

# New Life Strategies

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## How Zoobook AI reduced progress note time from 15-25 minutes to 1-2 minutes—while improving quality and billing readiness.

Case Study | February 2026

Interview participants: Deb William and Sharon Alexander

### Executive summary

Clinical documentation is essential in behavioral health—but progress notes often become a bottleneck. At New Life Strategies, clinicians described progress notes as a task they “hated,” with notes commonly taking 15–25 minutes each and sometimes being completed days after sessions. To reduce documentation burden and improve consistency, the team deployed Zoobook AI drafting for progress notes using their preferred BIRP format.

Within the first day of adoption, New Life Strategies reported that clinicians were completing progress notes in 1–2 minutes with minimal or no edits, moving documentation from delayed completion to near 100% on-time submission. They also reported stronger consistency, fewer missing elements, fewer billing/QA corrections, and fewer denials.

### Results snapshot

<b>Progress note time</b>	Before: 25 min (Deb) / 15 min (Sharon) After: 2 min (Deb) / 1 min (Sharon)
<b>Time reduction</b>	Approximately 92–93% less time per progress note
<b>Timeliness</b>	From 2–3+ days delayed to near 100% on-time completion
<b>Documentation quality</b>	Estimated ~95% improvement; fewer incomplete sentences and grammar errors
<b>Billing/QA impact</b>	Fewer corrections and denials; estimated ~90% improvement in approvals
<b>Adoption</b>	13 staff using; no complaints reported; “day-one” time savings

### The organization

New Life Strategies is a behavioral health agency providing outpatient services. The team noted they operate OP and IOP programs, with a current focus on mental health services. At the time of the interview, approximately 13 staff members were actively using Zoobook AI for progress note documentation.

## The challenge

Like many behavioral health organizations, New Life Strategies faced two competing realities: the need for complete, payer-ready documentation—and the time pressure of delivering direct care. Before AI drafting, progress notes were time-consuming and often delayed.

Key pain points included:

- Time burden: progress notes took about 25 minutes for one clinician and 15 minutes for another.
- Late completion: notes could be delayed by 2–3 days (and sometimes longer), creating end-of-week backlogs.
- Quality and compliance gaps: missing elements, inconsistent language, and documentation that didn't consistently support medical necessity.
- Downstream impacts: more billing/QA corrections and avoidable denials.

## The solution

New Life Strategies implemented Zoobook AI drafting to generate full progress notes from a brief clinician summary. The organization standardized on the BIRP note format and used a consistent prompt template that clinicians could quickly complete after each session.

### Workflow: from brief summary to a complete BIRP note

1. Clinician enters a short session summary (key themes, interventions used, and why they were used).
2. Clinician specifies the desired note format (BIRP) and any additional context (for example, case management vs. therapy).
3. Zoobook AI drafts the full note—behavior, intervention, response, and plan—using consistent clinical language.
4. Clinician reviews and signs; in most cases, the draft is accepted as-is with little to no editing.

*“Before AI, I hated notes. Now with AI, I love notes—and I do my notes immediately.”*

— Deb William, New Life Strategies

*“When we put in the brief summary, it gives us a full note in great language that sounds believable.”*

— Sharon Alexander, New Life Strategies

## Implementation and change management

Adoption was rapid. Deb led a short internal training, provided a standardized template for how to “talk to” the AI, and the team was productive within one day.

## What made adoption stick

- A clear, repeatable template: clinicians used consistent language to guide the AI output.
- Right-sizing expectations: clinicians remained responsible for review and clinical judgment, but most drafts required minimal edits.
- Immediate reinforcement: the time savings were visible on day one, motivating consistent use.
- Role-specific prompts: staff learned to specify note type (e.g., case management vs. therapy) to keep documentation accurate.

## Outcomes

New Life Strategies reported substantial improvements across speed, timeliness, and documentation quality—benefiting clinicians, supervisors, and billing/QA workflows.

### 1) Faster documentation

Progress notes dropped from 15–25 minutes to 1–2 minutes, an estimated 92–93% reduction in note-writing time.

### 2) On-time completion and fewer backlogs

Instead of completing notes days later, the team reported near 100% on-time completion—reducing end-of-week documentation stress and supervisor follow-ups.

### 3) Improved quality and audit readiness

Deb described documentation quality as “excellent,” citing fewer incomplete sentences and grammar errors and stronger consistency around medical necessity. The team estimated about a 95% improvement in note quality.

### 4) Billing and QA improvements

From the billing/operations perspective, Sharon reported fewer corrections and fewer denials—estimating about a 90% improvement in approvals.

*“Our documentation is excellent—no more incomplete sentences, no more grammar errors.”*

— Deb William, New Life Strategies

*“Fewer corrections—and definitely fewer denials.”*

— Sharon Alexander, New Life Strategies

## Clinical quality, safety, and trust

The team reported that AI drafting improved alignment between goals, interventions, and progress measured in the note. They also noted that they did not need to avoid AI drafting for sensitive scenarios such as crisis or trauma narratives—as long as the clinician remains accountable for review and clinical appropriateness.

## Lessons for similar agencies

- Start with the highest-volume note type (progress notes) to create immediate ROI.
- Standardize a simple prompt/template so clinicians get consistent results.
- Train clinicians on “what to include” (interventions, rationale, goals addressed, risk status) and “how to label” the note type.
- Monitor early results (completion rates, QA corrections, denials) and share wins with the team.

## What’s next

Looking ahead, New Life Strategies identified three AI capabilities that would be “game changers” as they scale:

- An audit assistant to automatically review documentation quality and highlight gaps before external audits.
- AI-enabled support for additional forms (especially treatment plan updates and assessments).
- A billing AI assistant to help proactively flag expiring authorizations, eligibility issues, and payer rule changes.

## About Zoobook AI

Zoobook AI helps behavioral health organizations reduce documentation burden by drafting structured, payer-ready notes from concise clinician input—while keeping clinicians in full control of review and sign-off.

*Results in this case study are based on an interview with New Life Strategies leadership and reflect their reported experience. Individual results may vary.*