



Training for Senior Planet

**Presented by OpenAI, with appreciation to Microsoft for
their partnership with OATS**

September 18, 2024

Agenda:

Today we're going to cover:

- Generative AI Overview (10 min)
- Exercises + Questions (45 min)
- Wrap up (5 min)

We're creating artificial general intelligence (AGI) that benefits all humanity.





Empower every person
and every organization
on the planet **to**
achieve more.

What is Artificial Intelligence (AI)?

Artificial intelligence (AI) is a field of computer science focused on creating machines or systems that can perform tasks typically requiring human intelligence.

These tasks include things like:

- Learning from experience
- Recognizing patterns
- Understanding natural language
- Solving problems
- Making decisions



What is Generative AI?

A type of AI that can create original content, such as text, images, audio, and video.



Text ↔ Text

- Summarization
- Question & Answer
- Translation
- Coding



Image ↔ Text

- Image/logo generation
- Captions



**Speech/Audio ↔
Text**

- Transcription
- Conversational AI



Text ↔ Video

- Video generation
 - Transcribing videos
-



What are some features of Generative AI?

Creative



Avocado armchair generated in 2021

Empathetic



In a recent study, chatbot responses to patients were found to be highly empathetic by patients

Evolving rapidly

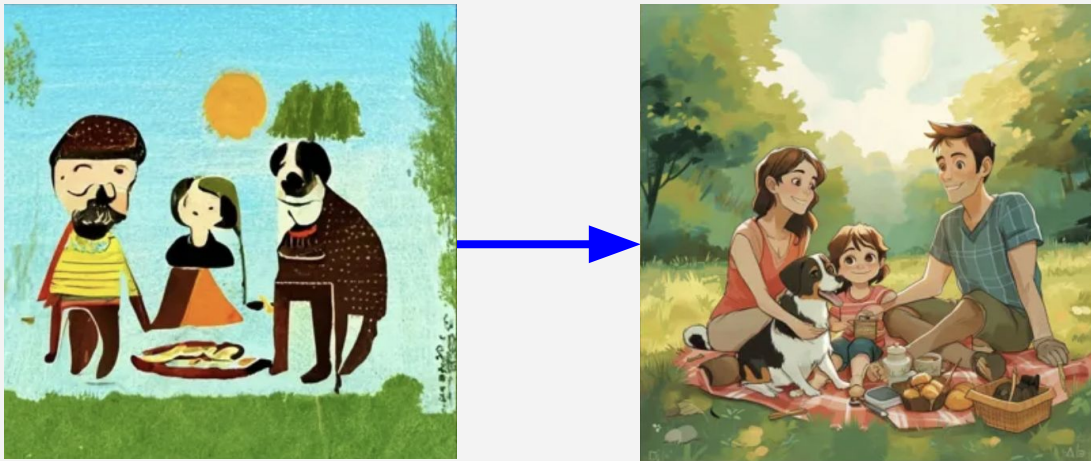


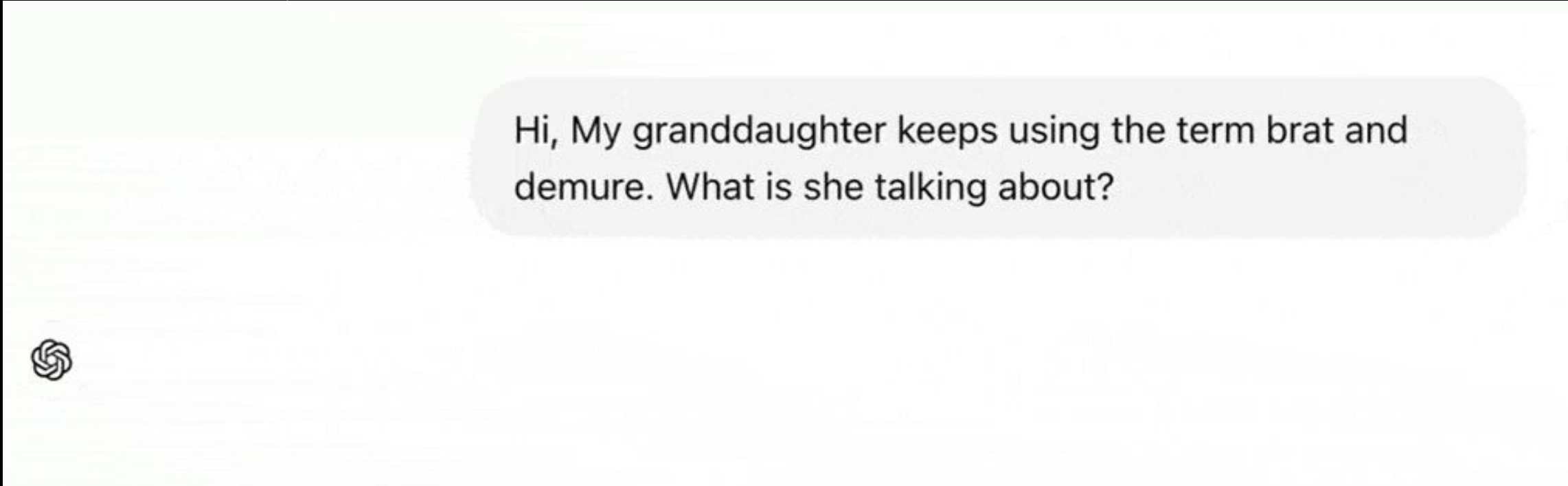
Image generation evolution from Feb. 2022 to Dec 2023



