



The Bot-tom Line: Practical Tips for Harnessing AI for Everyday Work and Beyond

Practical, Safe, and Strategic Applications for Healthcare Professionals

- ❏ Artificial Intelligence is no longer experimental — it is embedded in productivity tools, clinical documentation systems, and administrative workflows. The question is no longer *whether* AI will be used in healthcare, but *how responsibly and effectively* it will be implemented.

Presenter Introduction

**Isaac P. Dapkins,
MD**

**Chief Medical Officer
Family Health Centers
at NYU Langone**

Isaac P. Dapkins, MD is the Chief Medical Officer of the Family Health Centers at NYU Langone, where he leads clinical strategy and advances equitable, high-quality care for diverse communities.

A board-certified internal medicine and pediatrics physician, his work focuses on population health, primary care innovation, and improving outcomes in safety-net settings.

Presenter Introduction



**George Shahin,
MD**

**Senior Medical
Director**
Family Health Centers
at NYU Langone

George Shahin, MD is the Senior Medical Director of Quality and Safety at the Family Health Centers at NYU Langone, where he leads efforts to improve clinical quality and patient safety across the health center network.

A board-certified gastroenterologist, he provides specialty care to patients across Brooklyn, focusing on the prevention, diagnosis, and treatment of gastrointestinal diseases.

Why AI Is a Healthcare Leadership Issue

Healthcare organizations are operating under increasing pressure:

Time of CHANGE

AI is rapidly being introduced and will have a profound impact

Workforce Changes

Jobs and Roles are changing, existing workforce impacted by burnout

Documentation

Excessive documentation demands on clinical staff

Financial Constraints

Tightening budgets and resource limitations

Data Complexity

Growing data complexity across systems

- ❏ AI represents a potential productivity layer that can **reduce administrative friction**, **accelerate documentation**, and **support decision-making** — if governed appropriately.

What You Will Learn Today

By the end of this session, you will:

01

Describe Generative AI

Understand what Generative AI is — and what it is not

03

Describe Tokens

Understand how tokens affect cost and speed, and impact the environmental

05

Explore AI Applications

Explore AI general and FQHC specific use cases

02

Identify basic AI Interfaces

View and recognize basic functionality across Chat GPT, Microsoft Co-Pilot And Claude

04

Learn the role of Prompt Generation

Write stronger, safer prompts and build reusable prompt generators

06

Recognize Risks

Recognize risks and governance responsibilities

What Is Artificial Intelligence?

Artificial Intelligence refers to computational systems that simulate aspects of human cognition.



Recognizing Patterns

Identifying meaningful signals within large data sets



Classifying Information

Sorting and categorizing data into groups



Processing Language

Understanding and generating human language



Generating Structured Output

Producing organized, formatted content on demand



Making Predictions

Forecasting outcomes based on historical data

❏ In current healthcare settings, AI is primarily used for **language processing and data organization** — not independent medical decision-making.

What Is Generative AI?

Generative AI is a subset of AI designed to **create new content** rather than retrieve stored answers.

It can generate:

1 Policies

2 Emails

3 Reports

4 Summaries

5 Images

6 Code

7 Structured Outlines

How It Works

Generative AI works by predicting the most statistically likely sequence of words based on patterns learned from large training datasets.

It does not access "truth." It **predicts language.**

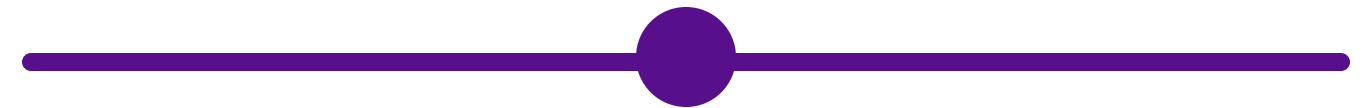
What Is a Large Language Model (LLM)?

A Large Language Model is the neural network architecture trained on massive text corpora.

An LLM:

- Learns statistical relationships between words
- Predicts next-word probabilities
- Synthesizes and restructures language
- Does **not** verify accuracy
- Does **not** reason like a clinician

Examples:



GPT-4 family models



Google Gemini models



Anthropic Claude models

❏ The LLM is the **computational engine**.

Tokens: How LLMs Process Language

LLMs do not read text the way humans do. They process **tokens**.

A token is a chunk of text:

- Roughly 3–4 characters in English
- A single word may be multiple tokens
- Spaces and punctuation count

Both your input and the AI's output consume tokens.

