



How AI can assist Behavioral Health Professionals



November 29, 2023

NACBH 2023 Emerging Best Practices Conference



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Chief Clinical Officer
Youth Home



Nisheeta Setlur
VP of Customer Success
Eleos Health

Objectives

1. Youth Home Experience
2. Demonstration
3. Eleos Overview

Helping Helpers Help

Youth Home, Inc. partners with Eleos

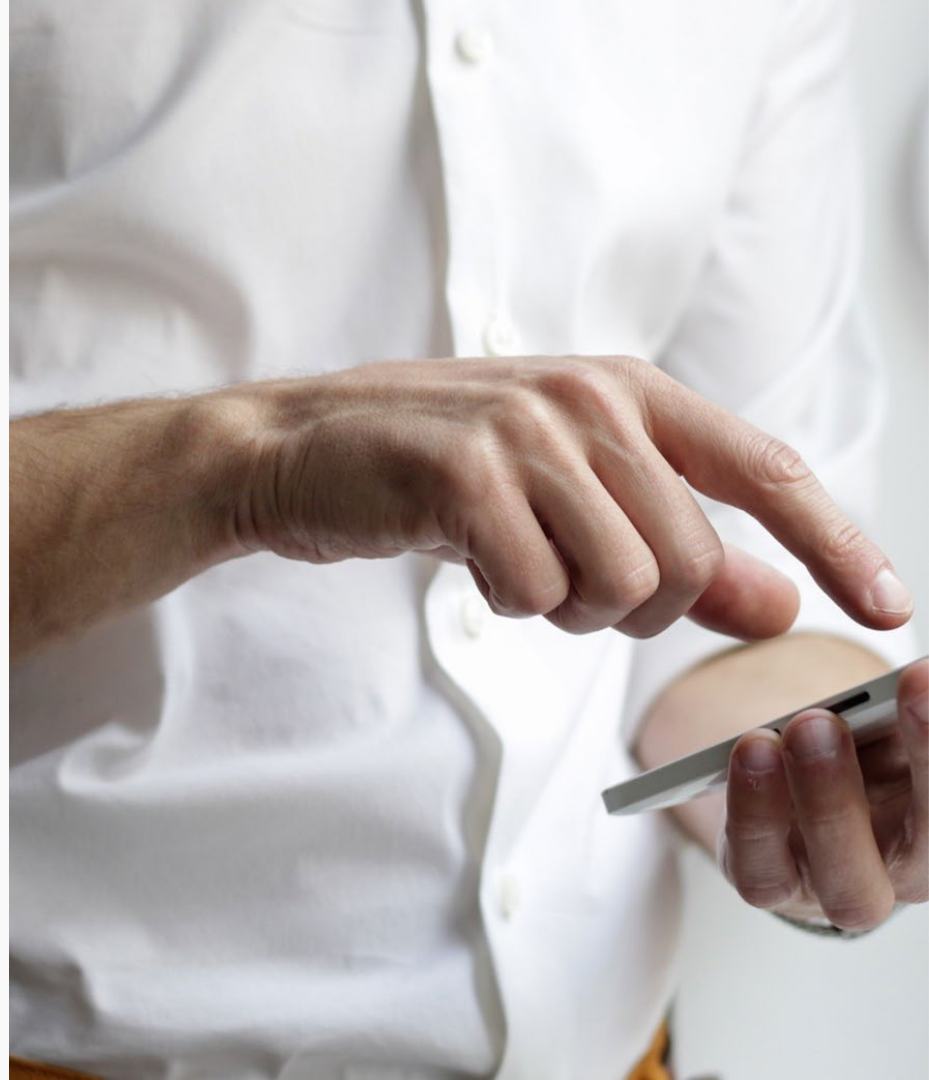


About Us

Youth Home, Inc.

