Exploring Recommendations for AI Tools at the *Deutsche Alzheimer Gesellschaft* for Service Improvements

An Interactive Qualifying Project (IQP) Report
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Executive Summary

By the year 2050, the population of those who have Alzheimer's will go from 50 million to 100 million (Zhang et al., 2024). Alzheimer's is a debilitating neurodegenerative condition that has no cure and results in the loss of memory, thinking, reasoning and changes behavior of the patient. Those who suffer from this condition often begin to show symptoms in their mid-60s, but depending on the patient and type of Alzheimer's, this can vary (National Institute of Health, 2025). Due to the nature of Alzheimer's and how it affects the patients, they eventually become completely reliant on caregivers to take care of all tasks they were once able to do. In a study conducted on caregivers, out of 169, 62.13% were females who have expressed depression and anxiety symptoms which were 24.85% and 25.44% respectively (Duan et al., 2026). Because of the stressful situation they are in, caregivers require a lot of support to help them through some of their toughest moments in life.

Alzheimer's is widespread, and because of this, support networks exist worldwide to provide guidance and counseling to those who do not know how to handle Alzheimer's patients. The *Deutsche Alzheimer Gesellschaft* is one of many worldwide associations who dedicate themselves to counseling and aiding caregivers, family members, Alzheimer's patients, as well as dementia patients. Although a small association, they put in hours of time and effort making sure to counsel and help those in need despite having an outdated system. The desire to improve their ability to accomplish their mission has led the *Deutsche Alzheimer Gesellschaft* to possible AI implementation. For AI software to be recommended, the team evaluated 5 components: Cost, effectiveness, intuitiveness, technical complexity, and GDPR compliance.

Project Goals and Objectives

Project Goals and Objectives Our goal is to consult the DAG with respect to integrating AI into its everyday workflow across multiple departments. Our group examined several departments, including the helpline that DAG operates, the marketing department, and the administrative team. The team conducted a needs-based analysis within each department, identifying pain points in each workflow. The team then researched AI tools and propose appropriate AI solutions where applicable. All of this was carried out with data sovereignty at front of mind.

Objective 1 Understanding Alzheimer's and AI: First, the team built a foundational understanding of Alzheimer's disease and relevant context with respect to caregiving, recognizing that DAG primarily supports caregivers. The team also examined different AI systems and how they work on a fundamental level, including its application under GDPR, to ensure any proposed solutions align with legal and ethical requirements.

Objective 2 Insight into Daily Operation of the DAG: To gain insight into daily operations, the team conducted surveys and interviews with employees across all DAG departments. These

efforts provided both quantitative and qualitative data, allowing for a clearer understanding of workflows and key pain points. Interviews offered detailed personal perspectives on opinions on where improvements could be made and employee daily responsibilities, providing a more accurate assessment of workflow inefficiencies.

Objective 3 Researching AI Tool Possibilities: The team researched AI tool possibilities after identifying areas where workflow improvements were needed and evaluated technologies that could address those gaps. After identifying which pain points can be currently assisted by AI, which cannot be currently addressed, and which could be addressed in the future. This process was enabled by data collected from both the internal DAG information collection and the *Informations- und Austauschplattform der Deutschen Alzheimer-Gesellschaften* also known as the INDAG and translates to the "information and exchange platform of the German Alzheimer's Associations" network. Such survey, allowed for comparison of attitudes and readiness across associations for AI.

Objective 4 Opinions of DAG and greater INDAG network employees on AI and Workflows: The team assessed employee perspectives on AI, including their level of experience, literacy training, and trust in information and security of AI systems. Findings highlighted a need for clearer use cases and more structured AI education aligned with stated AI Act requirements. Overall, these objectives provided a complete understanding of DAG's operations, employee opinions of workflow operational needs, and the opportunities and constraints for implementing AI in an effective, ethical, and GDPR-compliant manner.