Why this matters:

- 1 Cost:** Many models are priced per 1,000 tokens
- 2 Speed:** Longer prompts increase response time
- 3 Performance:** Overly long context may dilute clarity
- 4 Environmental Impact:** More tokens require more computation

❏ Clear, concise prompts **improve quality, reduce cost, and reduce environmental footprint.**

Tokens: How LLMs Process Language

Tokens	Characters
40	204

Specifically, tokens are the segments of text that are fed into and generated by the machine learning model. These can be individual characters, whole words, parts of words, or even larger chunks of text.

TEXT TOKEN IDS

LLMs do not read text the way humans do. They process **tokens**.

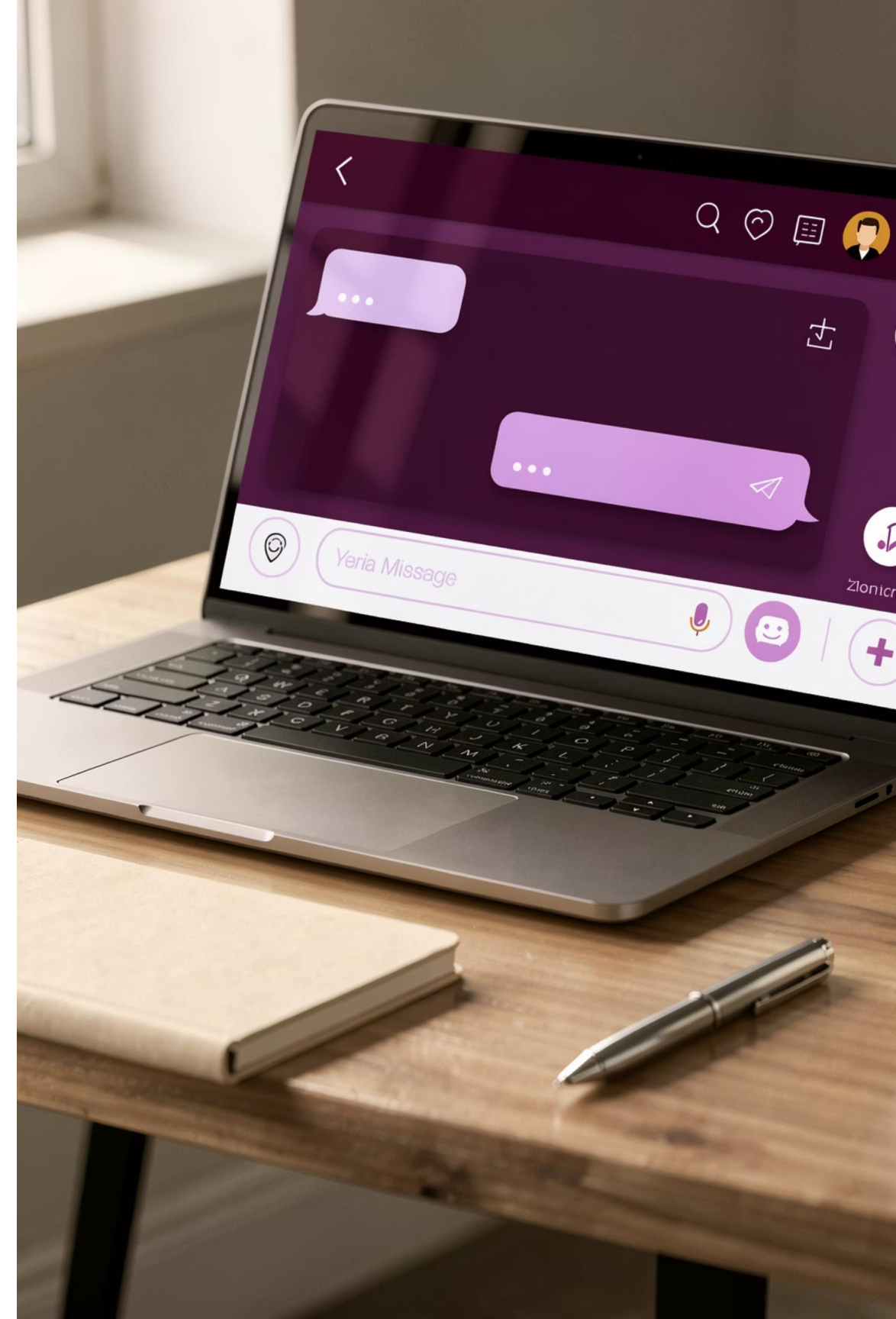
This example, shows 204 characters parsed as 40 tokens.

