10/9 Touchpoint Meeting

AI Empathy Tool

A way for healthcare professionals and trainees to receive **immediate**, **objective**, and **personalized** feedback on their empathetic communication during patient interactions in order to strengthen emotional awareness, enhance patient trust, and reduce provider burnout.

Audio transcripts of patient-practitioner interaction (bad, ok-ish)

Youtube videos?

Stakeholders Analysis

Primary Stakeholders:

1. **Healthcare Professionals**
2. **Medical Trainees**

Secondary Stakeholders:

1. **Patients and Families**
2. **Medical Educators and Training Institutions**
3. **Healthcare Administrators and Institutions**

Primary Stakeholders

1. ## Healthcare Professionals:
   - Role: Use the tool to receive real-time or post-interaction feedback on their communication approach and emotional tone during patient encounters.
   - Needs: Actionable insights to improve empathy, strengthen patient relationships, and manage emotional fatigue over time.
   - Benefit: Improved patient satisfaction, reduced burnout, and enhanced professional development in empathy-based care.

2. ## Medical Trainees:
   - Role: Employ the tool as a structured reflection and coaching resource during their clinical education and early practice
   - Needs: Objective, scalable feedback that traditionally depends on limited instructor observation
   - Benefit: Accelerated growth in affective communication skills, standardized competency assessment, and increased preparedness for real patient care

Secondary Stakeholders

1. ## Patients and Families
   - **Role:** Indirect beneficiaries of improved empathy and communication among healthcare providers
   - **Needs:** To feel heard, respected, and understood by their healthcare team
   - **Benefit:** Increased trust, satisfaction, adherence to care plans, and emotional comfort

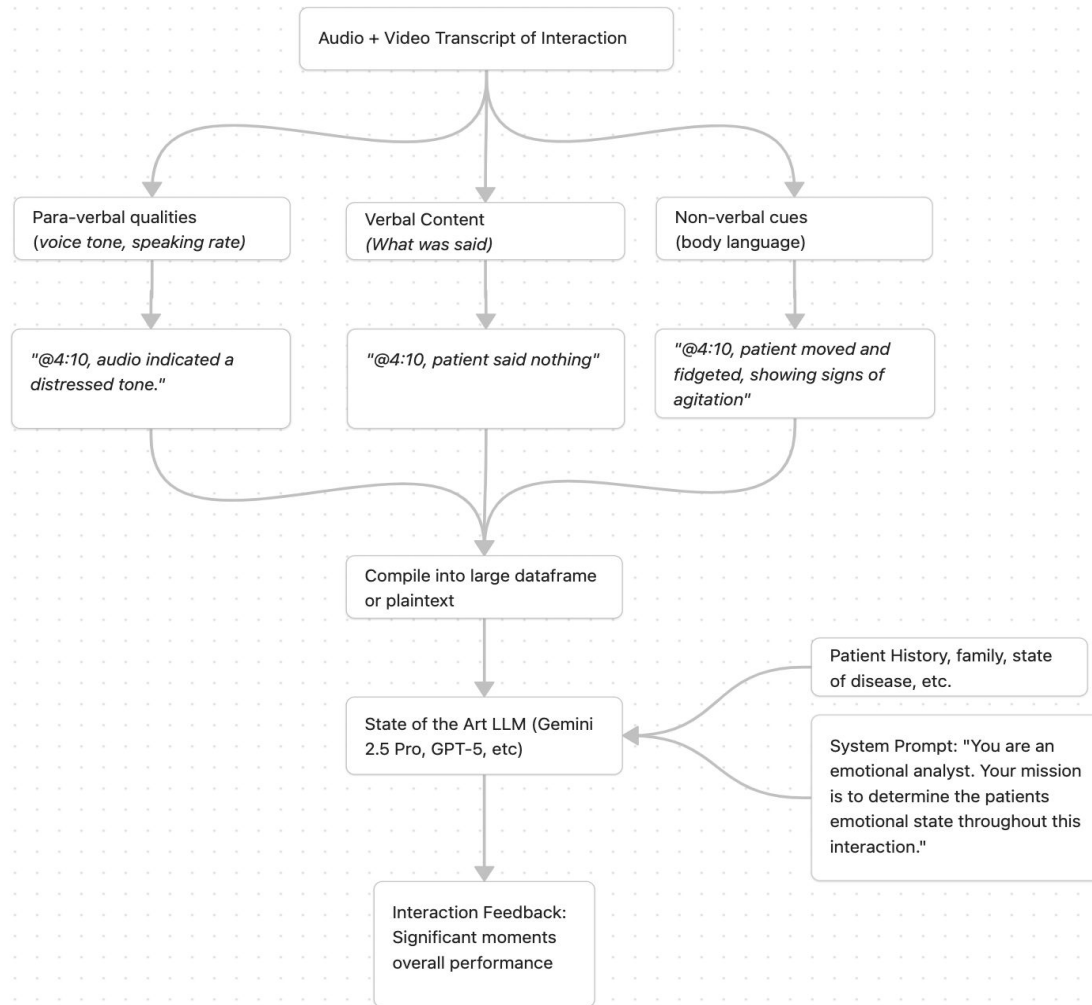2. ## Medical Educators and Training Institutions
   - **Role:** Integrate the tool into curricula or continuing education programs to supplement faculty feedback and reduce training resource strain
   - **Needs:** Reliable data on learner progress and consistent evaluation standards across trainees
   - **Benefit:** Enhanced educational outcomes and scalable empathy training infrastructure

