



## CUSTOMER STORY

# How Gaudenzia Cut Documentation Time in Half with Eleos<sup>®</sup> Scribe

In the behavioral health space, the burden of documentation is a key driver of provider burnout. Recognizing this, the leadership team at Gaudenzia, Inc., set out to find an innovative solution that would free their existing staff from unmanageable administrative demands and create an employee-first environment—ultimately helping them not only attract top talent in an increasingly competitive hiring market, but also consistently deliver high-quality client care experiences.



**50%**

Less time to  
write a note



**4.4**

Hours to  
submit a note



**35%**

More evidence-based  
techniques used



## Highlights

Gaudenzia, Inc., is one of the largest nonprofit providers of treatment for people with substance use and co-occurring disorders in the United States, with over 50 facilities operating in Pennsylvania, Maryland, Delaware, and Washington, DC. The agency serves about 15,000 individuals annually and operates 120 programs providing a full continuum of care. Since 1968, Gaudenzia has provided specialized services and programs for all demographics, including pregnant and parenting women, adolescents, people with substance use and co-occurring disorders, and more. For more information, visit [www.Gaudenzia.org](http://www.Gaudenzia.org).

### Challenges

- Unmanageable documentation loads
- Provider stress and burnout
- Inability to fully focus on client care
- Lack of insight into evidence-based care

### Solution

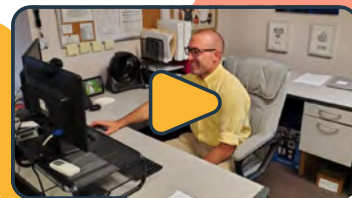
Rolled out Eleos Scribe—an embeddable, EHR-agnostic documentation automation solution—across the organization in 2022 with full staff buy-in and virtually zero disruption to existing workflows.

### Results

- Reduced provider documentation time by 50%.
- Averaged 4.4 hours to submit a note.
- Delivered an average of 4 interventions per session.
- Increased use of evidence-based techniques by 35%.

“Eleos creates that snowball effect of not only improving the clinician’s experience in terms of work-life balance, but also improving the quality of care.”

**Andrew Schmitt, LCSW**  
Director of Outpatient Services



Hear more from Andrew on Gaudenzia’s results with Eleos Scribe

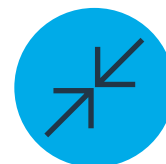
## Challenges

Coming from a clinical background, Andrew Schmitt, LCSW, Director of Outpatient Services at Gaudenzia, Inc., is well acquainted with the crushing weight of stress that comes with unmanageable documentation requirements.

“When you’re running through a number of services and then you come to the end of the day or the end of the week and you have all of these notes to do, it really is overwhelming,” Schmitt said.

With providers spending an average of 10 minutes on each progress note, many were not able to complete all required documentation during the work day—which meant they were logging in after-hours in order to submit paperwork on time. Additionally, with almost no visibility into evidence-based care delivery, it was difficult for leaders to create meaningful training and professional development opportunities for their staff.

Schmitt knew this pattern was not only unsustainable, but also damaging to providers’ ability to deliver the highest level of service to each client. He also knew there had to be a better way—especially with the proliferation of automation technology.



**Administrative Backlog**



**Lack of Care Insights**

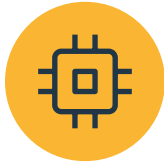


**High Provider Stress**

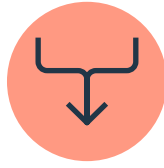
## Solution



**Seamless  
Workflow**



**Embeddable  
AI**



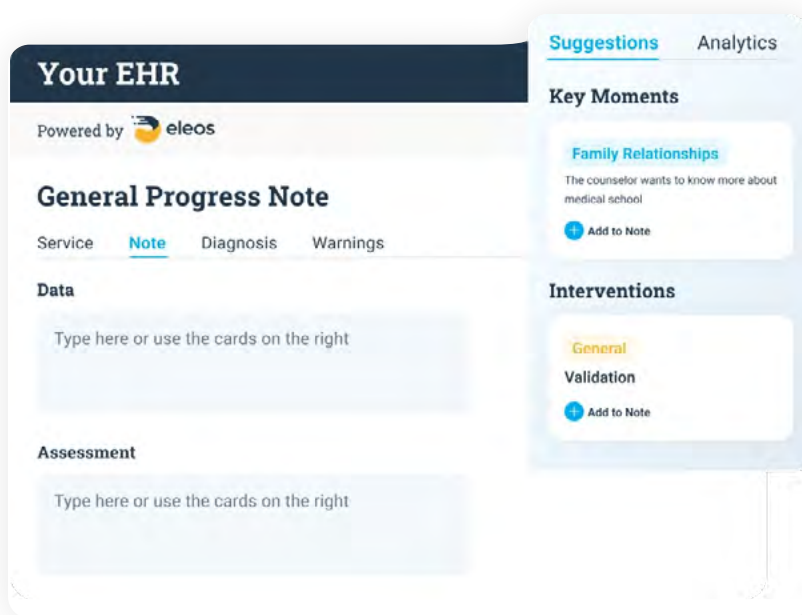
**Internal  
Alignment**

For Schmitt, one of the most important must-haves for any technology solution is workflow alignment. In other words, he doesn't want his team adjusting the way they work in order to use a solution that's supposed to make their lives easier—because that defeats the purpose.