SECTION I — FOUNDATIONS

Demo Video: Basic Navigation

This next slide contains a short video demonstrating basic navigation in several common AI interfaces.

- ❏ **Key takeaway:** Web based interfaces function as a conversational workspace where clear prompts drive results.



ChatGPT

chatgpt.com

My managed bookmarks folderNew York State De...NetflixIn Good Company...evernoteYahoo emailFind.MediaInvestment Proper...Screenshot of the...LMBA SportsSignupAll Bookmarks

ChatGPT

New chat

Search chats

Images

Library

Apps

Deep research

Codex

GPTs

Mega-Prompt Generator

Grant Proposal Writing Assist...

Singulari DJN Prompter: Quic...

Explore GPTs

Projects >

Recents >

Isaac Dapkins
Plus

ChatGPT

Ready when you are.

Ask anything

+ Thinking

🎤

Chat | M365 Copilot

m365.cloud.microsoft/chat?fromcode=cmmc4tn67z6

My managed bookmarks folder

New York State De...

Netflix

In Good Company...

evernote

Yahoo email

Find.Media

Investment Proper...

Screenshot of the...

LMBA SportsSignup

All Bookmarks

Auto

New chat

Search

Library

Create

Agents

New agent

All agents

Chats

Summarize this email

Explain this in more detail: Ariadne ...

Summarize this email into a short e...

Joshua P. Metlay, MD, PhD Explain t...

Create an image for this slide

Analyze this workbook and give m...

Give as many categories of ways to...

Can you read me my emails?

Gina C. Del Savio, MD, CPEChief M...

Find my flu messages

Create an image for this slide

Apps

Dapkins, Isaac

Copilot Chat (Basic)

Hi, what can I help you with?

Message Copilot

List key points from 8.docx

You frequently open this

Draft an email to my team asking for feedback on 03-16-26 Paper...

You frequently open

Summarize this: upload file

Show more

Claude

claude.ai/new

My managed bookmarks folderNew York State De...NetflixIn Good Company...evernoteYahoo emailFind.MediaInvestment Proper...Screenshot of the...LMBA SportsSignupAll Bookmarks

Claude

New chat

Search

Customize

Chats

Projects

Artifacts

Code

Recents

How compound interest works

Starting from scratch

Syncing Cozi calendar to Google C...

Productivity tools

Skill creator tool overview

Your first chat with Claude

AI agent web browsing demonstra...

Good afternoon, Isaac

How can I help you today?

+

Sonnet 4.6

Write

Learn

Code

From Calendar

From Gmail

Isaac

Pro plan

Google Gemini

gemini.google.com/app

My managed bookmarks folderNew York State De...NetflixIn Good Company...evernoteYahoo emailFind.MediaInvestment Proper...Screenshot of the...LMBA SportsSignupAll Bookmarks

New chat

My stuff

Gems

Chats

CDS Tool Evolution Diagram

Image Generation: Lady Isla Downton...

Nutrition Pilot Program Images Gener...

Scheduling a Dental Appointment

Settings & help

Gemini

Upgrade to Google AI Plus

Hi Isaac

Where should we start?

Ask Gemini 3

+

Tools

Fast

Create image

Create music

Boost my day

Help me learn

Write anything

The Prompt Is the Steering Mechanism

Because LLMs predict patterns, your prompt determines:



Structure



Tone



Depth



Audience Alignment



Risk Boundaries



AI does not automatically understand healthcare nuance. **Your prompt supplies context.**

Anatomy of a High-Quality Prompt

Effective prompts include:

Role

Task

Audience

Constraints

Context

- ❏ Structured prompting improves safety and reduces hallucination risk.

Example Prompt:

"You are a healthcare compliance officer. Summarize this CMS update in 300 words for executive leadership, highlighting operational impact on UDS reporting. Use bullet points."

Common Healthcare Prompt Categories:

- Regulatory interpretation
- Quality dashboard summarization
- Grant narrative drafting
- Policy translation
- Patient education simplification
- Strategic planning analysis

Organizations should **standardize prompts** for recurring tasks.

Prompt Generators: Institutionalizing Good Prompts

A **prompt generator** is a reusable meta-prompt that collects structured inputs and generates refined prompts automatically.

It may ask:

What is your **objective**?

Who is the **audience**?

What **format** is required?

What **constraints** apply?

This creates **repeatable, high-quality prompts** across teams.

Prompt generators are **governance tools** — not just convenience tools.

Task Decomposition: Improving Reliability

Large tasks should be broken into stages.

Instead of:

"Create a strategic plan."

