



Less Time on Notes, More Time with Patients:

**Banyan's AI-Powered
Efficiency Boost**



Client:

Banyan Treatment Centers

Locations:

19

Products Used:

Kipu EMR

ePrescribe

Kipu Intelligence



What Happens When Documentation Gets in the Way of Dedication?

Behavioral health providers enter the field to make a difference. But for too many providers, days are consumed by documentation instead of patient care. For many at Banyan Treatment Center, the calling that brought them into the field was colliding with the grind of paperwork. The result: overburdened clinicians, rising turnover, and a growing divide between purpose and practice.

Leaders knew technology could help, but only if it truly understood the needs of behavioral health.



The Challenge

Behavioral health treatment is unique in its intensity and complexity. Clinicians are not only responsible for documenting medical facts, but also for capturing nuanced psychosocial insights, treatment progress, and regulatory compliance requirements. For Banyan's providers, this meant long hours spent entering data, writing detailed notes, and trying to ensure every requirement was met.

The administrative burden wasn't just frustrating; it was having a measurable impact on retention. In one week alone, a Banyan facility lost four therapists. Many clinicians reported feeling burned out by the constant tug-of-war between paperwork and presence with their clients. Operational efficiency was strained, morale was falling, and leadership knew something had to change.

"One of the biggest things we discovered this year is that we have a lot of documentation—and not a lot of people to do it," said Cara Bishop, VP of Clinical Services at Banyan Treatment Centers. **"Our teams were overwhelmed. It became really difficult to balance what's required in the chart versus how much time you're spending with a patient."**



Why Kipu

Banyan had explored other AI documentation solutions, but integration was the roadblock. The leadership team realized they needed a solution that didn't just lighten the load—it had to work within their existing systems and workflows. That connection between challenge and solution was critical.

"We did the devil's dance with a few competitors,"

Cara noted. ***"The issue was always integration.***

If your AI tool doesn't work within your EMR, you're stuck before you even get started."

Kipu Intelligence, our integrated AI solution, stood out for two reasons: it was designed specifically for behavioral health, and it was built directly into the EMR clinicians were already using. There was no need for complicated workarounds or separate log-ins. The AI tools lived within the workflows clinicians knew, ensuring adoption was smoother and more intuitive.

"With Kipu, we didn't just get a tool,"
Cara said. "We got a partner."

The Solution

Banyan and Kipu partnered to launch a two-site pilot, focusing on two AI-driven features: Chart Snapshot and Note Assistant.

Chart Snapshot condenses a patient's record into an at-a-glance summary. Instead of combing through dozens of pages, clinicians can quickly orient themselves before a session or a review. This has proven especially valuable for peer-to-peer reviews, intern supervision, and utilization review, where speed and accuracy are equally important.

Note Assistant allows clinicians to record sessions and later synthesize that data into structured chart entries. This was a game changer for intake nurses, who can manage up to 18 admissions in a single day. With Note Assistant, they could revisit conversations, extract key clinical insights, and ensure complete, high-quality documentation.

Banyan and Kipu didn't stop at documentation. They co-developed the Note Compliance Checker, a tool designed to benchmark documentation quality against both regulatory requirements and Banyan's internal standards.

"This is my gold dream project," Cara said. **"It bridges the gap between clinical supervision and documentation standards. We threw some basic rules and a few Banyan-specific ones into testing, and we hit 73% compliance on the first go. Our goal is 85%. That means RCM gets paid, compliance is met, and clinical excellence improves."**

The journey wasn't without challenges. Early on, clinicians noted that the AI summaries were sometimes too vague for regulatory purposes, and the system occasionally defaulted to language Banyan didn't prefer (such as using "patient" instead of "client"). There were also issues with word recognition and audio quality, which could lead to incomplete or inaccurate transcripts. Kipu worked with Banyan to resolve these issues, upgrading microphones, optimizing workflows, and refining language models so that clinicians were confident in the AI summaries.



Pilot Results: Time Savings in Action

Banyan piloted the AI tool at select sites to serve as testing grounds, with clinicians carefully tracking time spent on key documents both before and after implementation.

They saw some dramatic improvements in several areas, including:

Biopsychosocial Assessments:

Dropped from an average of 45 minutes (sometimes as long as 90 minutes) to just 15–30 minutes.

New Client Notes:

Reduced from 20–30 minutes to 10–12 minutes.

Existing Client Notes:

Reduced from 15–18 minutes to 5–8 minutes.

AMA/AD Notes:

Reduced from 30 minutes to 2–3 minutes.

Across 22 studies, Banyan documented an average documentation time savings of 30–42%.

These numbers translated into hours regained for clinicians every week—time that could now be spent where it mattered most: with patients.



Beyond the Numbers: Cultural Shifts

The quantitative results tell one part of the story, but the cultural impact has been just as meaningful. Clinicians who once dreaded note-taking reported feeling more energized in their sessions. Supervisors noted improvements in the overall quality and consistency of documentation, thanks in part to the Note Compliance Checker.

There were, of course, mixed feelings. Some therapists expressed skepticism about AI's role in healthcare, raising concerns about HIPAA compliance, intellectual property, or job displacement. Others worried that automation might diminish the clinician-patient connection. These concerns are real and ongoing, but Banyan's leadership has embraced them as part of the learning process.

By positioning AI as a supportive tool rather than a replacement, Kipu and Banyan have helped reframe the narrative: this isn't about machines taking over care, it's about clinicians reclaiming the time and focus they need to provide care and forge strong connections with their clients.

"It's absolutely incredible," said Cara. "Our clinicians are getting back hours of their time. That has a ripple effect—on patient care, morale, and retention."

Lessons Learned and Next Steps

From Banyan's pilot, several takeaways emerged that can guide other providers considering AI adoption:



Integration matters.

AI solutions that live outside the EMR create barriers. By contrast, Kipu's native integration was essential to adoption.



Feedback drives refinement.

Early clinician concerns about vagueness, language, and transcription issues led directly to product improvements.



Time savings fuel retention.

When clinicians feel less buried in paperwork, they are more likely to stay in their roles and deliver better patient care.



Compliance is non-negotiable.

The Note Compliance Checker demonstrated how AI can strengthen—not weaken—clinical and regulatory standards.

With early wins in hand, Banyan is moving into Phase 2, expanding AI adoption across more facilities, refining compliance rules, and exploring additional automation opportunities. Future development includes enhancing biopsychosocial functionality with weighted prompts and value assignments, aiming to further reduce human analysis time while increasing specificity.

"This is the project I'm most excited about in 2025," Cara said. **"It's not just an innovation—it's a mindset shift. Every behavioral health facility should be looking at how AI can help their people do what they came into this field to do."**



Conclusion

For Banyan Treatment Centers, partnering with Kipu wasn't just about solving a documentation problem—it was about protecting the heart of behavioral health. Clinicians entered this field to build connections, guide recovery, and change lives. By reclaiming 30–42% of their documentation time, they are rediscovering that purpose.

The story of Banyan and Kipu shows how AI, when thoughtfully integrated, can strengthen both efficiency and humanity in behavioral healthcare. And while the journey is ongoing, the results speak for themselves: less time on notes, more time with patients.

Ready to see what Kipu Intelligence can do for your team?

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