



WARRIORS · HEART

STRENGTH THROUGH HEALING.



 **alleva**

Customer Success Story



WarriorsHeart.com

Located in Bandera, Texas, and Milford, Virginia, Warriors Heart provides the nation’s only private, accredited treatment program exclusively for warriors: active-duty military, veterans, and first responders. Offering a full continuum of care—detox, residential, outpatient, sober living, and aftercare—Warriors Heart treats substance use, post-traumatic stress (PTS), and co-occurring challenges through evidence-based clinical care, holistic healing, and peer support. Their mission: **“Heal Our Nation’s Warriors.”**

EXECUTIVE SUMMARY

Warriors Heart—the first and only private, accredited treatment program dedicated exclusively to veterans, active-duty military, and first responders—partnered with Alleva to reduce clinician burnout and strengthen client care. By implementing Echo, Alleva’s HIPAA-compliant ambient AI, Warriors Heart streamlined documentation, reduced time spent on notes by up to 30%, improved compliance, and strengthened revenue integrity.

CHALLENGES

Before Echo, Warriors Heart clinicians faced heavy documentation burdens:

- Clinicians managed caseloads of up to 10 clients each, often with dual providers (substance use + mental health), seeing clients twice per week. Staying organized and fully present during sessions while keeping up with documentation was a constant struggle.
- High administrative load, leading to clinician stress, delayed notes, and compliance risks.
- Limited bandwidth for client connection and increased burnout risk.

With Echo, these challenges were not only addressed, but solved.



Cleaner, Audit-Ready Notes



Ambient AI to Surface Insights & Support Clinicians
— *Never Replace*



Reduced Burnout & Valuable Time Returned to Focus on Clients

SOLUTION

Warriors Heart implemented Echo, Alleva's ambient AI, to transcribe sessions and generate structured notes (SOAP, DAP, narrative). Clinicians also used Echo for dictation outside sessions and to clarify details when needed. Echo's recommendations occasionally surfaced interventions or observations beyond the standard curriculum, strengthening treatment alignment. Future updates—like intake integration and a form-builder—will expand its impact.

THE RESULTS

Continuous, Quality Care

Echo gave clinicians back valuable time to focus on clients.

“Echo lets me give my full attention to the client instead of worrying about taking notes. It even captures details I might otherwise miss.” – Warriors Heart Clinician

- 30% reduction in documentation time among proficient users.

Improved Client Experience

Echo boosted accuracy and morale, especially for newer clinicians.

“As a new clinician, Echo has been invaluable. It helps me write more complete and accurate notes while supporting my clinical work. It even picks up on client emotions I might have overlooked.” – Warriors Heart Clinician

- Clinicians who trained in Echo reported discussing it in ~80% of supervision conversations.

Better Documentation for Better Outcomes

Echo's structured notes supported accreditation standards and utilization review.

“Echo cuts the time on SOAP notes and improves their quality. On multiple occasions, it has surfaced insights and care suggestions that proved valuable in real time.” – Warriors Heart Clinician

- **25% improvement** in medical-necessity documentation.
- **Longer 30–42-day RTC authorizations** compared to step-down recommendations.
- Compliance leadership noted Echo-authored notes were clearer and more audit-ready.



“Echo has raised the bar for documentation quality across our team. As Clinical Director, I can immediately tell which notes are written with Echo — they’re clearer, more consistent, and audit-ready. Beyond compliance, it supports our clinicians by reducing stress and allowing them to focus more fully on clients.”

Rachel Mickelsen
Clinical Director, Warriors Heart

Revenue Integrity

Echo improved financial accuracy and reduced denied claims.

- 15% improvement in revenue collection/claim accuracy.
- 5% fewer denied claims.
- 10% fewer missed charges.

“Echo provides behavioral terms vital for UR reporting, prevents grammatical errors, and offers a clearer picture of client progress. It’s more effective than cookie-cutter templates and helps identify resistance I might not have noticed.”

— Corey Weber, Clinical Team Lead