Residential Adolescent Treatment Facility

- Residential Txmt 48 Beds/ages 12-17
80%
- 7 Clinical Therapists
- Average stay 6 months
- Tricare Requirements
- Reactive Attachment Disorder
- Outpatient 8 Therapists, School Based 4



Quantity and Quality of Documentation

A maximum of 32 hours per week require quality documentation to prove medical necessity

Weekly Documented Activities

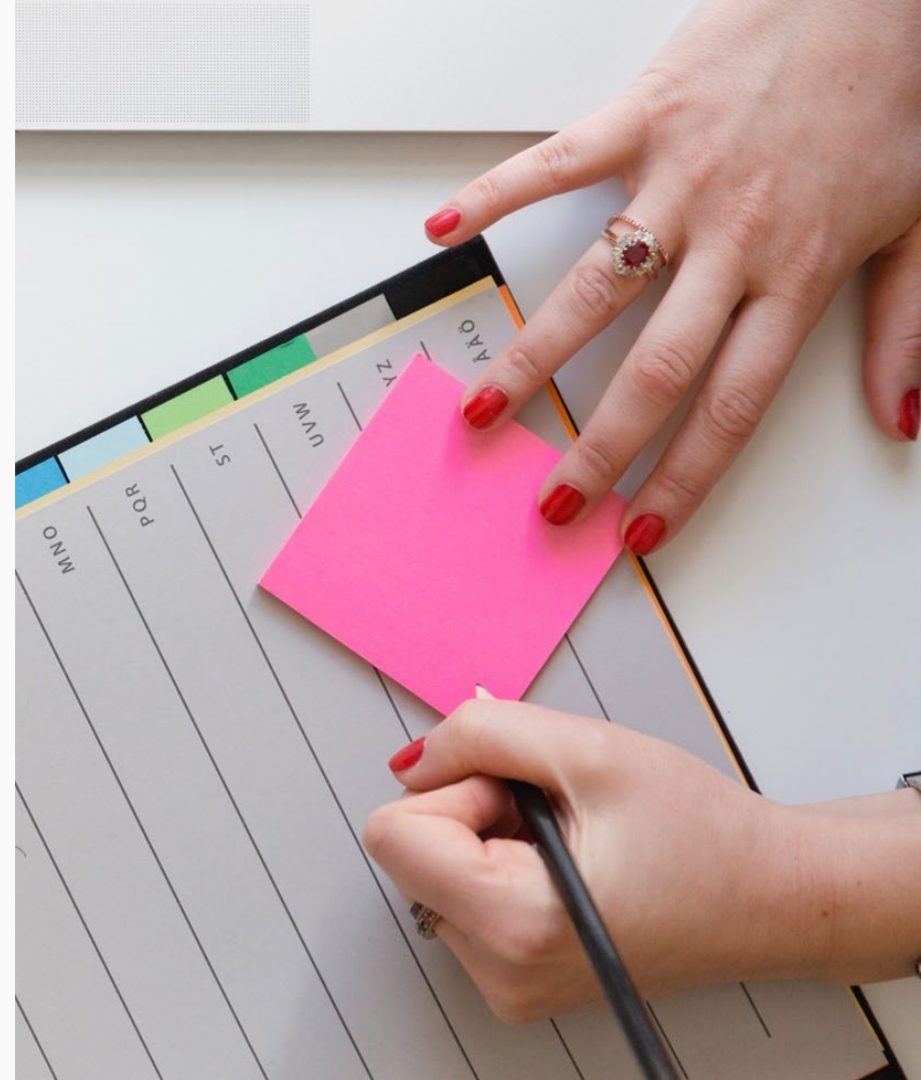
- 20 Individual Sessions, 7 Family Sessions, 2 Groups, Treatment Plan Reviews, Admissions and Discharges
 - Occasional letters for parents, schools, court

Non-Documented Activities

- Clinical staffing, supervision, training, court time & prep
- Emergency interventions, emails and phone calls with staff, parents, teachers

The Challenge

The amount of documentation required weekly



Why Augmented Intelligence?



Name: Jason Adam

Age: 26

Family status: Married + 1 child

Blood pressure: 80/120

ID: A265CTRZ92

Medication: Lithium

Last session: March 26th

Diagnosis: Mild depression

Next session: April 4th

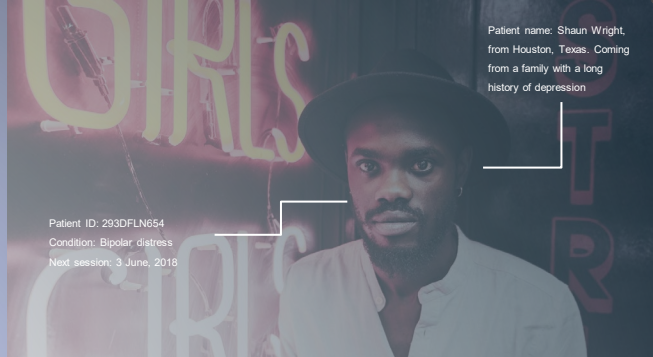
Hotspot: Very intense working environment, since he got promoted he feels a huge amount of stress from his boss.

