



AT A GLANCE

For The NHS

2025

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Introduction to SimFlow.ai

SimFlow.ai offers a cutting-edge solution for advancing the **communication skills of healthcare professionals** through **remote, AI-powered simulations and assessments**.

Our platform leverages innovative **speech-to-speech technology** to create **realistic and emotionally resonant conversations** that closely mimic real-world clinical interactions.

By enabling **audio playback** of these simulated conversations, professionals can review and reflect on their performance, gaining valuable insights into their communication style and effectiveness.

SimFlow.ai goes beyond traditional training methods by incorporating **advanced AI assessments and grading**, providing **personalised feedback** that helps learners identify areas for improvement and track their progress over time.

This comprehensive approach ensures that healthcare professionals are not only knowledgeable but also skilled in the nuanced art of patient communication. This includes **history taking, explaining a diagnosis or treatment, obtaining consent for procedures**, as well as more delicate communication tasks such as **breaking bad news** or **de-escalating tense situations**— all of which are essential components of effective clinical care.



Dr Jon Turvey MB ChB BSc MRCPsych
CEO & Founder of SimFlow.ai

As a psychiatry doctor with a strong background in technology and AI he was the perfect fit to lead a platform that blends remote communication skills training with generative artificial intelligence.



Mission & Vision

Mission Statement



To Provide Remotely Accessible, Cost-Effective, and Diverse Communication Skills Training for Healthcare Professionals.

At SimFlow.ai our mission is to provide healthcare professionals with low-resource, remotely accessible communication skills training that is both effective and scalable. We are committed to expanding our diverse library of patient simulations, ensuring that learners can engage with a wide range of clinical scenarios. By empowering peer-led, personalized education through our AI-driven platform, we strive to make high quality training available to all, regardless of geographical or institutional constraints. Our goal is to enhance the competence and confidence of healthcare professionals, ultimately improving patient care across the globe.

Vision Statement



To Scale with the Future of Medical Education to Revolutionise Communication Skills Training.

As medical schools grow and new ones emerge, SimFlow.ai will scale to provide cutting edge, remote communication skills training and assessment. Our future roadmap includes incorporating emotional sentiment analysis, expanding research collaborations with institutions, and integrating the latest AI advancements. We aim to foster personalised education, ensuring that healthcare professionals receive tailored, high-impact training. Our vision is to be a key partner in the evolution of medical education, empowering the next generation of healthcare providers.



Key Problems Addressed by SimFlow.ai

**Problem: Scheduling Conflicts Reduce Access to Training**

Running enough simulation sessions to accommodate everyone's schedules is nearly impossible, leaving many staff without the necessary training opportunities.

Solution: SimFlow.ai enables remote access to simulations, allowing users to complete training at any time. Whether it's day or night, your team can engage with high-quality simulations that fit their schedules, ensuring no one is left behind.

**Problem: High Costs Limit High-Quality Simulation Training**

Traditional simulation training is often restricted by the high costs of hiring high-fidelity actors and the limited availability of in-person sessions. These constraints make it difficult to offer regular, high-quality simulation experiences for all staff.

Solution: SimFlow.ai provides cost-effective, AI-powered simulations that drastically reduce expenses. With our platform, departments can expand their training offerings without breaking the budget. Moreover, our simulations are designed to encourage peer-led sessions, fostering a collaborative learning environment.

**Problem: Online Sessions Are Unreliable and Ineffective**

Attempts to conduct online simulation training often face technical issues like poor connections or audio failures, leading to frustration and reduced learning outcomes.

Solution: Our platform is built for reliability and engagement. SimFlow.ai's AI-driven simulations are optimized for seamless online delivery, providing consistent, high-quality training experiences. With detailed assessments and AI feedback, your staff can continuously improve their skills without the technical headaches.

