



# Laerdal - Empowering Emergency Conversation with AI Feedback

This presentation explores a groundbreaking initiative to enhance emergency dispatcher training through Conversational AI simulations.

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# Challenges in Emergency Response Training

## Limited Realism

Traditional training methods often lack the immersive realism of real-life scenarios.

## Lack of Feedback

Dispatchers may struggle to receive immediate and comprehensive feedback on their responses.

## Scalability Concerns

Training large numbers of dispatchers with personalized instruction can be challenging and costly.



# The Power of Conversational AI Simulations

1

## Immersive Experiences

AI simulations provide realistic and engaging scenarios with dynamic interactions.

2

## Personalized Feedback

AI analyzes conversations, providing tailored feedback on dispatcher performance.

3

## Scalable and Cost-Effective

AI-powered simulations can be accessed anytime, anywhere, by multiple trainees.



# Integrating Expertise and ChatGPT APIs



## Laerdal's Expertise

Leverages deep knowledge of emergency response and simulation technology.



## ChatGPT APIs

Provides advanced language processing and conversational AI capabilities.



## Gemini API Key

Enables access to cutting-edge AI models and capabilities.



# Transcribing Conversations and Surfacing Best Practices

1

## Real-Time Transcription

AI transcribes conversations in real-time for detailed analysis.

2

## Evidence-Based Feedback

AI surfaces relevant best practices based on medical protocols and guidelines.

3

## Personalized Learning

AI identifies areas for improvement and suggests targeted resources.

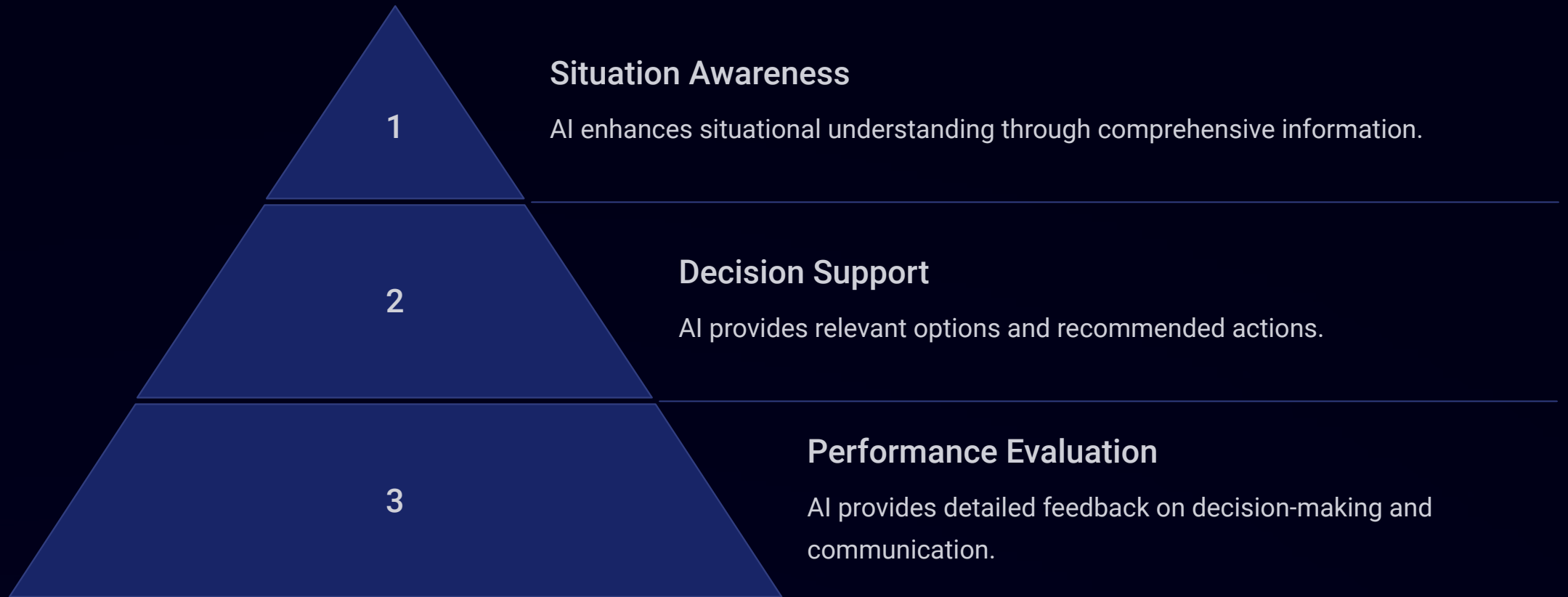
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## Multilingual and Playback Audio

Multi-language option to communicate easily and audio to listen & understand.



# Enhancing Dispatcher Decision-Making and Feedback





# Prototype UX Demonstration and User Testing

1

## Prototype Development

Utilizing Streamlit and ChatGPT APIs to build an engaging user experience.

2

## User Testing

Conducting user testing with experienced dispatchers to gather feedback.

3

## Iterations and Refinements

Incorporating user feedback to optimize the solution and usability.

# Deploying the Solution with Streamlit and GitHub

1

## Streamlit Deployment

Utilizing Streamlit for a user-friendly and interactive deployment.

2

## GitHub Integration

Leveraging GitHub for version control, collaboration, and accessibility.

3

## Scalable and Accessible

Making the solution readily available to training centers and dispatchers worldwide.

