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TECH CORNER

Can a Chatbot Help
People Feel Better?

Fitzpatrick and colleagues (2024) compared Woebot to an Intent-to-Treat group in a randomized clinical trial.

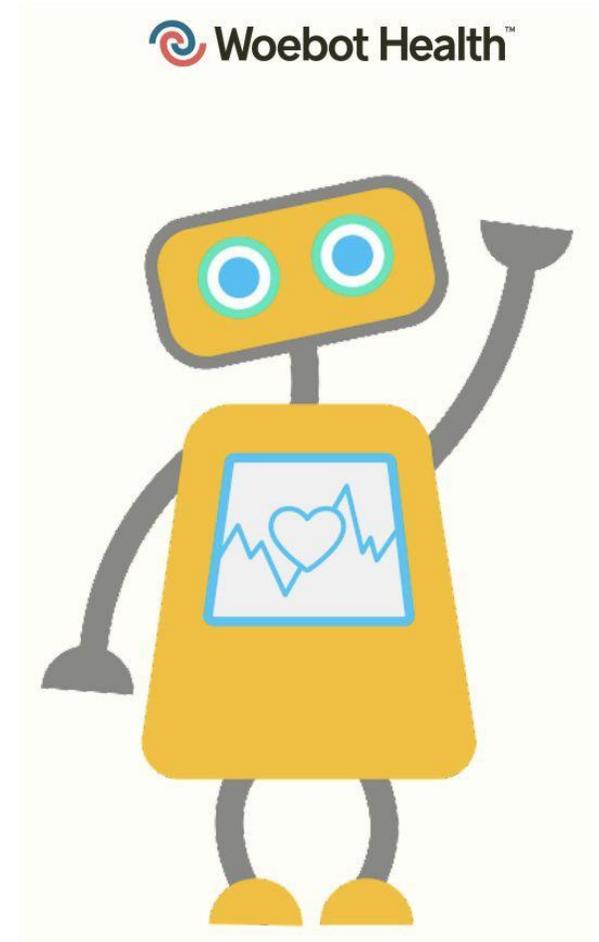
Specs:

- 2 weeks of usage in treatment group
- Compared to an informational control condition
- **Participants:** 204 Nonclinical college population
- **Methods:** Decision trees to select responses with some natural language processing to determine specific conversational features
- **Outcomes:** PHQ-9, GAD-7, PANAS, Acceptability and Usability Scales

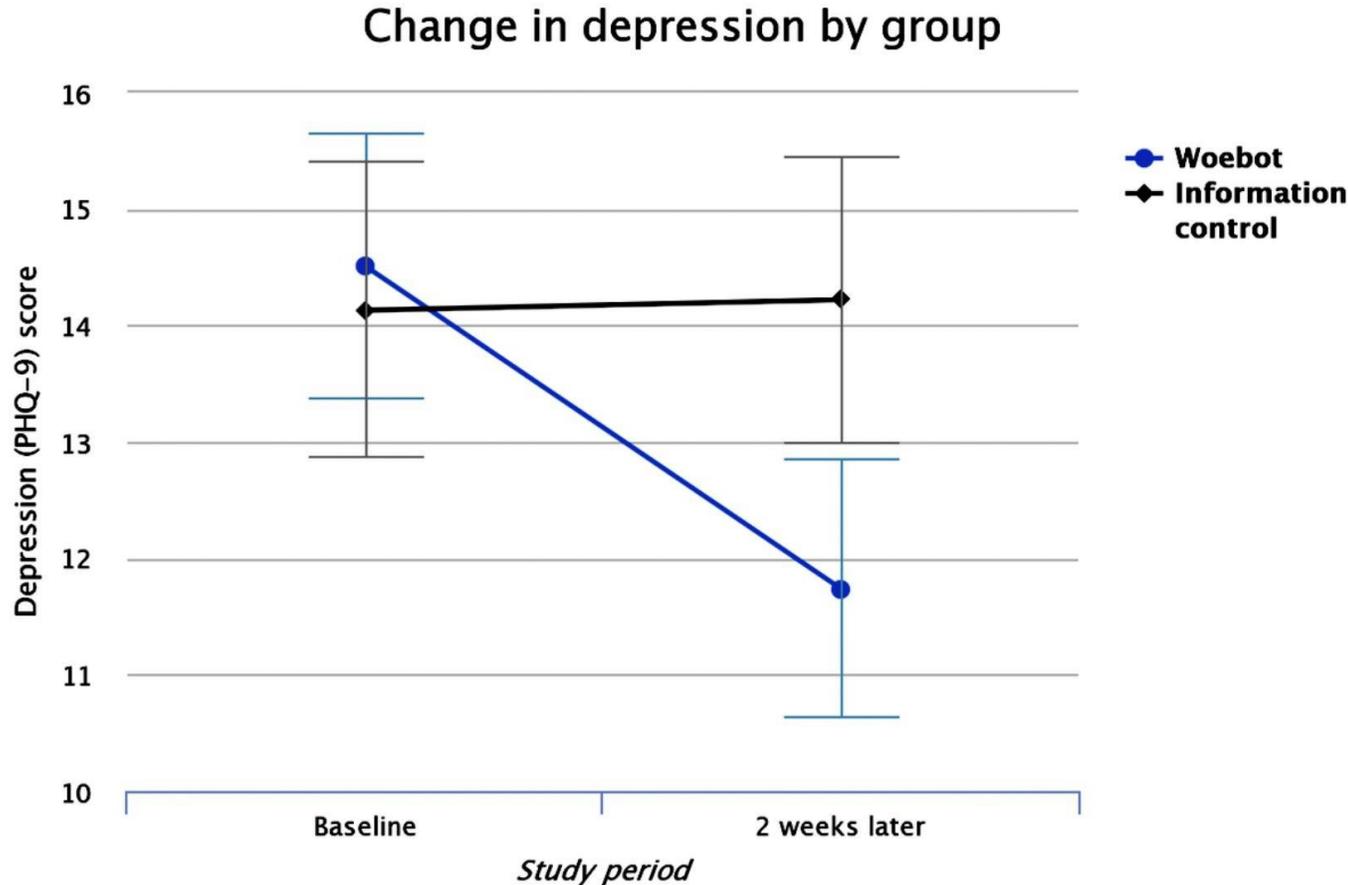
*Fitzpatrick KK, Darcy A, Vierhile M Delivering Cognitive Behavior Therapy to Young Adults With Symptoms of Depression and Anxiety Using a Fully Automated Conversational Agent (Woebot): A Randomized Controlled Trial JMIR Ment Health 2017;4(2):e19