**Problem: Limited Diversity in Simulation Suites**

In our multicultural society, healthcare professionals interact with diverse patients daily. However, simulation training often lacks this diversity, with a bias towards Caucasian actors and few ethnically diverse simulated patients. This limited representation restricts the range of scenarios available, hindering the development of culturally competent healthcare professionals and impacting their ability to provide inclusive care.

Solution: SimFlow.ai addresses this challenge by offering customisable AI simulations that recreate diverse patients, carers, relatives, and professionals. Our platform allows you to match the ethnicity, age, language ability, and behaviour of simulated characters to reflect the diverse backgrounds your staff will encounter in real-world practice. By expanding the diversity of your simulation suite, SimFlow.ai ensures that your healthcare professionals are well prepared to provide culturally sensitive and inclusive care.

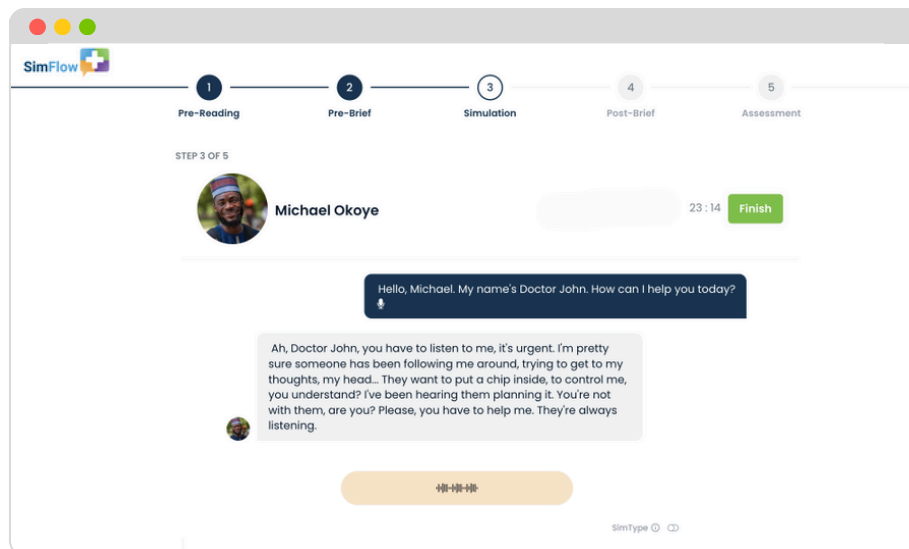


Solutions Offered by SimFlow.ai

1

AI-Powered Speech-to-Speech Realistic Simulations

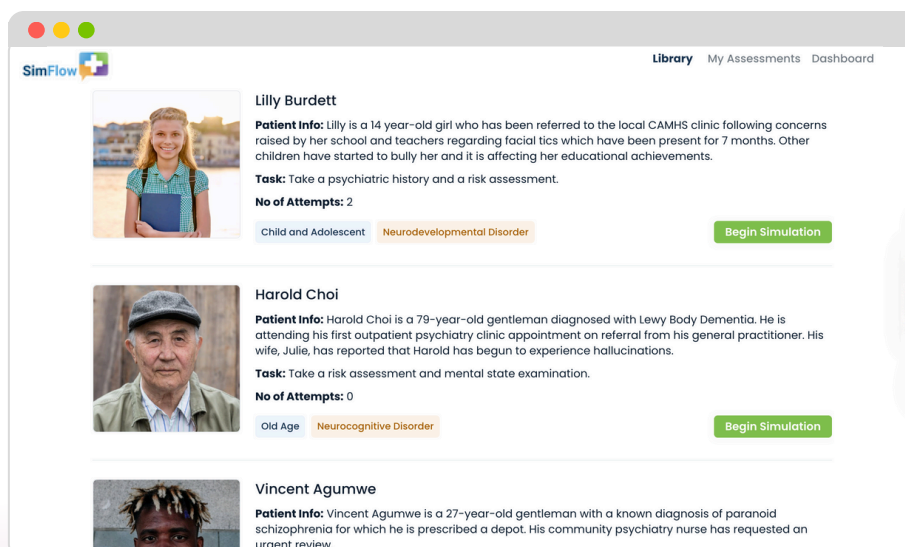
SimFlow.ai leverages advanced AI-powered speech-to-speech technology to deliver lifelike, emotive simulations that closely mimic real-world clinical interactions. This innovative approach allows healthcare professionals to refine their communication skills enhancing their ability to connect with diverse patient populations, either in a turn-based manner or a RealTime version.



