

# Building Reliable LLMs

## Evaluating and Mitigating Factual Inconsistencies in Language Generation

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Carnegie Mellon University  
Language Technologies Institute

# Building Reliable LLMs: Talk Outline

- ❖ Introduction
- ❖ Detecting factual errors across domains for Text Summarization
- ❖ Detecting and Correcting diverse factual errors in LLM generated text
- ❖ Future work and Takeaways

# LLMs today have impressive capabilities!

The  
Economist

AI will revolutionise research. But could it transform science altogether?

POLITICO

**More schools want your kids to use ChatGPT. Really.**

Education leaders are embracing technology that set off a plagiarism panic just months ago.

THE FIFTY

 REUTERS®

**How will leveraging AI change the future of legal services?**

Healthcare IT News

**NYU Langone Health LLM can predict hospital readmissions**

Microsoft Research Blog


**GPT-4's potential in shaping the future of radiology**

The Verge

**Bing, Bard, and ChatGPT: How AI is rewriting the internet**

# But Pretrained Large LMs still generate a *variety* of Factual Errors

V Write a detailed biography of Quico Canseco

 Quico Canseco, whose full name is Francisco Javier Canseco Jr, is a Mexican-American lawyer and former politician who served as a member of the United States House of Representatives. Born on July 30, 1949, in Laredo, Texas, Canseco's life and career have been marked by his involvement in law, business, and public service.

After completing his undergraduate studies at the University of Texas at Austin, where he earned a Bachelor of Business Administration degree, Canseco went on to pursue a Juris Doctor degree from St. Mary's University School of Law in San Antonio, Texas. He then began his legal career, specializing in international trade law and business litigation.

## Generating wrong entities and attributes

Input Sentence	Model Generated Paraphrase
Two tables next to each other along with laptops	two people sitting on the beach with their laptops
a city street line with very tall buildings	a city street with several signs on the street

## Generating ungrounded entities

### Patient's facts:


- 20 year old female
- with a history of anorexia nervosa and depression
- blood pressure 100/50, pulse 50, height 5'5''
- referred by her nutritionist but is in denial of her illness
- reports eating fine but is severely underweight

Please rewrite the data above into a medical note, using exclusively the information above.

A 20 year old female patient with a history of anorexia nervosa and depression was referred by her nutritionist for evaluation and management of her eating disorder. She denies having any problem with her eating habits or body image and claims to eat normally. However, she is severely underweight for her height (BMI 16.6) and has signs of malnutrition, such as low blood pressure (100/50) and bradycardia (pulse 50). She also reports feeling depressed and hopeless. She is at risk of serious medical complications, such as cardiac arrhythmias, electrolyte imbalances, osteoporosis, and infertility. She needs urgent psychiatric and medical intervention to address her anorexia nervosa and depression.

## Generating incorrect relations and dependencies

PA summarise this article <https://www.nytimes.com/2023/03/11/technology/chatgpt-prompts-to-avoid-content-filters.html>

 The article discusses how ChatGPT, an AI language model, is being used to circumvent content filters that are designed to detect and block certain types of content. By generating prompts that are less likely to trigger these filters, ChatGPT can be used to create content that might otherwise be censored. While this technology could be useful for those seeking to express themselves freely, it also raises concerns about the potential misuse of AI-generated content, as well as the difficulty of regulating such content in the future. The article concludes by noting that there is still much to learn about the impact of AI language models like ChatGPT on the way we communicate online.

## Hallucinating entire content

# Mitigating factual inconsistencies is a hard challenge

- Pre-training Data Issues
  - Noisy Data, Incorrect Facts, Conspiracy Theories
  - **No Separation between various sources of data** - news, stories, web articles and blogs



Language Generation Models Can Cause Harm: So What Can We Do About It? An Actionable Survey  
([Balachandran, et, al. 23](#))

# Mitigating factual inconsistencies is a hard challenge

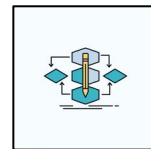
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- Model Design and Training

- Pretraining objectives encourage plausible text
- **MLE doesn't differentiate factual v/s non-factual**



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# Mitigating factual inconsistencies is a hard challenge

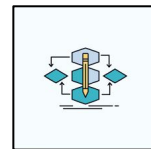
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- Model Design and Training

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- **MLE doesn't differentiate factual v/s non-factual**



- Evaluation, Detection and Correction

- Various types of factual inconsistencies
- **Low generalizability across errors types, models, domains**



Language Generation Models Can Cause Harm: So What Can We Do About It? An Actionable Survey  
(Balachandran, et, al. 23)

# Factual Inconsistencies limit the applicability of Pretrained LMs!

GIZMODO

## CNET Is Reviewing the Accuracy of All Its AI-Written Articles After Multiple Major Corrections

Big surprise: CNET's writing robot doesn't know what it's talking about.

nature  
ARTIFICIAL INTELLIGENCE  
**Research Summaries Written by  
AI Fool Scientists**

Scientists cannot always differentiate between research abstracts generated by the AI ChatGPT and those written by humans

**The Washington Post**  
*Democracy Dies in Darkness*

## A news site used AI to write articles. It was a journalistic disaster.

The tech site CNET sent a chill through the media world when it tapped artificial intelligence to produce surprisingly lucid news stories. But now its human staff is writing a lot of corrections.

UNIVERSITY  
OF ALBERTA

LIBRARY

I'm having trouble accessing an article suggested by ChatGPT. Can you help?

AP

**Lawyers submitted bogus case law created by ChatGPT. A judge fined them \$5,000**

TECH

## Think twice before using ChatGPT for help with homework

This new AI tool talks a lot like a person — but still makes mistakes



# Factual Accuracy of Model Generated Text



The New York Times is ending its Covid data-gathering operation. The Times will continue to publish its Covid tracking ..... impact of the virus on communities.

**Source Document**

As local data sources become less reliable, The Times will **stop reporting** information collected by the C.D.C. on its **pandemic headlines**.

**Summary w/ Factual Errors**



Explain the events in Abraham Lincoln's life in detail.

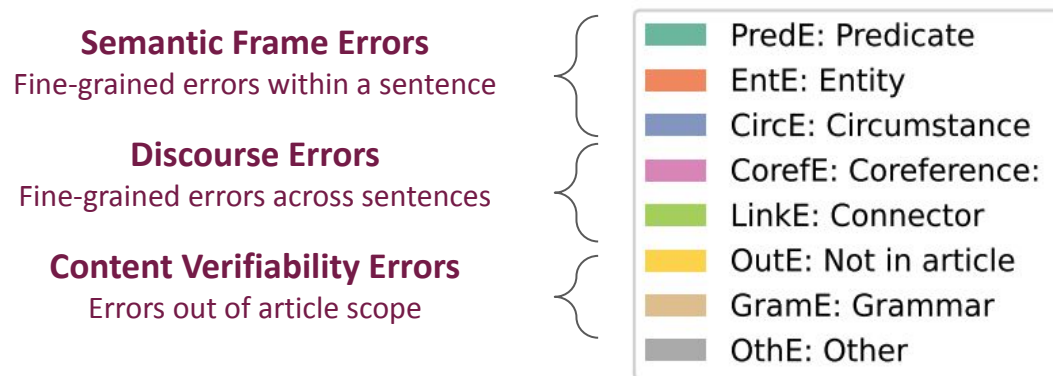
**Prompt/Instruction**

Abraham Lincoln was born on **March 3, 1800**, in a log cabin in Hardin County (now LaRue County), **Indiana**....