Methods

To accomplish the team's goal and objectives, we needed to establish effective methods for data collection as well as taking into consideration what the staff may be most comfortable with. We created two lists of questions, one set for a survey and one set for interviews. Both methods gave the team insight into staff pain points and where AI could possibly be applied. The survey was completed first and interviews second, seeing as we asked if they would be willing to do the interview at the end of the survey. We anticipated that there might be a language barrier between the team and DAG members, so we translated the survey into German and emailed the translated questions for the interviews to those who agreed. We also made it clear to the DAG staff that both surveys and interviews were completely optional and that their information and answers will not be shared or specified unless we had the participants permission, stated in the preambles. Secondary surveys were distributed to the the DAG and a broader survey was sent to the INDAG network.

Findings

After we were able to collect qualitative data from the employees, we were able to analyze and reach a conclusion regarding AI implementation. The consensus is that the surveyed

employees would be willing to give implementation a chance, and not one person who answered the survey was against the idea. The team was also able to identify and finalize pain points in the DAG that were common throughout the association as well as department specific. In addition to the survey sent to the DAG, we were also able to send out a separate but similar survey to INDAG network. Many of the member organizations also have begun to use AI, and we sent out that the INDAG survey to see their view on AI and how they view implementation. The survey responses from the member organization were very similar to that of the DAG, which helped solidify our decisions.

Recommendations

After gathering and analyzing all of our findings, the team was finally able to come up with recommendations for each department. For pain points in the counseling department, administration department, and the public relations department, we were able to make at least one AI implementation recommendation. We were also able to make future recommendations for AI use in areas where that cannot be accomplished now but in the foreseeable future.

Conclusions

In this scenario, AI is the most valuable when used to reduce repetitive administrative tasks and streamline internal processes, while preserving human judgment in sensitive and client-facing roles. By prioritizing privacy, trust, and practical efficiency, the DAG can adopt AI in a way that strengthens its operations while maintaining the high level of care and professionalism central to their mission.Regardless of the areas in which we recommended AI tools be used, the DAG will ultimately make the decision about how they choose to incorporate these tools into their workflows and how they can best support their operations.

4 Findings

The teams findings are a cumulation of 3 separate surveys distributed to specific populations, and 10 individually conducted interviews with DAG employees. A preliminary survey was distributed to all 18 DAG employees, yielding 15 responses. Of the 15 respondents, 11 indicated they would be willing to participate in an interview. Ultimately, 1 participant was unable to participate for an undisclosed reason, so 10 available and willing participants were interviewed. To fill knowledge gaps, a secondary survey was distributed to the 18 DAG employees again. This survey yielded 10 responses. Soon after, the INDAG survey was distributed to a population of over 300 employees across Germany. In the 7 day response window, the INDAG survey received 35 responses.

4.1 DAG Survey Results

Of the 18 employees at the DAG, we had a total of 15 survey responses. The staff of the DAG are split between needing help to complete their tasks and those who rarely find themselves needing help, as is shown in Figure 2.

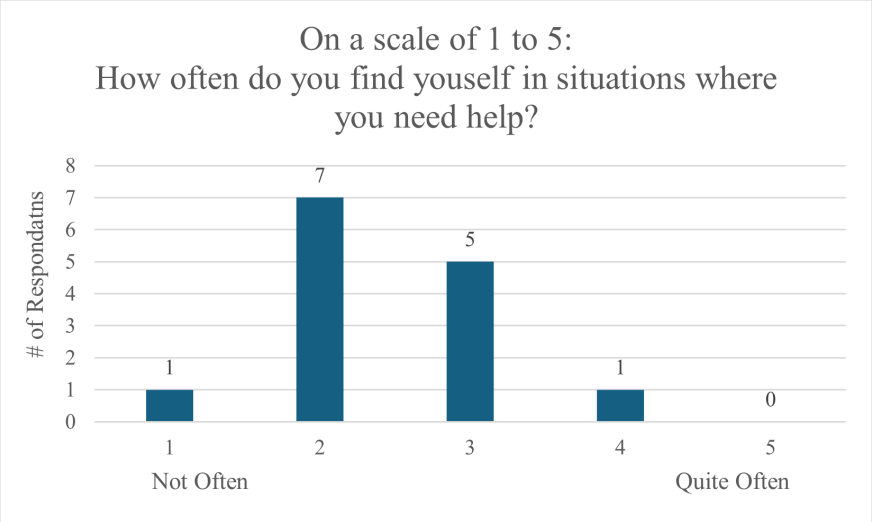


Figure 2: *DAG employee responses to the question "how often do you find yourself in situations where you need help?"*

