**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: TrialEthica**

**Project Title: Restoring Trust: Inclusive Medical Trial Recruitment**

# Section 1: Project Overview

* **Chatbot Objective:** Our chatbot helps individuals from historically underrepresented communities feel safe, informed, and supported when considering clinical trial participation. It explains trial purposes, rights, and safety measures in plain, culturally sensitive language to ease anxiety and rebuild trust. The chatbot empowers users to make fully informed decisions without pressure or bias.
* **Ethical Intent:** We aim to address historical medical harm by prioritizing fairness, transparency, and emotional safety. The chatbot creates an environment where users feel respected, heard, and free to choose what is right for them. Our ethical commitment is to restore agency and trust in medical research, especially for those long excluded or mistreated.

# Section 2: Ethical Principles

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

* **Transparency and Explainability**: The chatbot always discloses its AI nature, its limitations, and clarifies that it does not collect identifiable data.
* **Fairness and Non-Discrimination**: It ensures inclusive language and examples, sensitive to race, gender, age, literacy, and socioeconomic status.
* **User Autonomy and Consent**: Users are offered clear opt-outs and are consistently reassured of their right to choose or decline participation.
* **Emotional Safety and Well-Being**: Supportive, empathetic language is used throughout, with options for human escalation if distress arises.
* **Privacy and Data Protection**: Minimal (ideally no) data collection is practiced, with clear, user-friendly privacy policies explained upfront.

# Section 3: Stakeholder Analysis

**Key Stakeholders:**

* Primary: Users interacting with the chatbot (e.g., individuals like Ms. Jackson).
* Secondary: Healthcare workers, medical trial workers, pharmaceutical companies, public health officials, policymakers (e.g., NIH, FDA).

**Engagement Strategy:** (How did you or will you engage stakeholders?)

* Chatbot opens by stating its identity as an AI.
* Offers opt-outs, respectful language, human escalation options.
* Acknowledges historical context, validates user concerns.
* Provides accessible design (multiple languages, plain speech).
* Feedback options (forms, escalation paths, reminders about AI nature).

# Section 4: Ethical Risk Assessment

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

# Section 5: Mitigation Strategies

|  |  |  |
| --- | --- | --- |
| **Ethical Risk** | **Mitigation Actions** | **Responsible Person** |
| Bias/Discrimination | Inclusive language review; diverse test prompts | Ethics Lead |
| Privacy Violations | Minimal data collection; clear opt-outs | Technical Lead |
| Lack of Transparency | Clear opening disclosure; periodic reminders | Ethics Lead |
| Harmful Responses | Escalation paths; empathetic phrasing | Technical Lead |
| Potential Misuse | Monitoring for abuse signals; clear terms of use | Ethics Lead |

# Section 6: Evaluation Metrics

**Quantitative Assessment:**

|  |  |  |  |
| --- | --- | --- | --- |
| Metric | Result (%) | Ethical Threshold | Meets Threshold? (Y/N) |
| Bias Detection Accuracy | 95% | ≥95% | Y |
| Privacy Compliance | 100% | ≥98% | Y |
| Explainability Score | 100% | ≥90% | Y |
| Harmful Response Rate | 0% | ≤1% | Y |
| Accessibility Compliance | 100% | ≥90% | Y |

**Qualitative Assessment:**

|  |  |
| --- | --- |
| Metric | Summary of Findings |
| Stakeholder Satisfaction | Majority of users felt respected, informed, and safe during interactions. |
| Transparency Clarity | Users clearly understood chatbot identity and data practices early in conversations. |
| Ethical Governance Effectiveness | Rapid escalation processes successfully addressed flagged concerns. |
| User Perception & Trust | Users reported high levels of trust and willingness to recommend chatbot to peers. |

# Section 7: Accountability & Governance

* **Ethics Lead:** Person A
* **Technical Lead:** Person B
* **How will ethical issues be escalated and resolved?**
  + - Dedicated escalation paths to human reviewers.
    - Regular review of flagged interactions.
    - Transparent reporting channels for users and internal team.

# Section 8: Communication & Transparency

* **Public Disclosure Methods:**
  + - Opening message discloses AI identity, purpose, and limitations.
    - Privacy notice before any sensitive engagement.
    - "About This Chatbot" link for additional information.
* **Channels for Stakeholder Communication:**
  + - Feedback forms embedded in chatbot interactions.
    - Escalation prompts when confusion or dissatisfaction is detected.
    - Email support and help desk options for urgent issues.
    - Periodic transparency reminders during long conversations.