**Answer w/ Factual Errors**

# Factual Errors in Summarization vary across Datasets and Models

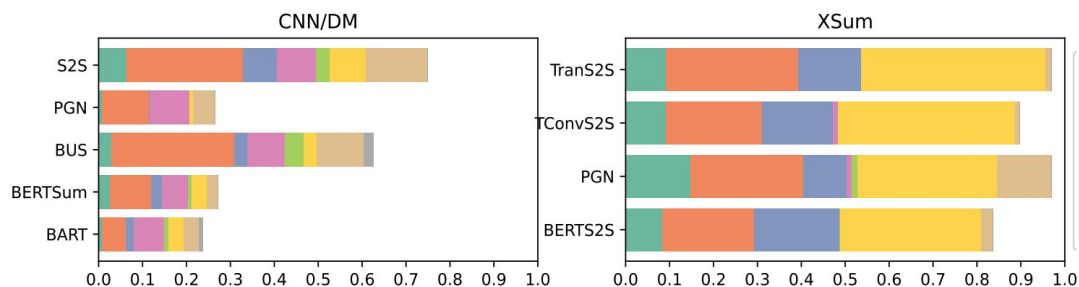
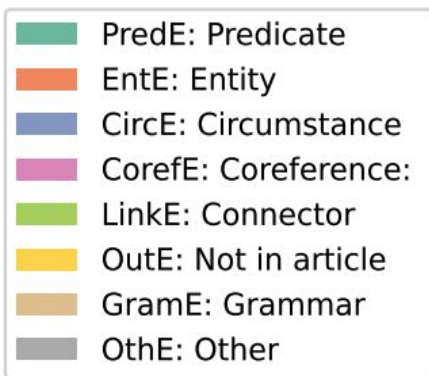
- Summaries generated by the **same models** consist of **different error distributions over different datasets** (Pagnoni, Balachandran, et. al, 2021, Goyal, et al. 2023)
- **Error distribution can vary among models** within the same category



Understanding Factuality in Abstractive Summarization with FRANK: A Benchmark for Factuality Metrics  
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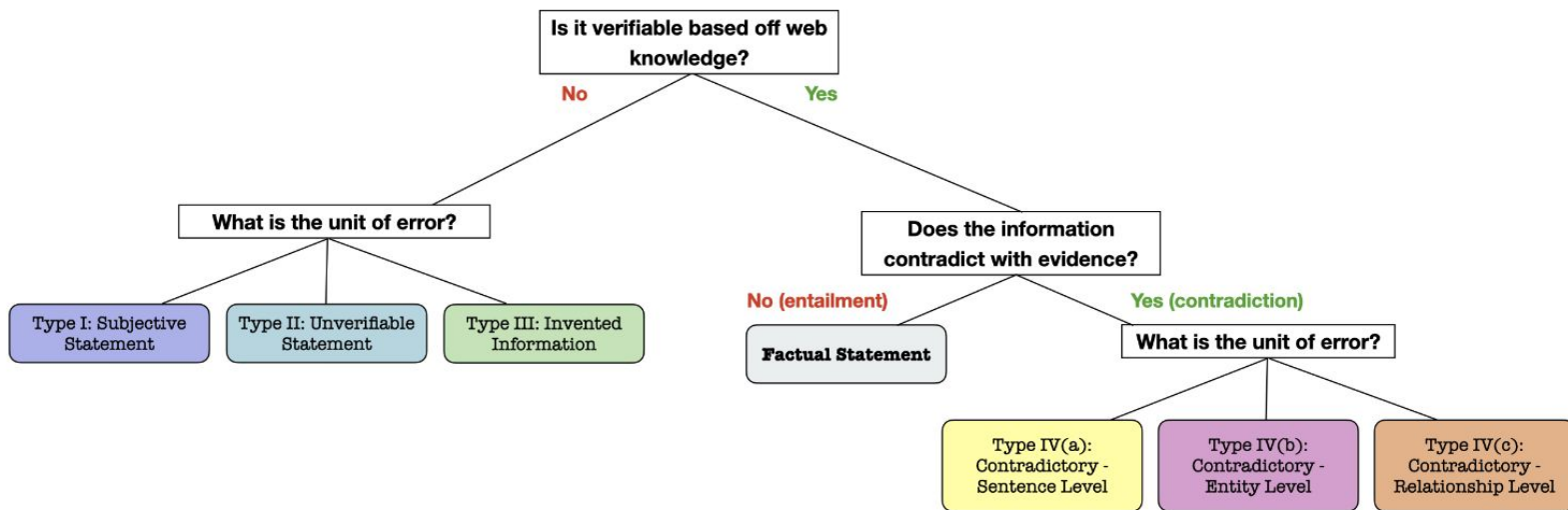
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# Factual Errors in Open-Generation are more complex

- Powerful LLMs like GPT models, LLama models produce more complex factual issues - invented concepts, unverifiable content, wrong temporal relations



FAVA: Understanding and Correcting Hallucinations in Large Language Models (forthcoming Mishra, Balachandran et. al, 2023)

## Factual Errors in Open-Generation are more complex

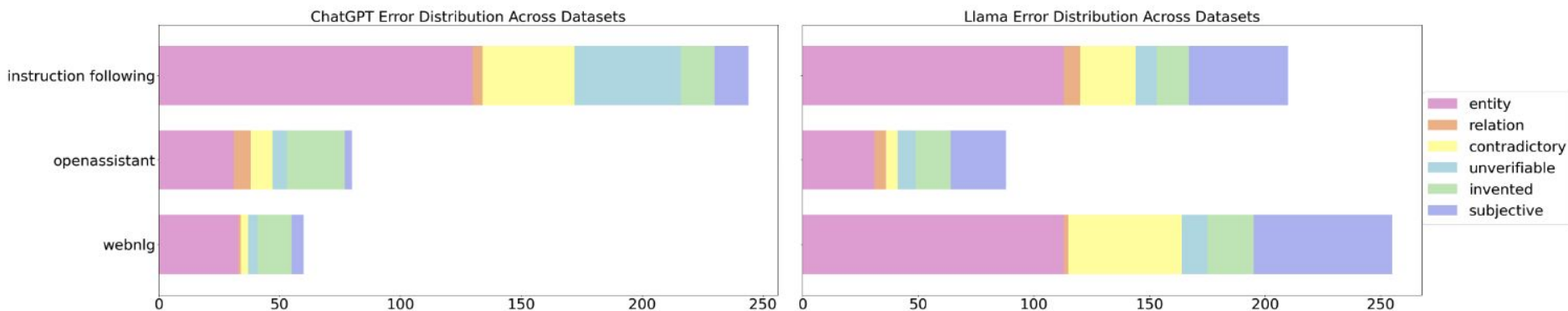
- Powerful LLMs like GPT models, Llama models produce more complex factual issues
  - invented concepts, unverifiable content, wrong temporal relations

Type	Example	ChatGPT	Llama2
Subjective	Lionel Messi is <b>the best soccer player in the world.</b>	12.82%	8.86%
Invented	<b>Messi is also famous for his discovery of the famous airplane kick technique.</b>	5.13%	22.97%
Unverifiable	<b>In his free time, Messi enjoys singing songs for his family.</b>	14.74%	5.06%
Contradictory	<b>Messi has yet to gain captaincy for the Argentina national football team.</b>	14.74%	14.10%
Entity	Lionel Andrés Messi was born on June <del>12</del> <b>24</b> , 1987.	49.36%	46.47%
Relation	Lionel Messi <del>acquired</del> <b>was acquired by</b> Paris Saint-Germain.	3.21%	2.53%

FAVA: Understanding and Correcting Hallucinations in Large Language Models ([forthcoming Mishra, Balachandran et. al, 2023](#))

# Factual Errors in Open-Generation also vary across Models and Domains

- Powerful LLMs like GPT models, LLama models produce more complex factual issues - invented concepts, unverifiable content, wrong temporal relations



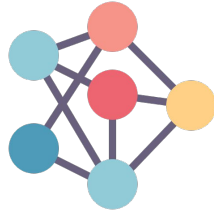
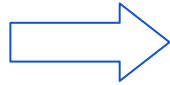
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# Generalizable Factuality Evaluation

FactKB: Generalizable Factuality Evaluation using Language Models Enhanced with Factual Knowledge (Feng, Balachandran, et. al, *EMNLP 2023*)



# Detecting Factual Errors in Text



Error Detector



As local data sources become less reliable, The Times will **stop reporting** information collected by the C.D.C. on its **pandemic headlines**.

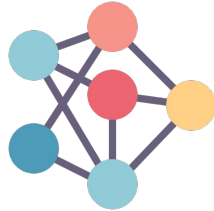
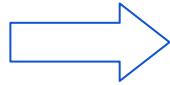


**Document:** The New York Times is ending its Covid data-gathering operation. The Times will continue to publish its Covid tracking ..... impact of the virus on communities.

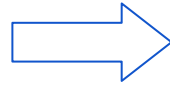
**Summary:** As local data sources..... Information collected ....



# Detecting Factual Errors in Text



**Error Detector**



**Document:** The New York Times is ending its Covid data-gathering operation. The Times will continue to publish its Covid tracking ..... impact of the virus on communities.

**Summary:** As local data sources..... Information collected ....



As local data sources become less reliable, The Times will **stop reporting** information collected by the C.D.C. on its **pandemic headlines**.



As local data sources become less reliable, The Times will instead report information collected by the C.D.C. on its virus tracking pages.