Break it into structured steps →

1

Summarize performance data

2

Identify performance gaps

3

Conduct SWOT

4

Draft strategic objectives

5

Define KPIs



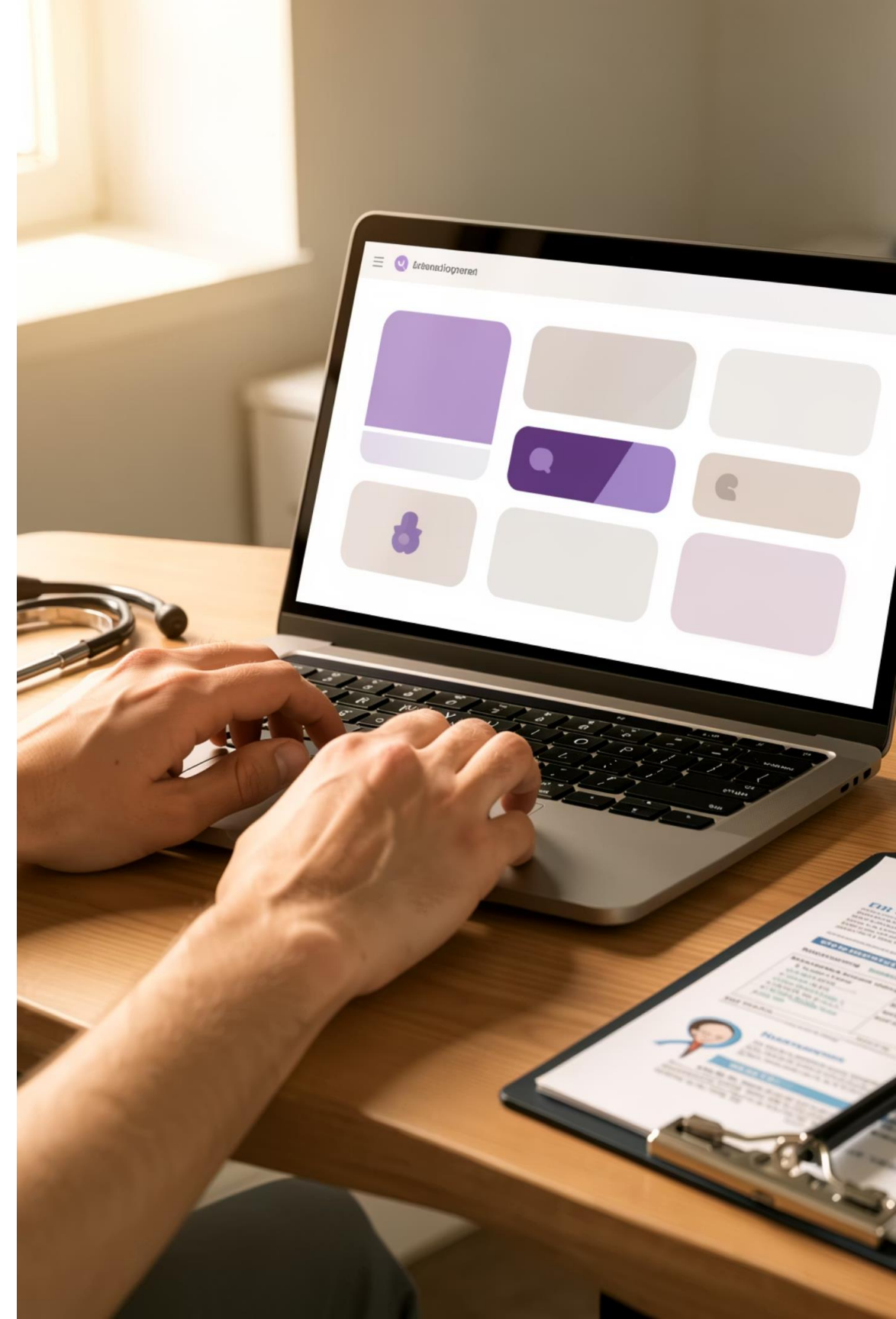
Stepwise prompting **reduces hallucinations** and improves output control.

SSECTION II — PROMPT ENGINEERING

Demo Video: Building a Prompt Generator

This next slide contains a short video demonstrating how to design a structured prompt framework.

- ❏ **Key takeaway:** This template makes it easy to turn a list of upcoming events into a clear, leadership-ready weekly email using AI.



🌀

☐

ChatGPT Auto ▾

👤

🔄

📄 New chat

🔍 Search chats

🖼️ Images

🔧 Apps

🔎 Deep research

🧠 Codex

📦 GPTs

📁 Projects

Your chats >

What's on the agenda today?

