



Scaling Quality Behavioral Care: AI Supported Training and Quality Assurance

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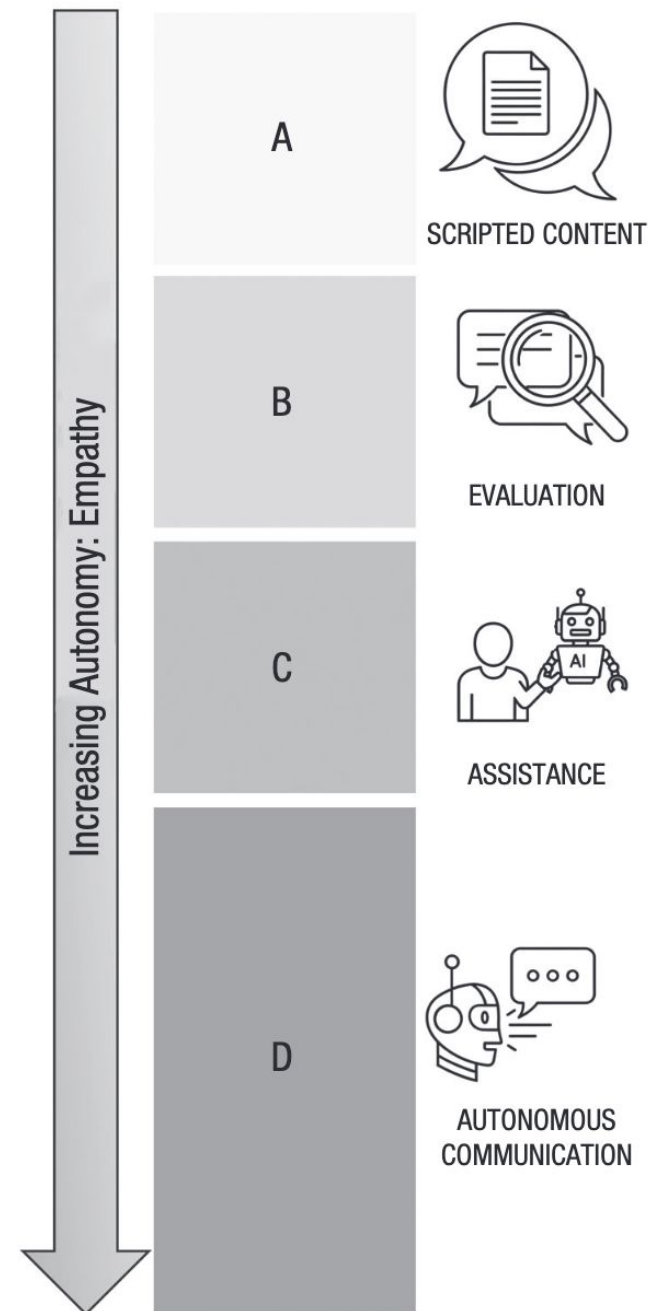
A Framework for Automation in Psychotherapy

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We know empathy is foundational to the helping professions

> [Psychol Addict Behav.](#) 2013 Sep;27(3):878-84. doi: 10.1037/a0030274. Epub 2012 Oct 1.

Is low therapist empathy toxic?

Theresa B Moyers ¹, William R Miller

Affiliations + expand

PMID: 23025709 PMCID: [PMC3558610](#) DOI: [10.1037/a0030274](#)

Abstract

One of the largest determinants of client outcomes is the counselor who provides treatment. Therapists often vary widely in effectiveness, even when delivering standardized manual-guided treatment. In particular, the therapeutic skill of accurate empathy originally described by Carl Rogers has been found to account for a meaningful proportion of variance in therapeutic alliance and in addiction treatment outcomes. High-empathy counselors appear to have higher success rates regardless of theoretical orientation. Low-empathy and confrontational counseling, in contrast, has been associated with higher drop-out and relapse rates, weaker therapeutic alliance, and less client change. The authors propose emphasis on empathic listening skills as an evidence-based practice in the hiring and training of counselors to improve outcomes and prevent harm in addiction treatment.



We know how to reliably identify empathic communication

CLIENT

Yeah. I think I'm sad that I haven't seen my kids in a couple days. Like I really miss them and I'm pretty pissed that my neighbor like called the cops. I mean I was only gone for 10 minutes. Like I'm not I'm not a bad mom. Like I'm not one of those moms that like leaves her kids at home all day while she goes to work or like. Doesn't. Like I care about my kids a lot and I love them. And I just like I'm not a bad mom.