Story: Working full-time at a highly stressed job. Left home when he was 17.

Improvement: Light.

Focus for next meeting:

Continue talking about his feelings when he wakes up to go to work and about his daily routine.



Patient name:
Jason Adam
Age: 26

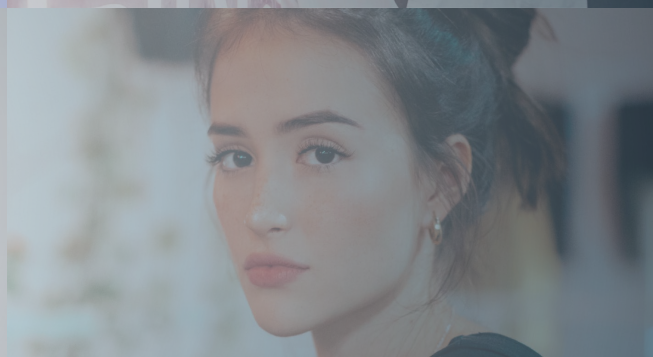
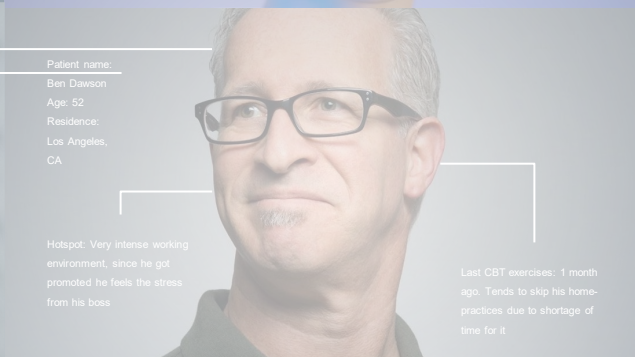
Patient ID:
A265CTR292
Medication: None

Patient name:
Uma Li
Age: 31

Patient ID:
654HR764rZ
Condition: Anxiety

Patient ID: 293DFLN654
Condition: Bipolar distress
Next session: 3 June, 2018

Patient name: Shaun Wright,
from Houston, Texas. Coming
from a family with a long
history of depression



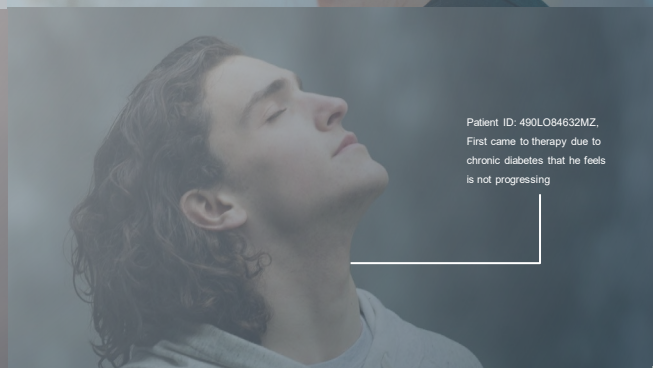
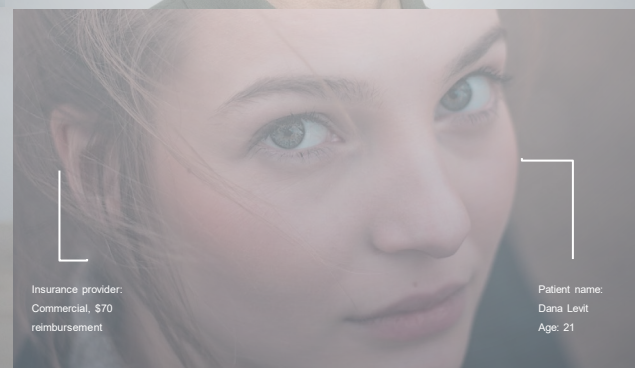
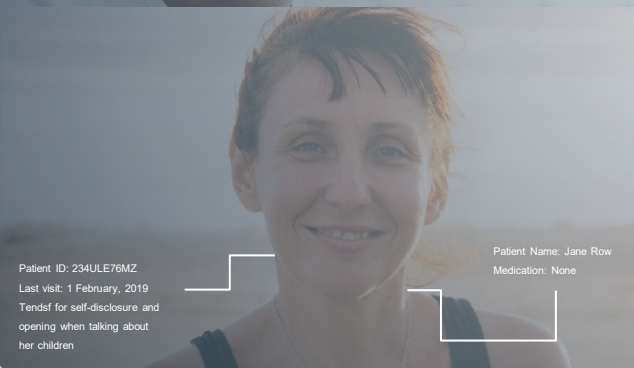
Patient name:
Rick
Levingston
Age: 35