A majority of the responses are $2 \geq 1$, from a scale of 1–5, indicating that help is not typically needed or required by staff. Majority of staff were on the lower end of the scale, leaning more towards feeling that they rarely find themselves in these situations. This information was important knowledge because it helps us shape how an AI tool can possibly be implemented within the organization. Rather than designing AI as something employees rely on constantly for basic support, it would be more effective to have it be a resource for a specific task.

Many of the DAG employees would also say that they have very little experience with AI, as seen in Figure 3.

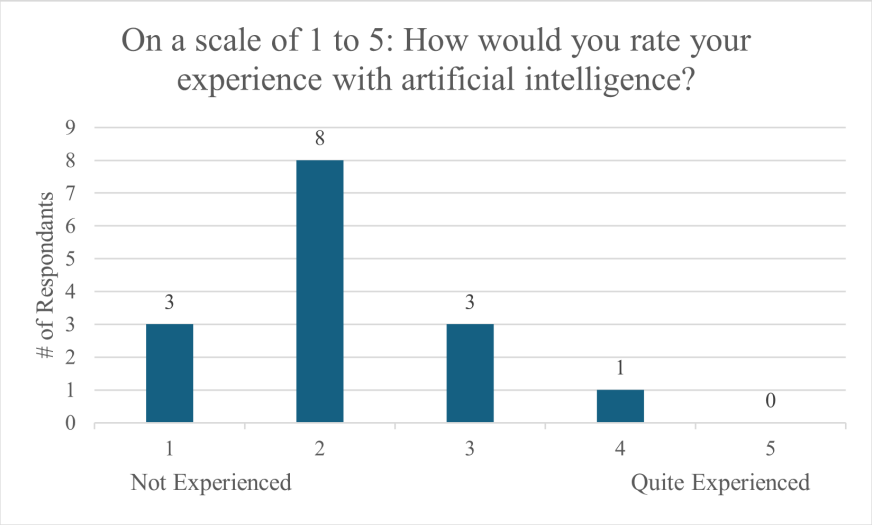


Figure 3: *DAG employee responses to the inquiry "On a scale of 1 to 5: How would you rate your experience with artificial intelligence?"*

Most of the responses for experience with AI, when given a scale, were $2 \geq 1$. Many employees have said they have little experience with AI, if at all, and only 3 people have moderate experience. This indicates that if AI were to be implemented, the extent of training required is clearly defined, as the data shows that employees currently have limited experience with AI and would need comprehensive support to use it effectively.

Many employees are skeptical about the information provided by AI, as seen in Figure 4.

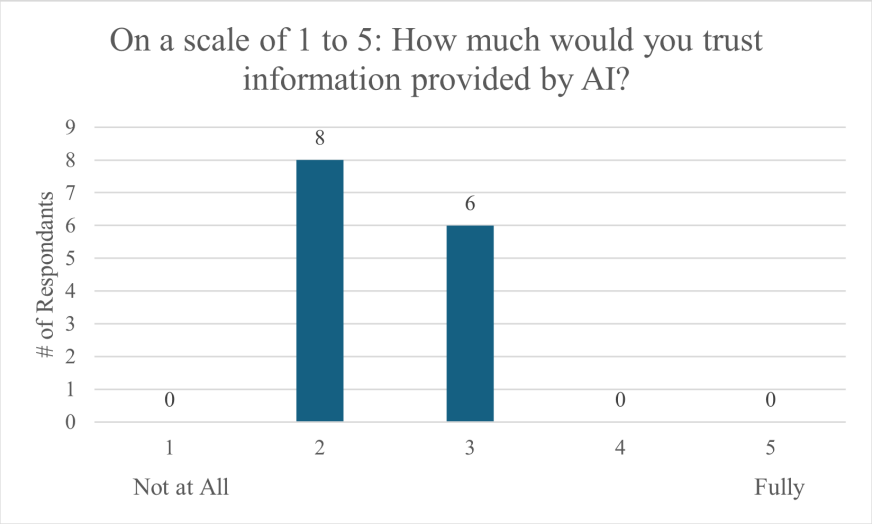


Figure 4: *DAG employee responses to "On a scale of 1 to 5: Would you trust information provided by AI?"*

Most responses to this were in the middle rather than on extreme ends of the scale. However, the responses are leaning more towards survey respondents being skeptical of AI and the information it may provide, signifying that if AI is to be implemented it would need to be a reliable and trusted source that the employees of the DAG deem usable.