Eleos Health's flagship CareOps Automation solution, Eleos Scribe, met that requirement without question. Thanks to Scribe's embeddable, EHR-agnostic technology, it was completely in sync with existing provider workflows—including the documentation platform they were already using.

“Eleos is totally embedded within our Netsmart EHR. Another word I'll use is seamless. It just flows as you would expect—there are no additional clicks, you don't have to pivot between multiple monitors or platforms, and there's not much, if any, disturbance in terms of overall workflow.”

**Andrew Schmitt, LCSW**  
Director of Outpatient Services



Once Gaudenzia officially decided to implement Eleos, Schmitt went about securing team buy-in. To ensure efficient adoption of the new system, he involved clinical leadership in implementation and training efforts from the get-go—and helped them agree on specific utilization benchmarks. “It's a collaborative approach with a guiding hand,” Schmitt said, emphasizing the need to maintain open, frequent communication throughout the roll-out process.

“The vast majority of clinicians, once they get engaged with Eleos... they will say something to the effect of, ‘I can't imagine not having this.’ It really does transform the way in which they provide services and their overall experience as a clinician.”

**Andrew Schmitt, LCSW**  
Director of Outpatient Services

## Results

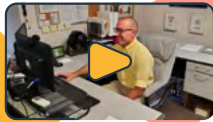
Since Gaudenzia’s full roll-out of Eleos in 2022, they’ve reached the point where providers use about 84% of the note content generated by Eleos Scribe. Essentially, the meat of the note is served up automatically—the provider just has to add the seasoning.

“That 84% provides a really sound foundation for them to then cultivate and adjust the note to be client-centered and personalized,” Schmitt said. “It saves a tremendous amount of time and energy as opposed to starting from scratch and staring at that blank screen.”

Provider Stacy Massey—who was initially skeptical of Eleos Scribe—says it has allowed her to not only finish her notes faster, but also fully focus on her clients during sessions, something she wasn’t able to do when she took notes by hand.

“The biggest difference is that now instead of trying to jot down a couple of the key things I want to make sure I remember when I’m doing my notes at the end of the day, I don’t have to do that anymore. I don’t have to end my session 10 minutes early so that I can try to get the note done while it’s all fresh in my head.”

Stacy Massey, Counselor  
Gaudenzia

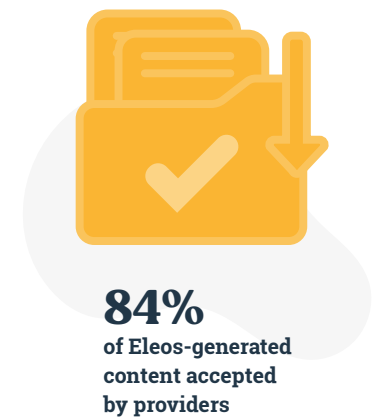
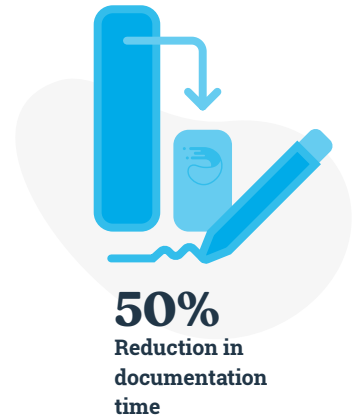


Hear more from Andrew and Stacy  
on the impact of Eleos Scribe

Gaudenzia’s other key achievements with Eleos Scribe include submitting each completed note within 4.4 hours of the time of service—a stat Schmitt describes as “almost unbelievable”—as well as averaging 4 unique interventions per session.

Schmitt said the ability to detect therapeutic interventions has been invaluable on the care quality front. “From a best practice standpoint, that’s a critical resource of information,” he said, noting that in addition to fostering accountability for evidence-based practice adherence, this Eleos Scribe feature helps clinicians avoid “getting stuck in one set of interventions.”

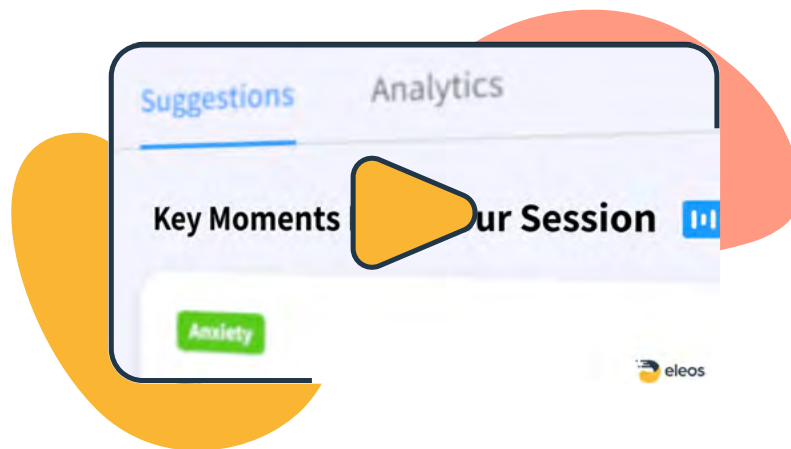
The result? “We’ve seen over time a 35% increase in evidence-based techniques that are used by clinicians,” Schmitt said.



**“The Eleos product is really tremendous. I use it every day, and I wouldn’t want to go back to not having it.”**

Stacy Massey, Counselor  
Gaudenzia

**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  
CareOps Automation experts.

[eleos.health/demo](https://eleos.health/demo)

