

Not-So-Secret Agent Man



Agentic AI and the Future of Health Information






Applying Agentic AI to Improve Immunization Information Systems (IIS)

> Agenda

- 01 The challenge in today's IIS environments
- 02 What "agentic AI" actually means
- 03 How agents support IIS workflows
- 04 Demonstration scenario
- 05 Implications for the public health workforce

Includes a live demonstration.

> IIS Challenges Are Not Just Data Problems

-  **Late detection** Quality issues surface late in the process.
-  **Manual validation** Analysts spend hours gathering and checking data.
-  **Fragmented knowledge** Policies and standards live in separate places.
-  **Cross-system handoffs** Requests span multiple systems and teams.
-  **Rising complexity** Data volume strains existing workflows.

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These are coordination problems, not just technology gaps.

> Why Traditional Approaches Fall Short



Dashboards

Provide insight but do not take action.



Rules engines

Enforce logic but are static and reactive.



Workflows

Require manual orchestration.



Automation

Handles tasks but not context.

We have tools, but they don't coordinate themselves.

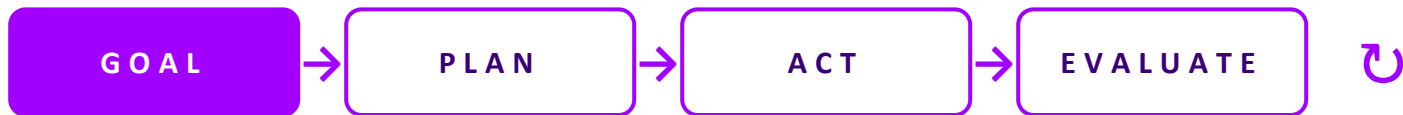
> From Answers to Actions

TRADITIONAL AI

- Responds to prompts
- Generates insights
- Requires human follow-up

AGENTIC AI

- Understands user intent
- Plans steps to achieve a goal
- Executes actions across systems
- Adapts based on context and results



A continuous loop, not a one-shot answer

> What Is an AI Agent?

A practical definition

- A software component designed to perform a specific role
- Operates with defined goals and access to tools
- Interprets context and makes decisions within boundaries
- Works alongside other agents and systems

Common capabilities



Query data



Apply business rules



Retrieve policy



Initiate workflows

Practical, not theoretical. Agents are specialized workers, not general replacements.

> Specialized Agents for IIS Workflows



Insight Agent

- Translates questions into structured queries
- Generates validated analytical outputs



Data Steward Agent

- Monitors incoming data streams
- Detects anomalies and quality issues
- Recommends or initiates corrections

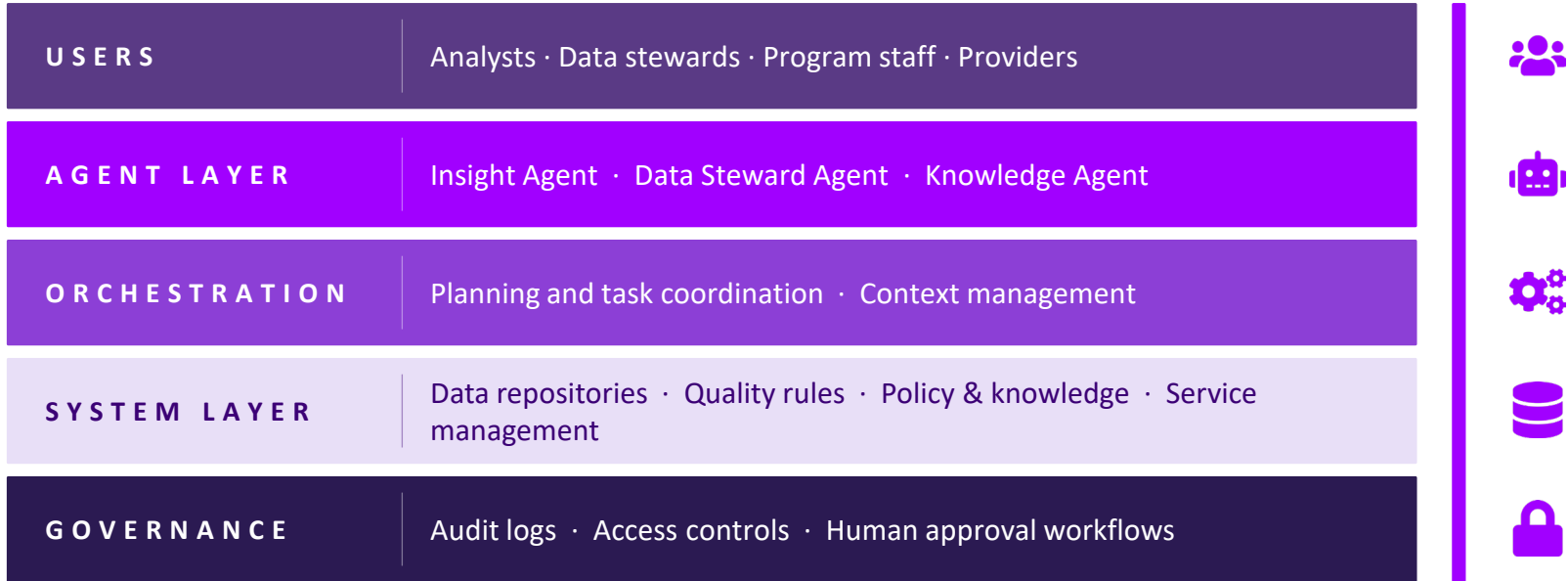


Knowledge Agent

- Retrieves answers from policies and standards
- Provides context for decision-making



> Agents as a Coordination Layer



Agents coordinate across existing systems. They do not replace them.

> Demonstration: From Question to Action

SCENARIO

A program analyst needs to understand recent vaccination trends and trust the data behind them.

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Which counties showed the largest increase in adolescent vaccination rates this quarter?

WHAT TO WATCH FOR

- 1 Translating the question into analysis
- 2 Validating the reliability of the data
- 3 Identifying potential data quality issues
- 4 Initiating follow-up actions

L I V E D E M O N S T R A T I O N

From a question to an action, end to end.



Insight Agent in action



Validation and anomaly
detection



Suggested or automated
follow-up

> Augmenting, Not Replacing, the Workforce



Less manual coordination

Reduces time spent gathering and validating data.



More time for judgment

Analysts focus on interpretation and decisions.



Proactive stewardship

Shifts data quality from reactive to proactive.



Smoother support

Streamlines service and support workflows.

Agents remove low-value coordination work, not human expertise.

> Key Takeaways

01

IIS challenges are increasingly coordination challenges.

02

Agentic AI introduces a new layer for orchestrating systems and workflows.

03

Agents enhance data quality, responsiveness, and usability.

04

Human oversight and governance remain essential.

> Looking Ahead

- Greater integration of agents into public health systems
- More automation of routine workflows
- Faster responsiveness to emerging public health needs



Agentic AI enables more responsive, resilient IIS environments, while keeping humans at the center.

Questions

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Thank you.

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