Working with AI

1.15.24

Text in, text out; like a human



Hi, My granddaughter keeps using the term brat and demure. What is she talking about?



Exercise 1:

Let's work with prompts

Let's take a turn with some of the prompts that you have provided. If you have previously downloaded ChatGPT, please feel free to also input as we go.



Incorporate best practices

Provide context

The more information you give ChatGPT, the more accurate and helpful the responses will be.

Iterate

Refine your prompts based on the responses ChatGPT provides you to improve accuracy over time.

Ask ChatGPT

When in doubt, ask ChatGPT how it can help you.

Example: I work with older adults in a rural setting. They typically need basic technology assistance. What are some ways ChatGPT can help me with my work?

Example: How can older adults use ChatGPT for medication reminders?

When working with ChatGPT, we recommend approaching it as if you are working with a **less experienced associate**

Eager to please, but occasionally makes mistakes

Always check your associate's work!

Requires more context and set up to be fully helpful

We will provide some examples of how to use the prompts within ChatGPT to help provide the most useful information.

A creative and helpful assistant

ChatGPT is able to summarize, write, create, analyze, compare, and suggest ideas.



Exercise 2:

Let's explore a new topic

- **Task:** what do you want ChatGPT to do?
- **Context:** what can you provide as far as additional details and background that may help ChatGPT in its response?
- **Format:** how would you like the information presented?



Exercise 2:

Let's explore a new topic

Refining the prompt will help with the output. Examples:

- Ok

What are some ways ChatGPT can help older adults with tracking medications, doctors appointments and local pharmacy hours?

- Good

You are a leader at a Senior Planet senior support center who helps to train older adults in rural America aged 55+ on how to best adopt technology to improve their lives.

What are some of the top ways ChatGPT can help older adults with tracking medications, doctors appointments and local pharmacy hours?

- Great

You are a leader at a Senior Planet licensed senior support center who works with older adults aged 55+ in rural areas who may not have consistent access to medical facilities or alternative medical care options (such as virtual care) due to geographic barriers or technology gaps. What are the top 10 ways ChatGPT can help older adults with tracking medications, doctors appointments and local pharmacy hours? Please also share a bulleted checklist that can easily be shared and tracked by seniors.



Let's talk about some of the things to watch for when using AI

Inaccuracies (the industry term is hallucinations)

Generation of data that is fictional, inconsistent, or irrelevant with the input data

Why does it happen

- Training data issues
- Insufficient context in question/prompt
- Model's handling of ambiguous situations

Ways to prevent it

- Check the work
- Ask for citations and links
- Add in your prompt "If you don't know, just tell me."
- Have (another) ChatGPT proofread your results



Exercise 3:

How to use ChatGPT to help older adults protect themselves from financial fraud

Let's take older adults through a typical financial scam and tips on how they can protect themselves.

Step 1: Let's work with a common financial scam targeted to older adults: a phishing scam by an official looking email address or organization, like Medicare. Here is an example:

Dear [Senior's Name],

We noticed suspicious activity on your Medicare account, and it is important to verify your account information to avoid suspension of benefits.

Please click the secure link below to update your details:

[Click here to update your Medicare account](#)

Failure to act within 24 hours will result in a temporary freeze of your benefits.

Thank you for your prompt attention to this urgent matter.

Sincerely,

Medicare Support Team



Exercise 3:

How to use ChatGPT to help older adults protect themselves from financial fraud

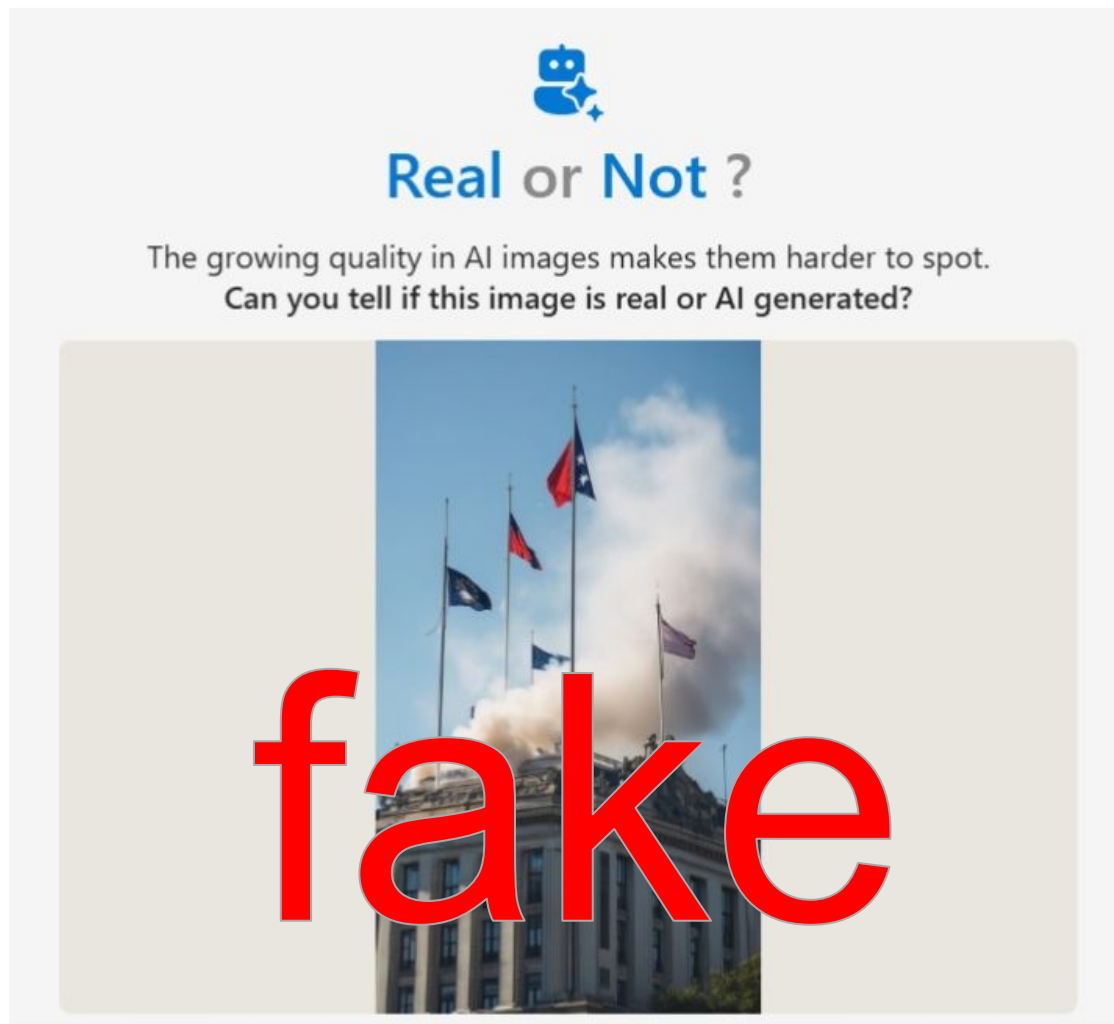
Step 2: Let's ask ChatGPT identify the key red flags in this email.

Step 3: Let's ask ChatGPT provide the three takeaways from this email.

Step 4: Let's ask ChatGPT to suggest ways that older adults can avoid this scam in the first place.



What about 'deepfakes'?



realornotquiz.com

What are they?

A deepfake is an AI generated image, video, or audio recording, typically used to spread deceptive information.

In recent years, advancements in artificial intelligence (AI) have enabled deepfakes to seem so realistic that it can be hard for the most skilled experts to spot them as fake.

What are companies doing about them?

Building safety controls into AI tools to prevent abuse.

Creating new standards to label AI content and certify authentic content.

Building detection tools (though these aren't perfect!)

How can you protect yourself?

Check (and recheck) your sources

Validate critical information with trusted authorities

Keep your media literacy skills sharp

Remember: if something seems too good to be true, creates a false sense of urgency, or provokes a strong emotion like anger or disgust - slow down.

Exercise 4:

How to use ChatGPT to Cultivate Creativity and Engagement

Mary is a 72-year-old woman who loves telling stories from her childhood but has never written them down. She is unsure of how to start capturing her stories and feels overwhelmed by the process.

Step 1: Introduction to ChatGPT. The instructor introduces Mary to ChatGPT, explaining that it can be used as a writing assistant and she does not need to worry about technical skills.

Step 2: The instructor asks Mary to think about a childhood memory she'd like to share, such as a family vacation. The instructor prompts ChatGPT with "Help Mary write a short story about her favorite family vacation as a child."

Step 3: ChatGPT responds with a prompts "Start by describing the location. What was the weather like? Who was with you? What made the trip special?"