Patient ID: LKM620193ZK
Last visit: 13 March, 2019
Last Hotspot: Talking about
his childhood in Kansas

Patient name:
Ben Dawson
Age: 52
Residence:
Los Angeles,
CA

Hotspot: Very intense working
environment, since he got
promoted he feels the stress
from his boss

Last CBT exercises: 1 month
ago. Tends to skip his home-
practices due to shortage of
time for it.



Patient ID: 234ULE76MZ
Last visit: 1 February, 2019
Tendsf for self-disclosure and
opening when talking about
her children

Patient Name: Jane Row
Medication: None

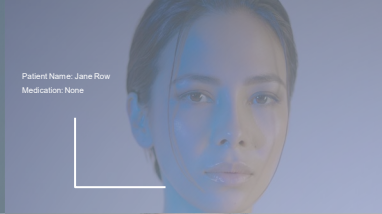
Insurance provider:
Commercial, \$70
reimbursement

Patient name:
Dana Levit
Age: 21

Patient ID: 490LO64632MZ.
First came to therapy due to
chronic diabetes that he feels
is not progressing



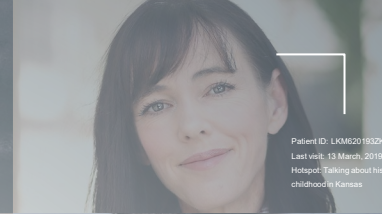
Patient name:
Jason Adam
Age: 26



Patient Name: Jane Row
Medication: None



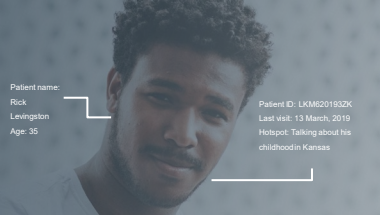
Patient Name: Shann Wright
Medication: None



Patient ID: LKM20193ZK
Last visit: 13 March, 2019
Hotspot: Talking about his childhood in Kansas



Patient name:
Jessie Chu
Age: 23



Patient name:
Rick Livingston
Age: 35



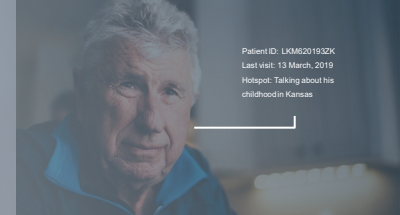
Patient name: Ben Dawson
Age: 52
Residence: Los Angeles, CA



Patient name:
Gal Chelitz
Age: 27



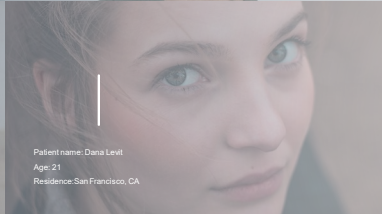
Patient name: Adam Ebu
Age: 36
Residence: Houston, TX



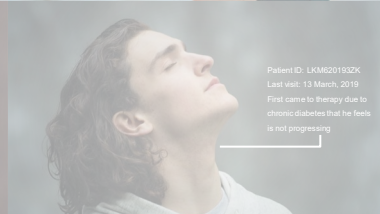
Patient ID: LKM20193ZK
Last visit: 13 March, 2019
Hotspot: Talking about his childhood in Kansas



