
MEND, LLC

MENDmate™
Software Development Plan

Version <1.0>

MENDMate™	Version: <1.0>
Software Development Plan	Date: <09/04/2025>
MENDmate-SDP	

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Revision History

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Software Development Plan

1. Introduction

This section of the Software Development Plan document provides an overview of the entire document, MENDmate™ Self, and MENDmate™ Pro, including its purpose and related references to the software.

1.1 The Purpose of MENDmate™ Pro

For therapists and their patients addressing mental health through assigned therapy homework, the MENDmate™ Pro online homework system is a Web-based application that gives therapists the ability to monitor patient progress, analyze trends, and streamline the user experience for completing their homework with self-monitoring capabilities, engagement reminders, and a convenient means to access educational resources. Unlike a therapist verbally assigning homework to their patients post session or by email, MENDmate™ Pro provides therapists the means to conveniently assign, track, and offer resources for the completion of therapy homework.

1.2 The Purpose of this Document

The purpose of this document is to describe the functional differences between release 1.0 of the progressive web applications MENDmate™ Self and MENDmate™ Pro. This document serves as a comprehensive reference for the project's release plans, providing a clear and detailed understanding of what each app provides and the general plans for each app's release and future.

1.3 Document Conventions

Standards or typographical conventions followed can be found in MEND, LLC's branding guide. See [here](#).

1.4 References

A list of documents or other resources to which this SRS refers.

1. MEND, LLC's Branding Guide: [URL](#)

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2. Differences between MENDmate™ Self and MENDmate™ Pro

As mentioned previously, MENDmate™ Pro is a fully connected system designed to connect providers and their patients. Through the Provider portal, providers may assign and/or keep track of their patients' therapy plans, homework assignments, journal entries, and data trends. Through the patient portal, patients may receive and complete therapy plans and homework assigned by their provider, as well as track trends in their overall mood by completing daily mood assessments and journal entries. MENDmate™ Pro is the comprehensive MENDmate™ experience, allowing full-fledged interaction between providers and patients. MENDmate™ Self is a standalone, patient only app which aims to give patients access to a self-contained, self-paced wellness regime. In contrast to MENDmate™ Pro, there is no interaction with providers in this version of the app; patients may choose to consume material at their leisure.

3. Metrics

In order to measure the success of each MENDmate™ app, certain metrics will be tracked throughout each app. These metrics can be separated into five main categories:

Feasibility: Are users able to acquaint themselves with the app quickly and at a high rate?

Usability: Is the app intuitive and simple to use?

Satisfaction: Do users enjoy using the app?

General: How is the app performing overall?

Composite: What is the big-picture impact of the app?

Within these five categories, each metric will generally pertain to one of the following:

Users (Pro)

Users (Self)

Providers (Pro)

Provider Portal (Pro)

Patient Portal (Pro)

Consumer App (Self)

Below is a comprehensive overview of the metrics that will be tracked throughout the first release of each MENDmate™ app. Future iterations of the app will be built to improve on these metrics over time.

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Category	Audience	Metric	Target
Feasibility Metrics	Providers (Pro)	Time to Learn the System (self-report)	≤ 2 hours
Feasibility Metrics	Providers (Pro)	% Fully Onboarded in Week 1	≥ 90%
Feasibility Metrics	Providers (Pro)	First Assignment Success Rate	≥ 95%
Feasibility Metrics	Patients (Pro)	Onboarding Completion Rate	≥ 85%
Feasibility Metrics	Patients (Pro)	First Activity Completion Time	≤ 15 minutes
Feasibility Metrics	Patients (Pro)	% Completing 3+ Activities in Week 1	≥ 70%
Feasibility Metrics	Users (Self)	Onboarding Flow Completion	≥ 90%
Feasibility Metrics	Users (Self)	First Self-assignment Time	≤ 10 minutes
Feasibility Metrics	Users (Self)	Drop-Off Before First Use	≤ 20%
Usability Metrics	Providers (Pro)	System Usability Scale (SUS) Score	≥ 80 (out of 100)
Usability Metrics	Providers (Pro)	Tasks Completed Without Help	≥ 90%
Usability Metrics	Providers (Pro)	Navigation Satisfaction (1–5 scale)	≥ 4.2
Usability Metrics	Patients (Pro)	SUS Score (Patient Portal)	≥ 75
Usability Metrics	Patients (Pro)	Ease of Activity Completion (1–5 scale)	≥ 4.0
Usability Metrics	Patients (Pro)	Understands What to Do After Login	≥ 90%
Usability Metrics	Users (Self)	SUS Score	≥ 80
Usability Metrics	Users (Self)	App Feels Easy to Use (1–5 scale)	≥ 4.2
Usability Metrics	Users (Self)	Finds Desired Feature Quickly	≥ 85%

