

AI Functions and *Prompt Engineering.*

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

PRESENTED BY

Juliana McMillan-Wilhoit
& Nebu Kolenchery

DATE

May 20, 2026



The training *series*.

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.

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

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.



Quick recap: AI predicts the next word.
Treat it like a capable *intern*.



“

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



80%

of AI projects
fail.

The #1 root cause: organizations misunderstand or miscommunicate the problem AI is being used to solve.

Most teams reach for the tool before naming the problem. Today we fix that — with a three-step method you can use this week.

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.

M

Map your ***workflow.***

Walk the steps. Find where it gets stuck.

A

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

Bring the documents, the role, and the constraints.

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.



RAND studied why AI projects fail. What's the #1 root *cause*?

A Picking the wrong tool

B Misunderstanding the problem

C Not enough training data

D Weak prompts from end users

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



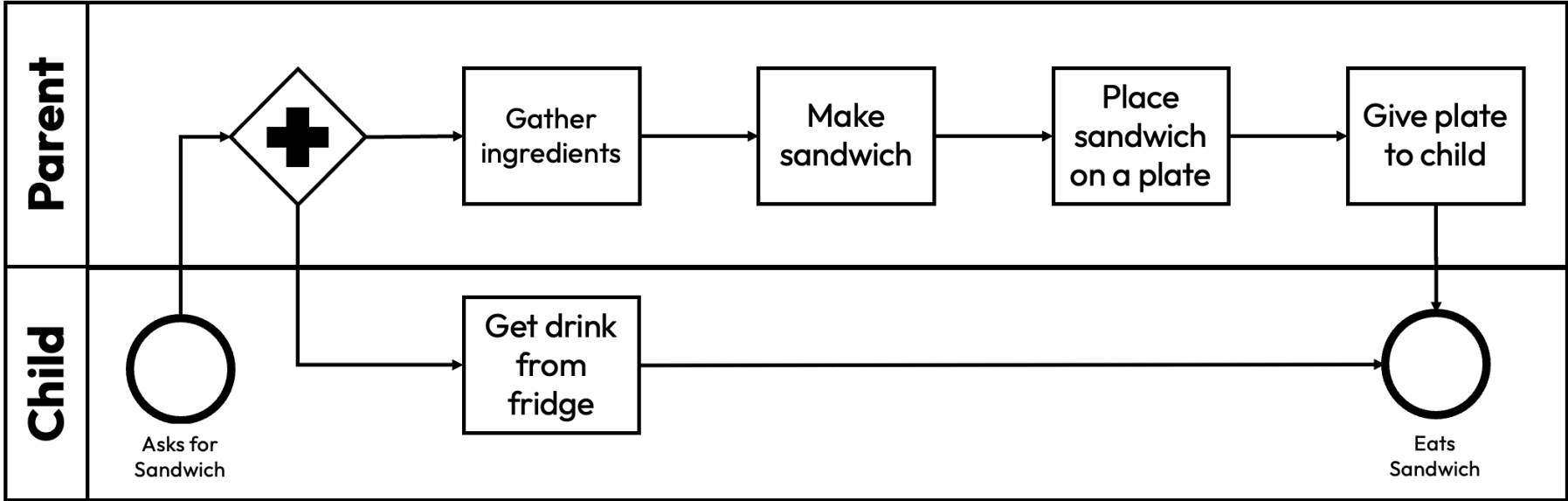
M

Map your workflow.