As seen in Figure 5, the frequency of AI use is nearly evenly split between "weekly" and "rarely/never," indicating very low experience with AI in general.

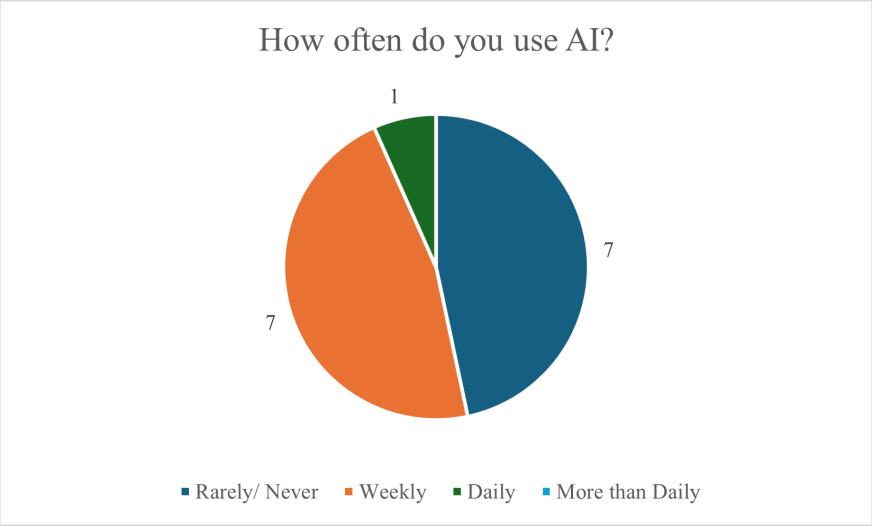


Figure 5: *DAG employee responses to "how often do you use AI?"*

As shown in the graph, one response indicated daily use (6.7% of responses), while the rest are split between weekly and rarely/never. It was not expressly discerned where exactly the employee would use AI. It leaves room for interpretation, but current office rules imply that this usage is primarily in personal contexts. These results support Figure 3, confirming that overall experience with AI is limited.

In the case of an AI recommendation, DAG employees are willing to use it, as seen in Figure 6.

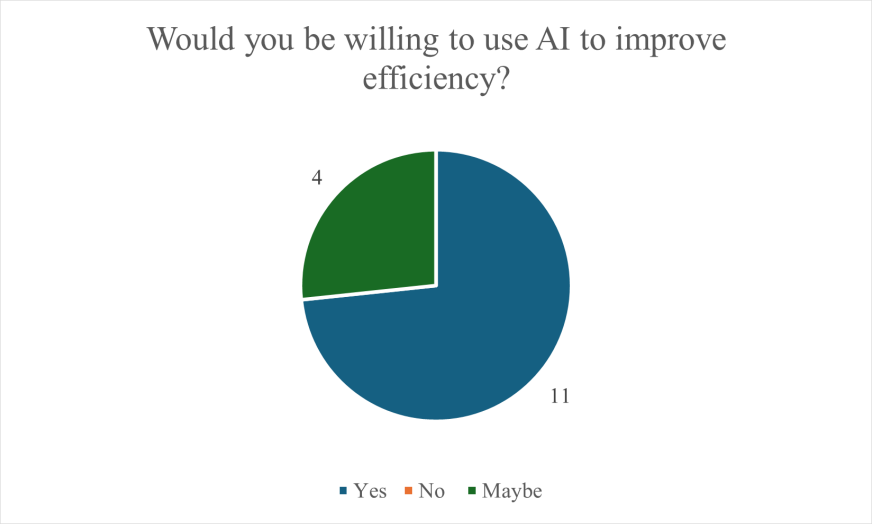


Figure 6: *DAG employee responses to "Would you be willing to use AI to support your daily work?"*

The majority of responses were "yes," with the remaining responses being "maybe" and none indicating "no," showing that DAG employees are generally open to the implementation of AI. Should the team decide to recommend AI, an intuitive AI software is necessary.