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Satisfaction Metrics	Providers (Pro)	Net Promoter Score (NPS)	≥ +40
Satisfaction Metrics	Providers (Pro)	Overall Satisfaction (1–5 scale)	≥ 4.2 average
Satisfaction Metrics	Providers (Pro)	Would Recommend to a Colleague	≥ 80% yes
Satisfaction Metrics	Providers (Pro)	Support Satisfaction	≥ 85% positive rating
Satisfaction Metrics	Patients (Pro)	Patient Experience Score (1–5 scale)	≥ 4.0 average
Satisfaction Metrics	Patients (Pro)	Helpfulness of Activities (self-report)	≥ 80% rate as helpful
Satisfaction Metrics	Patients (Pro)	Perceived Relationship Boost with Therapy	≥ 70% agree
Satisfaction Metrics	Users (Self)	App Store Rating	≥ 4.5 stars
Satisfaction Metrics	Users (Self)	Activity Helpfulness Rating	≥ 80% rate as helpful
Satisfaction Metrics	Users (Self)	Would Recommend to a Friend	≥ 75% yes
MENDmate Pro – Provider Portal Metrics		Therapist Activation Rate	≥ 85% activate within 7 days
MENDmate Pro – Provider Portal Metrics		Time to First Assignment	≤ 2 days
MENDmate Pro – Provider Portal Metrics		Homework Assigned per Therapist/Month	≥ 12 assignments
MENDmate Pro – Provider Portal Metrics		Use of Trends/Reports in Sessions	≥ 60% of sessions
MENDmate Pro – Provider Portal Metrics		Active Patients per Provider	≥ 80% of assigned patients

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MENDmate Pro – Provider Portal Metrics		Provider NPS	≥ +40
MENDmate Pro – Provider Portal Metrics		Time Savings per Therapist	≥ 1 hour/week (self-reported)
MENDmate Pro – Provider Portal Metrics		Claims Submitted for RTM	≥ 3/month per provider
MENDmate Pro – Provider Portal Metrics		Avg. Monthly Reimbursement	≥ \$75 per provider
MENDmate Pro – Provider Portal Metrics		Therapist Churn Rate	≤ 10% annually
MENDmate Pro – Patient App Metrics		Homework Completion Rate	≥ 70%
MENDmate Pro – Patient App Metrics		Median Time to Completion	≤ 2 days after assignment
MENDmate Pro – Patient App Metrics		Patient Check-Ins per Week	≥ 1
MENDmate Pro – Patient App Metrics		Journal/Worksheet Usage Rate	≥ 60% of users
MENDmate Pro – Patient App Metrics		Use of Self-assigned Activities	≥ 25% also self-assign outside therapy
MENDmate Pro – Patient App Metrics		Graphs & Trends Viewed by Patient	≥ 50% view their data weekly
MENDmate Pro – Patient App Metrics		Therapy Continuity Rate (4+ weeks)	≥ 85%
MENDmate Self (Consumer App) Metrics		Avg. Self-Assigned Activities/Week	≥ 4

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MENDmate Self (Consumer App) Metrics		Most Used Features (Top 3)	≥ 70% combined usage
MENDmate Self (Consumer App) Metrics		Mood Check-In Frequency	≥ 3 per week
MENDmate Self (Consumer App) Metrics		7-Day Streak Completion Rate	≥ 50%
MENDmate Self (Consumer App) Metrics		Journal Usage Rate	≥ 60%
MENDmate Self (Consumer App) Metrics		Avg. Days of Use per Month	≥ 15 days
MENDmate Self (Consumer App) Metrics		Referral/Share Rate	≥ 10%
MENDmate Self (Consumer App) Metrics		Drop-Off After First Use	≤ 25%
MENDmate Self (Consumer App) Metrics		PHQ-9 / GAD-7 Score Improvement	≥ 20% (for active users)
MENDmate Self (Consumer App) Metrics		Upgrade to MENDmate Pro	≥ 5% conversion
General (Shared) Metrics		Daily Active Users (DAU)	30% of monthly users
General (Shared) Metrics		Weekly Active Users (WAU)	60% of monthly users
General (Shared) Metrics		Avg. Sessions per User per Week	≥ 3
General (Shared) Metrics		Median Time per Session	≥ 5 minutes
General (Shared) Metrics		Push Notification Engagement Rate	≥ 40% click-through
General (Shared) Metrics		7-Day Retention	≥ 50%
General (Shared) Metrics		30-Day Retention	≥ 30%

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Composite Metrics		Therapy Alignment Score (Pro)	≥ 70 / 100
Composite Metrics		Wellness Engagement Index (Self)	≥ 60 / 100

4. Future Plans

Make changes and/or iterations based on metrics:

Depending on the metrics collected over the initial launch period of the app, changes to both MENDmate™ Self and MENDmate™ Pro will be made in order to better align with the desired outcomes for each metric.

FDA Approval for MENDmate™ Pro:

In order for MENDmate™ Pro to be marketed as a therapeutic app, it must be approved by the Food and Drug Administration (FDA); the process of receiving FDA clearance may take multiple years, meaning that future changes or iterations that depend upon FDA approval cannot be implemented beforehand. In contrast, because MENDmate™ Self is an app designed to offer general wellness support as opposed to therapeutic benefits, it does NOT require FDA approval, and can consequently be changed and marketed without FDA approval in mind.