2

Diverse Library of Patients | Custom Built to Retain Ownership

SimFlow.ai offers a comprehensive and diverse library of patient simulations, with characters reflecting various ethnicities, ages, languages, and behaviours. Additionally, you can request custom-built scenarios tailored to their specific needs, retaining full ownership of these bespoke simulations for future use.



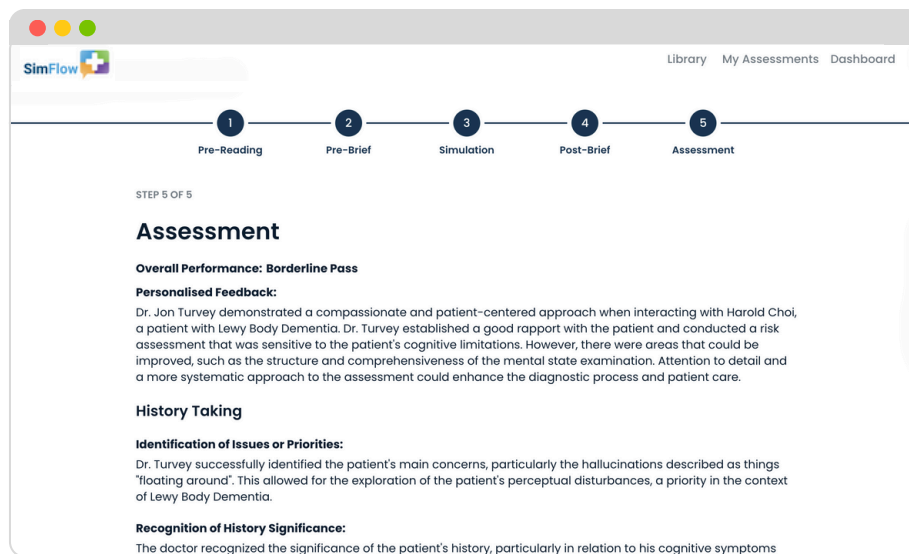


Solutions Offered by SimFlow.ai

3

AI-Assessments and Feedback | Custom Built to your Curriculum

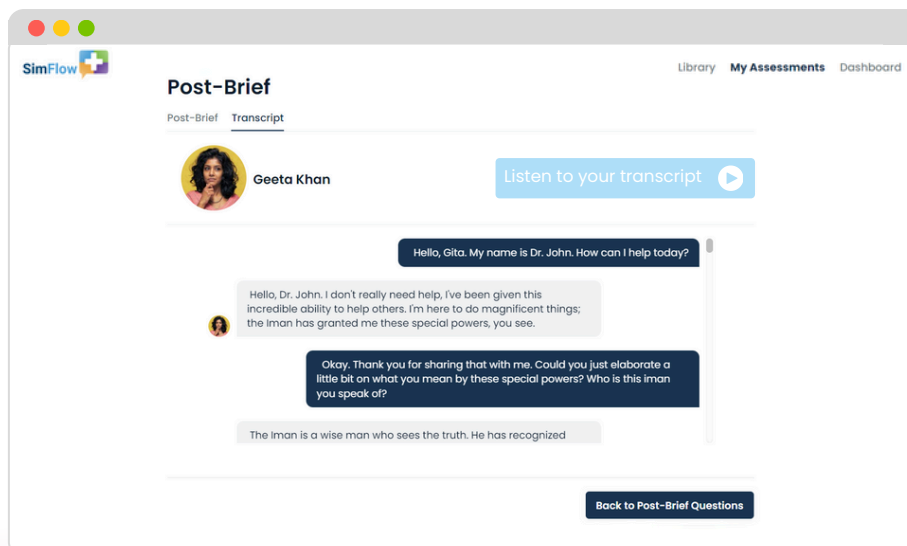
SimFlow.ai delivers AI-driven assessments and personalised feedback tailored to your curriculum objectives. Our platform enables custom-built evaluations that align with your educational standards, ensuring that training outcomes are directly relevant to your specific needs.



