



Our Commitment to Clinician Well-Being and Resilience



Mental Health Chatbot, Tess, delivers on-demand support to Clinicians and Patients

Mental illness has personal, professional, and economic impacts for clinicians. Greenberg et al. 2014 reports that 6.8% of the workforce is directly impacted by depression and \$11,936 is lost annually on average per depressed employee due to absenteeism, disability and presenteeism. Barriers such as stigma and access issues prevent 60% of people with a mental health problem from seeking help (www.mentalhealthcommission.ca).

To help address this issue, X2 has designed the mental health chatbot, Tess, as an on-demand, affordable, and quality source of support and clinical partner. Accessing Tess is convenient via existing communication channels such as SMS text messaging, Facebook Messenger, and can be integrated with Amazon Alexa / Google Home for voice-enabled services.

Tess delivers integrative support to meet the emotional needs of clinicians by:

- Providing a safe, secure, and non-judgemental space to talk
- Reducing symptoms of anxiety (by 18%) and depression (13%) linked to burnout
- Increasing resilience with check-ins and reminders to practice coping skills

Tess serves as a partner to clinicians by:

- Offering support as an adjunct to treatment to better meet patient needs
- Gathering intake and assessment information to inform about a patient's current state
- Tracking patient goals which are summarized in a one-page monthly report

How is Tess supporting clinicians today?

At Saint Elizabeth Health Care, Tess offers on-demand support to reduce burnout and improve wellbeing to 9,000 caregivers, nurses, and social workers, as well as the 100,000+ caregivers that visit Elizz.com on a monthly basis. Tess reinforces skills practiced in previous discussions with check-in's and reminders to build resilience.

- Nursing Leadership: <https://www.longwoods.com/content/25384>
- The Walrus | Meet Tess: <https://thewalrus.ca/do-you-speak-human/>

At Nemours Children's Health System and Radboudumc, Tess helps practitioners support and track goals of patients with a focus on prediabetes, diabetes, and weight management.

- Nemours + Tess Feasibility Study: <https://bit.ly/2rLAcw7>
- Nemours Children's Health System Testimonial: <https://vimeo.com/230525324>
- Radboudumc Testimonial: <https://bit.ly/2rM74VA>

At the Monterey County Health Department, Tess is used to offer on-demand support while patients are on the waitlist and in-between sessions.

- Monterey County Health Department turns to Tess: <https://vimeo.com/245119015>

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