# Challenges in collecting diverse training data across specialized domains

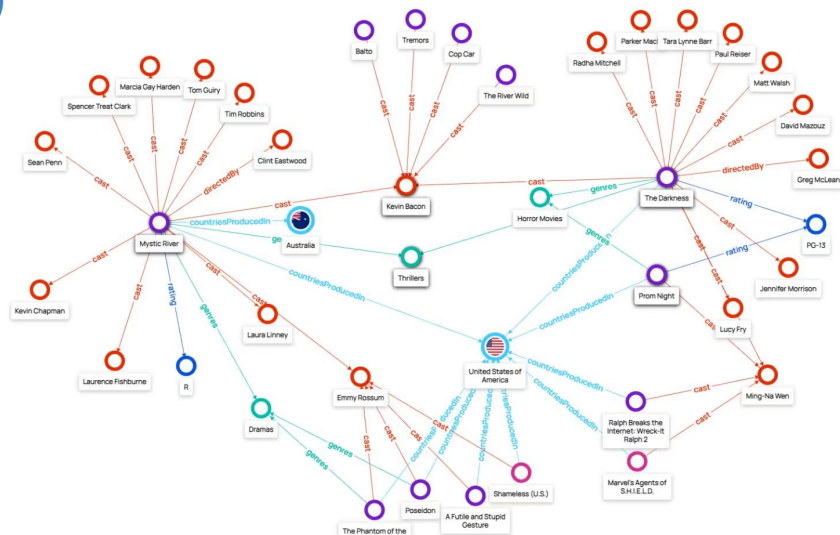
- Training Data: (Generated Summary, Label - Correct/Incorrect) Pairs
- Human Annotated Data
  - **Expensive** - Long Process to read and label summaries (Pagnoni, Balachandran et. al, 2021, Min et. al, 2023)
  - **Subjective** - Factuality decisions have low agreement across annotators (Falke et al, 2019, Durmus et al, 2020)
- Synthetic Data - Create synthetic incorrect summaries using heuristic rules **have low coverage** (Kryściński et. al, 2020, Cao et. al, 2020)

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- Synthetic Data - Create synthetic incorrect summaries using heuristic rules **have low coverage** (Kryściński et. al, 2020, Cao et. al, 2020)
- Robustness to constantly growing new information
  - **Entities, events, and their relations changes greatly across domains**

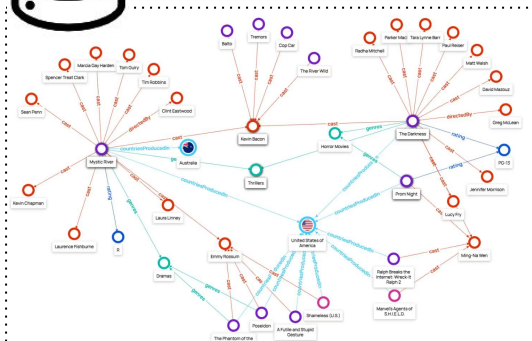
# Structured KB Facts for Diverse Entity Knowledge

- External KBs - **Large Source of Real-World Facts** in various contexts
- Entity oriented pre-training has improved QA and reasoning tasks ([Yasunaga et al., 2022](#); [Liu et al., 2022](#))



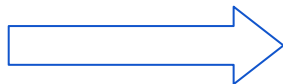
# FactKB: Leveraging KB Facts to Pretrain LMs for Factuality Detection

Knowledge Base



## Entity-Oriented Pretraining Objectives

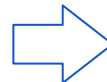
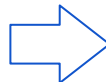
1. Entity Wiki
2. Evidence Extraction
3. Knowledge Walk



## Step1: Pretrain LM on Structured KB Facts

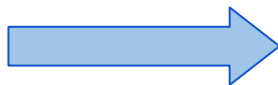
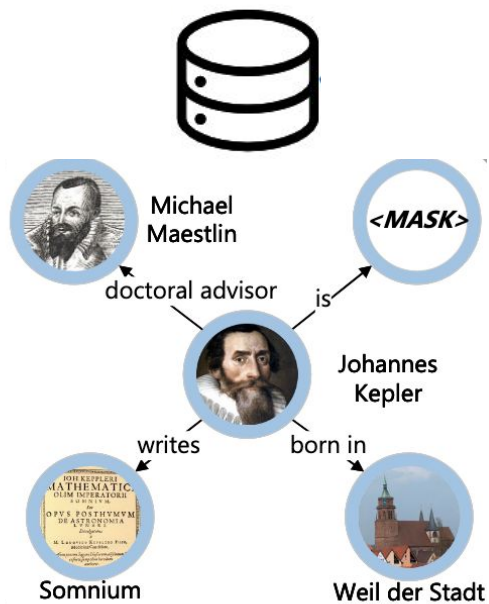


Document: ...  
Generated Summary: ...



## Step2: Finetune LM on Human-Annotated Data

# Construct Statements from KB Facts



*Use KB Facts to  
construct  
Surface form Statements*

Johannes Kepler doctoral advisor Michael Maestlin

Johannes Kepler born in Weil der Stadt on 27  
December 1571

Johannes Kepler was an astronomer, mathematician,  
physicist

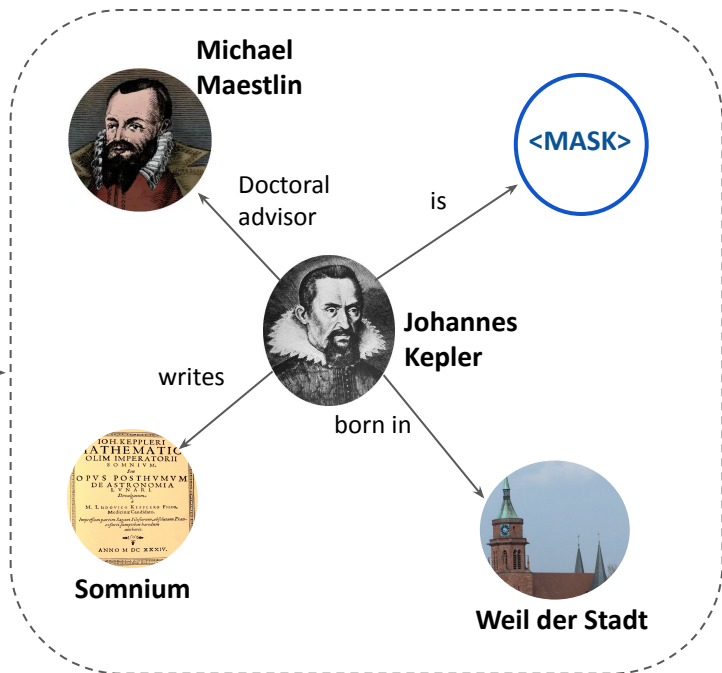
Somnium written by Johannes Kepler

# Pretraining Objective 1 - Entity Wiki



Knowledge Base

Extract Structured Facts



Kepler doctoral advisor Michael Maestlin.  
Kepler is <MASK>. Kepler born in Weil der Stadt. Kepler writes Somnium

Convert to NL statements



Pretraining Datapoint

# Pretraining Objective 2 - Evidence Extraction



Wikipedia

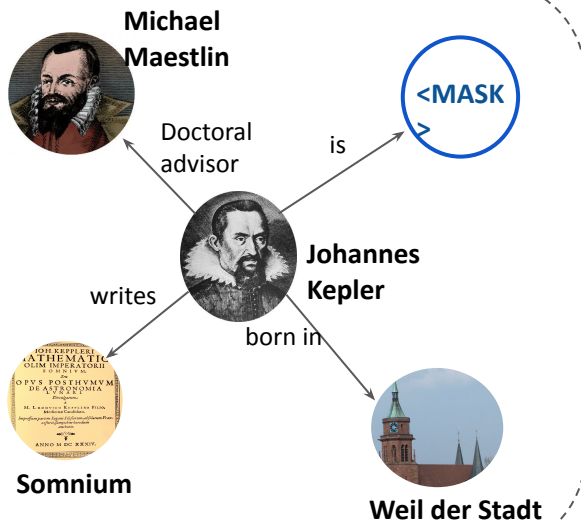
**Extract Text Evidence**

Johannes Kepler is a key figure in the 17th-century Scientific Revolution, best known for his laws of planetary motion ...



Knowledge Base

**Extract Structured Facts**



**Convert to NL statements**

Johannes Kepler is a key figure in the 17th-century Scientific Revolution, known for his laws of planetary motion ... Johannes Kepler is <MASK>.

