



# More Care, Less Ops

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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

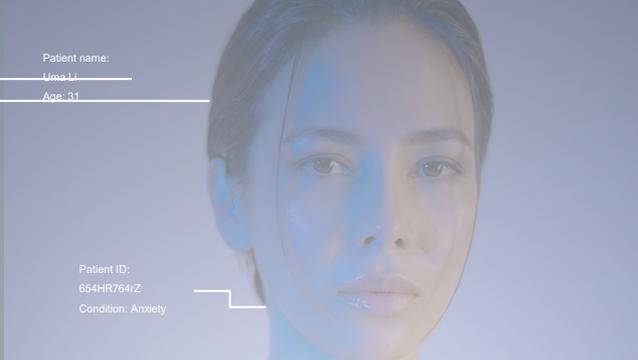
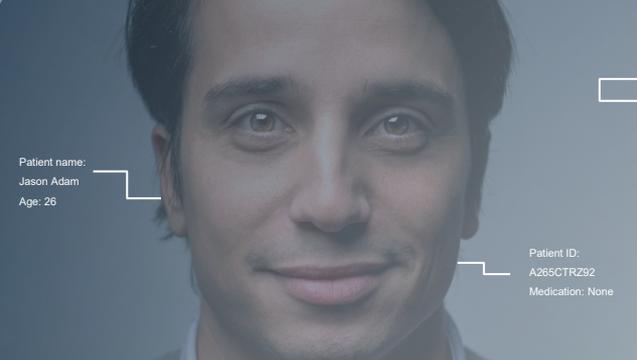
Hotspot: Very intense working environment, since he got promoted he feels a huge amount of stress from his boss.

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:  
A285CTR292  
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

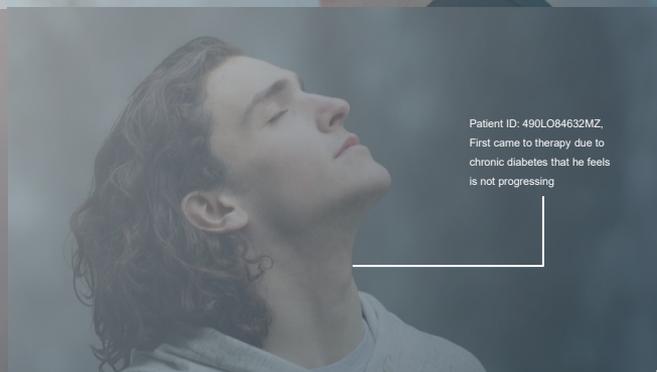
Patient name:  
Ben Dawson  
Age: 52  
Residence:  
Los Angeles,  
CA

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 name:  
Gal Chefetz  
Age: 27

Major hotspot:  
Postpartum  
depression



Patient ID: 234ULE76MZ  
Last visit: 1 February, 2019  
Tends 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: 490LO84632MZ.  
First came to therapy due to  
chronic diabetes that he feels  
is not progressing



Patient name:  
Jason Adam  
Age: 26



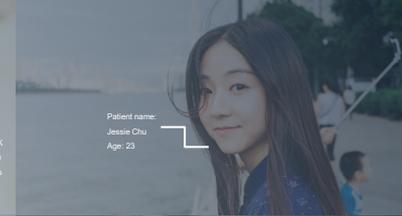
Patient Name: Jane Row  
Medication: None



Patient Name: Shann Wright  
Medication: None



Patient ID: LKM201932K  
Last visit: 13 March, 2019  
Hotspot: Talking about his childhood in Kansas



Patient name:  
Jessie Chu  
Age: 23



Patient name:  
Rick Levingson  
Age: 35



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



Patient name:  
Gal Chelitz  
Age: 27



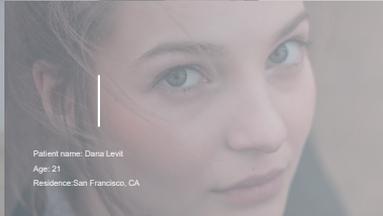
Patient name: Adam Btu  
Age: 36  
Residence: Houston, TX



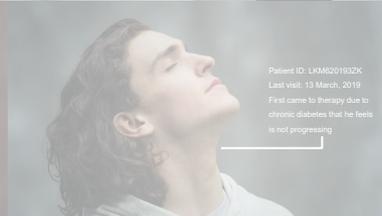
Patient ID: LKM201932K  
Last visit: 13 March, 2019  
Hotspot: Talking about his childhood in Kansas



Patient name:  
Jane Row  
Age: 44



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



Patient ID: LKM201932K  
Last visit: 13 March, 2019  
First came to therapy due to chronic diabetes that the feels is not progressing