Data privacy is a priority and something that the DAG takes very seriously, as seen in Figure 7.

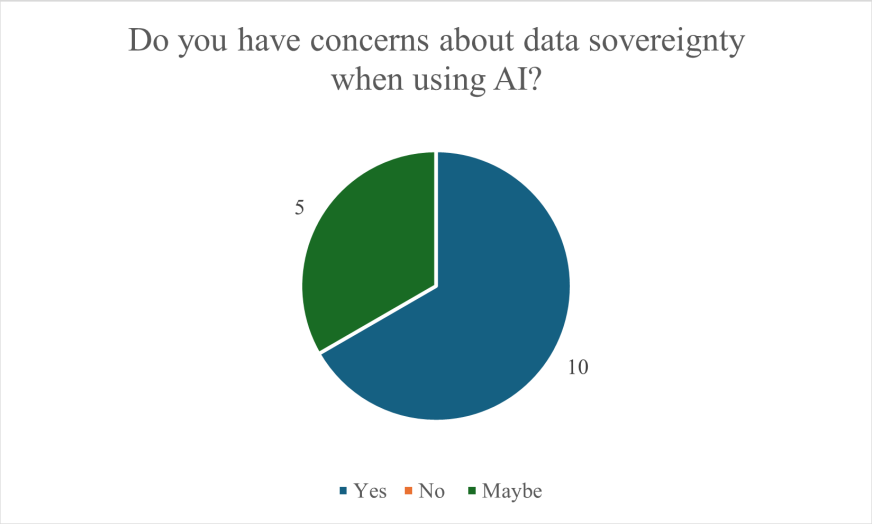


Figure 7: *DAG employee responses to "Do you have concerns about data sovereignty when using AI?"*

The majority of staff indicated concern about data sovereignty, while the rest selected "maybe." The consensus is that all employees are at least somewhat concerned, meaning that any AI implementation must ensure strict data control in alignment with GDPR regulations.

Despite limited experience with AI, almost all staff members have received some form of training, as seen in Figure 8.

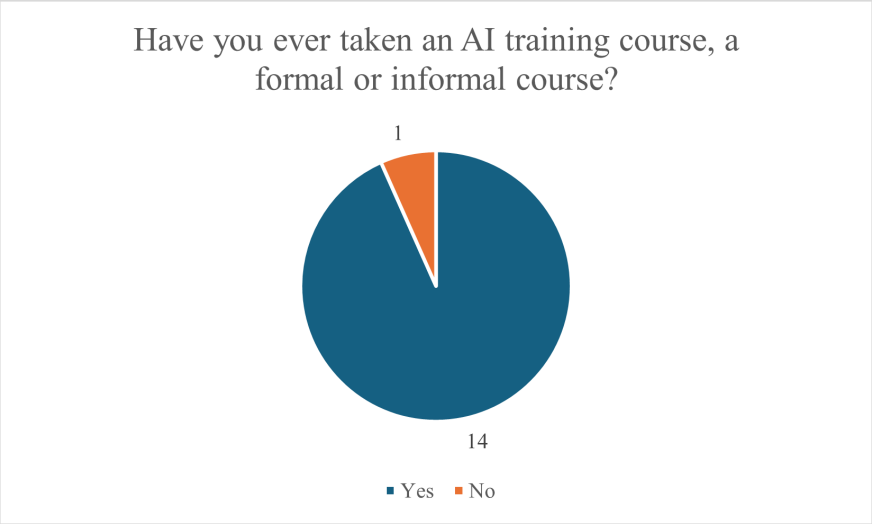


Figure 8: *DAG employee responses to "Have you ever taken an AI training course, whether as part of formal or informal continuing education?"*

A large majority of DAG employees have received some form of training, whether formal or informal, with only one respondent indicating none. This was a surprising result, as initial expectations of AI experience were minimal. This finding raised additional questions and necessitated the distribution of a secondary survey.

