# Pioneering AI Visionary and Strategist

@jackshaw

https://JackShaw.com

Jack Shaw

JACK SHAW

"Making predictions is very hard, especially about the future."

Yogi Berra

AI

YOU ARE HERE

JACK SHAW

# Arthur C. Clarke
# Profiles of the Future, 1973



"Any sufficiently advanced technology is indistinguishable from magic."

# Many Kinds of AI!



AI

SR
EX
RPA
NLP
ML
DL
GenAI
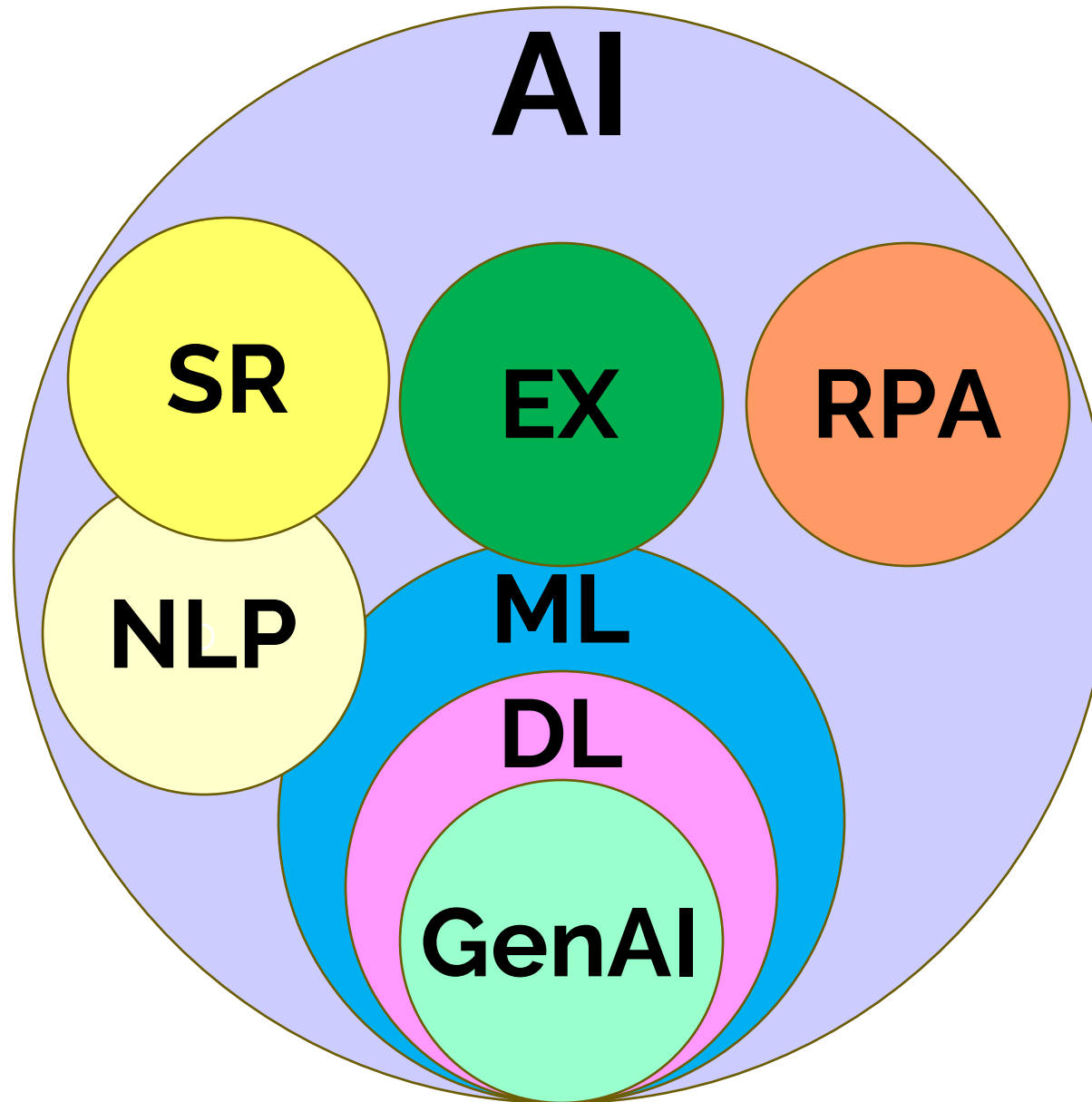
# How Generative AI Works - The Basics



