# Article information:

Allen School News » With HAILEY, researchers demonstrate how AI can lend a helping hand for mental health support  
<https://news.cs.washington.edu/2023/01/23/with-hailey-researchers-demonstrate-how-ai-can-lend-a-helping-hand-for-mental-health-support/>

# Article summary:

1. Researchers at the University of Washington and Stanford University have developed an AI agent called HAILEY to assist peer supporters in online mental health support conversations. HAILEY provides just-in-time feedback on how to increase the empathic quality of responses to support seekers in text-based chat.

2. Unlike a general-purpose chatbot, HAILEY is a human-AI collaboration agent that harnesses the power of large language models specifically to assist users in crafting more empathic responses. The system offers users actionable feedback in the form of onscreen prompts suggesting the insertion of empathic sentences or the replacement of low-empathy sentences with more empathic options.

3. In a controlled study involving 300 peer supporters who participate in TalkLife, an online peer-to-peer mental health support platform, researchers found that human-AI collaboration yielded responses containing 20% higher levels of empathy compared to their human-only generated counterparts. More than 60% reported finding HAILEY's suggestions helpful and/or actionable, and 77% would like to have such a feedback tool available on the real-world platform.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

作为一篇新闻报道，这篇文章并没有明显的偏见或宣传内容。然而，它可能存在一些片面报道和缺失的考虑点。例如，文章没有提到HAILEY是否已经得到了患者的反馈和评估，并且没有探讨HAILEY可能会带来的风险或负面影响。此外，文章也没有探讨使用AI代理人在心理健康支持中的道德和伦理问题。最后，文章也没有平等地呈现双方，即AI代理人和人类支持者之间的优势和劣势。

# Topics for further research:

* Patient feedback and evaluation of HAILEY
* Risks and negative impacts of using AI agents in mental health support
* Ethical and moral issues surrounding the use of AI agents in mental health support
* Advantages and disadvantages of AI agents and human supporters
* Potential biases and limitations in the article's reporting
* Further research and exploration needed in the field of AI-supported mental health care.

# Report location:

<https://www.fullpicture.app/item/7d2bd45e4094adfe475a3eabf8e9a500>