PROVIDER

Mm hmm (affirmative). Yeah. **It sounds like you've got some conflicting emotions going on. EMPATHIC** you're sad that they're not around but you're also frustrated that this would even happen in the first place. **EMPATHIC**

Okay, so what's the problem? *Scale*

Crisis Hotline Has Answered 10 Million Calls, Texts and Chats

Mental health experts have said that the 988 hotline for mental health emergencies is still a work in progress, in need of more funding, coordination and awareness.



5

Training

Hiring

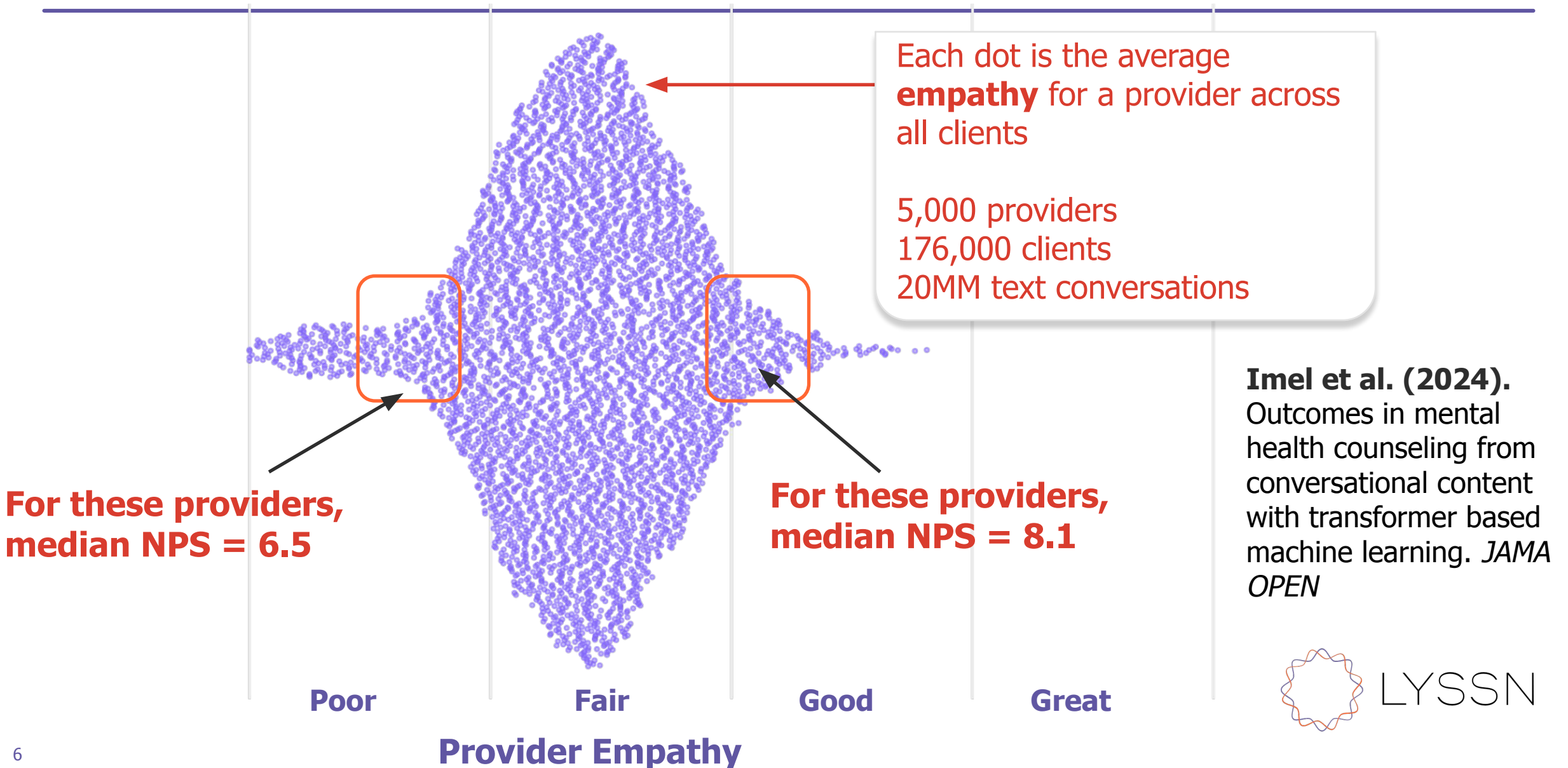
Treatment

QA

System
Accountability



How Talkspace partnered with us to improve the experiences of their clients and patients