+ Ask anything

🧠

🔍

🔊

🎤

LS

Lainey Skaggs

Plus

What Is Agentic AI?

Agentic AI refers to structured AI behavior defined by:



Clear Role

A defined identity and purpose for the assistant



Defined Task Scope

Explicit boundaries on what the assistant handles



Output Format Rules

Structured, predictable response formats



Behavioral Boundaries

Guardrails that constrain behavior

📌 It is **guided and constrained** — not autonomous.

Designing an Agentic Assistant

To build a reliable assistant:

01

Define role

02

Define tasks allowed

03

Define tasks prohibited

04

Define output structure

05

Define data boundaries

Example: Creating an Agentic Assistant for UDS Manual Update

The next slide shows how to configure a **GPT-style assistant for UDS reporting tasks** by clearly defining the:

Role

Quality Reporting Analyst

Task Scope

Review UDS measures and summarize trends

Output Format

Tables or summaries

Guardrails

No PHI, aggregated data only

❏ **Key takeaway:** Agentic assistants help standardize recurring reporting workflows.

All agents | M365 Copilot

UltraVioletAI (Open WebUI)

+

https://m365.cloud.microsoft/chat/agentstore?auth=2&home=1&from=ShellLogo&fromCode=CsrToSSR

Update ...

Chat

Create Agent

Start a new agent

Agent Store

Find agents with the expertise to help you complete complex tasks

Search agents

Your agents

Report Inventory Assis...

Clinical Workflow Expert

Planner Integration Ex...

Career Coach

Outreach Documentati...

Microsoft Suite Guide

Built by Microsoft

App Builder (Frontier)

Transform your idea into an app. No coding required.

Workflows (Frontier)

Build agent flows with natural language, no code needed.

SharePoint page agent

Transform conversation results into SharePoint pages.

Learning (Frontier)

Upskill in AI and other areas with personalized learning...

Workforce Insights (Fro...

Real-time insights into your organization's people, structure...

Surveys

Surveys agent automates survey creation, distribution, and analysis.

Frontline Agent (Preview)

An assistant that helps frontline workers find the information the...

SharePoint list agent

Transform Microsoft 365 Copilot chat context into SharePoint lists.

Prompt Coach

Write and improve your prompts

ClaudeFileEditViewWindowHelp

Mon Mar 30 5:33 AM

←→

ChatCoworkCode

□

+ New task

🔍 Search

🕒 Scheduled

📅 Dispatch

💡 Ideas

🛠️ Customize

Projects +

📁 Educational ChatBot

Recents

Design Internal Medicine Training Program

These tasks run locally and aren't synced across devices

Isaac

Pro plan

⬇️👤↕️

Educational ChatBot / Design Internal Medicine Training Program ▾

This is for graduate medical education. perform as if you are a Stanford trained phd with deep background in education, include ABIM requirements for internal medicine and ACGME Internal Medicine program requirements

Thought process >

Understood — I'll engage from that perspective throughout our conversation.

I'm drawing on a background in educational theory and design (think learning taxonomies, competency-based frameworks, assessment validity) alongside deep familiarity with the structures governing internal medicine training:

ABIM — including the certification and Maintenance of Certification (MOC) blueprints, the 19 content categories, entrustable professional activities, and the shift toward longitudinal knowledge assessment (the ABIM Longitudinal Knowledge Assessment replacing the 10-year MOC exam).

ACGME IM Program Requirements — the Common Program Requirements plus IM-specific requirements covering the six core competencies (Patient Care, Medical Knowledge, Practice-Based Learning, Interpersonal & Communication Skills, Professionalism, Systems-Based Practice), milestones v2.0, Clinical Competency Committees, the 13 required subspecialty rotations, duty hour standards, supervision levels, and scholarly activity requirements.

I'm also comfortable integrating frameworks like Bloom's Taxonomy, Kirkpatrick's model, entrustment scales (EPAs), and the Carnegie Foundation's recommendations for medical education reform.

What would you like to work on? For example:

- Curriculum design or rotation objectives
- Assessment tools (OSCEs, MCQs, 360s, CCCs)
- Milestone mapping
- A teaching module or case-based learning exercise

Reply...

+I

Sonnet 4.6 ▾🎤

Claude is AI and can make mistakes. Please double-check responses. [Give us feedback](#)



ChatGPT 

✦ Get Plus



 New chat

Q Search chats

 Images

Apps

 Deep research

 Codex

Projects

Your chats

Self-description Request

BI-RADS 2 Follow-up

Yamiry door lock code

Wine Bottle Price Estimate

Professional Email Revision

Rotating Shapes 90 Degrees

Dominican Citizenship Query

 George Shahin
Free

Upgrade

Where should we begin?