4

Audio Playback of your Transcript

SimFlow.ai enables audio playback of your simulated interactions, allowing learners to review their conversations, reflect on their communication style, and identify areas for improvement. This feature enhances self-assessment and deepens understanding through critical listening and analysis.





Solutions Offered by SimFlow.ai

5 Tutor Hub | Monitor your Staff

SimFlow.ai's Tutor Hub enables educators to efficiently monitor and manage staff by grouping them into cohorts and assigning dedicated tutors to each group.

The screenshot shows the 'Students' section of the Tutor Hub. It includes a dropdown menu set to 'Psychiatry Clinicians' and a table with columns for Pic, Name, Email, Assigned Libraries, Last active, and Assessments. The table lists eight students with their respective email addresses, assigned libraries (Psychiatry Library and Medical Library), last active dates, and assessment counts.

Pic	Name	Email	Assigned Libraries	Last active	Assessments
	Alexandra Hughes	alexandra.hughes@demo.ac.uk	Psychiatry Library	5/14/24	View Assessment (6)
	Daniel Walker	daniel.walker@demo.ac.uk	Psychiatry Library Medical Library	8/24/24	View Assessment (26)
	Sophia Patel	sophia.patel@demo.ac.uk	Psychiatry Library Medical Library	8/28/24	View Assessment (106)
	Benjamin Turner	benjamin.turner@demo.ac.uk	Psychiatry Library Medical Library	8/21/24	View Assessment (4)
	Jessica Evans	jessica.evans@demo.ac.uk	Psychiatry Library Medical Library	3/15/24	View Assessment (1)
	Michael Carter	michael.carter@demo.ac.uk	Psychiatry Library Medical Library	7/03/24	View Assessment (2)
	Emily Thompson	emily.thompson@demo.ac.uk	Psychiatry Library	5/28/24	View Assessment (0)
	Oliver Davies	oliver.davies@demo.ac.uk	Psychiatry Library	5/31/24	View Assessment (0)

Each tutor can access individual libraries, track progress, and provide personalised guidance, ensuring a tailored educational experience that meets each learner's unique needs.

The screenshot shows the 'Assessments for Jon Turvey in University of Demo Year 2 Cohort A' section. It displays a list of assessments with details such as the assessment number, date, attempt, description, task, and overall performance. Each assessment entry includes a 'Completed' status, a 'Download Report' button, and a 'View' button.

Assessment #	Date	Attempted by	Description	Task	Overall Performance
Assessment # 106	Rosie Tillman Aug 20, 2024	Attempted by Jon Turvey	Description: Mr Richard Tillman is a 75-year-old male admitted to a medical ward at the Edinburgh Royal Infirmary for an altered mental state. The history provided to you from the ward nurse is that the family think he has been running a fever for a few days. He was noted to be confused. Routine bloods and scans are still pending. The medical team have referred to the Old Age Liaison Psychiatry team for a review due to concerns there might be an underlying psychiatric cause. Rosie, the daughter of Richard is present on the ward and is happy to give further information about her dad.	Task: Please speak with Rosie, who is present on the ward, to gather information that will help arrive at a differential diagnosis.	Overall Performance: Borderline Fail
Assessment # 105	Nikolay Ivanov Aug 18, 2024	Attempted by Jon Turvey	Description: You are the Psychiatry doctor on call. You've been tasked to assess a 42-year-old male who has been brought into the emergency services after being found on a bridge, seemingly preparing to jump. You've been informed that he was stopped by police, to whom he confessed that he was driven to end his life because he believes he is responsible for a catastrophic event. Medical personnel have completed initial blood tests and have cleared him medically, although they note he is highly agitated.	Task: Your task is to delve deeper into the patient's abnormal beliefs and to perform a comprehensive risk assessment given the high-risk situation.	Overall Performance: No Grade
Assessment # 104	Lucy Golding Aug 18, 2024	Attempted by Jon Turvey			