Typical provider education emphasizes access to content



Slides and written content



Watch lectures and role play examples



CME quiz

Outcomes:

1. What content was offered
2. How many providers accessed content
3. Demonstration of knowledge via quiz

Nothing about quality of skills or skill development

How we train *other* skills



1. Practice (lots)
2. Feedback
3. Practice small components

MI Training: Watch, Learn, Practice

Watch

Learn

Practice

Orientation > Training Room > Skill Module 2: Existing Motivation and Exploring Questions

[← Back](#)

Skill Module 2: Existing Motivation and Exploring Questions



0:00 2:54



Here are a few conversations as examples:

Watch

Learn

Practice

want him to be respectful to other people when he grows up and that starts with me right now. I'm not doing him any favors by letting him grow up to be a loud-mouthed jerk.

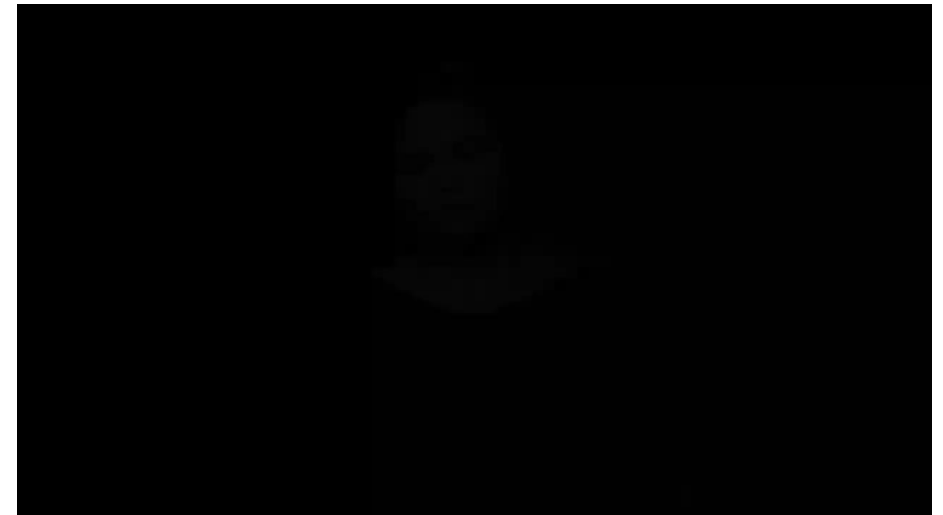
Client

Tell me a little bit more about what you want for your son when he grows up. [EXPLORING QUESTION](#)

Practice with your clients.

So there is your second tool: Exploring Questions that dig in to the client's own motivation for change. Now it's your turn to try!

Gabriella [about](#)

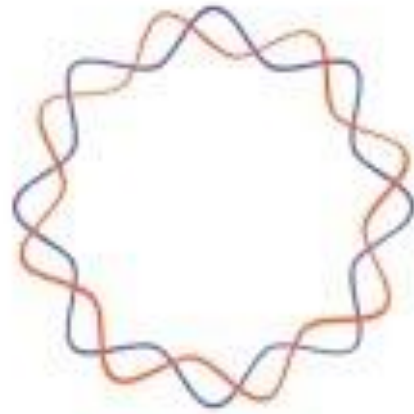


0:00 0:43



Lets Practice...

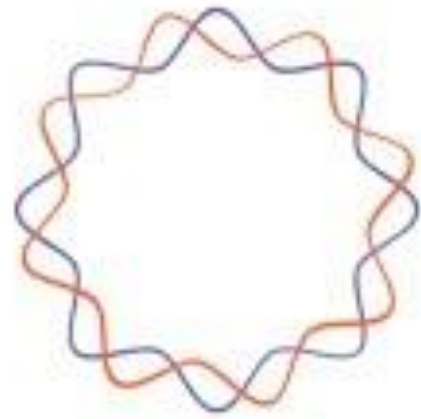
Practice
Opportunity #1



LYSSN

Lets Practice...

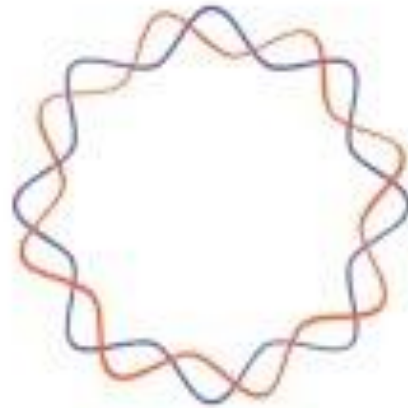
Practice
Opportunity #2....