+ Ask anything



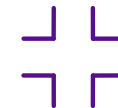
Everyday Productivity Applications

AI can assist with many common knowledge-work tasks that healthcare professionals perform daily.



Generating and Editing Documents

Emails, policies, presentations



Summarizing Complex Information

Research, regulations, reports



Transcribing and Summarizing Meeting Notes

Capturing and organizing meeting content



Organizing and Restructuring Information

Tables, outlines, summaries



Simplifying Language

For staff or patient education



Generating Images or Short Videos

For presentations or communications



Human validation is always required.

Comparing Generative AI Tools

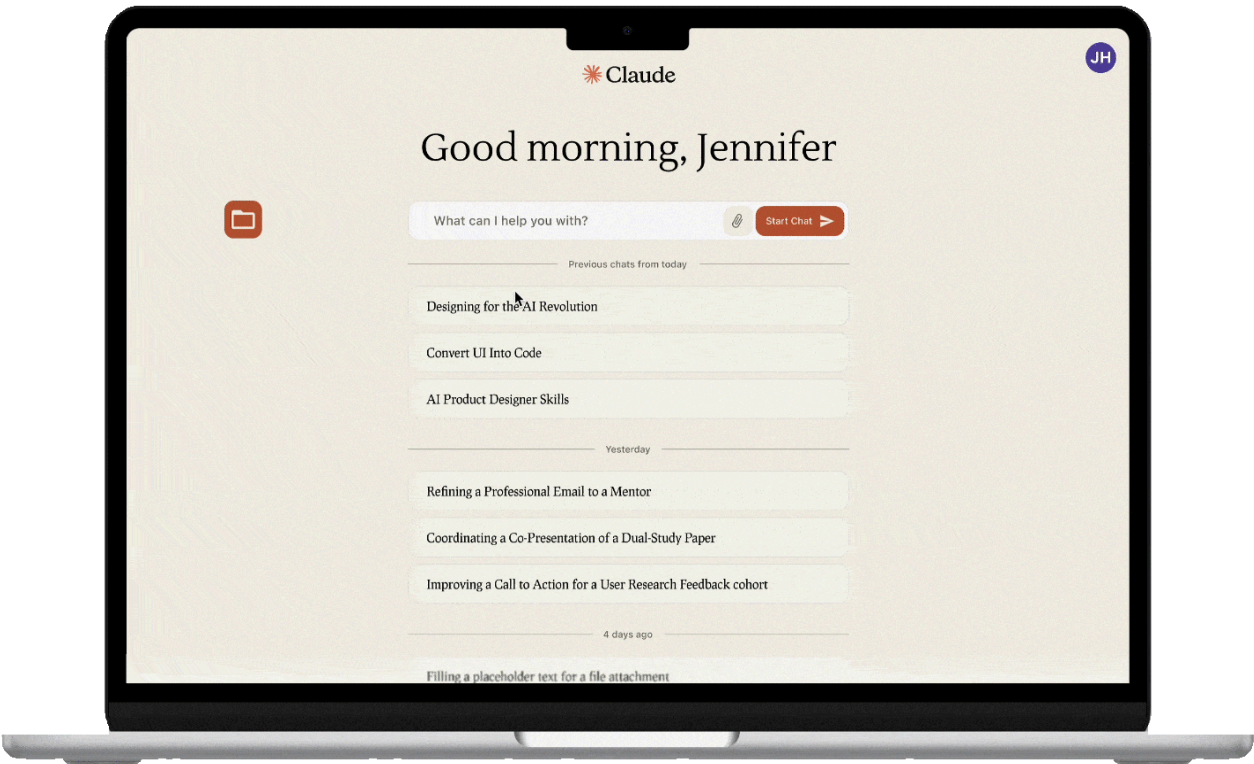
Different tools are optimized for different types of tasks.

Tool	Strength	Best Use	Governance Consideration
ChatGPT	Flexible drafting and prompting	Writing, summarizing, brainstorming	Enterprise vs public versions differ
Claude	Strong reasoning and long-document analysis	Reviewing reports and policies	Avoid sensitive data in public tools
Gemini	Web-connected research	Information synthesis	Verify web sources
Microsoft Copilot	Microsoft 365 integration	Document creation, email drafting	Requires enterprise licensing
NotebookLM	Document analysis	Reviewing uploaded reports	Avoid sensitive documents
OpenEvidence	Evidence-focused research	Literature review	Verify citations
AI Scribes	Clinical documentation	Visit transcription	HIPAA-compliant tools required

Comparing Generative AI Tools

Meet Claude, your thinking partner.

