

# AI Functions and *Prompt Engineering.*

How to put AI to work this week — without buying anything new.

PRESENTED BY

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# The training *series*.

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## SESSION 1

### How AI *works*.

How the model predicts. Where it fails.  
Who decides policy.  
Governance, vendor selection, and the  
rules of the road for PHI.

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## SESSION 2 – TODAY

### How to actually *use it*.

Workflow first. Context second.  
Prompting third.  
Three phases, six steps, and a few quick  
checks along the way.

**YOU ARE HERE**

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## SESSION 3

### What you tried. *What worked*.

Bring back the tools you built between  
now and then.  
We pull from the room and look at what  
is actually saving people time.



“

AI works best when you bring it into  
your workflow with the right  
*context.*



**80%**  
of AI projects  
*fail.*

**The technology isn't the problem.** The problem is what gets pointed at it.

**Most teams reach for the tool first.** They map the work last, if at all.

*Source: RAND Corporation, "The Root Causes of Failure for Artificial Intelligence Projects and How They Can Succeed," 2024.*



# MAP.

***Map the workflow. Add the context AI doesn't have. Prompt and polish.***

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## M

Map your ***workflow.***

Walk the steps. Find where it gets stuck.

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## A

Add the context AI ***doesn't have.***

Bring the documents, the role, and the constraints.

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## P

Prompt and ***polish.***

Action. Purpose. Expectation. Then read and fix.

***Three phases, six steps. You will see this slide three times today, on purpose.***



# In failed AI projects, which step gets skipped *most often*?

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**A** Buying the right tool

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**B** Mapping the workflow first

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**C** Training the staff

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**D** Writing the perfect prompt

*Drop your answer in the chat — A, B, C, or D.*



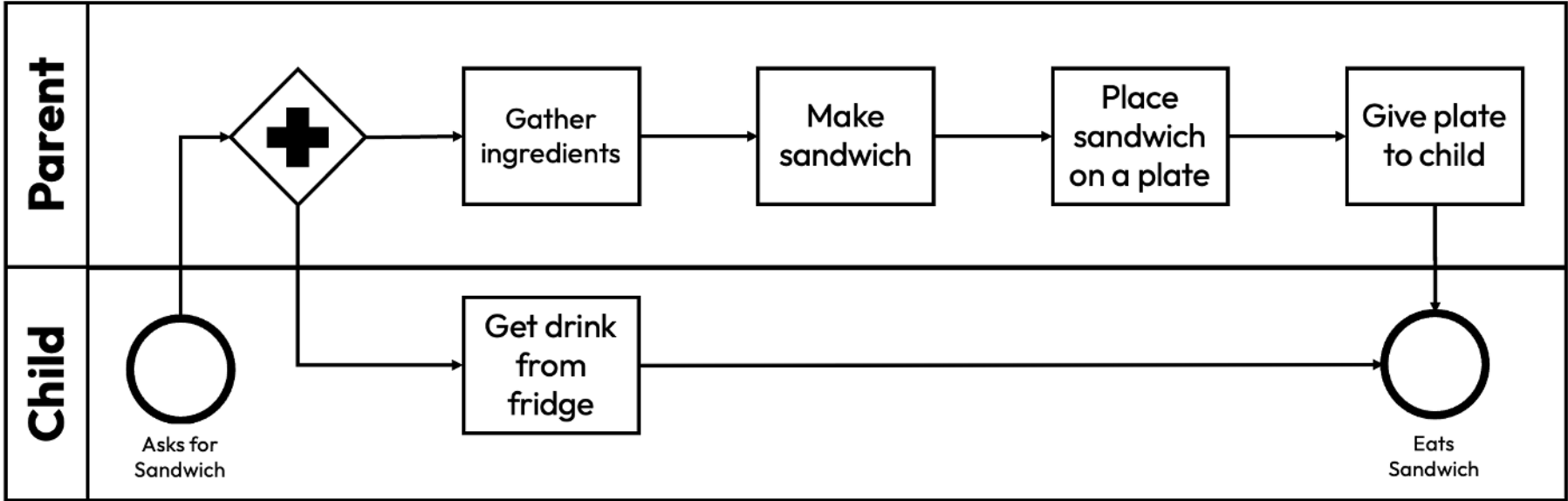
# M

*Map your workflow.*

Walk the steps. Find the broken one. Eliminate, simplify, automate — in that order.

