

Development of an Artificial Intelligence-based Caregiver Negotiation Program

Alaine Murawski, LSW, AM,¹

Vanessa Ramirez-Zohfeld, MPH,¹ Johnathan Mell, PhD,² Allison Schierer, BS,¹ Jeanne Brett, PhD,³ Lee A. Lindquist, MD MPH MBA¹

¹ Northwestern University Feinberg School of Medicine Division of Geriatrics, Chicago, IL

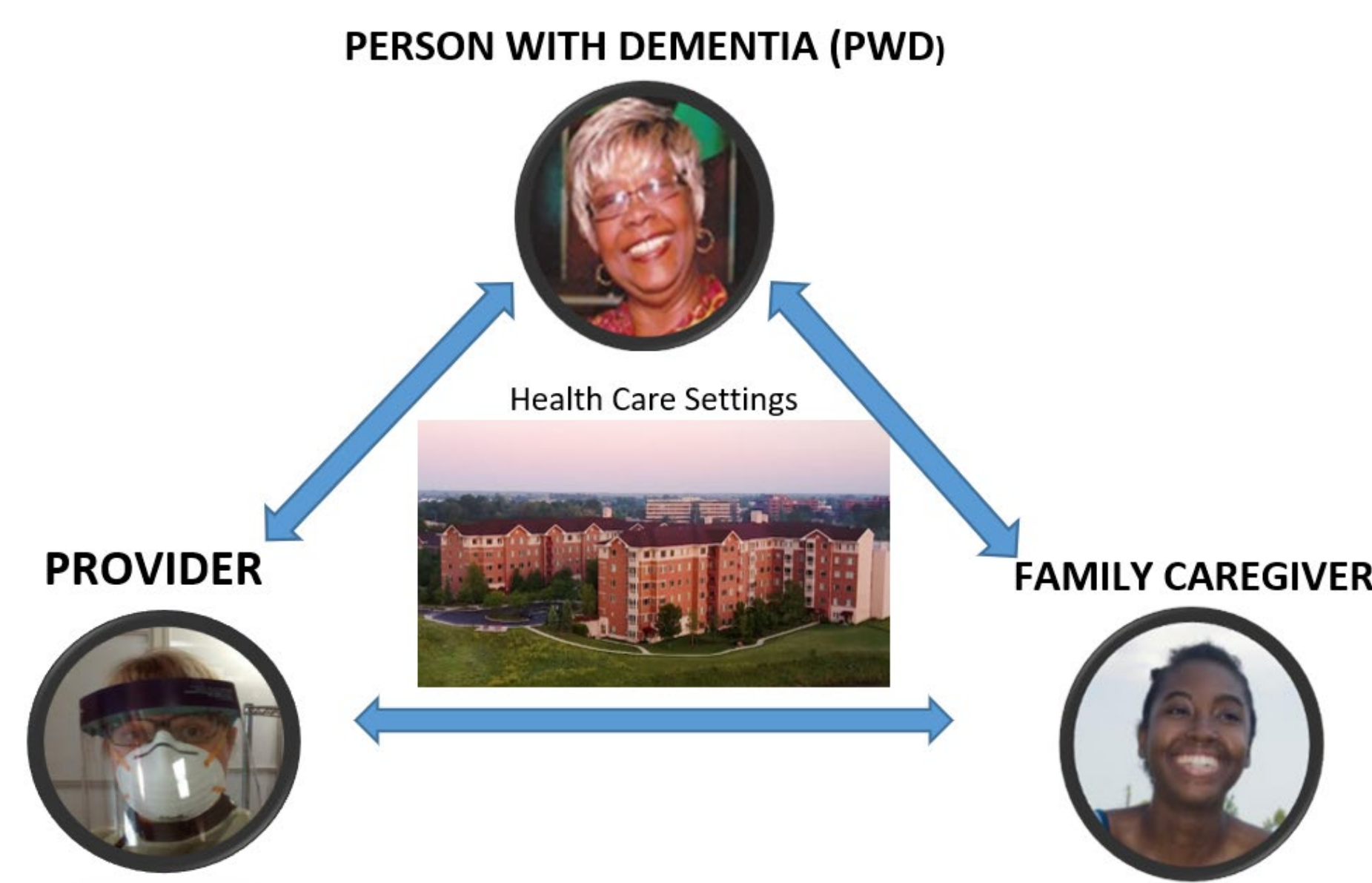
² University of Central Florida Dept of Computer Sciences, Orlando, FL

³ Northwestern University Kellogg School of Business, Management & Organization – Dispute Resolution, Chicago, IL

INTRODUCTION

Family caregivers of older adults with Alzheimer's dementia (AD) frequently experience conflicts as they advocate for their loved ones, often facing frustration, anxiety, and stress. Caregivers routinely lack knowledge in how to negotiate and resolve disputes, as they deal with health system conflicts.

Our prior research (n=97 caregivers) revealed the most common conflicts involved a caregiver-provider, caregiver-older adult, and caregiver-caregiver.