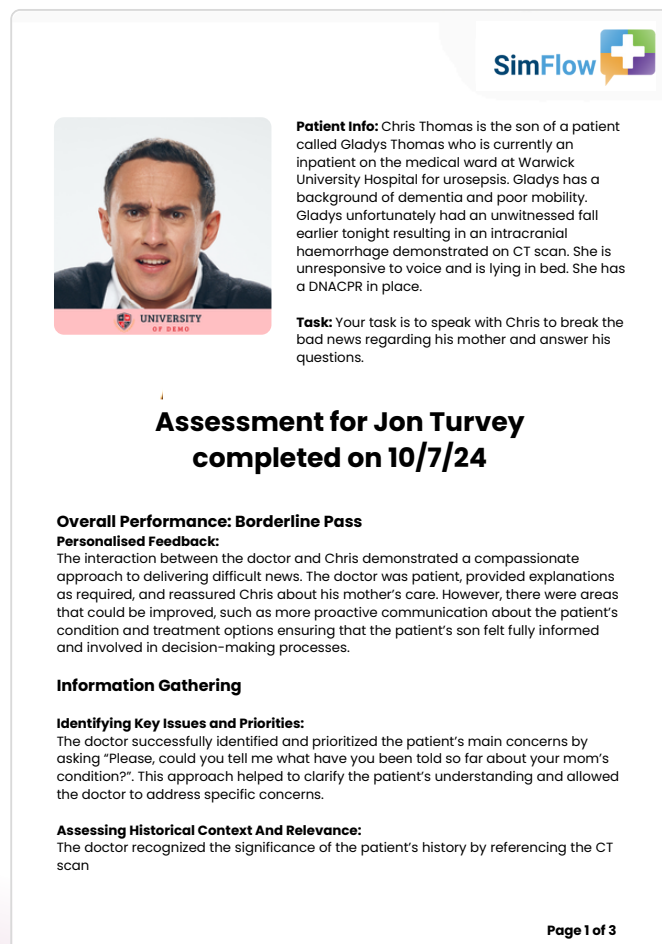
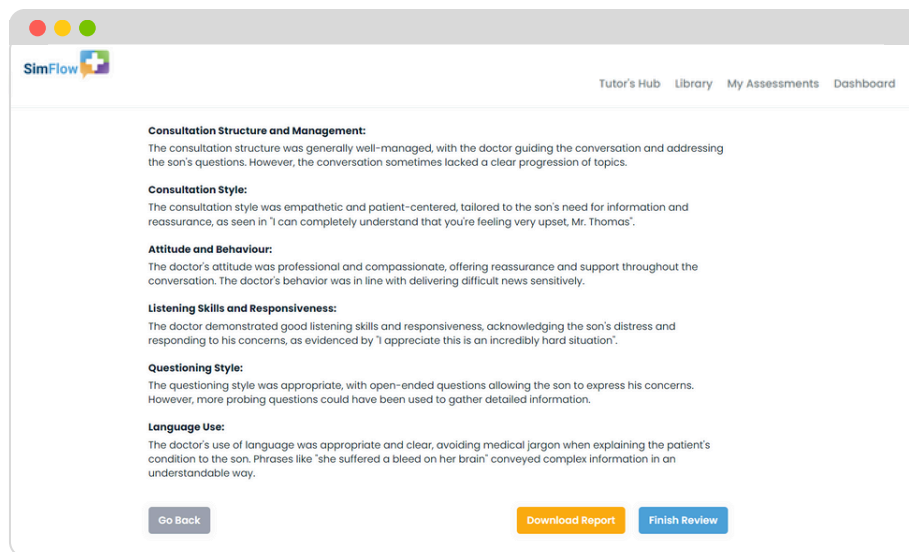