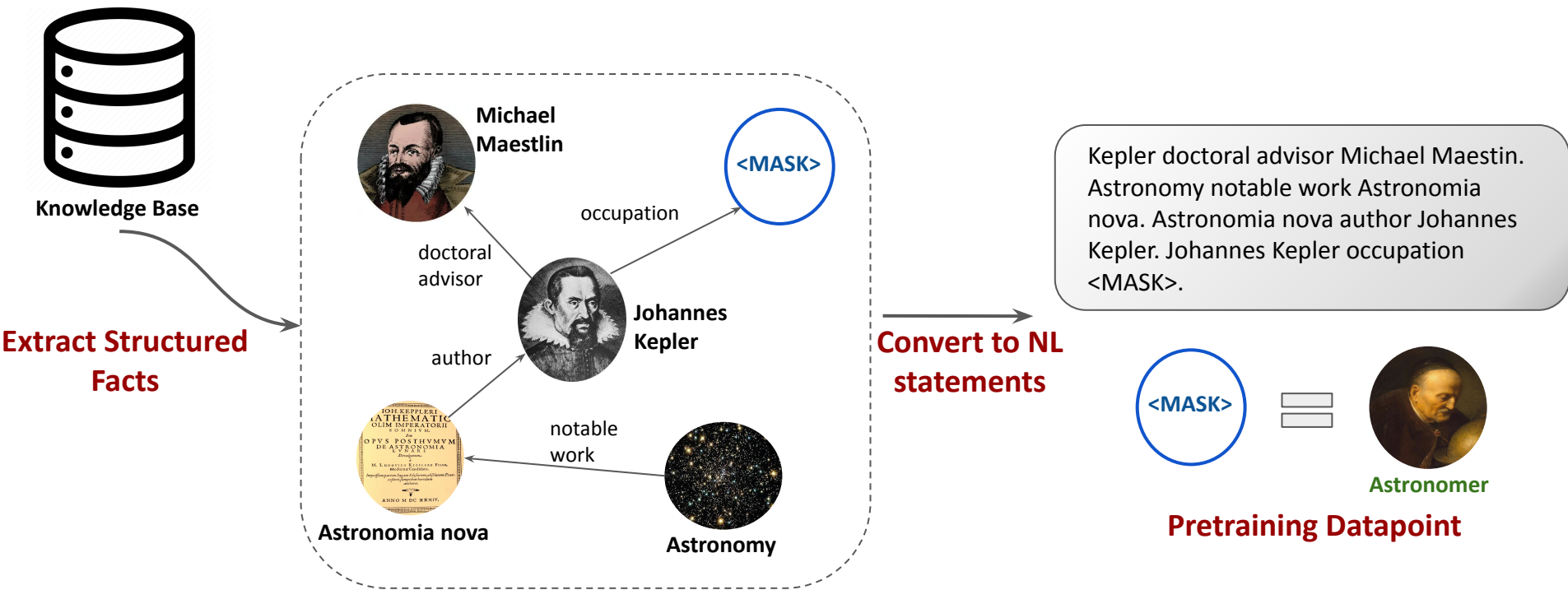


Astronomer

**Pretraining Datapoint**



# Pretraining Objective 3 - Knowledge Walk



## Pretraining Corpora Details

<b>Factuality Pretraining</b>	<b>Corpus Size Bound</b>	<b># Tokens</b>
ENTITY WIKI	$\propto  \mathcal{E} $	5.4M
EVIDENCE EXTRACTION	$\propto \ A\ _0$	12.2M
KNOWLEDGE WALK	$\propto  \mathcal{E}  \left( \frac{\ A\ _0}{ \mathcal{E} } \right)^k$	2.7M

# Finetuning FactKB for Factual Error Detection

## Training Document

The first vaccine for Covid-19 ..... ready this year, although clinical trials have already started. For reference the vaccine for Ebola took .....

## Model Generated Summary

Vaccine for Ebola is unlikely to be ready this year.

## Label

Factual / Not-Factual

**[CLS] Vaccine for Ebola is unlikely to be ready this year.**

**[SEP] The first vaccine ... started.**

*Model Generated Summary*  
*[SEP] Source Document*



**Detection Model**



*Factuality Prediction*

# Data and Experiments

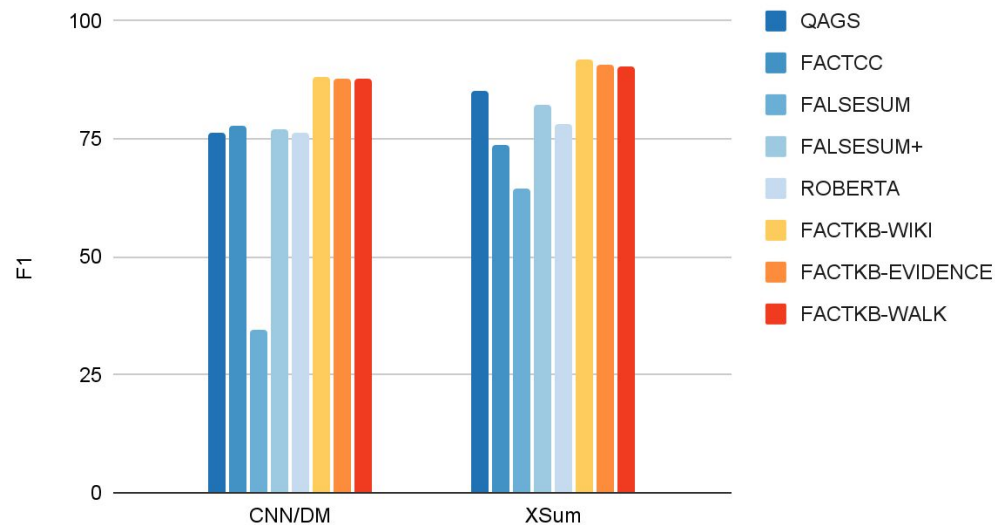
- Knowledge Source: YAGO ([Tanon et al., 2020](#))
- Pretraining Data
  - Entity Wiki - 5.4M Tokens
  - Evidence Extraction - 12.2M Tokens
  - Knowledge Walk - 2.7M Tokens
- Factual Error Detection Finetuning
  - FactCollect ([Ribeiro et al., 2022](#)) - Human Annotated Factuality Labels
  - 8667 / 300 / 600 - Train/Dev/Test Split
- Model: Roberta-Base ([Liu et al., 2019](#))

# Evaluation Setup

- News Evaluation: (CNN/DM, XSum)
  - FactCollect Test Data
  - Frank Benchmark ([Pagnoni, Balachandran et al., 2021](#))
- Zero-Shot Scientific Fact-Checking Evaluation:
  - CovidFact ([Saakyan et al., 2021](#))
  - HealthVer ([Sarrouti et al., 2021](#))
  - SciFact ([Wadden et al., 2020](#))
- Baselines:
  - QA Based ([Wang et al., 2020](#))
  - Entailment Based ([Krysciński et al., 2020](#), [Utama et al., 2022](#))
  - Roberta on FactCollect Baseline

