



THE NEW STANDARD OF PRACTICE IN
HEALTH AND HUMAN SERVICES.™



Does Lyssn Use Generative AI?

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Many have asked: *“Does Lyssn use generative AI?”... “Does Lyssn use ChatGPT?”*

Across Lyssn products, we only use Generative AI (GenAI) in the context of our notes tool, which is optional for users to remove from their product package. Outside of this optional tool, the use of GenAI, ChatGPT, or third-party AI applications are not present anywhere else within Lyssn products. Our AI utilizes 8+ years of proprietary data from mental health, child welfare, wellness, and social services interactions as the foundation for informing the AI that powers all of the products.

Classification AI, which is what powers Lyssn’s products, and Generative AI are the two main types of AI in use today:

- **Classification AI:** Focuses on completing tasks for which it has been pre-programmed, on a set of specific rules and data. This type of AI is more constrained and controlled in outputs it can give.
- **Generative AI (GenAI):** Generates new text, images, or other forms of content based on previous data it’s collected. This type of AI is continuously teaching itself from new data that it takes in.

WHERE DOES LYSSN NOT USE GENERATIVE AI?

- Our training platform does not use GenAI.
- Our QI platform does not use GenAI.

WHERE DOES LYSSN USE GENERATIVE AI?

Lyssn has deep experience with GenAI, having worked with models since they were first developed, circa 2018.

In every instance where we use GenAI, the Lyssn team utilizes specialized clinical data to train the AI model. For example, our notes tool utilizes a foundation of a general large language model (LLM), but we then partnered with several current customers, where we additionally trained the GenAI on **more than 40,000 clinical sessions** with corresponding human written notes. Thus, the model has learned how a human clinician summarizes a session.

Lyssn uses GenAI models for the following purposes:

- There are several research projects at Lyssn that use GenAI, which are often worked on in partnership with other organizations. These partners are the only individuals with access to the GenAI research work, along with internal Lyssn employees. These projects do not impact the daily use of our core QI or Training platforms in any way.

- Our AI-assisted notes tool uses GenAI to draft session notes from the transcript for faster documentation.
- Lyssn continues to explore the potential of GenAI models, trained specifically on behavioral health data. This exploration, like the research above, is not connected to our core products.

CAN I USE LYSSN WITHOUT USING GENERATIVE AI AT ALL?

Within Lyssn's product offerings, GenAI is only used in our notes tool, but **you have the option to completely remove it** from any contract/product purchase if there are roadblocks with using a GenAI software.