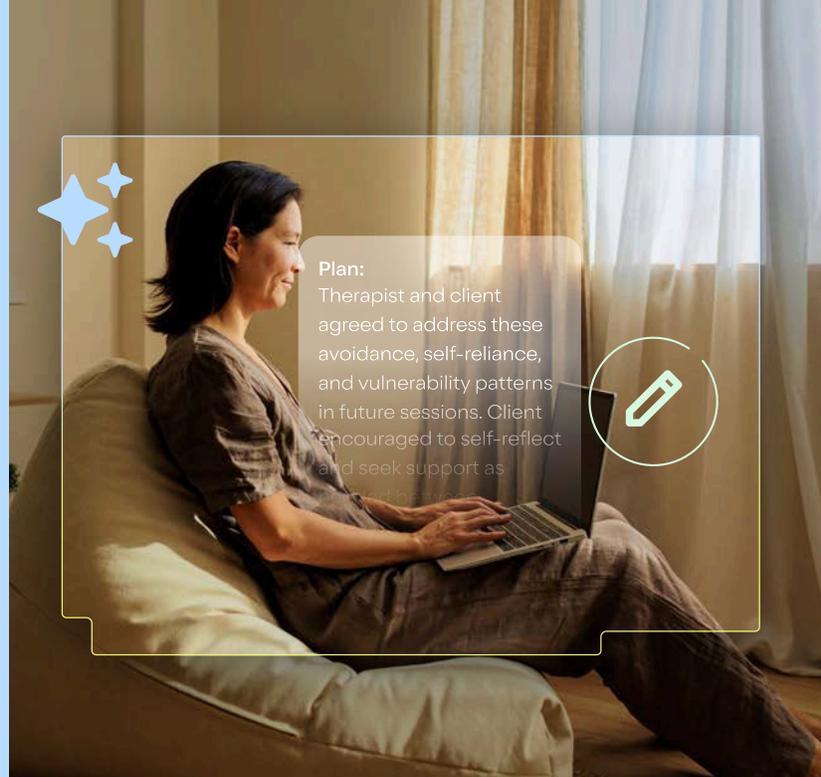


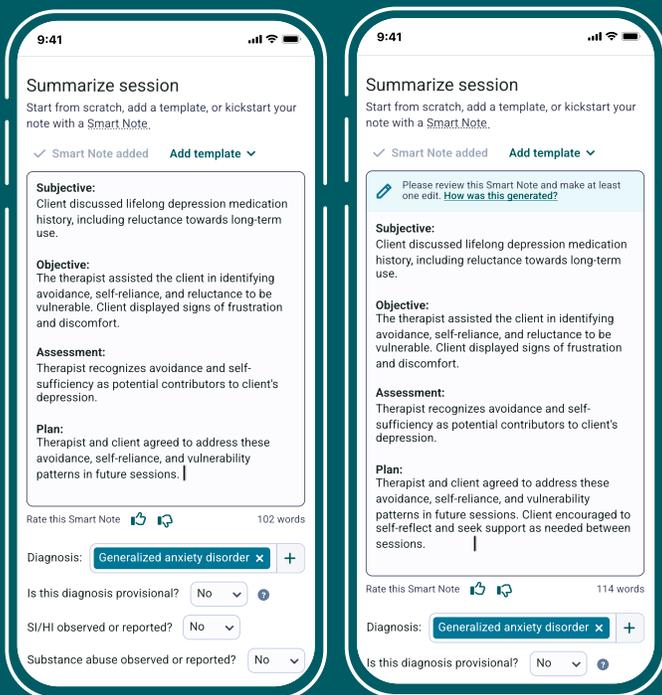
Smart Notes is helpful and well-received by mental health providers

Initial data from the first year of Talkspace's Smart Notes feature, a HIPAA compliant, AI-powered feature for clinical notetaking, shows rapid uptake among providers and steady and continued use over the year. This indicates that it may help reduce the burden of documenting notes and improve providers' ability to focus on client care.



HOW IT WORKS

The Smart Notes feature generates summary progress notes from each live video, live audio, and message-based therapy session on the Talkspace platform. Providers must edit and approve each Smart Note summary, to ensure accuracy.



RESEARCH QUESTION

Does provider use of the Smart Notes feature improve efficiency, satisfaction, and quality?

Talkspace researchers evaluated how the Smart Notes feature was developed, implemented, and received by providers across one year. They reviewed data related to full-time providers' Smart Notes use, completed patient sessions, provider-rated note quality, and feedback collected directly from the providers.

RESULTS

Smart Notes met a real need and was helpful to Talkspace clinicians

Providers started using Smart Notes immediately after its release and continued using it regularly over the one year evaluation period, showing it was helpful in their work. 142 full-time providers averaged 2,000 Smart Notes submitted per week (SD = 283.7) as a group, which was 72% (SD = 3%) of these providers' total progress notes.