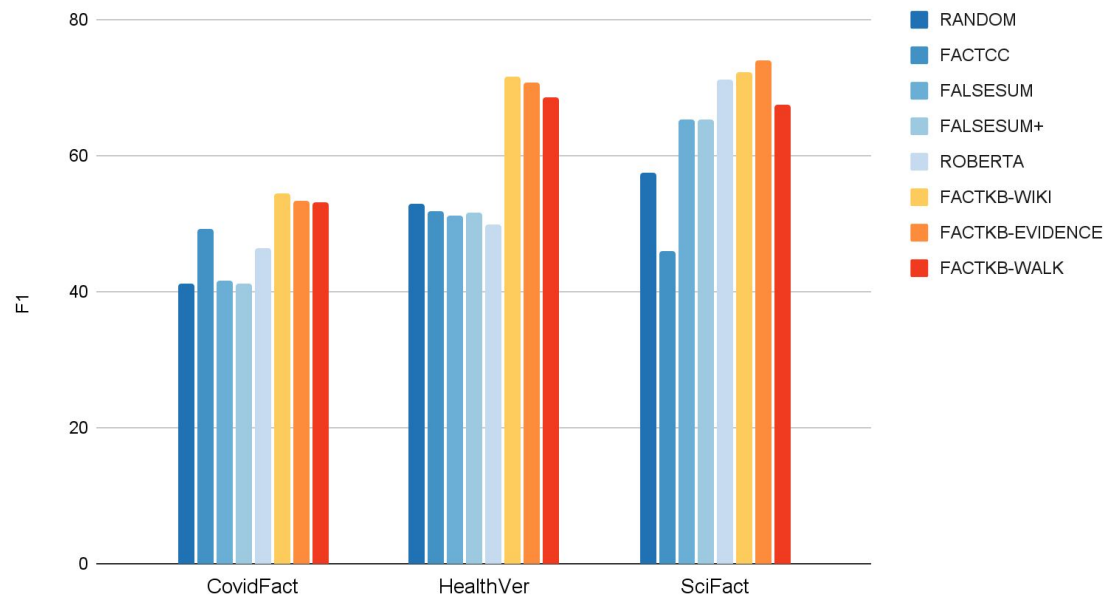
# FactKB performance on News Domain

F1 Performance on News Factuality Tasks



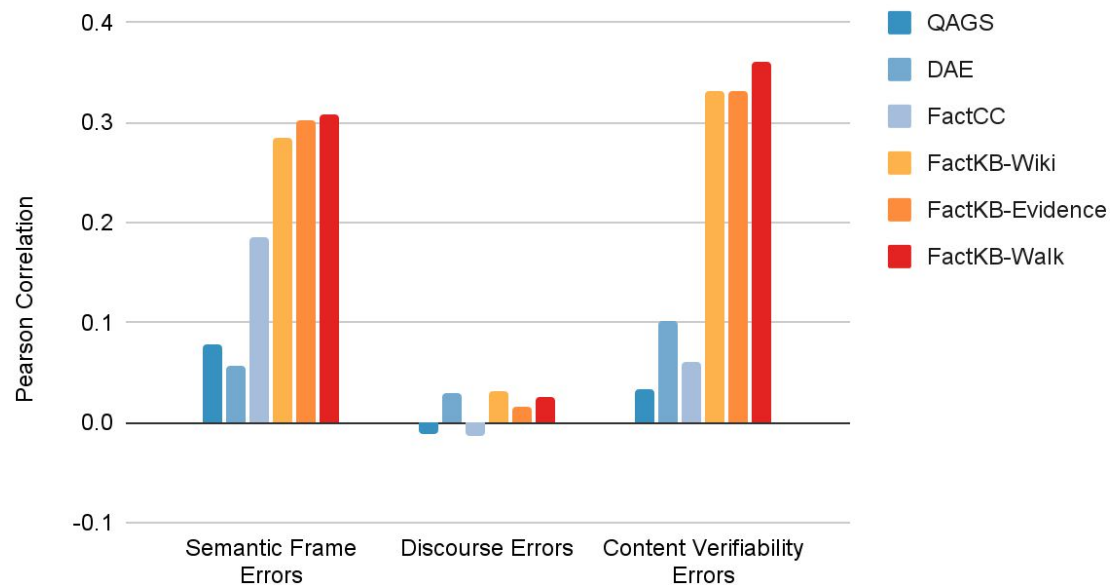
# FactKB performance on Scientific Literature Domain

F1 Performance on Scientific Factuality Tasks



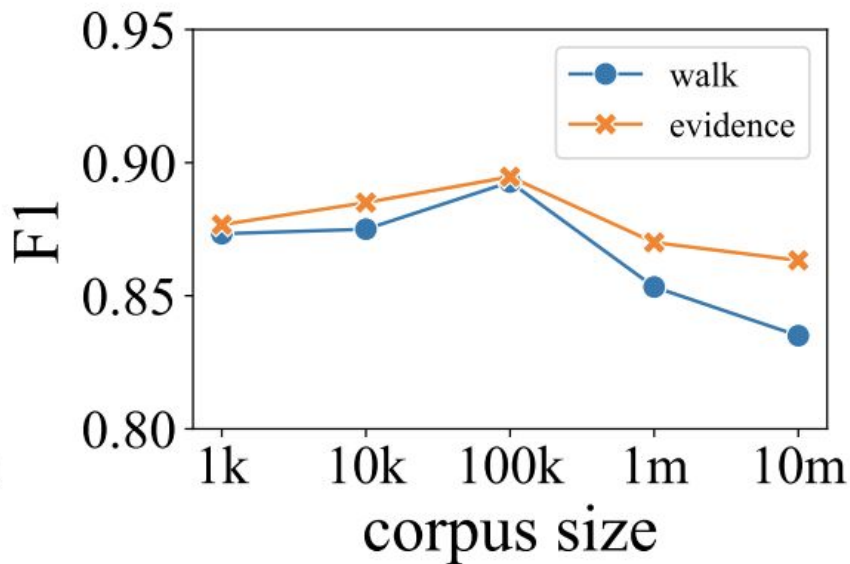
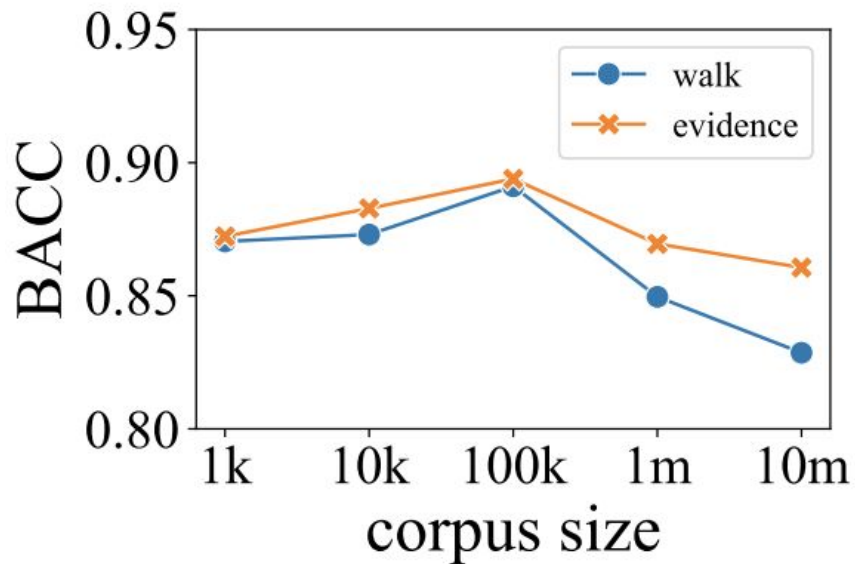
# FactKB performance across error types

Correlation wrt Human Annotation on Error Types

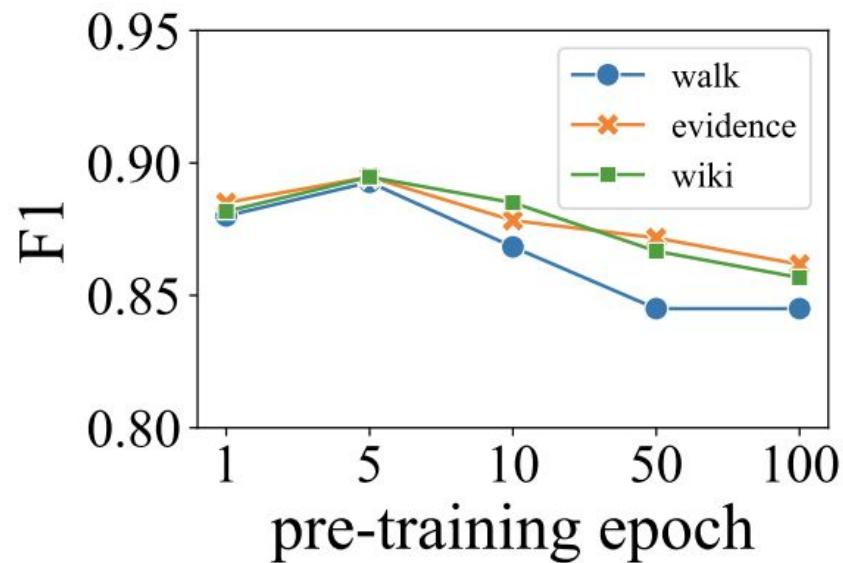
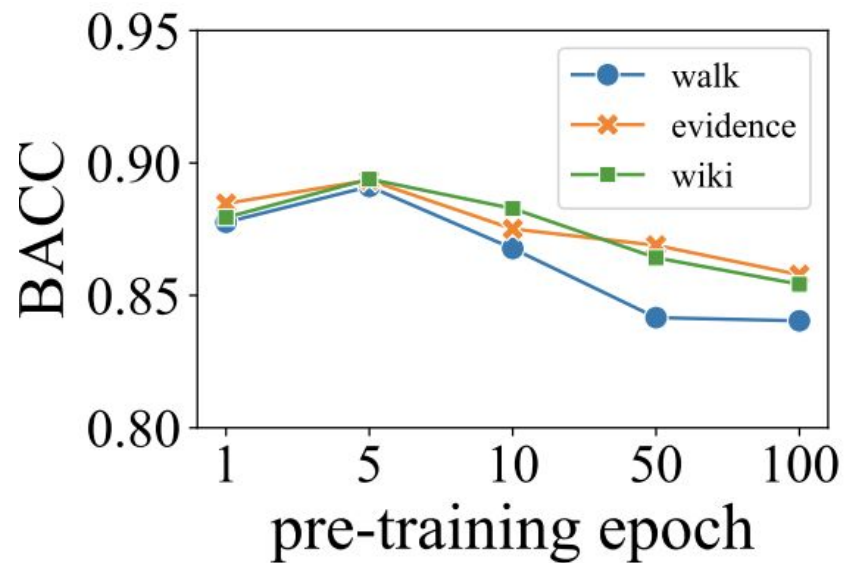




