



Talkspace Launches Dedicated AI Innovation Group to Advance Provider Efficiency and Enhance Clinical Quality and Operations

July 24, 2024

Focus on clinically-led features, including new AI smart notes to assist providers

NEW YORK--(BUSINESS WIRE)--Jul. 24, 2024-- Talkspace (NASDAQ: TALK), a leading online behavioral health care company, today announced the formation of the dedicated AI Innovation Group aimed at advancing provider efficiency, and enhancing clinical quality and overall operational excellence through responsible and ethical use of artificial intelligence. Created in partnership with Talkspace's Clinical Quality and Security and Compliance teams, this initiative marks the next iteration of Talkspace's maturing AI program, and a significant milestone in its commitment to being an innovative, high-performing provider organization.

The "smart notes" feature is the first feature to launch from this group. Developed at the request of providers and refined with extensive testing and feedback, smart notes empower providers to generate summary notes of member sessions, securely speeding up documentation time and seamlessly integrating clinical insights with each client's unique treatment plan. Each smart note saves providers an average of 10 minutes per session — approximately three to four hours per week in administrative tasks at full-time utilization. Early reviews by providers indicate a 97% positive response.

"We are excited to formalize our AI efforts as part of Talkspace's ongoing commitments to providing high-quality care and improving the overall provider experience on our platform," said Jon Cohen, M.D., CEO of Talkspace. "By integrating AI tools into our platform, we aim to shorten the time our providers spend on administrative tasks and equip them with tools that support their clinical decision-making, while maintaining the integrity of the human-centered therapeutic experience that so powerfully benefits our members."

Talkspace's AI team will be led by Michael Rodio, General Manager of AI, who led Talkspace's core data science team for 2 years, Katie McCrudden, AI Project Manager, and Nir Tal, SVP Data Science & Analytics, in partnership with Nikole Benders-Hadi, M.D., Chief Medical Officer at Talkspace; Mary Potter, Chief Compliance Officer, Chief Privacy Officer, and Chief Information Security Officer; and Gil Margolin, Chief Technology Officer. Future AI initiatives will focus on three key areas:

- **Provider Assistance:** Help providers focus on what they do best — deliver care to clients — by simplifying and expediting providers' administrative tasks, such as session documentation.
- **Clinical Quality:** Drive clinical innovation at scale by enhancing providers' clinical decision-making and patient engagement, and alerting providers to clinical risks in a timely way. Through research and partnerships, we continue to define best practices in tech-enabled delivery of mental health care, and to raise the standard of clinical excellence for our members and providers.
- **General Operational Excellence:** Leverage new technologies to improve productivity and quality of work within the organization as a whole, further optimizing the flywheel of therapist supply.

"At Talkspace, we are committed to integrating AI in ways that enhance the therapeutic experience while upholding the highest standards of clinical care and ethical responsibility," said Nikole Benders-Hadi, M.D., Chief Medical Officer at Talkspace. "By leveraging AI and developing tools that are clinically led and ethical by design, we can continue to advance the accessibility, delivery and quality of digital mental health care."

Talkspace is committed to ensuring that AI is designed responsibly and ethically. The company's AI practices are informed by guidelines from the Centers for Medicare & Medicaid Services (CMS) and the National Institutes of Standards and Technology (NIST). A Governance Committee composed of stakeholders in Talkspace's clinical network (currently 50% of the committee), legal and regulatory compliance and product engineering departments, and industry experts will oversee the ethical implementation of AI. This announcement follows the announcement of Talkspace's AI suicide risk alert system, which, since [launch](#) in 2019, has flagged 32,000 members whose messages to their therapists indicated signs of suicidality or risk of self-harm (as of late 2023).

About Talkspace

Talkspace (NASDAQ: TALK) is a leading virtual behavioral healthcare provider committed to helping people lead healthier, happier lives through access to high-quality mental healthcare. At Talkspace, we believe that mental healthcare is core to overall health and should be available to everyone.

Talkspace pioneered the ability to text with a licensed therapist from anywhere and now offers a comprehensive suite of mental health services, including therapy for individuals, teens, and couples, as well as psychiatric treatment and medication management (18+). With Talkspace's core therapy offerings, members are matched with one of thousands of licensed therapists within days and can engage in live video, audio, or chat sessions, and/or unlimited asynchronous text messaging sessions. All care offered at Talkspace is delivered through an easy-to-use, fully-encrypted web and mobile platform that meets HIPAA, federal, and state regulatory requirements. More than 140 million Americans have access to Talkspace through their health insurance plans, employee assistance programs, our partnerships with leading healthcare companies, or as a free benefit through their employer, school, or government agency.

For more information, visit www.talkspace.com.



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John Kim | jkim@skdknick.com

****This press release was updated as of (time stamp) on July 24, 2024 to include another team member.***

Source: Talkspace