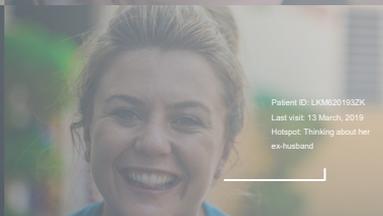
Patient name:  
Peter Bill  
Age: 25



Patient name:  
Tom Jones  
Age: 49



Patient name:  
Joe Do  
Age: 26



Patient ID: LKM201932K  
Last visit: 13 March, 2019  
Hotspot: Thinking about her ex-husband



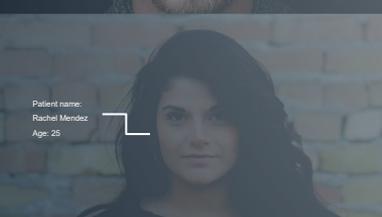
Patient Name: Tami McAllen  
Medication: None



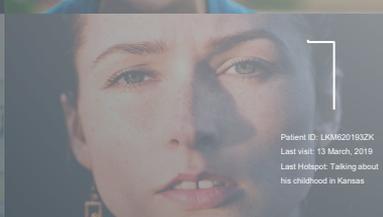
Patient name:  
Chris Benz  
Age: 26



Patient name:  
Sair Amal  
Age: 30



Patient name:  
Rachel Mendez  
Age: 25



Patient ID: LKM201932K  
Last visit: 13 March, 2019  
Last Hotspot: Talking about his childhood in Kansas



Patient name:  
John Lure  
Age: 29



Patient name: Don Belucci  
Age: 63



Patient name:  
Chris Hammer  
Age: 32

# Clients Are Not Getting Better

~30%

Only 30% of clients report significant improvements post-treatment

\$16T

Resulting in a \$16T annual global costs of mental disorders by 2030. Accounts for more economic costs than cancer or diabetes combined.



# Tsunami of Demand for Behavioral Health

In the wake of a global pandemic, our expectations of behavioral health care delivery have changed, while its operating system stayed the same

Stigma → Mainstream



A cultural shift unleashed a tsunami of 110M Americans seeking treatment

Patient → Consumer



Consumers expectations are at a tipping point as out-of-pocket expenditures increased by 63% over the past 20 years

Hospital → Virtual



50-175x growth in telehealth visits since COVID with behavioral health as #1

Siloed → Integrated



Interoperability drives clinician focus from data collection to care personalization

# We Need 4x More Clinicians To Meet Today's Demand

Historically, providers best tools are their notebook and their memory, which leads to clinicians spending 20% of their time on administrative tasks

## High burnout

40% of clinicians leave their job within 3 years due to the clinical operation burden

+

## Inconsistent quality of care

Lack of measurement leads to **inconsistent delivery of quality care** which fuels the rising cost of care

=

## Lack of access to care

As demand soars, there is a **shortage of 4.5M behavioral health clinicians** in the U.S by 2025

# What Options Do We Have?



# Conversation Fingerprint →



● Mood Check

● Agenda Setting

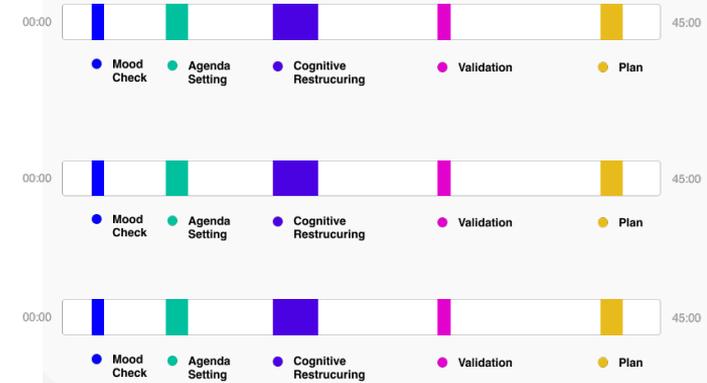
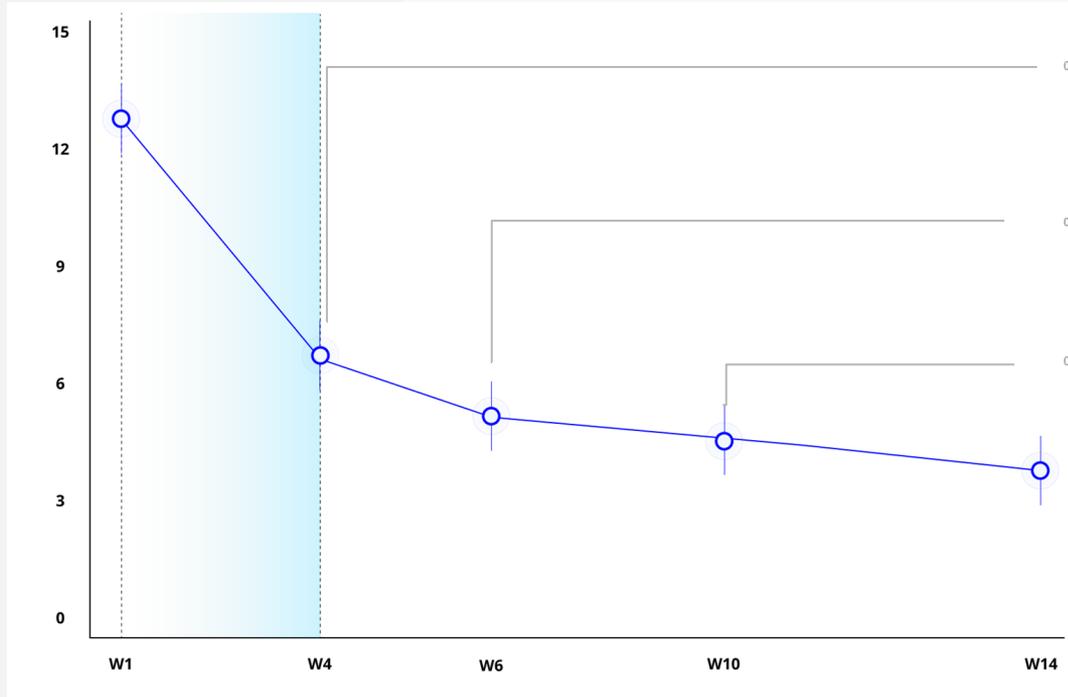
● Cognitive Restructuring