## Pretraining Corpus Size effect on Performance



## Pretraining Corpus Size effect on Performance



# Summary

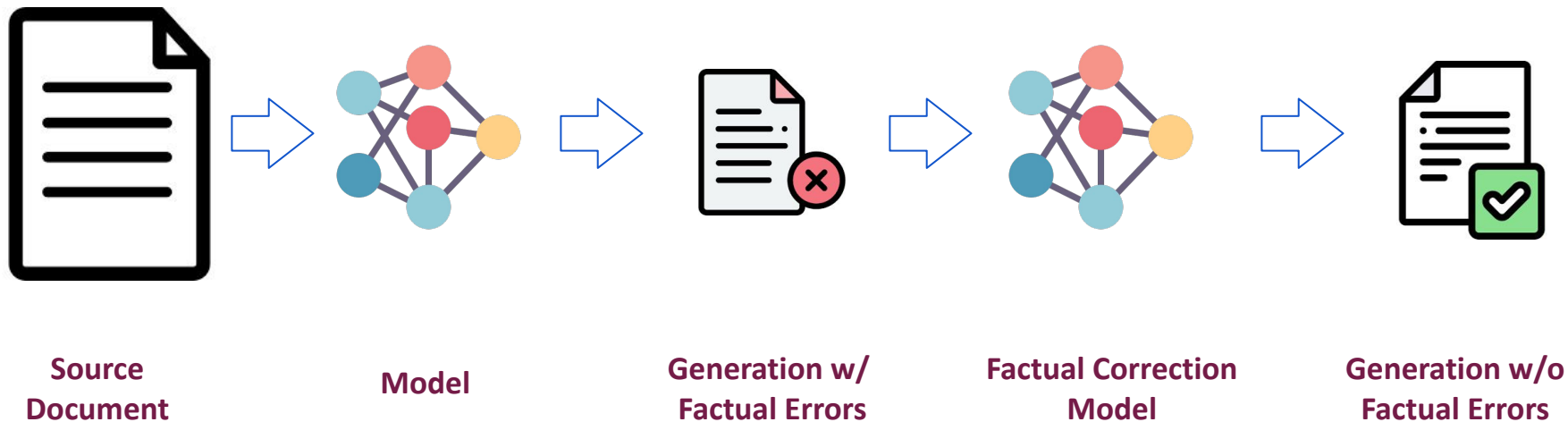
- FactKB - Leveraging structured KB facts for Pre-training
  - Structured KB fact based pre-training enables improved factual error detection
  - Leveraging external KBs for pre-training supports better entity and fact representations
- Three types of complementary pre-training strategies
  - Entity Wiki - focus on improving entity understanding
  - Evidence Extraction - focus on incorporating supporting evidence from surrounding context
  - KB Walk - focus on multi-hop reasoning for representing facts
- Generalizable across domains
  - Synthetic training data includes diverse examples of facts in various contexts
  - Diverse data encourages improved fact checking in both news and scientific domain

# Understanding Factual Error Types and Correcting Diverse Errors

FAVA: Understanding and Correcting Hallucinations in Large Language Models (Mishra, Balachandran, et. al, *Forthcoming*)



## Post-Editing to Correct Factual Errors



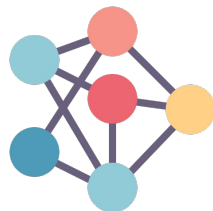
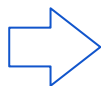
## Goal - A general system for correcting diverse error types

- Prior work focus almost entirely on detecting, correcting, mitigating entity errors - *names, locations, numbers, dates, pronouns, etc.* (Kryściński, et. al, 2020, Cao, et. al, 2020, Dong, et. al, 2020, Fabbri, et. al, 2022)

### Evidence

The first vaccine for Covid-19 might not be ready this year.... For reference the vaccine for Ebola took the FDA 5 years ..... be available by the end of the year.

The first vaccine for **Polio** took **3** years to be produced by the **CBP**. To produce the vaccine, scientists have to show successful human trials, then sequence the DNA of the virus.



Correction Model



The first vaccine for Ebola took 5 years to be produced by the FDA. To produce the vaccine, scientists have to show successful human trials, then sequence the DNA of the virus.

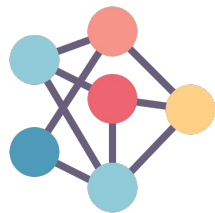
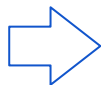
## Goal - A general system for correcting diverse error types

- Factual Errors actually span various complex types: *entities, relations, discourse structures*

### Evidence

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The first vaccine for **Polio** took **3** years to be **produced by** the **CBP**. To produce the vaccine, scientists have to show successful human trials, **then** sequence the DNA of the virus.



Correction Model



The first vaccine for Ebola took 5 years to be approved by the FDA. To produce the vaccine, scientists have to show successful human trials, after sequencing the DNA of the virus.

# Challenges in collecting training data with diverse error types for training the Correction Model

- Training Data: (Incorrect Text, Correct Text) Pairs
- Human Annotated Data
  - **Expensive** - Long Process to read and edit text (Pagnoni, Balachandran et. al, 2021, Min et. al, 2023)
  - **Subjective** - Factuality decisions have low agreement across annotators (Falke et al, 2019, Durmus et al, 2020)
- Synthetic Data - Create synthetic incorrect text, are often entity oriented (Kryściński et. al, 2020, Cao et. al, 2020, Chen et. al, 2023)



## Limitations with prior synthetic data

Transformation	Original sentence	Transformed sentence
Paraphrasing	Sheriff Lee Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials.	Two weeks after the US Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians.
Sentence negation	Snow <b>was</b> predicted later in the weekend for Atlanta and areas even further south.	Snow <b>wasn't</b> predicted later in the weekend for Atlanta and areas even further south.
Pronoun swap	It comes after <b>his</b> estranged wife Mona Dotcom filed a \$20 million legal claim for cash and assets.	It comes after <b>your</b> estranged wife Mona Dotcom filed a \$20 million legal claim for cash and assets.
Entity swap	Charlton coach <b>Guy Luzon</b> had said on Monday: 'Alou Diarra is training with us.'	Charlton coach <b>Bordeaux</b> had said on Monday: 'Alou Diarra is training with us.'
Number swap	He says he wants to pay off the <b>\$12.6million</b> lien so he can sell the house and be done with it, according to the Orlando Sentinel.	He says he wants to pay off the <b>\$3.45million</b> lien so he can sell the house and be done done with it, according to the Orlando Sentinel.
Noise injection	Snow <b>was</b> predicted later in the weekend for Atlanta and areas even further south.	Snow <b>was was</b> predicted later in the weekend for Atlanta and areas <b>even</b> further south.

Evaluating the Factual Consistency of Abstractive Text Summarization (Kryściński et al, 20)  
Factual Error Correction for Abstractive Summarization Models (Cao et al, 21)

## Limitations with prior synthetic data - Heuristic entity based errors

Transformation	Original sentence	Transformed sentence
Paraphrasing	<b>Prior Work</b> Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials.	<b>Our Work</b> S Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians.
Sentence negation	Snow was predicted later in the weekend for Atlanta and areas even further south.	Snow was not predicted later in the weekend for Atlanta and areas even further south.
Pronoun swap	It comes after his estranged wife Mona Dotcom filed a \$20 million legal claim for cash and assets.	it comes after your estranged wife Mona Dotcom filed a \$20 million legal claim for cash and assets.
Entity swap	Charlton coach Guy Luzon had said on Monday: Alou Diarra is training with us.	Charlton coach Bardsley had said on Monday: Alou Diarra is training with us.
Number swap	He says he wants to pay off the \$12.6million lien so he can sell the house and be done with it, according to the Orlando Sentinel.	He says he wants to pay off the \$3.45million lien so he can sell the house and be done done with it, according to the Orlando Sentinel.
Noise injection	Snow was predicted later in the weekend for Atlanta and areas even further south.	Snow was was predicted later in the weekend for Atlanta and areas even further south.