General Use Cases	Healthcare Use Cases
Complex problem-solving	Support care planning and operational designs
Analyze and summarize long documents	Reviews clinical guidelines, policies, and reports
Draft and refine clear written content	Create patient education and staff communications
Extract insights from text and data	Support quality improvements
Brainstorm ideas and workflows	Design digital health programs and care models

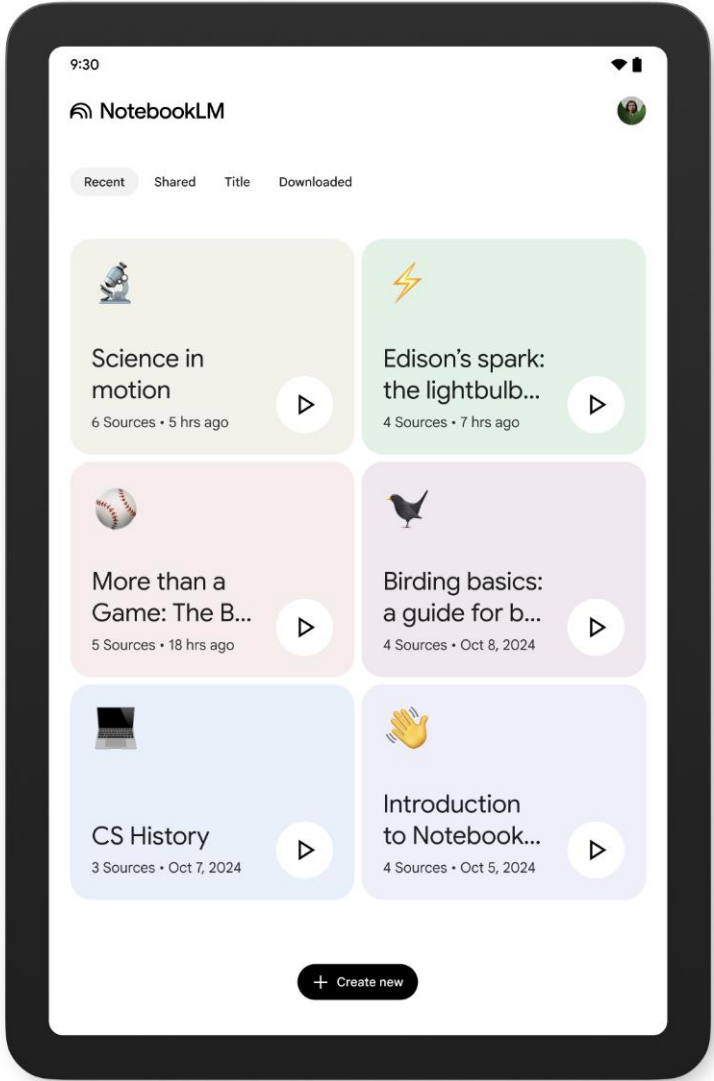


Comparing Generative AI Tools

Understand anything with NotebookLM

General Use Cases	Healthcare Use Cases
Analyze and query large document sets	Review clinical guidelines, policies, and reprot
Generate source-grounded summaries and answers	Create evidence-based summaries for care teams
Extract key insights and themes across materials	Support quality improvement

Create and view
your **notebooks**



Quality Improvement

AI can help quality teams analyze performance data and accelerate improvement planning.

Common uses include:

- **Summarizing UDS performance reports** to quickly identify key trends
- **Identifying patterns in quality metrics** to highlight areas needing improvement
- **Drafting quality improvement plans** based on performance gaps
- **Preparing performance summaries** for leadership meetings

Recommended Tools:

ChatGPT

Claude

NotebookLM

- ❏ Human review remains essential to ensure outputs accurately reflect underlying performance data.

Research

AI can support research and grant development by helping teams quickly synthesize information and draft supporting materials.

Common uses include:

- Summarizing research articles or policy briefs
- Conducting **initial literature scans** across multiple sources
- **Drafting background sections** for grant proposals
- Identifying themes across multiple documents or studies

Recommended Tools:

ChatGPT

Claude

NotebookLM

OpenEvidence

📄 All citations and references should be **verified before use** in formal research or grant submissions.

Education

AI can assist with workforce training and staff education by helping translate complex information into accessible learning materials.