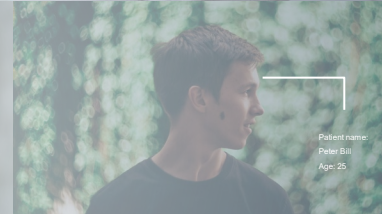
Patient name:
Jane Row
Age: 44



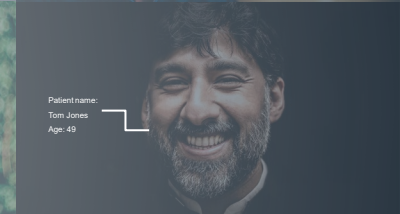
Patient name: Diana Levit
Age: 21
Residence: San Francisco, CA



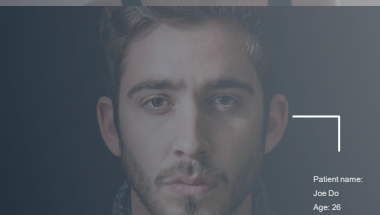
Patient ID: LKM20193ZK
Last visit: 13 March, 2019
First came to therapy due to chronic diabetes that the feels is not progressing



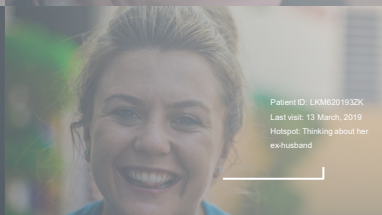
Patient name:
Peter Bill
Age: 25



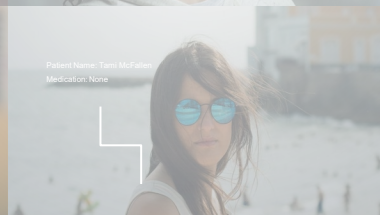
Patient name:
Tom Jones
Age: 49



Patient name:
Joe Do
Age: 26



Patient ID: LKM20193ZK
Last visit: 13 March, 2019
Hotspot: Thinking about her ex-husband



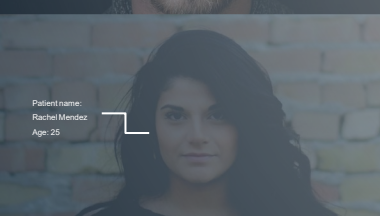
Patient Name: Tami McFallen
Medication: None



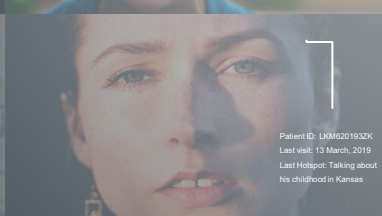
Patient name:
Chris Benz
Age: 26



Patient name:
Sair Amal
Age: 30



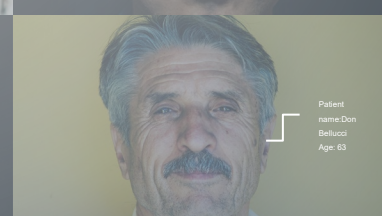
Patient name:
Rachel Mendez
Age: 25



Patient ID: LKM20193ZK
Last visit: 13 March, 2019
Last Hotspot: Talking about his childhood in Kansas



Patient name:
John Lure
Age: 29



Patient name: Don Bellucci
Age: 63



Patient name:
Chris Hammer
Age: 32

Eleos Partnership

Implementation



In the Beginning

“Therapist provided positive reinforcement for the client's ability to communicate their emotions about a close relationship, and the client commended therapist for their maturity in handling the situation.” This one made me laugh..... I think I have another I can send.

Therapist and the client discussed the client's involvement in an incident involving falling off a bridge and eating staff email. Therapist provided the client with information about how to get back to school.

The client and therapist discussed the client's relationship with her ex-partner, Bill, who destroyed Pedro's grave. Therapist helped the client understand that Bill's actions did not ruin Pedro's experience.

Clinician or Eleos?

"Therapist guided the client through an activity involving a sand tray with various objects to symbolize aspects of their home life and emotions. Although the process seemed difficult, the client was able to connect certain items with feelings of happiness and sadness/anger. Therapist significantly employs active listening throughout the session, maintaining focus on the client's verbal and nonverbal communication and demonstrating understanding through paraphrasing and asking appropriate questions."

Clinician or Eleos?