*Images were obtained from:

https://woebothealth.com/img/2024/07/Woebot-for-Adults_Instructions-for-Use_Users_July-18th-2024.pdf



Fitzpatrick and colleagues (2017) used an ANCOVA to find a small moderate reduction in anxiety via the GAD-7 ($d=0.37$).



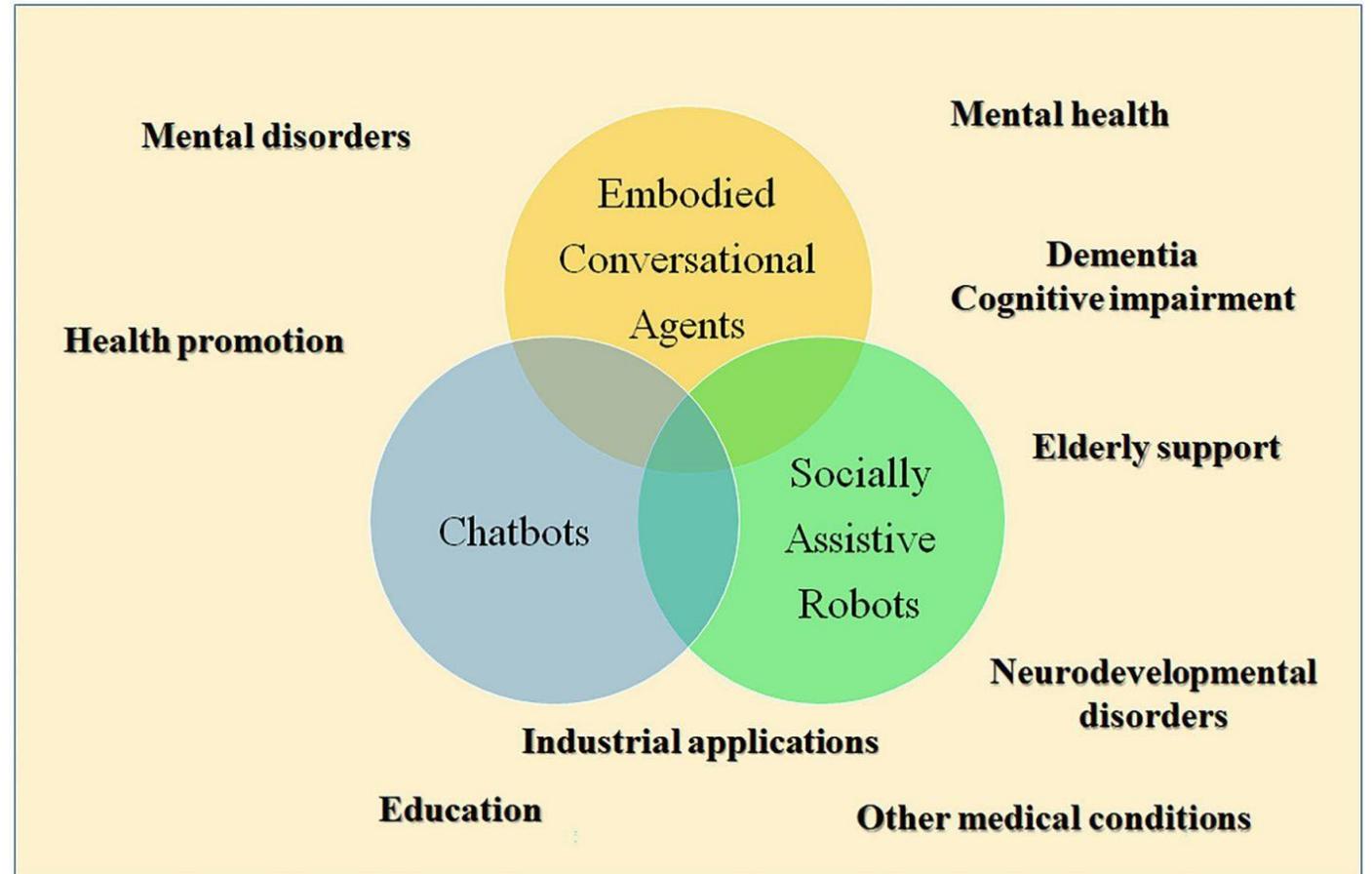
- **Psychoeducation**
- **Empathic Responses**
- **Tailoring**
- **Goal Setting**
- **Accountability**
- **Motivation and Engagement**
- **Reflection**

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Many peer reviewed systemic reviews have been published since 2017, exploring a variety of uses and populations.

Yes this is exciting...AND:

- There are different kinds of bots
- Different specialties
- Continue to examine the appropriateness of the application
- Should AI solve the problem that you're trying to solve?



Kiuchi, K., Otsu, K., & Hayashi, Y. (2024). Psychological insights into the research and practice of embodied conversational agents, chatbots and social assistive robots: a systematic meta-review. *Behaviour & Information Technology*, 43(15), 3696-3736.