● Validation

● Plan

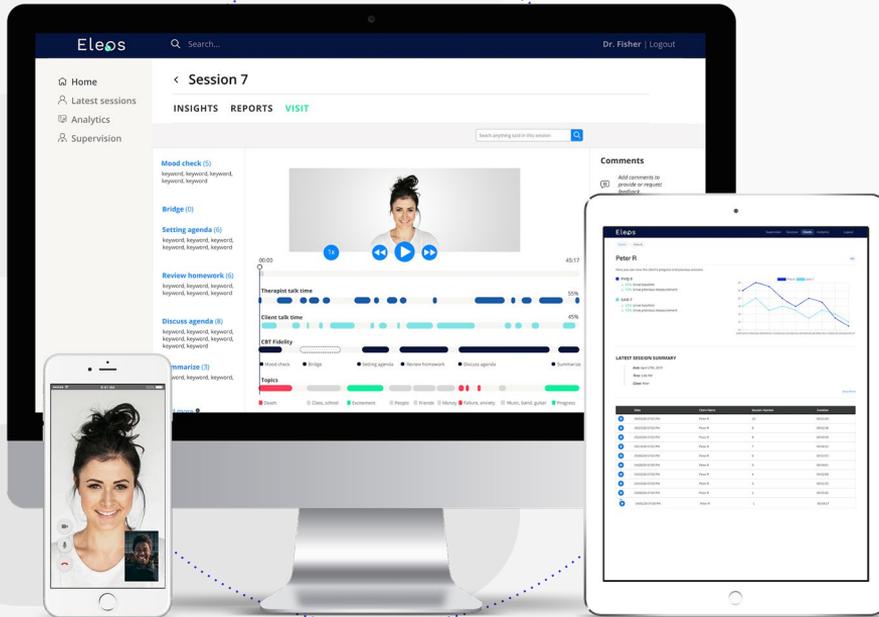
# Correlate with Clinical Outcomes

## Depression Scale



# Care Intelligence Platform For Behavioral Health

Empowering clinicians to focus on care personalization



Therapy  
Session

Voice-AI analyzes in-  
session data

Highlights  
actionable clinical  
insights

# What About The Burnout ?



Contact  
Information

Modifiers

Assessments

PHQ

Goal(s)/Objective(s)  
Addressed

Summary of  
Service(s)  
provided

Diagnosis

Tasks/Schedules

Service Related  
Encounter  
Information

Progress Note

▲ Su

Interve

B

## Suggested Note



### Interventions provided and client reponse

Ct state **96%** 34:09  
 Confidence  
 Ct ment "I would like us to try a short mindfulness exercise" work.  
 Explore "work, this makes me extremely anxious".  
 Utilized **mindfulness techniques** to help client connect and work through strong emotions and uncomfortable experiences. 's core beliefs and fears or representing **cognitive distortions**.

Interventions ▾ Key moments ▾

### Progress

The client's depression symptoms did not improve from the last assessment as the previous PHQ-9 score was 8 and the current score is 11 which indicates moderate depression. The client's anxiety symptoms have improved from the last assessment as the previous GAD-7 score was 18 and the current score is 7 which indicates mild anxiety.

### Plan

Ct will continue with his **behavioral chart** - with the plan to increase the frequency slowly. Will pay more attentions to when he feels down.

Cancel

Add Note



# Human -AI Collaboration

We value clinician's autonomy.

Therapists' knowledge,  
expertise, and clinical intuition  
utilize the data derived from AI,  
not the other way around.





Thank You!



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