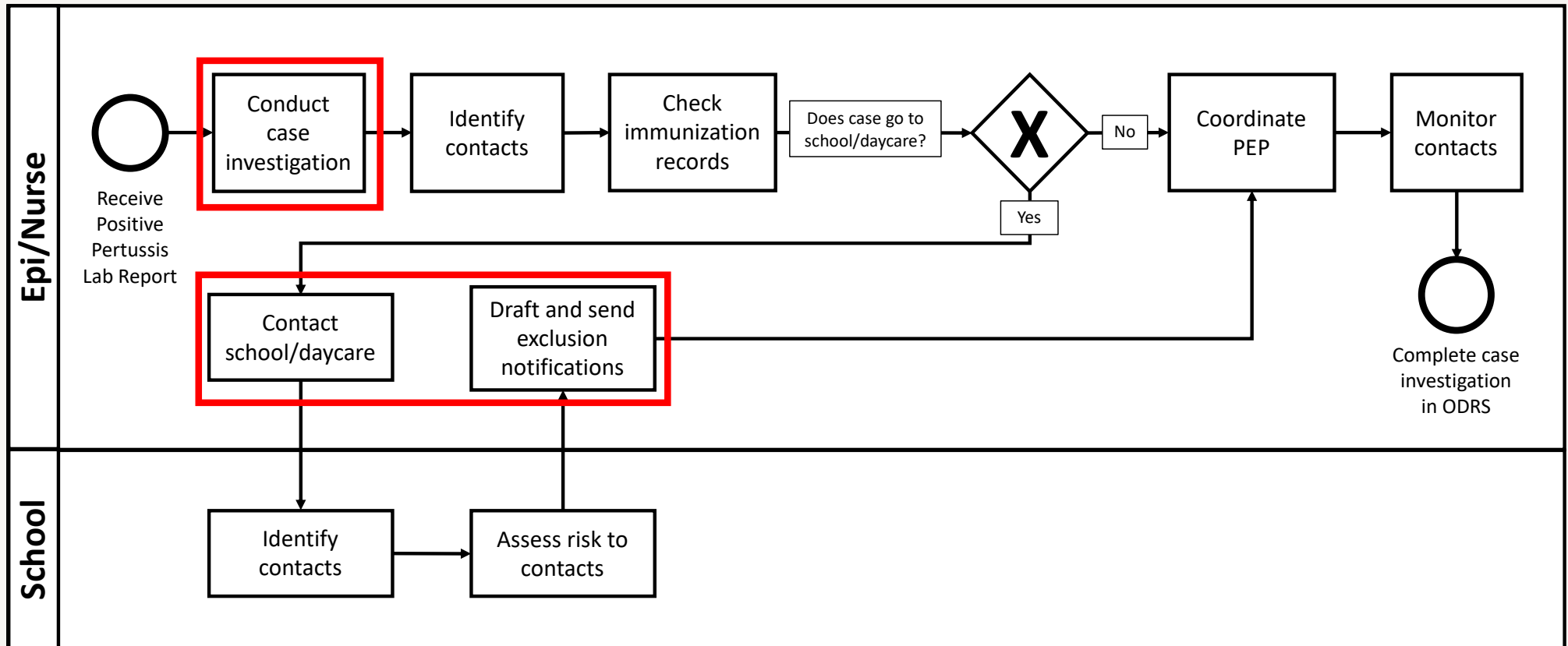
Walk the steps. Find the broken one. Eliminate, simplify, automate. Full method:
fandtlabs.com/process-mapping.



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



Responding to a *Pertussis Case Report*.



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

01

Eliminate.

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

02

Simplify.

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

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.



A

Add the context.

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



The *three* things people forget to bring.

Documents.

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

Role.

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

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.



The *three* things people forget to bring

A Your protocols, manuals, and reference docs

B Who you ask AI to act as

C The rules for what AI shouldn't do

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.



Two *small* tools, two real weeks.

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.

5 min

TO BUILD

~1 hr

SAVED EACH WEEK

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.

3 hrs

MANUAL REBUILD

5 min

AI DRAFT + EDIT

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



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

Free.

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

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.

Specialized.

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

Inside each tier: higher-tier models handle more complex work. Free can still draft documents — you just paste the text into your own template.



Models.

One more thing inside every tier: pick the model that fits the task.

1

Start ***cheap.***

Free/baseline models handle short drafts, rewrites, single-doc summaries. Most day-to-day work fits here.

2

Step ***up.***

Long documents, multi-step reasoning, grant narratives. Step up only if you need to.

3

Match the ***task.***

The free tier can still draft your document. You just paste the text yourself instead of getting a formatted file.

The task picks the model. Not the other way around.



P

Prompt and polish.

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



APE.

Action. Purpose. Expectation. The prompt scaffold that lives inside the P of MAP.

A

Action. Verbs.

Draft. Summarize. Compare. Rewrite. Plus the role: act as our CD coordinator.

P

Purpose. The why.

Who is it for. What does "good" look like in their hands. The piece most people skip.

E

Expectation. What done looks like.

Length, tone, format. What to include — and what NOT to do.

Context first. Then APE. A minute longer to write, rarely needs a rewrite.



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.

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.”

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.”

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.



The first answer is rarely the final one. Iterate.

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.



What's one task you do regularly that could be simplified, automated, or eliminated?

A report you write every quarter

A letter you draft over and over

A meeting prep ritual that eats your Friday

Something else that costs you time

Drop it in the chat.



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

M *Map your workflow.*

What it asks of you

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

A *Add context.*

What it asks of you

- Decide if AI fits.
- Bring documents, role, and constraints.

- Upload one PDF every time.

P *Prompt and polish.*

What it asks of you

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



One task. One MAP. *This week.*

Pick the task you wrote down. Walk it. Add the context.
Run it through APE. Bring the result to Session 3.

WORKSHEETS & CHEAT SHEETS

Worksheet • Map Your Workflow

Cheat sheet • APE Prompting

fandtlabs.com/aohc

COMMUNITY & TRAINING

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

fandtlabs.com/ai-cop

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

fandtlabs.com/map

TALK TO US

juliana@fandtlabs.com

nebu@fandtlabs.com

fandtlabs.com/schedule-a-meeting

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