Examples include:

- Drafting training presentations or slide outlines
- Summarizing **clinical guidelines** for staff education
- Creating **case scenarios** for training sessions
- Drafting **patient education materials**

Recommended Tools:

ChatGPT

Claude

❏ These materials should always be **reviewed by clinical or subject matter experts before distribution.**

AI Tools for FQHC Clinical Providers

AI solutions designed for clinical decision-making, documentation, and EHR-integrated workflows

Category	Examples & What They Do
Clinical Evidence & Decision Support	OpenEvidence – Answers clinical questions with cited literature EvidenceCare – EHR-integrated guidelines and order sets UpToDate + Lexicomp – Evidence, drug info, and clinical pathways
Ambient Documentation (AI Scribing)	Nuance DAX – Auto-generates clinical notes from visits (Epic, Cerner) Abridge – Real-time transcription + structured clinical summaries Suki AI – Voice assistant for note creation and commands Augmedix – AI-assisted documentation with optional human support

How FQHC Leadership Can Use AI Daily

AI can support routine leadership tasks by accelerating drafting and summarization.

CEO / COO

- Prepare **meeting or board talking points**
- Draft **internal communications and leadership updates**

CMO / CNO

- Draft **clinical guideline summaries**
- Prepare **patient education drafts**
- Draft **Business Plans**

CFO

- Explain **financial reports**
- Draft **budget narratives**

Quality & Compliance Leaders

- Summarize **regulatory updates**
- Draft **policies or audit findings**

Key takeaway: AI acts as a **daily productivity assistant for leadership**, helping translate complex information into clear communication while still requiring human oversight.

NotebookLM

notebooklm.google.com/notebook/682f4354-15f3-41ec-a778-6af13de47117

Install

Untitled notebook

Create notebook

Share

Settings

G

Sources

+ Add sources

Search the web for new sources

🌐

🔍

➔

📄

Saved sources will appear here

Click Add source above to add PDFs, websites, text, videos, or audio files. Or import a file directly from Google Drive.

Chat

⬆

Add a source to get started

Upload a source

Upload a source to get started

0 sources

➔

Studio

🔊 Audio...

📄 Slide Deck

📺 Video...

🧠 Mind Map

📊 Reports

📇 Flashcards

📝 Quiz

📊 Infograp...

📄 Data Table

🖋️

Studio output will be saved here.

After adding sources, click to add Audio Overview, Study Guide, Mind Map, and

Add note

Notebook not found. Please check the URL and try again. Close

Risks and Limitations of AI

Generative AI can accelerate knowledge work but has important limitations.

Hallucinations

AI may generate confident but incorrect information

Bias in Training Data

Outputs may reflect biases present in source data

Outdated Knowledge

Models may not reflect the most recent guidance or research

Over-Reliance on AI

Outputs should never replace professional judgment

Context Limitations

AI may miss organizational or regulatory nuance

📌 **Implication:** AI outputs should always be **reviewed and validated by qualified staff.**

SECTION VI — RISK & GOVERNANCE

Data Privacy and Governance

Healthcare organizations must carefully manage how AI tools interact with sensitive information.

- **Do Not Enter PHI**
Do not enter PHI into public AI tools
- **Understand Platform Differences**
Understand public vs enterprise AI platforms
- **Follow Organizational Policies**
Follow organizational data governance and IT policies
- **Establish Internal Guidance**
Establish internal guidance for responsible AI use

☐ Responsible AI adoption requires **clear policies, staff awareness, and IT oversight.**



SECTION VI — RISK & GOVERNANCE

Environmental Impact of AI

AI models require substantial computing power, which translates into energy use.

Factors influencing impact include:

Model Size

Number of Tokens Processed

Frequency of AI Use

Data Center Energy Demand

What You Can Do:

Efficient use — such as **clear prompts and purposeful tasks** — helps reduce unnecessary computation.

Key Takeaways

AI can be a powerful productivity tool for healthcare organizations.



AI Augments — Not Replaces

AI augments, not replaces, human expertise



Strong Prompts Improve Results

Strong Prompts Improve Results



Human Review Is Essential

Human Review Is Essential



Governance and Privacy Must Guide Adoption

Governance and Privacy Must Guide Adoption



AI Can Reduce Administrative Burden

AI can reduce administrative burden

Used thoughtfully, AI can help healthcare teams **focus more time on patient care and mission-driven work.**

THANK YOU

With deep gratitude to our AI presentation contributors



ES

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AE

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EM

Erika
McManus



LT

Larticia
Tabb

Special Thanks · NYU Langone MCIT for Ultraviolet Access