LYSSN

Lets Practice...

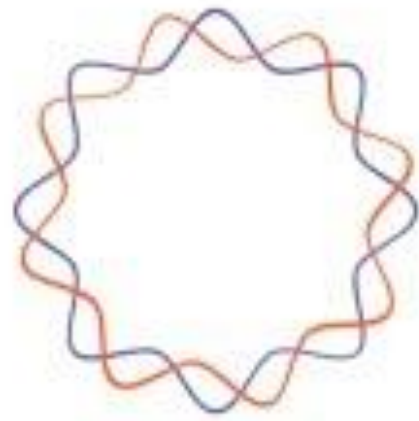
Practice
Opportunity #3....



LYSSN

Lets Practice...

Practice
Opportunity #4...



LYSSN

CBT-Psychosis Training

1st try...

Rosie [about](#) ✕



0:57 ▶ 1:00



Preparing to record... 0:00

A microphone icon with a hand cursor pointing to it, indicating it is ready to be clicked.

After some practice...

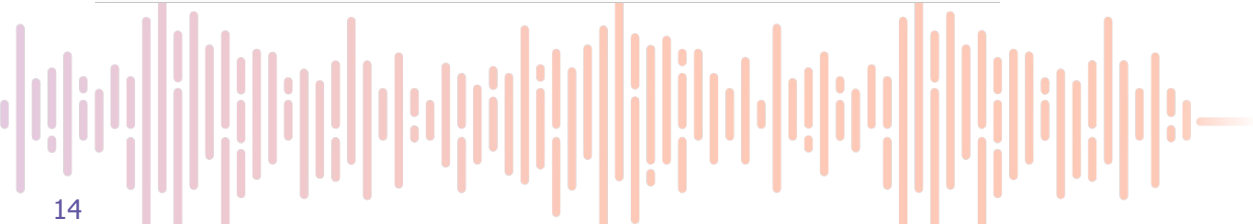
Rosie [about](#) ✕



0:57 ▶ 1:00



Preparing to record... 0:00

A microphone icon, but it is not being interacted with.



CBT FOR PSYCHOSIS TRAINING TRIAL

NIMH R42MH123215

64
TEAMS

222
PROVIDERS

379
CLIENTS



Reduction in Paranoia

The AI-enhanced training condition showed a decrease in persecutory ideation from baseline to 3 months and then a minor increase from 3 to 6 months.



Enhanced Working Alliance

The AI-enhanced training condition showed a significant increase in provider rated working alliance from baseline to 3 months and from 3 months to 6 months.



Improved Recovery Outcomes

Clients in the AI-enhanced training condition reported improved recovery relative to baseline at both 3 and 6 months.

Clients in the standard training showed no improvement.

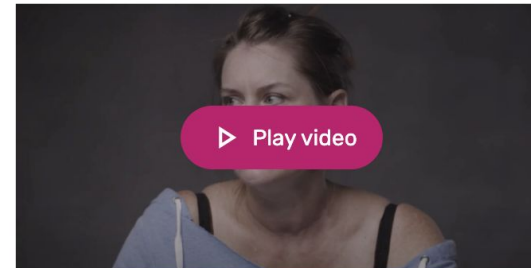
“ It was kind of nice because I’m not being judged by a clinician. But at the same time, it was a little different being graded by AI.

-Participating clinician

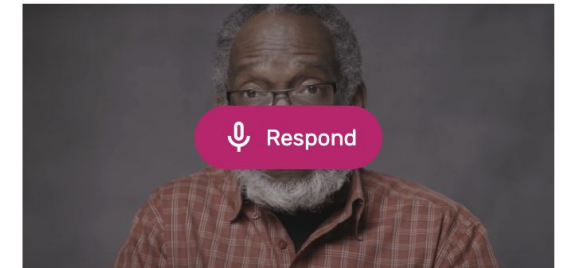
“ Before I didn’t really know how to respond when clients would say things about the voices they hear, and now I have the tools I feel to help guide them in decreasing the voices and the stress that goes along with that.