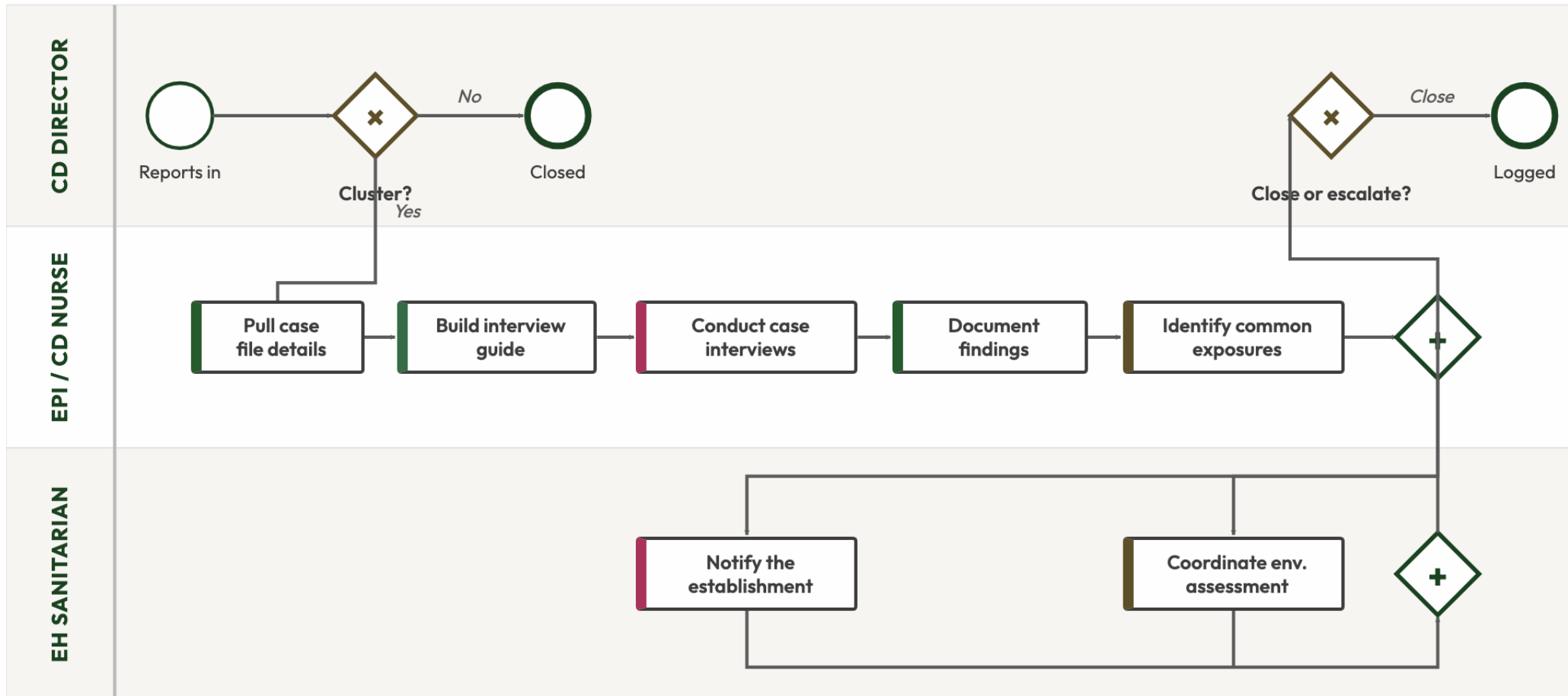


# Walk the steps. Find where it *gets stuck*.



# Workflow: Responding to a GI Illness Cluster

Roles in swim lanes. Activity color = type of work. Diamonds: x = decision · + = parallel split



# A

*Add the context.*

AI doesn't know your audience, your norms, or your deadlines. Bring those in.