- **Learning from data**

- **Like a super-smart parrot**

- **From input to creativity**

# Training Large Language Models
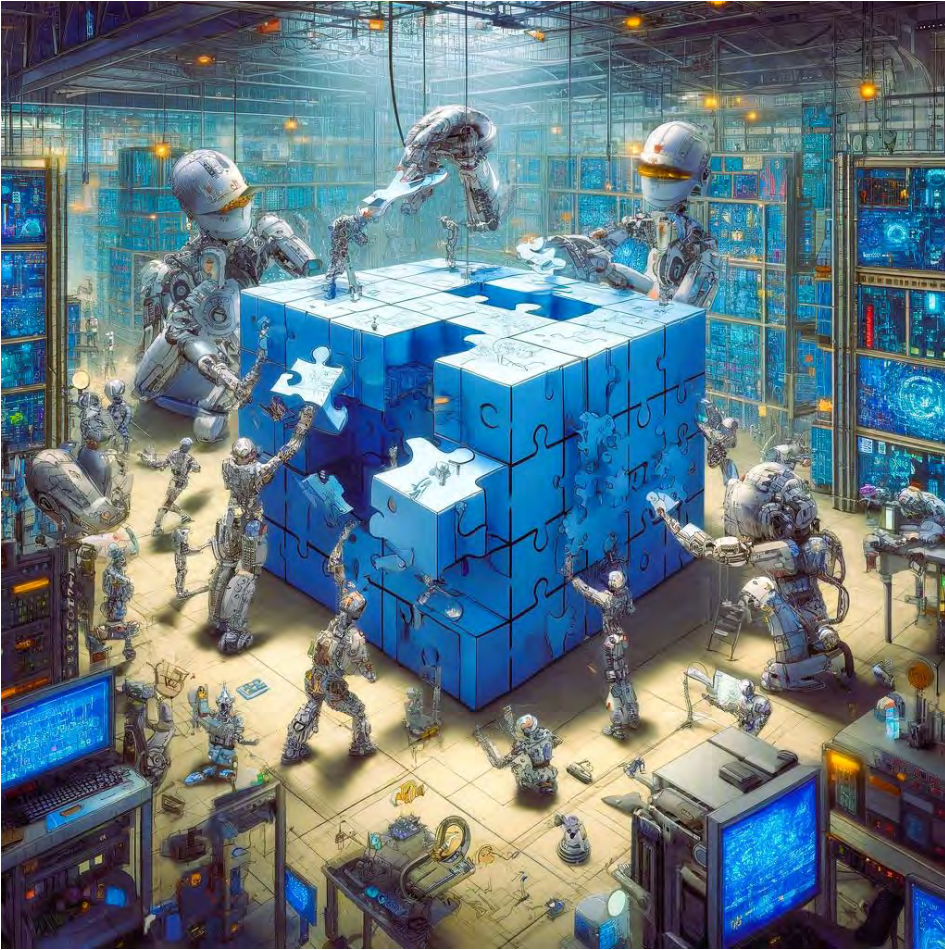


- Gathering vast amounts of text data

- Using powerful computers for analysis

- Continual learning process

# Why LLMs Make Mistakes
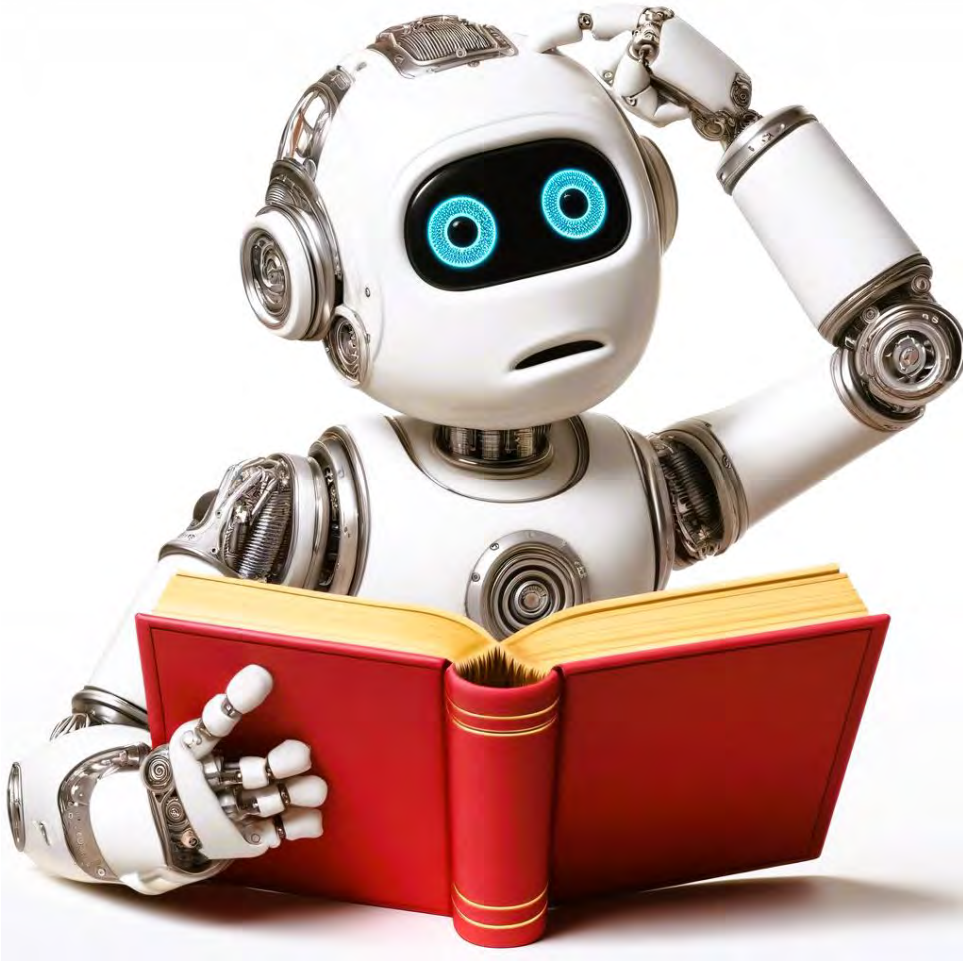
- **Learning from imperfect data**

- **Misinterpretation of context**

- **Ongoing learning and adjustment**

# Internal Buy-in: Fear of Being Replaced by AI



© Blutgruppe/Corbis

# The Good News:

_____

## AI Will NOT Replace People!

# The Bad News:
## (for some of you)

People Who Understand How to Use
AI-Enabled Tools And Technology
Will Replace Those Who Don't

# Agentic AI

Autonomous, Multi-step

AI Agents That Can

Plan and Execute Tasks

End-to-end

# AI Agents Can Replicate Expert Decision-Making

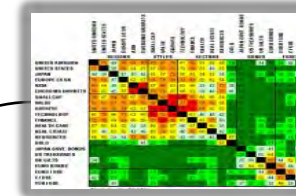**Think, Decide, Act to Solve a Business Problem**

- LLMs
- LNMs

*Learns*
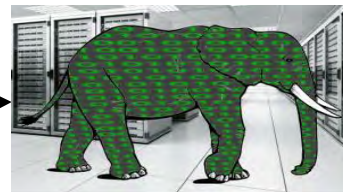
**AI Agents**

*Continually Processing*

*Provides Input*

*Generates*

**IOT / Business Infrastructure**

*Must be processed*

**Big Data**

**Natural Language Processing**

JACK SHAW

# Large Numerical Models (LNMs) vs. Large Language Models (LLMs)

| Feature | Large Numerical Models (LNMs) | Large Language Models (LLMs) |
| --- | --- | --- |
| Purpose | Solving numerical and physical problems | Understanding and generating natural language |
| Techniques | Mathematical equations, statistical methods | Neural networks, deep learning |
| Data Type | Numerical (structured) | Textual (unstructured) |
| Examples | Climate models, engineering simulations | ChatGPT, Gemini, Llama |

- LLMs process unstructured text for understanding & generation.
- LLMs excel in reasoning & natural language tasks (chatbots, legal, content).
- LNMs analyze structured numerical data for forecasting & optimization – without hallucinations.
- LNMs excel in precision & numerical accuracy (finance, logistics, healthcare).
- Combining LLMs & LNMs enables AI-driven decision-making across industries.

