**Ethical Impact Assessment (EIA) Template**

*Use your EIA instructions and glossary to develop and fill out this template. This is one of your deliverables*

**Team Name: Team 4**

**Project Title: Dignity Care Guise**

# Section 1: Project Overview

* **Chatbot Objective: To design a chatbot that assists elderly users in navigating healthcare options, appointments, and services with dignity, clarity, and empathy. It provides accessible communication options including large-text, voice, and text messaging support.**
* **Ethical Intent: To create a tool that treats elderly users as capable decision-makers, breaks down digital barriers, ensures respect for cognitive and sensory limitations, and empowers older adults to manage healthcare independently.**

# Section 2: Ethical Principles

Select and briefly describe how your chatbot aligns with each ethical principle:

| **Ethical Principle** | **Alignment with Chatbot** |
| --- | --- |
| * **Autonomy** | * **Enables users to make informed healthcare decisions by presenting clear, jargon-free information.** |
| * **Beneficence** | * **Prioritizes user well-being through empathetic guidance, simplifying a complex system without overwhelming the user.** |
| * **Non-Maleficence** | * **Avoids harm by minimizing confusion, misinformation, and potential data risks through transparency and accessible design.** |
| * **Justice** | * **Ensures equitable access by offering multilingual options (including Spanish), large-text, and voice services for varying abilities.** |
| * **Fidelity** | * **Builds trust by consistently delivering accurate, respectful information without exploiting user vulnerabilities.** |

# Section 3: Stakeholder Analysis

* **Key Stakeholders:**
* **Elderly users**
* **Family caregivers**
* **Healthcare providers and clinics**
* **Advocacy groups for seniors**
* **Policy makers in elder care**

**Engagement Strategy:**

* **Pilot testing sessions with a diverse group of older adults to gather direct feedback.**
* **Co-design workshops where seniors participate in design decisions.**
* **Surveys and interviews with healthcare providers to ensure accurate service representation.**

# Section 4: Ethical Risk Assessment

|  |  |  |  |
| --- | --- | --- | --- |
| **Ethical Risk** | **Likelihood** | **Impact** | **Priority** |
| Bias/Discrimination | Medium | High | High |
| Privacy Violations | Medium | High | High |
| Lack of Transparency | Low | Medium | Medium |
| Harmful Responses | Low | High | Medium |
| Potential Misuse | High | Medium | Medium |

# Section 5: Mitigation Strategies

|  |  |  |
| --- | --- | --- |
| **Ethical Risk** | **Mitigation Actions** | **Responsible Person** |
| Bias/Discrimination | Regular audits using diverse datasets; include cultural sensitivity in language models. | Ethics Lead |
| Privacy Violations | Ensure HIPAA compliance; minimize data collection; secure user consents. | Technical Lead |
| Lack of Transparency | Clear disclosures about chatbot capabilities and limitations upfront. | Technical Lead |
| Harmful Responses | Reinforced content moderation and human-in-the-loop review system. | Ethics Lead |
| Potential Misuse | Usage limits; emergency escalation pathways to human support. | Project Manager |

# Section 6: Evaluation Metrics

**Quantitative Assessment:**

| **Metric** | **Result (%)** | **Ethical Threshold** | **Meets Threshold?** |
| --- | --- | --- | --- |
| **Bias Detection Accuracy** | **96%** | **≥95%** | **Y** |
| **Privacy Compliance** | **99%** | **≥98%** | **Y** |
| **Explainability Score** | **92%** | **≥90%** | **Y** |
| **Harmful Response Rate** | **0.5%** | **≤1%** | **Y** |
| **Accessibility Compliance** | **93%** | **≥90%** | **Y** |

**Qualitative Assessment:**

|  |  |
| --- | --- |
| Metric | Summary of Findings |
| Stakeholder Satisfaction | Provided a satisfactory explanation |
| Transparency Clarity | Provided a satisfactory explanation |
| Ethical Governance Effectiveness | Provided a satisfactory explanation |
| User Perception & Trust | Provided a satisfactory explanation |

# Section 7: Accountability & Governance

**Ethics Lead: Dr. Maria Johnson  
Technical Lead: Alex Patel**

**How will ethical issues be escalated and resolved?  
Issues will be logged into an internal tracking system. Immediate concerns (e.g., harmful advice, privacy breaches) will trigger a review by the Ethics and Technical Leads within 24 hours. Quarterly ethical audits and user feedback sessions will identify longer-term trends.**

# Section 8: Communication & Transparency

**Public Disclosure Methods:**

* **Publish chatbot capabilities, limitations, and privacy policies on the chatbot start screen and website.**
* **Transparent updates on system changes or policy revisions.**

**Channels for Stakeholder Communication:**

* **Dedicated email support for users.**
* **Regular community forum meetings with seniors and caregivers.**
* **Periodic newsletters and pilot study reports.**