



CUSTOMER STORY

How GRAND Mental Health Saved 10 Weeks of Staff Time in 6 Months with Eleos Scribe

At [GRAND Mental Health](#), innovation is more than a rally cry—it's the core of their overarching philosophy as a behavioral health organization. The Oklahoma-based Certified Community Behavioral Health Clinic (CCBHC) keeps client outcomes at the center of every action and decision, while also focusing relentlessly on creating the best possible care environment for clients and staff alike. And that's exactly what led them to implement Eleos Health's CareOps Automation technology.



50%+

Reduction in documentation time



80%+

Note content generated by Eleos



400+

Hours saved over 6 months



Highlights

In business since 1979, [GRAND Mental Health](#) provides services for individuals and families struggling with behavioral health issues, substance use issues, and integrated/medical needs in northeastern and north central Oklahoma. As a Certified Community Behavioral Health Clinic (CCBHC), GRAND offers evidence-based mental health and substance use services integrated with primary care. Operating 29 clinics in 13 Oklahoma counties and employing more than 2,100 people, GRAND strives to provide personalized care—anytime, anywhere.

Challenges

- Difficulty with concurrent documentation
- Provider stress and burnout
- Limited capacity to meet demand for services
- Lack of clinical insight

Solution

Implemented Eleos Scribe—an embeddable, EHR-agnostic documentation automation solution—across the organization in 2023 with virtually zero disruption to existing workflows.

Results

- Reduced average note completion time by 52%
- Generated 81% of progress note content with Eleos
- Achieved 77% satisfaction rating on Eleos note quality from clinical staff
- Saved 403 total staff hours over 6 months, the equivalent of over 10 weeks of full-time work

“Eleos has absolutely been a game-changer for me. I really, really love it.”

Stephanie Adams, MS, LPC, Therapist
Integrated Team Manager



Hear more from Stephanie on her experience using Eleos

Challenges

When Matt Spencer, Chief Clinical Officer at GRAND Mental Health, began his career as a therapist more than 10 years ago, there was no such thing as AI-powered documentation automation.

But just like the clinicians he oversees today, he struggled to keep up with the documentation requirements that come with working in behavioral health. And as the field has evolved and advanced, those requirements—along with quality-driven initiatives like outcomes monitoring—have added to the administrative demands of the job.

With many therapists managing back-to-back client sessions throughout the day, Spencer and the rest of the GRAND Mental Health leadership team began considering automation solutions that would not only help ease the administrative burden for clinicians, but also support the organization’s overall ability to provide better care to more clients.

“We know our workforce needs new and innovative tools to serve the number of individuals in need of services,” Spencer said.

Additionally, as a Certified Community Behavioral Health Clinic (CCBHC), GRAND Mental Health must adhere to specific staffing, training, supervision, and data collection standards—and they wanted to find a technology partner committed to helping them meet those requirements for years to come.



Administrative Burden



Lack of Clinical Insight



High Provider Stress

Solution



**Easy to Embed
and Use**



**Exceptional Training
and Support**



**Clinically Accurate
and Relevant**

From day one of rolling out Eleos Health’s flagship CareOps Automation solution, Eleos Scribe, the team at GRAND Mental Health has been amazed by not only the technology itself, but also the support they’ve received.

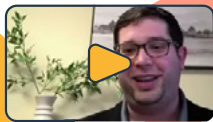
“I was impressed by the energy the Eleos training team brought with them, how good the training was, and how quickly the staff were able to pick up and become proficient in Eleos Scribe,” Spencer said.

That’s partially due to the embeddable nature of the software: Eleos Scribe seamlessly overlays GRAND Mental Health’s EchoVantage EHR, meaning providers don’t have to worry about logging into more systems or toggling between screens.

Furthermore, because the Eleos Health platform was built using thousands of real-life behavioral health sessions, its automated note suggestions are incredibly accurate and relevant—which helps enhance the quality of provider notes. “It has been refreshing to see how well Eleos notes capture the therapy process,” Spencer said.

“It has been refreshing to see how well Eleos notes capture the therapy process.”