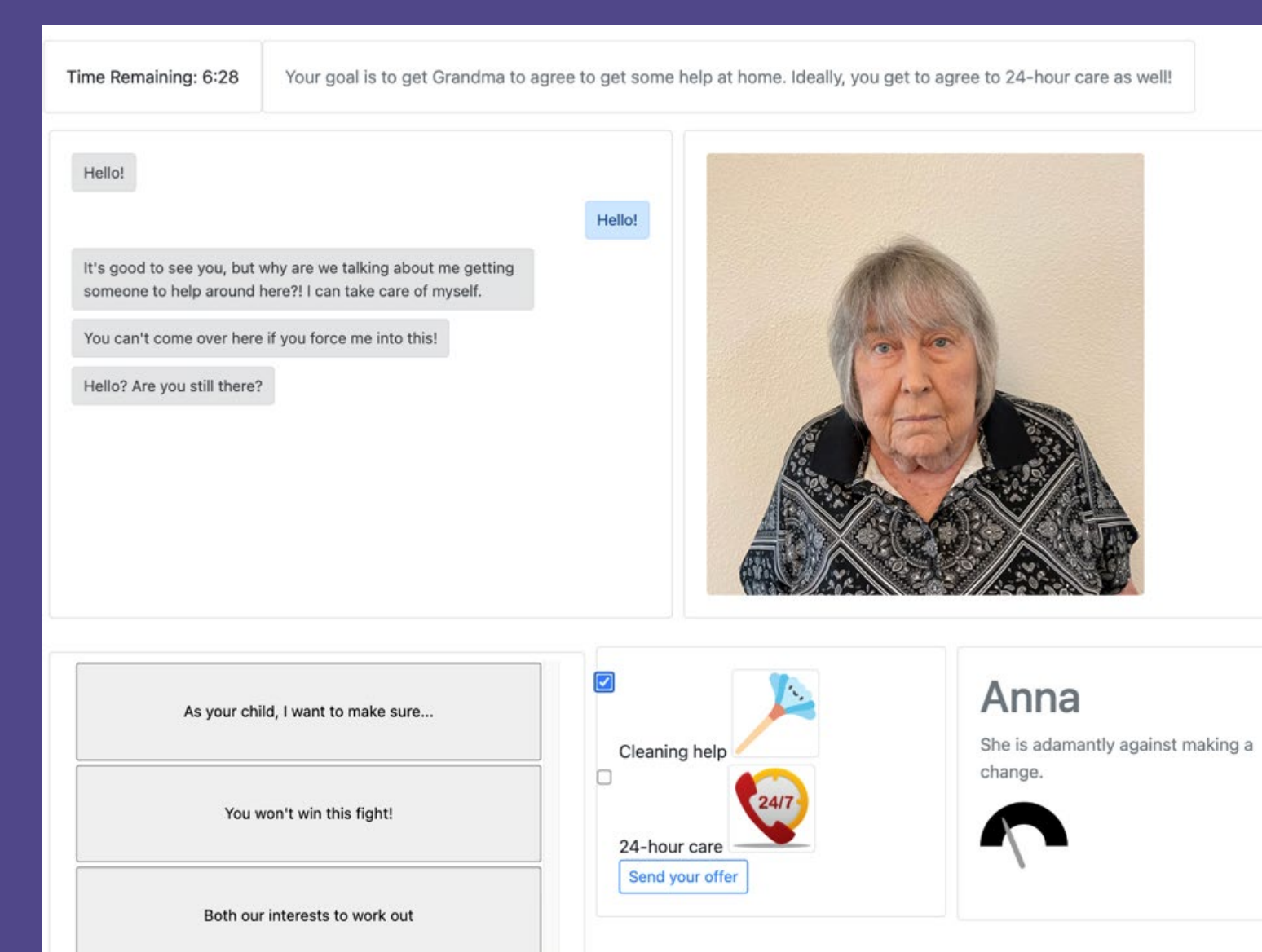
METHODS

An interdisciplinary group was convened comprised of a social worker, geriatrician, negotiation experts, and a community-based family caregiver to use the Interests-Rights-Power (IRP) negotiation framework to build dialogue surrounding three common caregiver conflicts. Real-world scenarios were scripted to fit each conflict. Dialogue from the caregiver panel were revised and coded to the IRP framework.

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Family caregivers often lack experience in conflict resolution as they deal with health system conflicts.

We tailored the AI-based Interactive Arbitration Guide Online (IAGO) to enable family caregivers to learn negotiation and conflict resolution techniques to advocate for their loved ones within the health system.



METHODS (Cont.)

Experts in computer science leveraged the constructed dialogue to formulate the content for an AI-based negotiations program: the Interactive Arbitration Guide Online (IAGO), a flexible research platform for designing human-aware negotiating agents. Socially-aware avatars were developed to reflect the subjects with whom caregivers negotiate.

The IAGO platform, which allows for multiple communication modalities (emotion, dialogue, and negotiation channels), was extended to support conflict resolution and specific domain requirements of the research.

RESULTS

An artificial Intelligence-based caregiver negotiation program was created to facilitate teaching negotiation skills to caregivers of older adults with AD. Since it is web-based and provides real-time feedback, busy caregivers can complete the negotiation program when time permits.

In addition, business school negotiation education materials (e.g., videos and printouts) were adapted to caregivers using an iterative process. NegotiAge houses IAGO and negotiation resources to support caregivers in negotiating conflicts with older adults.

DISCUSSION and FUTURE STEPS

An artificial intelligence-based caregiver negotiation program was developed as a feasible and usable resource for caregivers to learn how to resolve common conflicts between older adults with AD, providers, and other caregivers.

Future research plans to test the AI-based program with caregivers nationally.

FINANCIAL DISCLOSURE:

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Alaine.Murawski@northwestern.edu - Murawski

LAL425@northwestern.edu - Lindquist

Twitter: @LeeLindquistMD

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