CT met with the client in office for individual therapy. Billy presented defensive, argumentative, blame-shifting, irritable, frustrated, sarcastic, and smiling.

CT addressed with Billy his incident of punching his peer in the face last night. Billy laughed, stated "it's funny", and struggled to take fighting seriously. CT reminded Billy that this pattern of behavior is one factor they are working to address in residential therapy. Billy reported belief that "no one cares" about helping him or about his well-being. Therapist assisted Billy with processing and exploring this negative cognition, and provided cognitive reframing. Billy appeared receptive to cognitive reframing. Therapist and Billy explored the importance of communicating with staff members often and with specific details, rather than general catch-all terminology, in order to solve problems with peers in the classroom and milieu.. Therapist provided tools to help Billy deal with his frustration. Billy appeared receptive. Billy appeared calmer and was able to engage in brainstorming with therapist. Billy reported he plans to complete restorative work with his peer to address his role in the altercation for his own benefit and to work toward maintaining phase. Therapist administered assessments with Billy and reviewed results with Billy. Billy appeared encouraged by his progress. Plan to follow up with restorative review and subcortical processing regarding abandonment issues.

Our advice to you...

JUST USE IT!

First 90 Days

Average time
to complete ...



10.17

minutes

Time saved
per note with...



5.44

minutes

Continuous Improvement

Average time
to complete ...



8.99

minutes

Time saved
per note with...



6.02

minutes

*Using industry standard baseline of
15 minutes to complete a note

Live Clinicians

27

Active
Clinicians*

24

Eleos Notes

2.1K

Eleos
Sessions

3.1K

Time Saved

351 hrs

*Completed a note in the past 2 weeks



Clinician Spotlight

“The content in this note was really spot on :)”

Deirdre

Michael

“Very Impressed with analysis”

“Having ‘frequently used’ suggestions again would be helpful.”

Virginia

Rene

“Very good suggestions!”

Finally, you can focus on what matters most

Eleos' mission is to empower care providers to provide the best care possible through data, measurement and personalization



8m+

Minutes of session data

50+

Customers

\$70m

In funding

100+

Years of collective clinical experience delivering evidence-based care in the field

Industry-Leading Customers

Including:



TRIOLOGY



WellPower

GRAND
MENTAL HEALTH



Influential National Partners



World-Class Investors

F/PRIME 8^{oo} EIGHT ROADS



Unmatched clinical expertise

Our in-house team of clinical behavioral health experts continuously test, validate, and fine-tune our AI models to ensure the clinical accuracy and relevance of our note suggestions and session analysis.