-Participating clinician

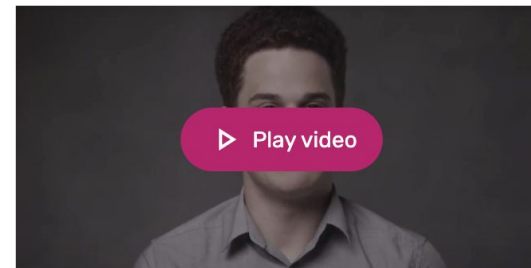
Angel [about](#)



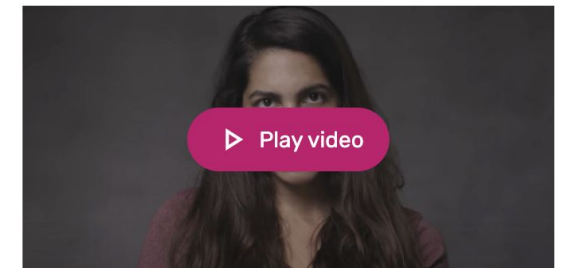
Dale [about](#)



Elijah [about](#)

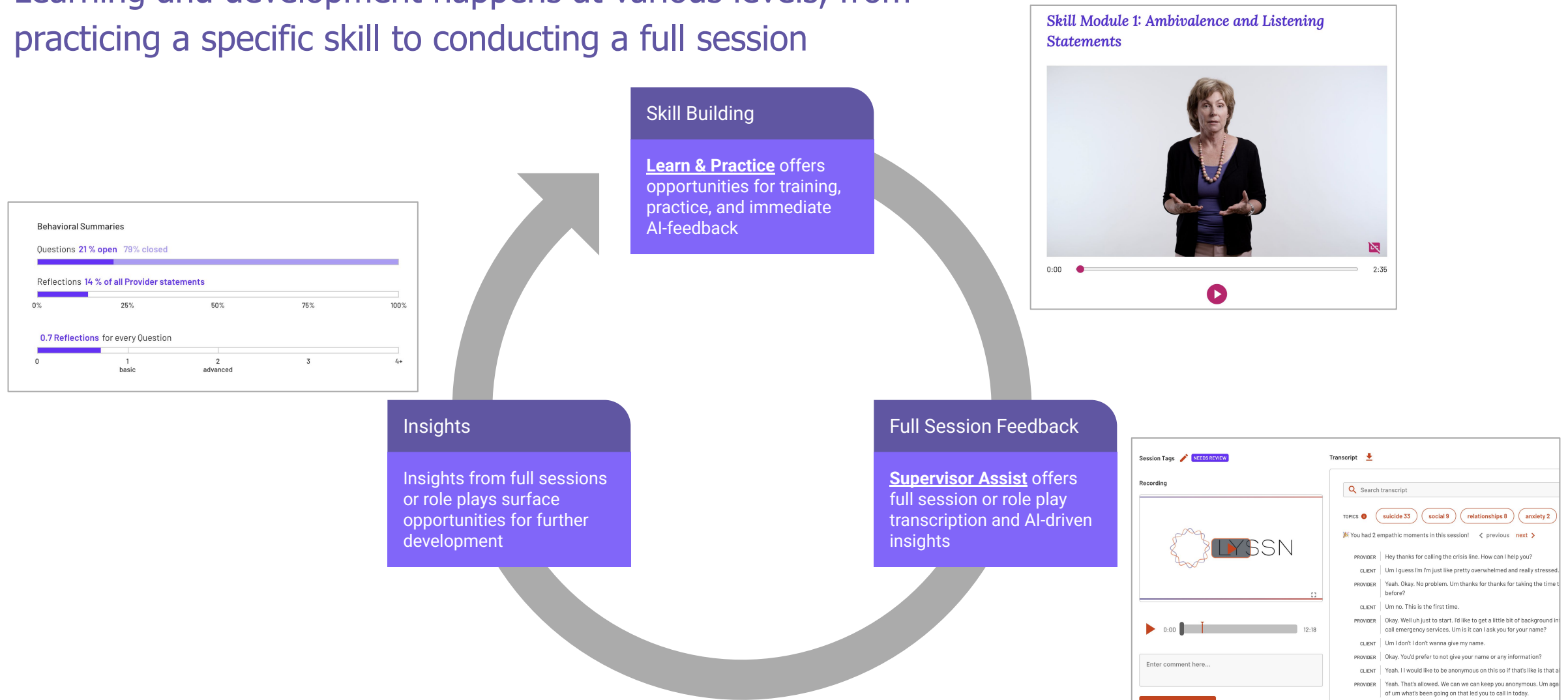


Rosie [about](#)



Learn & Practice (Training) and Supervisor Assist create a virtuous cycle

Learning and development happens at various levels, from practicing a specific skill to conducting a full session



Thank you.