3. ## Healthcare Administrators and Institutions
   - **Role:** Support tool adoption for workforce well-being and quality improvement initiatives
   - **Needs:** Metrics that correlate communication performance with patient satisfaction and burnout reduction
   - **Benefit**: Improved institutional reputation, retention rates, and compliance with patient-centered care standards

Okay, so what's the plan?

```
Audio + Video Transcript of Interaction
```

```
Para-verbal qualities
(voice tone, speaking rate)
```
```
Verbal Content
(What was said)
```
```
Non-verbal cues
(body language)
```

```
"@4:10, audio indicated a
distressed tone."
```
```
"@4:10, patient said nothing"
```
```
"@4:10, patient moved and
fidgeted, showing signs of
agitation"
```

```
Compile into large dataframe
or plaintext
```

```
Patient History, family, state
of disease, etc.
```

```
State of the Art LLM (Gemini
2.5 Pro, GPT-5, etc)
```
```
System Prompt: "You are an
emotional analyst. Your mission
is to determine the patients
emotional state throughout this
interaction."
```

```
Interaction Feedback:
Significant moments
overall performance
```

Existing Emotion Detection

Image based

1. https://huggingface.co/dima806/facial_emotions_image_detection

Text based

1. https://huggingface.co/VinMir/GordonAI-emotion_detection

Audio based

1. https://huggingface.co/saky-semicolon/Emotion-Detection-from-Voice

Questions

Any more data?

Can we film at the simulation center?

A way to provide timely, objective, and ongoing feedback on goals of care conversations for all clinicians (including non-trainees) in order to enhance empathetic communication, support continuous professional development, and improve patient-centered outcomes.

I LOVE IT!!

We are designing an AI-powered prototype aimed at delivering **timely, objective, and continuous feedback** on goals of care conversations across all clinician groups—including non-trainees. The system will leverage natural language processing and machine learning to assess communication quality, with a focus on enhancing **empathetic dialogue**, supporting **ongoing professional development**, and ultimately improving **patient-centered outcomes**.

Ethan Vanderpool (Unverified) was invited to the meeting.

ePrognosis: Addressing Goals of Care & Code Status, Code Discussion Part 1

generate ten thousand rows of patient clinician interactions transcripts where the clinician is delivering difficult news to the patient. Clinician specialties to be included Palliative Medicine, Internal Medicine, Oncology, Psychiatry, Emergency Medicine, and Geriatric Care. Your mission is to determine the patients emotional states throughout the interaction.