Exercise 4:

How to use ChatGPT to Cultivate Creativity and Engagement

Step 4: As the instructor helps to input the information into ChatGPT, or Mary does it herself by typing or utilizing the voice command, ChatGPT asks follow up questions.

Step 5: When Mary is ready, she can ask ChatGPT to put the responses into a draft of a story. She can revised and edit the story with ChatGPT, incorporating why the story is so special.

Step 6: Once the story is completed, she can chose to share it with family or keep it as part of a keepsake. She can save the text or print it out.



Exercise 5:

How to use ChatGPT to synthesize notes and apply takeaways

Step 1: Now, let's upload the report by OATS "Fly Like an Eagle," that discusses the role tech plays in the lives of older adults experiencing isolation.

Step 2: Let's ask ChatGPT for a summary. You can customize the length and format of the summary.

Step 3: Now, let's ask ChatGPT to apply the learnings from the report to a small nonprofit that works with older adults.

Step 4: Now, let's ask ChatGPT to apply the learnings from the report to immediate family members who are caring for a senior.

Step 5: Ask ChatGPT to search for something specific within the document, such as "what are the top 5 conclusions from this report?"



Exercise 6:

Let's incorporate voice

Now, let's incorporate voice. Let's use the same prompts and explore the voice feature.

We'd love to hear your feedback and thoughts. Is this something you can see the seniors you assist using?



ChatGPT Voice Feature

- ChatGPT has a voice feature that allows users to interact with the model using spoken language instead of text. This feature is available in specific versions of the ChatGPT app, such as on mobile devices.
- This is part of OpenAI's broader effort to make AI more accessible and user-friendly. This feature makes it easier for seniors to engage with the technology who might otherwise have difficulty with a keyboard or keys on a phone.
- To use the voice feature, users typically need to press a microphone button within the app, speak their question or command, and then listen to the spoken response from ChatGPT.
- This functionality is particularly useful in scenarios where typing may be inconvenient or when users prefer a more conversational, hands-free experience.



Solen Feyissa/Unsplash



How AI is Being Used

Gains in Healthcare

Moderna and OpenAI are accelerating the development of life-saving treatments.

Moderna's Dose ID GPT analyzes and verifies the optimal vaccine dose selected by the clinical study team. Dose ID has the potential to speed up clinical data analysis from **months to hours**.

Microsoft researchers are partnering to develop a smartphone-based skin cancer detection system

SmartSkin utilizes deep learning to take the snapshots of suspected skin lesions and distinguish between malignant and benign melanoma skin images.



Enhancing Accessibility & Independence

OpenAI is collaborating with Be My Eyes to bring the benefits of AI to people who are blind or have low vision by bringing to life a "virtual volunteer," that can assist in gaining greater independence.



Microsoft's Seeing AI app helps vision impaired people with the recognition of banknotes from different denominations across global currencies.



"The implications for global accessibility are profound. In the not so distant future, the blind and low vision community will utilize these tools not only for a host of visual interpretation needs, but also to have a greater degree of independence in their lives."

- **Michael Buckley, CEO, Be My Eyes**



Takeaways

- Iterate and experiment. Refine the questions or “prompts” to improve accuracy.
- When using ChatGPT, give context and detail.
- Incorporate the voice feature and have older adults practice using it.
- Always double check the information given through AI tools. And, always be aware of scams and fraud.
- Take advantage of other trainings by Senior Planet and OATS.





Thank you!



Addendum

How can AI help Older Adults?

Health

- Remote Health Monitoring
- Personalized Healthcare
- Medication Management
- Fall Detection and Prevention
- Telemedicine and Virtual Care
- Problem Solving
(Can you distill these rules from my insurance agency into a bulleted checklist? Can you help me draft an email to my doctor's office?)

Wealth

- Personalized Financial Planning
- Fraud Detection
- Budgeting and Expense Tracking
- Debt Management
- Healthcare Cost Management
- Estate Planning

Self

- Art creation or writing assistance
- Music
- Voice-activated journaling
- Memoir creation
- Book and literature recos
- Problem solving
(Why is my TV giving me this error message? How do I update the software on my cell phone?)



Customizing ChatGPT. To get started:

Download the ChatGPT app to your phone or log onto www.chatgpt.com on your desktop.

First step: set ChatGPT up to your preferences

- Select logo in the upper right hand corner
- Dropdown menu should occur, select Customize ChatGPT
- What would you like ChatGPT to know about you to provide better responses?
 - Explain your role in the organization
 - Explain your educational and skills background
- How would you like ChatGPT to respond?
 - Ex: bullet points, concise, 100 words, etc.
- Reminder on data: If you are a ChatGPT Free or ChatGPT Plus user, you can opt out of the use of any of your data for model improvement by enabling the "temporary chat" feature or turning off the "Improve the model for everyone" setting option.