4.2 Secondary DAG Survey Results

Of the 18 DAG employees to whom the survey was sent, 10 responded to the secondary survey. The lower turn out to this survey is somewhat expected, as there was many employees out of the office for various reasons including sickness and vacation. Of the 10 respondents, 8 indicated that they have participated in an AI training course, whether formal or informal. This moderately agrees with the initial surveys results. The primary survey boasted a 93 percent affirmative response rate while the secondary survey resulted with 80 percent affirmative response rate.

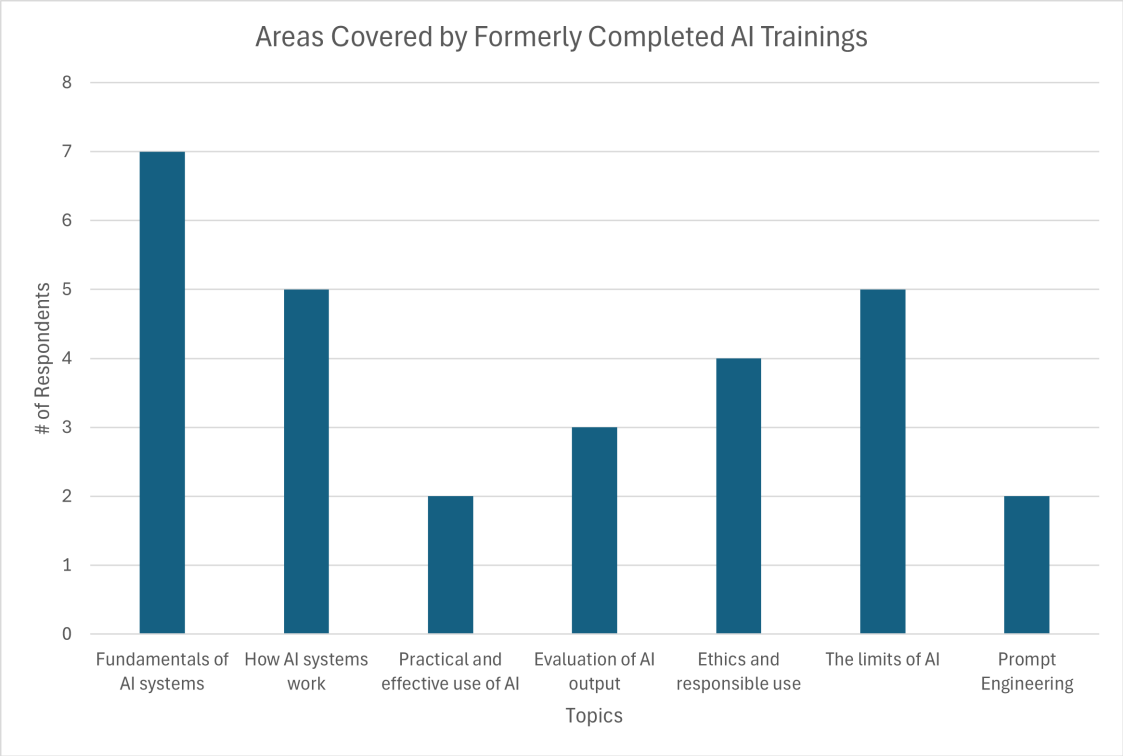


Figure 9: *A graph representing the frequency in which respondents indicated each area of education was covered by formerly completed AI trainings*

The only respondents who completed the final 2 questions were the 8 that indicated they had formerly completed AI training. Figure 9 shows which topics have been best covered by any former AI training courses that DAG employees have completed. From the results, 7 of the 8 respondents indicated they had been educated on the fundamentals of AI systems. The next most frequent responses indicated education in ”Evaluating AI Outputs” and ”Limitations of AI systems”. Some of the least frequent responses were ”Practical and effective use of AI tools” and ”Prompt Engineering”. From this survey response, it seems the former trainings provided little to no practical advice to actually using AI, but rather focused on the fundamental and technical ideas of what artificial intelligence is.