization, with more and more providers requesting access to the Eleos platform.

Even those who were initially skeptical of, or resistant to, using an AI tool like Eleos became more comfortable with the technology as they started seeing their peers’ success.

Providers Shawnda Hochstetler and Karen Fleming, for example, experienced near-immediate relief from the burden of paperwork once they started using the Eleos platform. And learning how to use the software was way easier than either of them expected. “I was up and running on Eleos within minutes after the training,” Hochstetler, an outpatient therapist, explained. “It’s very easy to use.”

In the years since Fleming, a clinical psychologist, began practicing, she’s seen a proliferation of documentation and compliance requirements—and the various technologies that are supposed to help providers meet them. But she said no other platform has come close to offering the level of relief she has experienced with Eleos.

“Eleos has the potential to make me a better therapist, and that’s pretty important to me.”

Karen Fleming
Clinical Psychologist
Coleman Health Services

“Eleos has been an invaluable tool to me as a mental health professional.”

Shawnda Hochstetler
Outpatient Therapist
Coleman Health Services



Hear more from Shawnda on how Eleos has improved not only her quality of life, but also the quality of care she is able to provide.

“This is the first time I’ve participated in a technology that’s really eased the burden of paperwork.”

Karen Fleming
Clinical Psychologist
Coleman Health Services



Hear more from Karen on how much time she saves with Eleos.

Results

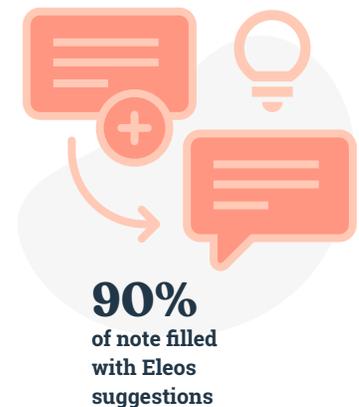
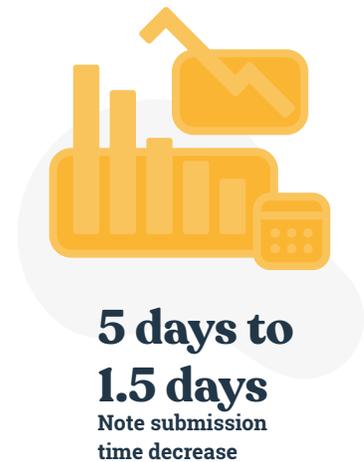
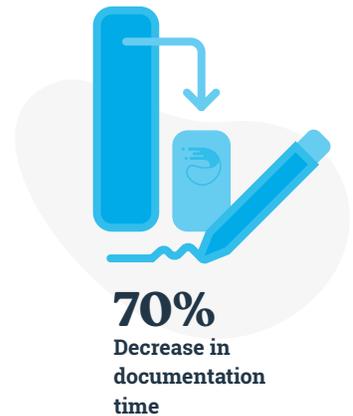
At the team level, Coleman saw immediate results in the way of reduced documentation and submission time—with providers spending 70% less time writing and submitting progress notes than they did pre-Eleos.

In Tracy's eyes, that alone makes Eleos well worth the investment—both financially and culturally. "Obviously, there's some benefit when our staff are getting their documentation done more quickly, because that means we're getting the bills out more quickly and keeping cash flow moving at a much better rate," she said. "But the fact that our staff are spending less time doing documentation is also wonderful because I want them focused on providing services to the clients. The clients deserve that—and the staff deserve that. That's the most important piece."

The compliance benefits of Eleos are icing on the cake. Because each Eleos-generated note suggestion is unique to the session being analyzed, Coleman has seen a widespread reduction in the incidence of cloned notes. "As a leader, you always worry about the compliance side and making sure your documentation is specific to the client—that it's not full of cookie-cutter responses and answers—and Eleos really alleviates that," she said.

"When I think about chart audits, Eleos makes me worry less about paybacks because you're not going to have the cloning of documentation that sometimes you might see when clinicians are just burned out from doing their documentation. So the compliance piece has been really beneficial for us."

Hattie Tracy
President and CEO
Coleman Health Services



The quality of the Eleos note content has also exceeded expectations—even for veteran clinicians like Fleming. “Eleos notes are thorough,” she said. “The quality of the session is captured in the quality of the note.”

Hochstetler agreed, saying that while she has struggled to create detailed documentation in the past, writing compliant notes with Eleos has been a breeze.

But for Tracy, it all comes back to people—and that’s why she says that, if she had a chance to go back in time, there’s no question that she’d make the same exact decision to implement Eleos.

“For the culture of our organization, for the culture of our staff, it has been extremely beneficial. And I would easily do it again.”

Hattie Tracy
President and CEO
Coleman Health Services

“The quality of my notes has increased significantly with Eleos. The breadth and depth of the notes has improved, and they demonstrate medical necessity.”

Shawnda Hochstetler
Outpatient Therapist
Coleman Health Services



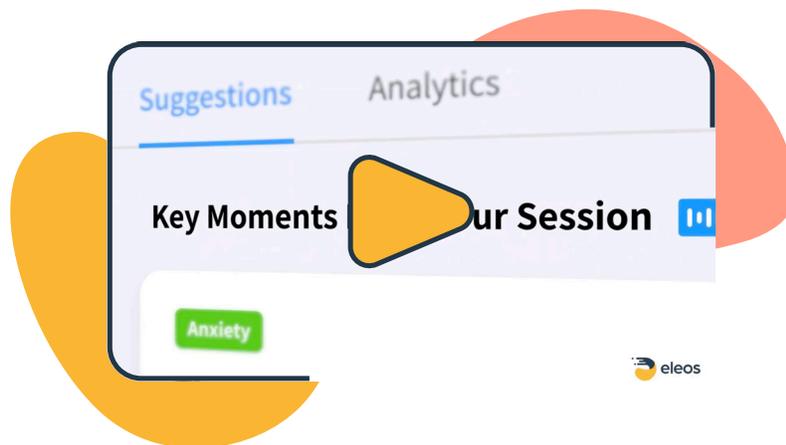
Hear more from Shawnda on how Eleos has increased her note quality.

“Eleos has been a lifesaver. I absolutely love the product. I love the ease of use. I love that it has freed me up to be fully present with each client, which is what brought me to this field to begin with.”



Shawnda Hochstetler, Outpatient Therapist
Coleman Health Services

Watch a quick overview of the Eleos platform.



**Interested in exploring the benefits of
Eleos for your behavioral health org?**

Request a personalized demo with one of our
behavioral health AI experts.

eleos.health/demo