**Low coverage of diverse error types**

**Moving from entity level -> Generating diverse synthetic errors at phrase/sentence level**

**Low performance on real factual errors from stronger models**

**Moving from heuristics -> Leveraging LMs to generate challenging, synthetic data**

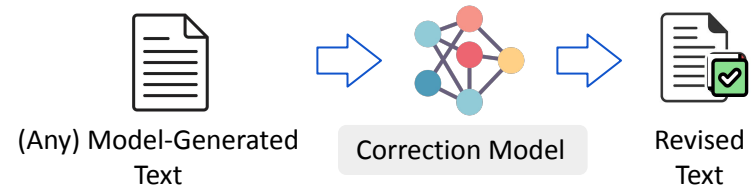
# Fava 🌱 : Factuality Verification and Correction in Large LMs



## Step1: LLM based Generation of Synthetic Error Text



## Step2: Training Factual Error Correction Model



## Step3: Correcting Model Generated Text

# Producing Factual Text as targets for training



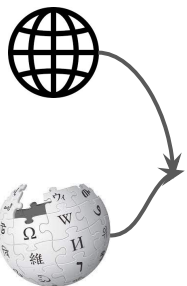
## Instructions:

Paraphrase the text in News Style

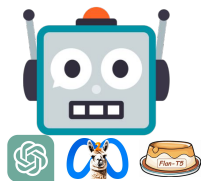
Paraphrase the text in Biography Style

⋮

⋮



**Text:** Rishi Sunak (Born 12 May 1980) is a British politician who has served as Prime Minister of the United Kingdom....



**Data-Generation -  
Instruction Tuned Model**

**Diversified Output:** Rishi Sunak is the current British ....

**Diversified Output:** Rishi Sunak is an Indian-Origin ....

**Diversified Output:** Introducing Rishi Sunak ...

# Inserting factual errors in factually accurate text



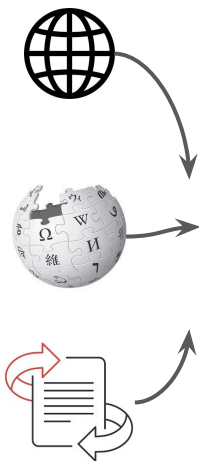
## Instructions:

Error Definitions  
Where to insert error  
Edge cases to avoid



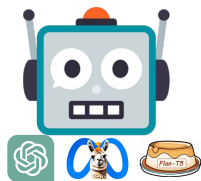
## Demonstrations:

{Text, Evidence, Synthetic Output}



**Text:** Introducing Rishi Sunak:  
British politician who has served in  
various roles within the UK  
government

**Evidence:** Rishi Sunak (Born 12 May  
1980) is a British politician who has  
served as Prime Minister of the  
United Kingdom....



**Data-Generation -  
Instruction Tuned Model**

Introducing Rishi Sunak: `<entity>`

`<delete>British</delete>`

`<insert>Indian</insert> </entity>` politician who has  
served in various roles within the UK government.

`<unverifiable>`

`</insert>He was an avid golfer during his graduate  
school days.</insert> </unverifiable>`



Introducing Rishi Sunak: **Indian** politician who  
has served in various roles within the UK  
government. **He was an avid golfer during his  
graduate school days.**

# Finetuning LM on Synthetic Training Data

**Evidence:** Rishi Sunak (born 12 May 1980) is a British politician...

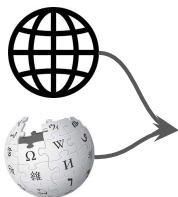
**Text:** Introducing Rishi Sunak: **Indian** politician who has served in various roles within the UK government. **He was an avid golfer during his graduate school days.**



Instruction-Tuned LLM

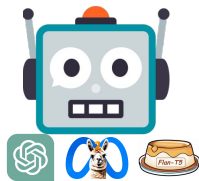
Introducing Rishi Sunak: **<entity>**  
**<insert>British</insert>**  
**<delete>Indian</delete>**  
**</entity>** politician who has served in  
various roles within the UK government.  
**<unverifiable>**  
**<mark> He was an avid golfer during his**  
**graduate school days. </mark>**  
**</unverifiable>**

# Inference - applying Fava 🌱 on model generated text



**Evidence:** Harry Potter, fictional character, a boy wizard created by British author ...

**Text:** Harry Potter is a series of seven fantasy novels written by **American** author J. K. Rowling. **The novels were written while J.K.Rowling frequented a coffee shop in Dublin.**



**Factuality Verifier+Reviser  
Finetuned LLM**

Harry Potter is a series of seven fantasy novels written by

**<entity>**

**<insert>British</insert>**

**<delete>American</delete>**

**</entity>** author J.K. Rowling.

**<unverifiable>**

**<mark>The novels were written while J.K.Rowling frequented a cafe in Dublin.**

**</mark>**

**</unverifiable>**

# Experiment Settings

- Data Generation Model - ChatGPT
- Finetuning Model - Llama 2 7B
- Retriever - Contriever-MSMARCO ([Izacard et al., 2021](#))
- Generated Dataset Statistics
  - Number of Instances - 35,074
  - Avg. number of errors per passage - 3.1



# Evaluation Setup

- Task-1: Error Detection
  - Accuracy on Human-Annotated Error Type Data
  - Data: Open Assistant, Instruction Following Queries, WebNLG
  
- Task-2: Error Correction
  - Wikipedia Entity Biography Generation ([Min et al. 2023](#))
  - FactScore ([Min et al. 2023](#)) - measure precision w.r.t. to facts from Wikipedia

# Error Type Detection Results

## ChatGPT

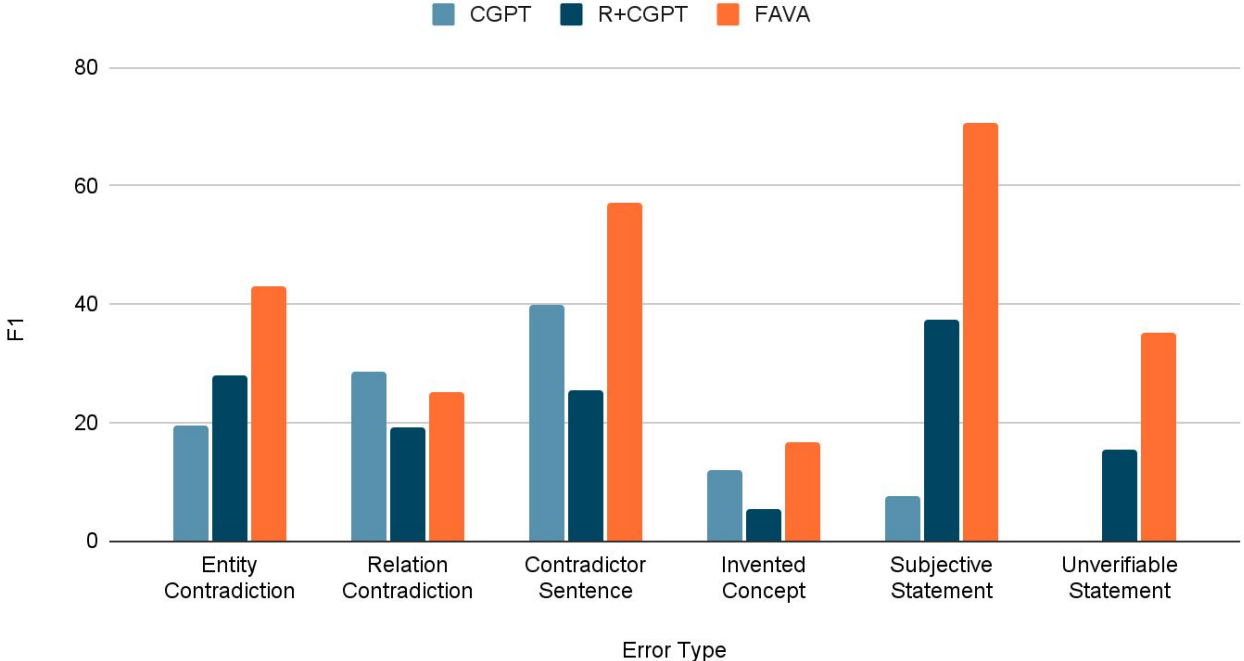
Method	Type Level Acc	Binary Acc
ChatGPT+FewShot Refine	18.8	50.1
Retrieval + ChatGPT+FewShot Refine	24.4	64.8
<b>Fava</b>	<b>46.5</b>	<b>78.2</b>

## LLama

Method	Type Level Acc	Binary Acc
ChatGPT+FewShot Refine	24.1	68.4
Retrieval + ChatGPT+FewShot Refine	27.8	72.8
<b>Fava</b>	<b>46.5</b>	<b>80.6</b>