13

Clinicians from all corners of the behavioral health space

184

Years of experience in the field

6

Published peer-reviewed studies

100%

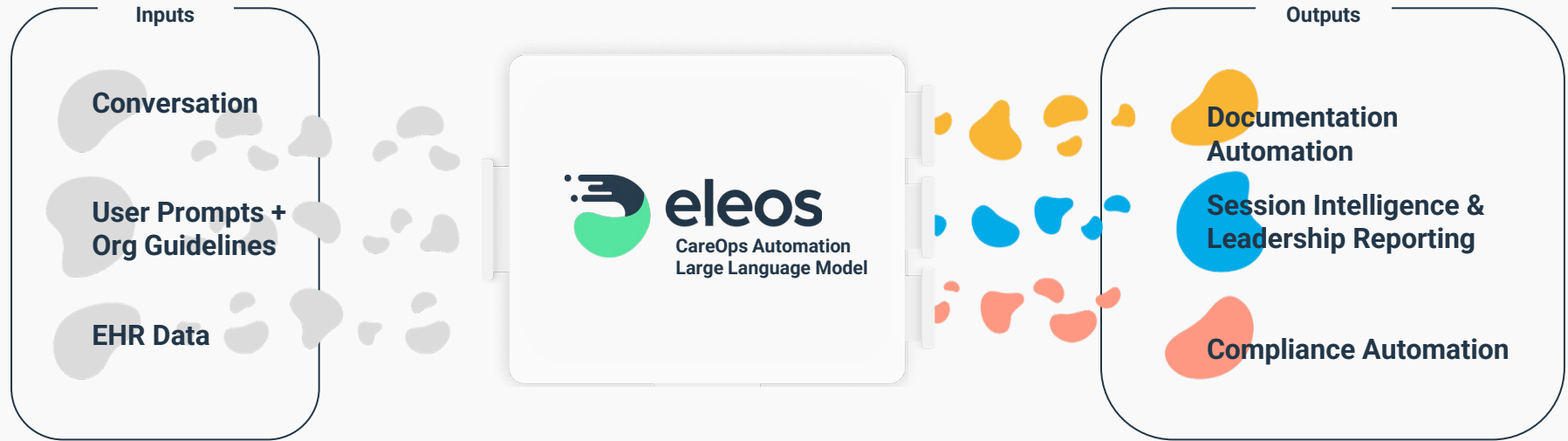
By clinicians, for clinicians



"You can't expect to create real solutions in this space without understanding the basics of mental health. This isn't just another industry; it's a lifeline for many, a delicate space that requires careful, informed intervention."

- Megan Cornish, LICSW
Founder, Therapy Trust Collective

CareOps Automation Allows Providers To Focus On What Matters Most



The Eleos Health CareOps Automation Platform

For Care Providers



Equips teams with the operational support and insights needed to provide better care.



Includes the benefits of Scribe plus session recordings, transcripts and enhanced supervision and training capabilities with client consent required.

For Compliance



Empowers your organization to take charge of documentation quality and proactively reduce compliance risk.



An intelligent, web-based documentation application for field-based case managers and community outreach providers.



Demo

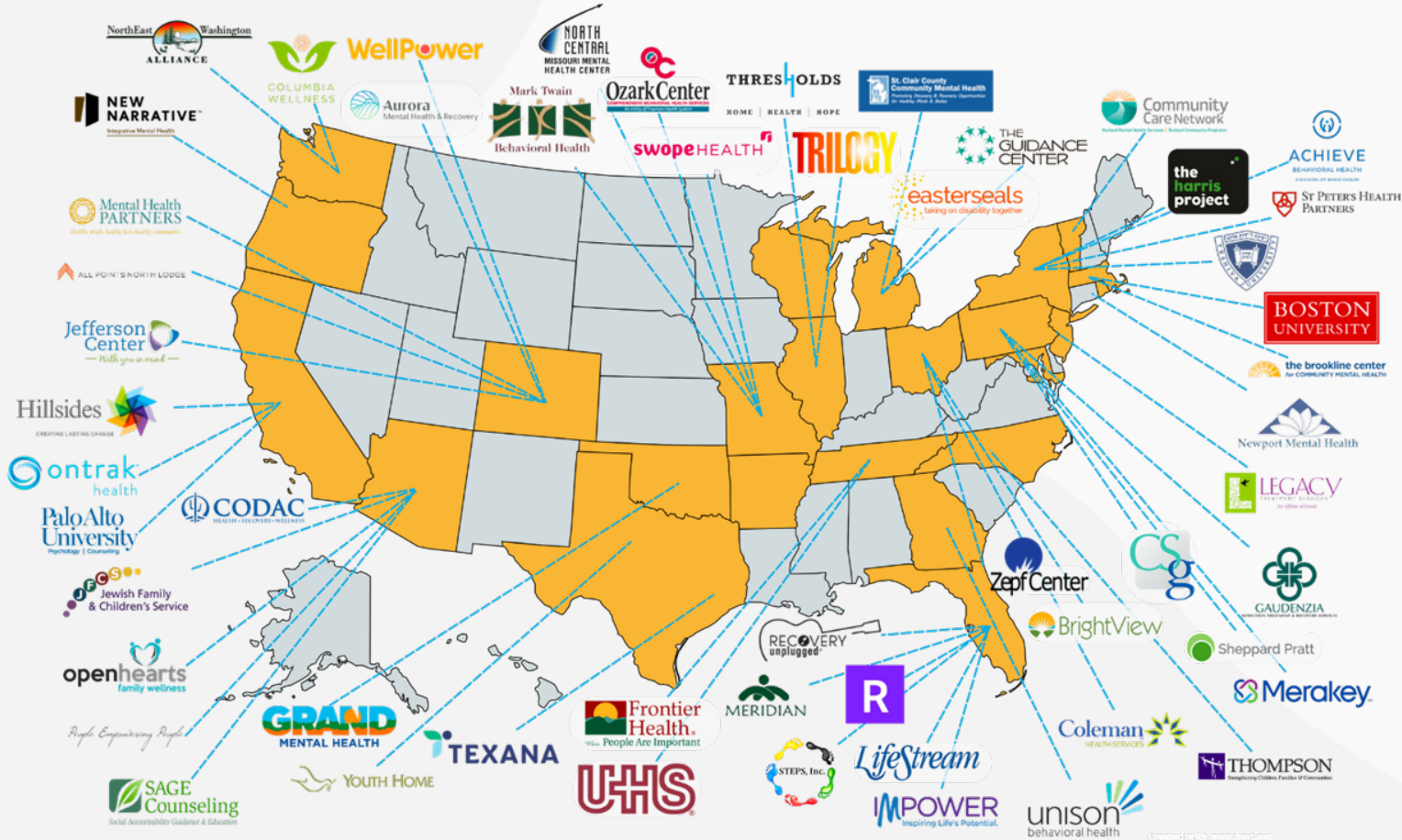
The screenshot displays the CareLogic web application interface. The browser address bar shows the URL `login.qualifacts.org/carelogic/?system=ga&id`. The navigation menu includes options like `Home | Loom`, `Statistics`, `Study`, `Work`, `Pipeline/Troubleshoot`, `Trinity Note`, `Product`, `Trilogy Automation`, `Implementation St...`, and `Seminar spinoffs`. The user is logged in as `Maayan Wylberg`. The main content area is divided into several sections:

- Alerts:** A table with columns `Type` and `Narrative`. It displays "No alerts were found".
- Upcoming appointments for today:** A table with columns `Time`, `Client`, and `Activity`. It displays "No appointments were found".
- System Messages:** A table with columns `Message` and `Created`. It displays "No current messages".
- Program Capacity (Top 10):** A placeholder for a chart with the text "This chart has no data".
- Last Deposits Entered:** A table with columns `Date`, `Deposit ID`, `Amount`, `Unapplied`, `Unapplied`, `Applied`, and `Refunded`. It displays "No deposits were found".
- Schedule Summary (90 Day):** A section titled "Adjustments by Type (May 2023)" featuring a pie chart. The legend includes: `Contractual Adjustment` (blue), `Discontinued/Compliance Errors` (red), `Prescriptions/Outside On The Hook` (green), `Revenue Adjustment` (yellow), and `Others` (grey).
- Last Seen (Active Clients):** A section for active clients, currently empty.

At the bottom of the screen, a notification bar states: "www.loom.com is sharing your screen. Stop sharing Hide".



We Live to Serve Our Growing Base of Customers



NATIONAL PARTNER ORGANIZATIONS



Customer Results with Eleos Health

Strengthen your standing as a preferred care provider and employer

50%

less time spent on documentation

70%

of progress note content is automatically generated

2x

higher client engagement*

3-4x

better symptom reduction v. treatment as usual*

36%

more evidence-based techniques used per session

5x

avg. three-year return on investment (ROI)



**Eleos Health Randomized Controlled Trial (RCT) results. Multiples rounded to the nearest whole number. Reduction in symptoms based on patient self-reported data on depression (PHQ-9) and anxiety (GAD-7). Engagement in treatment measured by sessions attended over time.*

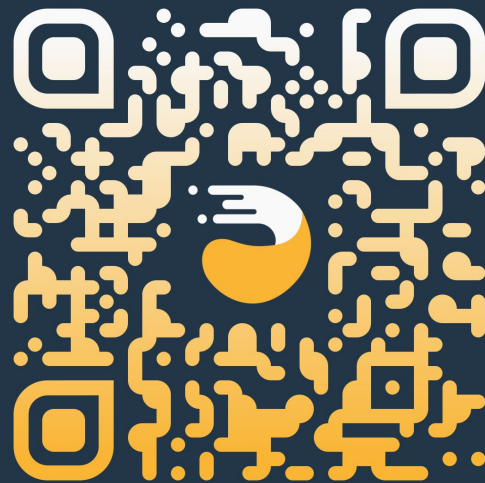
Q&A

Democracy D
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inistrati
Wearis
Mor

Additional Resources

Peggy.Kelly@youthhome.org

501-817-6474
Youth Home, Inc.



**Request
a Demo**

Visit eleos.health

info@eleos.health