Most workflows don't need automation. Once you've found a broken step, ask these — *in order*.

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01

## Eliminate.

Can we remove this step entirely? The cheapest win is the work you stop doing.

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02

## Simplify.

Can we make this step less complicated? Fewer hand-offs, fewer fields, fewer systems.

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03

## Automate.

Only after one and two. Automation amplifies what is already there — bad and good.

***Automating an unnecessary step just makes you do something unnecessary, faster.***



# The *three* things people forget to bring.

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## Documents.

Protocols, the food code, communication guides, your CHA. The reference material AI hasn't been trained on.

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## Role.

Who you are asking AI to be. "Act as our CD program coordinator. Use plain language."

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## Constraints.

What it should NOT do. "No jargon."  
"Under 200 words." "Cite the section."

***Keep one PDF of your reference docs. Upload it every time.***



## *three*

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**A** Your protocols, manuals, and reference docs

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**B** Who you ask AI to act as

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**C** The rules for what AI shouldn't do

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**D** All of the above

*Drop your answer in the chat — A, B, C, or D.*



# Sauk County, *Wisconsin.*

BEFORE

**30** min

Per food-code lookup, paging through the printed code.

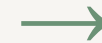
AFTER

**5** min

Same task, with their food code uploaded to the assistant.

AND

**83** %



Of inspectors reported a reduced workload.

***The tool didn't change. What it was given to work with did.***



The AI didn't get smarter. ***The prompt did.***

Someone mapped the workflow first. Someone gave it the right documents.

Free, paid, and specialized aren't a ranking. They're a fit question.

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***Same model. Same vendor. Different work done before you hit send.***



# Two *small* tools, two real weeks.

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## Library Hold*Placer*.

A homeschool family reads 50–60 books a week. They asked AI to build a small browser tool that places all the holds at once, instead of one at a time.

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**5 min**

TO BUILD

**~1 hr**

SAVED EACH WEEK

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## Fact sheet → *slide deck*.

A public health fact sheet, a 20-minute presentation due. Fed the fact sheet to AI, asked for a slide deck, edited from there.

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**3 hrs**

MANUAL REBUILD

**5 min**

AI DRAFT + EDIT

***If you can name what's annoying you, AI can usually build something for it.***



# P

*Prompt and polish.*

Context first, then APE — Action, Purpose, Expectation. Then read and fix.



# A minute longer to write. Usually *doesn't* need a rewrite.

## BARE PROMPT

***“Write a follow-up letter to a restaurant about their inspection.”***

## APE PROMPT

***“Act as our environmental health specialist. Using our food code [attached], draft a follow-up letter to the establishment owner. Document violations clearly. Reference specific code sections. Under 400 words.”***

***The minute longer in the writing is a minute you don't spend rewriting.***



# Same *shape*. Three contexts.

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## CD WORKFLOW

***“Act as our CD program coordinator. Using our investigation protocol [attached], draft an interview guide for case follow-up on our suspected GI cluster. Plain language, 12–15 questions, free-text notes.”***

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## EH WORKFLOW

***“Act as our environmental health specialist. Using our food code [attached], draft a follow-up letter to the establishment owner. Document violations clearly. Reference specific code sections. Under 400 words.”***

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## GRANT RESPONSE

***“Act as our grants coordinator. Using our quarterly data [attached] and the funder's template, draft the program narrative. 800 words. Don't speculate about Q4.”***

***Same shape whether you are writing a 200-word email or an 800-word grant narrative.***



AI works best when you bring it into  
your workflow with the right  
*context.*

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M

Map your *workflow.*

---

A

Add the context AI *doesn't*  
*have.*

---

P

Prompt and *polish.*



# It's predicting the next word. Not thinking. Not knowing. ***Predicting.***

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## Library Hold ***Placer.***

A colleague who has read everything, has a PhD in everything, and is deeply, sincerely confident.