142 full-time providers averaged

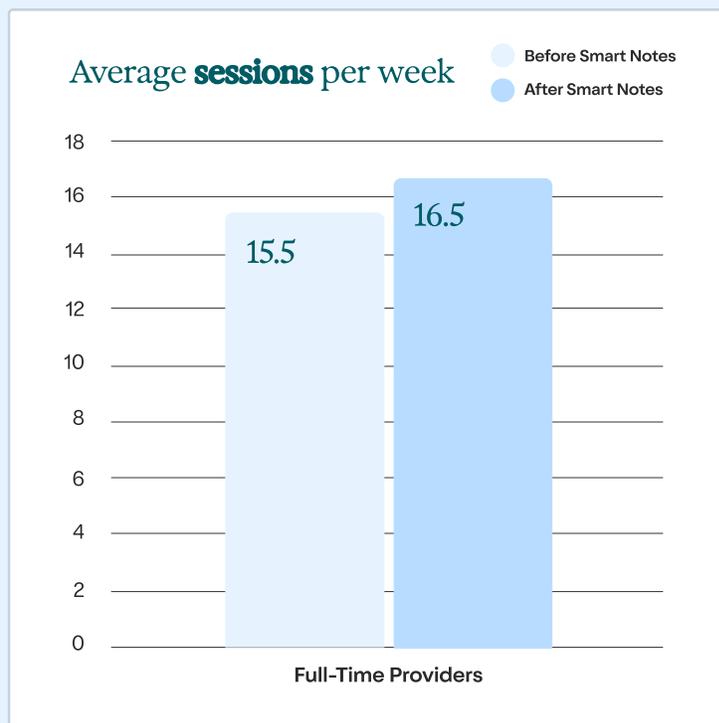
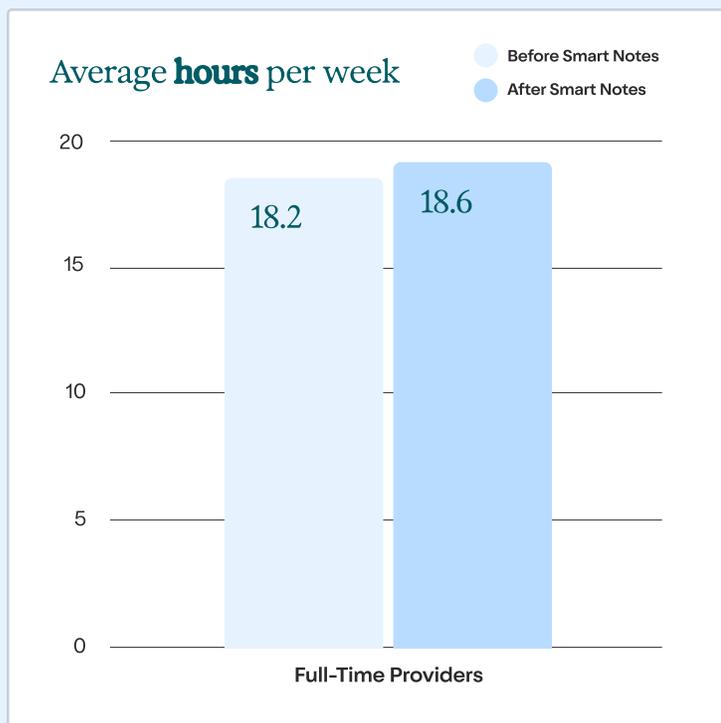
2,000

Smart Notes per week

Smart Notes saved providers time

Full-time Talkspace providers completed more sessions with clients after the introduction of Smart Notes, compared to an equivalent time period before Smart Notes, while their overall working hours did not change. This finding may indicate that the time providers saved using Smart Notes was reallocated to patient care.

Providers' average weekly working hours and completed sessions



RESULTS

Providers and clinical auditors highly rated Smart Notes quality

Providers' ongoing quality ratings of Smart Notes were nearly all positive: 97.7% of Smart Notes rated by full-time providers were given a "thumbs up." In quarterly surveys, providers are asked "Do you have any feedback or suggestions?" and researchers analyzed these responses for Smart Notes-related themes. They found that comments about Smart Notes were overall positive, highlighting that it saved providers time and made their work significantly easier, with many requests for Smart Notes to be made more widely available. An audit of Smart Notes was also conducted by licensed clinicians who consistently rated Smart Notes as equal to or better than traditional clinical notes.

97.7%

of Smart Notes rated by full-time providers were given a "thumbs up"



Smart Notes may lessen the heavy administrative burden of documentation for mental health professionals, helping to prevent burnout. By saving providers time, Smart Notes could help increase the availability of mental health services, allowing more patients to receive timely care.