# Error Type Detection Results

Fine-Grained Type Level Performance



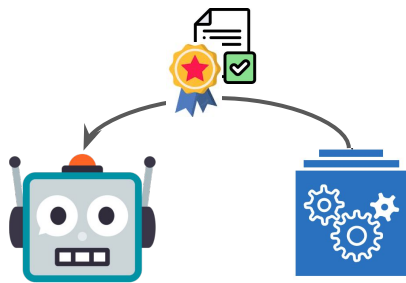
## Error Correction Results

Method	ChatGPT	Alpaca-7B	Alpaca-13B
Base Model Generation (NoEdit)	66.7	38.8	42.5
ChatGPT+FewShot Refine	58.6	37.9	42.0
Retrieval + ChatGPT+FewShot Refine	62.7	39.2	43.9
LLama+FewShot Refine	52.6	18.6	22.7
Retrieval + LLama+FewShot Refine	58.7	32.2	48.6
Fava	<b>70.0 (+3.3)</b>	<b>51.8 (+9.3)</b>	<b>43.2 (+3.3)</b>

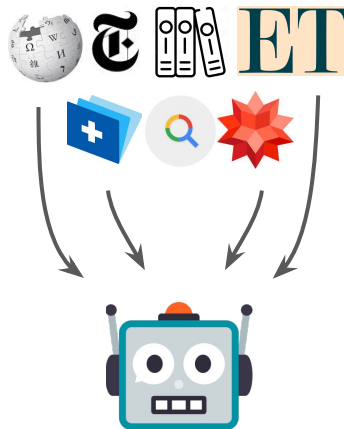
# Summary

- Fava - Error Verification and Correction for Open-Ended Generation
  - Retrieval-Augmented Model for verifying+correcting model generated text
  - Model trained to “mark” incorrect text for deletion and “insert” suggestions for replacement
- Leveraging Instruction Tuned models for synthetic data generation
  - Using LLMs to produce fine-grained, diverse adversarial data for training
  - Flexible, Controllable and Customizable process enabling better training data distribution
- Applicable across diverse error categories
  - Generated training data includes diverse examples of errors
  - Diverse, high-quality data generation helps error correction across multiple models and error categories

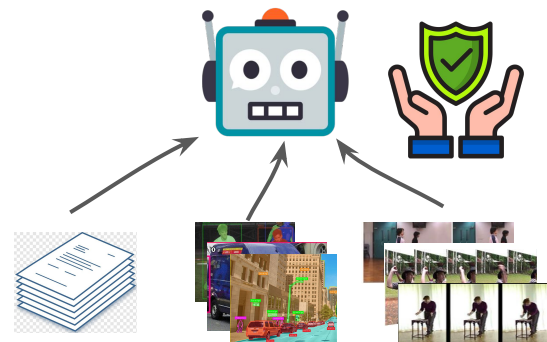
# Open Questions and Future Work



Improving Signals and Objectives  
for Training



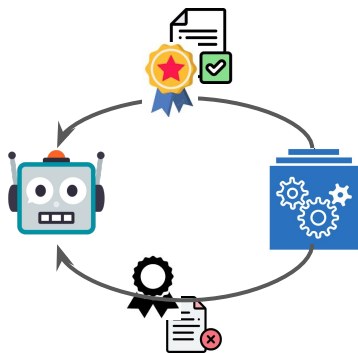
Incorporating Diverse Sources  
of Reliable Knowledge



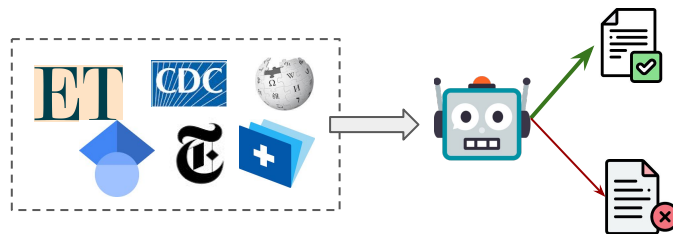
Safety and Reliability for  
Multimodal, Continual Systems

## Future Work - Training Signals and Methods for Reliability

- Current pre-training methods encourage plausible language generation and collecting preference data for diverse aspects of reliability is under-explored
- Need **better signals of attributable and factual text** for training, fine-grained rewards for encouraging nuanced aspects of factuality.



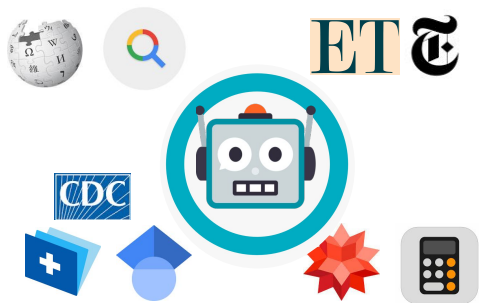
Improving alignment with factual data  
using RLHF and fine-grained preference



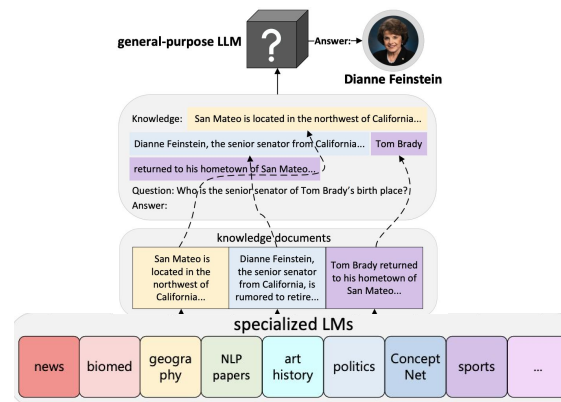
Augmenting self-supervised learning/pre-training to  
teach plausible+accurate language generation

# Diverse Sources of Reliable Knowledge

- Sources of world knowledge and facts are **diverse with varying levels of veracity** - news, books, encyclopedias, tabloids, magazines, textbooks and more!
- **Need to aggregate knowledge from multiple sources** by taking into account their reliability for complex fact-checking



Ongoing Work: Augmenting Models with External Tools for Fact-Checking



Cook: Language Models with Modular and Collaborative Knowledge (Feng, Shi, Bai, Balachandran, et. al, 2023)



# Reliability for Multimodal Settings



Describe the image.



View other drafts ▾

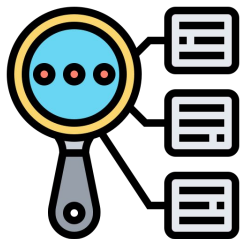


I can see the image now. It shows a group of smartphones sitting on top of each other on a table. There are **four** smartphones in total, and they are all different colors. The top smartphone is black, the second one is white, the third one is green, and the bottom one is blue. The smartphones are all facing the same direction, and they are all turned on. The screens of the smartphones are all blank.

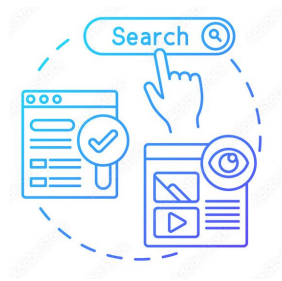
The smartphones are sitting on a **wooder** table. The table is **brown** and it has a few scratches on it. There is a **white piece of paper** on the table next to the smartphones. The paper is blank.

# Reliability for Multimodal Settings

- Multi-Modal pretraining incorporates various sources of knowledge - images, videos, text, speech
- Fundamental **research on knowledge, factuality, evaluation and mitigation in context of multimodal models** is necessary



Understanding factual errors in multi-modal settings



Efficient retrieval and encoding of diverse evidence for detection and evaluation



Adapting mitigation techniques for reducing multi-modal factual errors

## Summary and Takeaways

- Studying, Detecting and Mitigating Factual Errors is a **challenging problem that needs urgent attention** from research, modeling and application perspective
- Factual Errors and Hallucinations **can manifest in variety of different ways highlighting the need for more generalizable solutions** to address factuality
- **Some initial work on studying and mitigating factual errors** - FactKB, FAVA
- The **challenges with factuality is getting larger and more complex** with development of multimodal AI systems and growing applications of AI systems

# Thank you and Questions

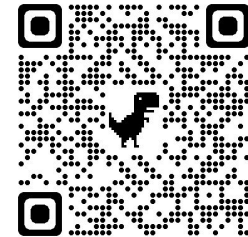
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- The **challenges with factuality is getting larger and more complex** with development of multimodal AI systems and growing applications of AI systems



<https://github.com/BunsenFeng/FactKB>



<https://huggingface.co/bunsenfeng/FactKB>



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