**Matt Spencer, Chief Clinical Officer
GRAND Mental Health**



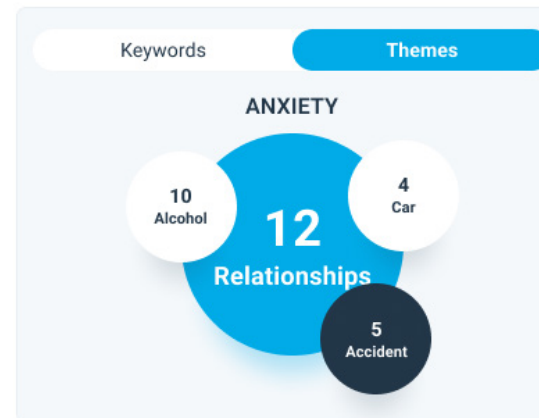
Hear more from Matt on the quality of Eleos notes

He added that the Session Insights dashboard—which presents a visual breakdown of things like therapy themes, techniques used, and talk-versus-listen time—not only helps individual providers enhance their skills, but also gives supervisors the ability to offer more targeted staff coaching, development, and positive reinforcement. “With Eleos, we know exactly where to focus to help clinicians improve,” Spencer said.

“I was impressed by the energy the Eleos training team brought with them, how good the training was, and how quickly the staff were able to pick up and become proficient in Eleos Scribe.”

**Matt Spencer, Chief Clinical Officer
GRAND Mental Health**

Themes and Keywords



Suggestions [Analytics](#)

Listening Ratio

70.00%

Clinician Listening Radion
• Not within recommended range

MI Spirit

8

Reflections
• Within recommended range

3

Open-ended questions
• Within recommended range

Results

Since implementing Eleos Scribe in 2023, the software has made a meaningful difference to staff who had been bogged down with documentation. “We’re spending less time on our notes since implementing Eleos,” Spencer said.

Whitney Gaddy, LPC-C, Therapist and Integrated Team Manager, says Eleos has helped relieve the time constraint she used to feel between sessions. Now, she’s able to take breaks in between clients, enabling her to better care for herself throughout the work day. She especially loves having words in front of her that she can work off of to create a note post-session, rather than having to stare at a blank screen as she collects her thoughts. With Eleos, Gaddy has cut her documentation time in half.

“Eleos has been a breath of fresh air.”

Whitney Gaddy, LPC-C
Integrated Team Manager



Hear more from Whitney on
the impact of Eleos Scribe

Stephanie Adams, MS, LPC, Therapist and Integrated Team Manager, says the Session Insights she receives from Eleos help her better understand what therapeutic modalities and techniques she’s actually using with her clients, which enables her to better capture that detail in her notes, ensuring accuracy and compliance. “Eleos helps me equate what I’m doing to a therapeutic model,” she said.

Spencer says the time savings combined with the clinical feedback is a formula for more engaged, satisfied providers—which then translates into better care for clients.

“Invest in your clinicians, and you will see better outcomes for your clients.”

Matt Spencer, Chief Clinical Officer
GRAND Mental Health



Hear more from Matt about the
competitive value of Eleos

Furthermore, it helps position GRAND Mental Health as an employer of choice, which is crucial to their ability to hire and retain top talent despite workforce shortages. “I certainly see Eleos as a competitive edge for hiring,” Spencer said.



1/2

the time to
write a note



10

full-time work
weeks saved



77%+

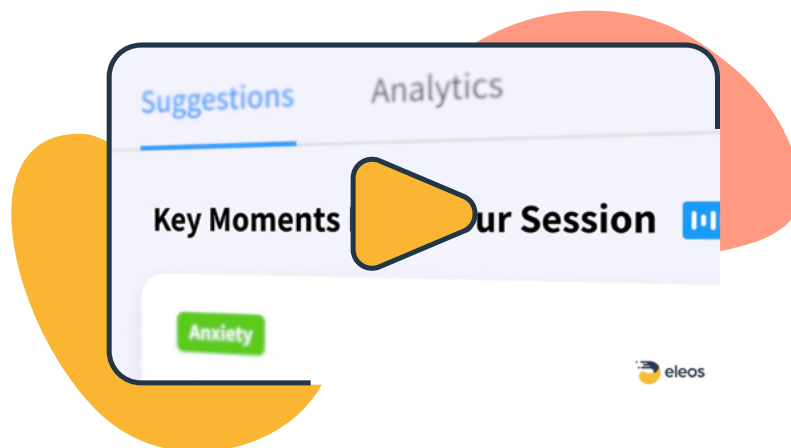
provider satisfaction
rating for Eleos notes

“AI is not the future; it is the present. This isn’t even us being ahead. This is one of those things that’s just keeping us level with the rest of the playing field.”



Josh Cantwell, Chief Operating Officer
GRAND Mental Health

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