Solutions Offered by SimFlow.ai

6

PDF Assessment Download

SimFlow.ai offers the ability to download comprehensive assessment reports in PDF format. These reports provide detailed insights into staff performance, allowing for easy documentation, review, and sharing of progress with faculty or accreditation bodies.





Step-by-Step Scoping Process

1

Initial Consultation and Needs Assessment

We begin by conducting a detailed consultation to understand your institution's unique challenges, needs, and objectives. This ensures that our solutions are perfectly aligned with your educational goals.

2

Understanding Educational Goals and Outcomes

Next, we work closely with your team to clearly define the educational goals and desired outcomes, ensuring our simulations meet your curriculum's specific requirements.

3

Pilot Testing and Feedback Collection

We build a small pilot library tailored to your needs—free of charge—allowing you to test our platform. Your feedback is crucial as we refine and optimize the simulations.

4

Customisation and Scenario Development

After the pilot, we agree on transparent costs and a deposit, enabling us to develop your final simulation library. This step ensures that the scenarios and assessments are customised to your precise specifications.

5

Iterative Refinement and Deployment Strategy

We refine the platform through a collaborative process, which may include both online and face-to-face onboarding and teaching sessions. This ensures a smooth deployment and effective integration into your programs.

6

Final Implementation and Continuous Support

Once deployed, we provide ongoing support and continuous development, adapting the platform based on your feedback to ensure long-term success and satisfaction.



Engagement Strategy

At SimFlow.ai, our engagement strategy is centred around fostering strong, collaborative relationships with our partners. We believe that active collaboration and ongoing dialogue are essential for the successful integration of our platform into your educational programs.

Collaborative Workshops and Seminars

We will offer tailored workshops and seminars designed to introduce your faculty and staff to the SimFlow.ai platform. These sessions provide hands-on experience with our simulations and allow participants to explore the full range of features and capabilities. By working directly with your team, we ensure that everyone is comfortable with the technology and can maximize its benefits for your s. These workshops also serve as a valuable opportunity for us to gather real-time feedback, facilitating continuous improvement.

Stakeholder Involvement and Feedback

We prioritize the involvement of key stakeholders throughout the development and implementation process. From initial scoping to final deployment, we actively seek input from educators, administrators, and staff to ensure our solutions are meeting your needs. This feedback loop is integral to our iterative approach, allowing us to refine and enhance our platform based on your unique insights and experiences. By maintaining open lines of communication, we build a partnership that is responsive, adaptive, and focused on achieving shared educational goals.

Practical Applications

Individual staff use

SimFlow.ai provides remote simulation experiences that allows individual staff to practice and refine their communication skills at their own pace, with detailed feedback tailored to their learning needs. This enables s led teaching that is overseen by their educators.

Group communication skills teaching

SimFlow.ai enables group-based teaching by allowing simulations to be displayed on a large electronic whiteboard, where the entire class can collectively participate, discuss, and decide on the next steps in real-time, promoting active learning and collaborative decision-making.

Remedial teaching for staff

For situations that require urgent attention, SimFlow.ai provides custom-made simulations with a 48-hour turnaround, targeting specific communication skill gaps often underlying staff complaints. If a staff receives a complaint or faces significant challenges in a particular area, you can request a tailored simulation and assessment to recreate the scenario that caused the difficulties. This rapid response service is included in our comprehensive package, ensuring timely and effective remediation.



Next Steps

Contact Information:

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SimFlow.ai sales and support team:

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Arrange a Discovery Call at your Convenience