*Brilliant. Helpful. Always sure.*

## Fact sheet → ***slide deck.***

Awake 36 hours. Will never admit they don't know. Same polished tone for the right answer and the made-up one.

*That's AI. Verify anything that matters.*

***Verify anything that matters.***



An intern can draft, summarize, find the citation — and still hands you work *you check*.

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### The Confidence Trap.

AI sounds equally sure when it's right and when it's making things up. Same polished tone, either way.

### Where it breaks: PHI.

Your real intern signed agreements. A public AI tool signed nothing. Never paste PHI in — not the free version, not the paid version, not “just this once.”

***If you wouldn't put it on a billboard, don't put it in ChatGPT.***



The first answer is rarely the final one. ***This*** is the part most people skip.

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Ask it to ***ask you.***

“Before you draft this, ask me up to 5 clarifying questions.”

*Surfaces the gaps. Your first draft becomes usable.*

Tell it ***what's wrong.***

“Too long.” “Too formal.” “You assumed I'm in health and human services. I'm not.”

*Iterate. Keep talking to it.*

***The people who get the most out of AI are the ones who keep talking to it.***



# It's a fit question. *Not* a ranking.

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## Free.

ChatGPT free, Copilot free. Brainstorming, public info, personal productivity. Never PHI. Your prompts may train future models.

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## Paid.

ChatGPT Plus, Copilot for M365, Claude Pro. Most opt you out of training. Copilot for M365 keeps data in your tenant. Still no PHI without a BAA.

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## Specialized.

PH360 and similar. Built for PHI. Knows public health workflows. Comes with agreements your county attorney will sign.

***Smallest departments often have the most to gain — and the least IT support to get there.***



# What's one thing you do regularly that takes longer than it *should*?

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*A report you write every quarter*

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*A letter you draft over and over*

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*A meeting prep ritual that eats your Friday*

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*Something else that costs you time*

Drop it in the chat. Jared will pull a few during Q&A.

*AI Community of Practice—free, monthly, vendor-neutral.*

[fandtlabs.com/ai/ai-cop](https://fandtlabs.com/ai/ai-cop)



***Session 3 is where you bring back what you tried.***

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**1**

**Map.**

One workflow you do at least monthly.  
Even on a napkin.

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**2**

**Add.**

One piece of context you have never given  
AI before. Documents, role, or constraints.

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**3**

**Prompt.**

APE. Fifteen minutes. See what changes.



# AI works best when you bring it into your workflow with the right *context*.

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**M** *Map your workflow.*

**What it asks of you**

- Walk the steps.
- Find where it gets stuck.

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**A** *Add context.*

**What it asks of you**

- Decide if AI fits.
- Bring documents, role, and constraints.
  
- Upload one PDF every time.

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**P** *Prompt and polish.*

**What it asks of you**

- Write with APE — Action, Purpose, Expectation.
- Read what comes back. Fix what's off.



# Take it back to your *team.*

Worksheet, cheat sheet, and the community below  
— all free. Use what helps.

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## WORKSHEETS & CHEAT SHEETS

***Worksheet • Map Your Workflow***

***Cheat sheet • APE Prompting***

[fandtlabs.com/aohc](https://fandtlabs.com/aohc)

## COMMUNITY & TRAINING

***AI Community of Practice — free, monthly.***

***Process Mapping for PH — free, self-paced.***

[fandtlabs.com/ai/ai-cop](https://fandtlabs.com/ai/ai-cop)

## TALK TO US

***[juliana@fandtlabs.com](mailto:juliana@fandtlabs.com)***

***[nebu@fandtlabs.com](mailto:nebu@fandtlabs.com)***

[fandtlabs.com/schedule-a-meeting](https://fandtlabs.com/schedule-a-meeting)

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***Map the work. Add the context. Then prompt and polish. See you in Session 3.***

