



SIGMAMOZAK & CONVERSATIONALLY MEDIA BACKGROUNDER

Knowledge & Implementation Partner: SigmaMozak Solutions

Technology platform: ConversationAlly (Conversation AI (eye) ly)

The Problem ConversationAlly Is Addressing

Clinical communication is already being taught across medical colleges. The harder problem is making that learning continuous, observable and progressively developmental.

The national consultation found that communication teaching and assessment are widely present, but longitudinal use of learner performance remains limited. The Blueprint identifies the core implementation challenge as connecting practice, observation, feedback, improvement and reassessment across the years of undergraduate training.

This is the problem space in which ConversationAlly has been developed.

What Is ConversationAlly?

ConversationAlly is SigmaMozak's AI-enabled clinical communication intelligence platform developed to make clinical discourse observable and available for structured feedback.

It analyses communication features such as:

- Lexical choice
- Stigmatizing language
- Directive versus collaborative phrasing
- Clarity
- Affective acknowledgement
- Conversational balance

The aim is to convert broad feedback such as “communicate better” or “be more empathetic” into specific behaviours that learners can recognise, practise and improve.

The platform has evolved around a longitudinal learner pathway: Assess → Learn → Practice → Feedback → Improve → Reassess → Track The current prototype includes AETCOM-linked learning modules, simulated consultation cases, baseline and reassessment reports, longitudinal learner records, and faculty and Medical Education Unit views.

Evidence Informing Development

ConversationAlly has already been used in two formative medical-education studies.

At the American Diabetes Association Scientific Sessions 2025, the platform was evaluated among endocrinology residents using person-centred language cues during consultations with people with type 2 diabetes and obesity. A subsequent IEC-approved undergraduate pilot at IMS & SUM Hospital involved simulated consultations by Phase III MBBS students. The exercise generated 383 unique simulated sessions and demonstrated that learner communication encounters could be captured asynchronously and subsequently reviewed by faculty at cohort level.

Faculty assessment identified specific learning needs, including eliciting patient concerns and beliefs, teach-back and safety-netting. An exploratory comparison between automated and faculty scores also showed directional concordance, providing a basis for further evaluation.



What the National Consultation Changed

The consultation broadened the development question beyond analysing a single conversation.

Institutions highlighted the need to address:

- Large student-to-faculty ratios
- Shared assessment resources
- Common case libraries
- Faculty development
- Medical Education Unit coordination
- Cross-departmental continuity
- Longitudinal learner records
- Multilingual clinical communication

These findings have shifted ConversationAlly from a stand-alone communication-analysis tool toward a broader clinical communication intelligence environment linking repeated practice, structured feedback, common assessment domains, learner progression and institutional oversight.

Why SigmaMozak Went Beyond Product Development

SigmaMozak's work on clinical communication has extended beyond developing ConversationAlly.

As Knowledge & Implementation Partner, its work has included:

- Supporting the national consultation
- Synthesising evidence
- Coordinating stakeholder and institutional engagement
- Translating consultation findings into implementation priorities
- Supporting development of the Blueprint
- Designing institutional workflows
- Developing technology around needs identified by medical educators

The approach is deliberately problem-led.

The question is not simply:

"How do we deploy ConversationAlly?"

It is:

"What would make longitudinal clinical communication competency feasible in real medical colleges, and where can technology meaningfully contribute?"

That distinction has shaped both the wider initiative and the evolution of the platform.

The Cause Has to Be Larger Than the Product

Shweta Sharma, Founder & CEO, SigmaMozak Solutions, said:

"A health-tech startup cannot solve a meaningful healthcare problem by focusing only on its product. If faculty need support, institutions lack practical tools or learner development is fragmented across departments, better software alone will not solve the problem. ConversationAlly is one part of a much larger effort to strengthen clinical communication. The cause has to be larger than the product."

For SigmaMozak, this means investing in the academic and implementation environment around clinical communication alongside development of the technology itself.



From Consultation to Implementation

The Blueprint now proposes moving from consultation into structured institutional evaluation.

The next phase is intended to examine whether approaches emerging from the SIG's work can:

- Improve intended communication competencies
- Operate within routine institutional systems
- Work with realistic faculty capacity
- Support longitudinal learner development
- Remain useful to learners and educators
- Generate reliable evidence across different institutional settings
- Function appropriately across multilingual clinical contexts

The Blueprint proposes that multi-institution evaluation examine educational usefulness, feasibility, faculty workload, learner and educator acceptability, longitudinal tracking, multilingual performance and agreement between automated and human assessment.

The Evolving Role of ConversationAlly

ConversationAlly is being developed as SigmaMozak's AI-enabled clinical communication intelligence platform through which relevant components of the clinical-communication programme can be integrated, piloted and evaluated.

Its evolution can be described as:

Communication-analysis tool

→ Learner practice and feedback platform

→ Longitudinal competency environment

→ Clinical communication intelligence platform for institutional implementation and evaluation

The consultation has therefore not moved ConversationAlly away from the core technology agenda. It has clarified what the platform needs to become.

Multilingual Clinical Communication

The national consultation also highlighted a significant implementation question around language.

Formal communication training was reported to be overwhelmingly English-based, while real clinical encounters in India are frequently multilingual and may involve regional languages, Hindi, English and code-switching. The Blueprint therefore treats multilingual communication as an area requiring development and validation rather than as a solved translation problem.

Future development therefore needs to consider:

- Multilingual communication scenarios
- Terminology adaptation
- Code-switching
- Voice-based interaction
- Cultural context
- Validation of communication behaviours across languages



About SigmaMozak

SigmaMozak Solutions is a healthcare innovation and research company working across clinical practice, medical education, implementation science, real-world evidence and responsible technology. Within SIG Clinical Communication, SigmaMozak serves as Knowledge & Implementation Partner.

About ConversationAlly

ConversationAlly is SigmaMozak's AI-enabled clinical communication intelligence platform designed to support structured practice, feedback, reassessment and longitudinal learner development. Its next phase is focused on institution-level implementation, multilingual development and multi-institution evaluation.

SIG Clinical Communication

In association with: ICAIM and DoctorsAI

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