JACK SHAW

# AI Agents can improve performance – capturing institutional knowledge
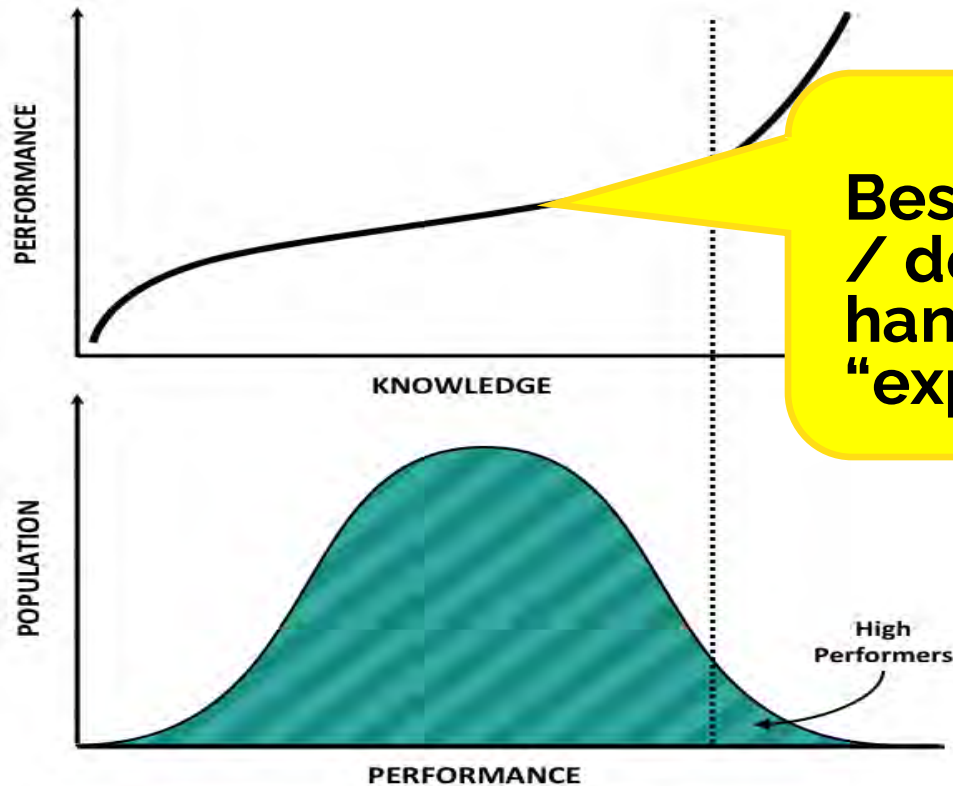


**1** Best performance / decisions from handful of "experts"

**2** AI Agents can mentor rest of people to shift performance curve

**3** AI Agents can "assist" Experts to improve their performance
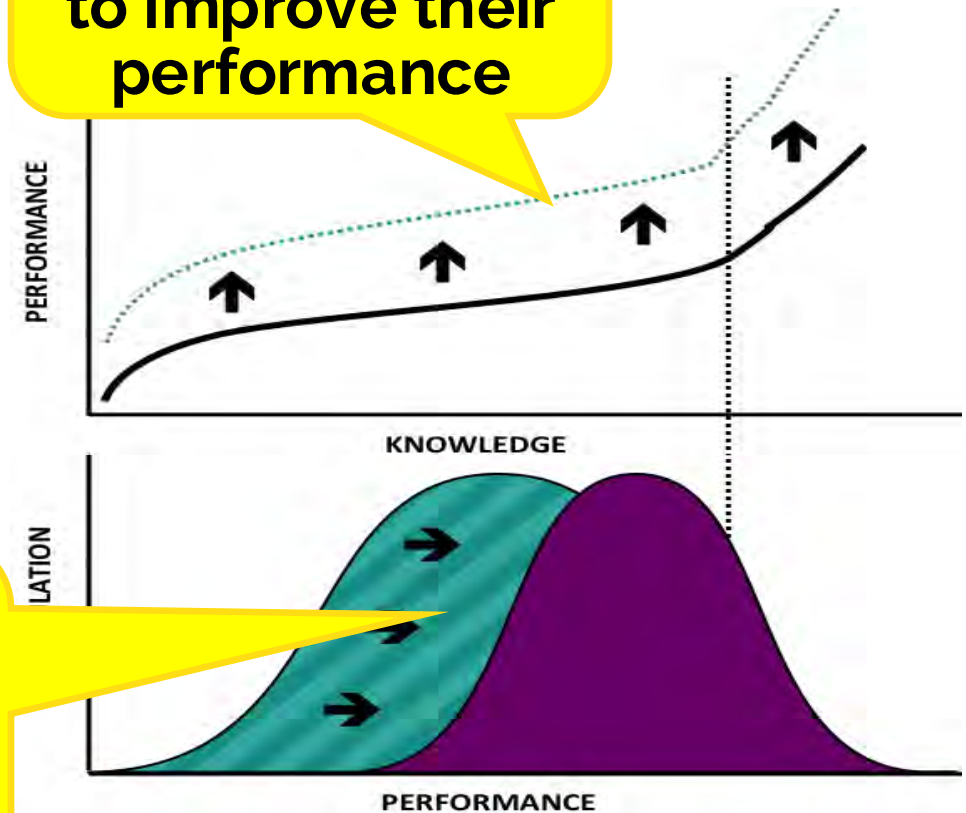
# Quick Wins: Practical AI Tools You Can Use Today



- Summarize policies or reports (e.g. ChatGPT's summarize feature)
- Auto-take or transcribe meeting notes (Otter.ai, Teams live captions)
- Generate first drafts of correspondence or newsletter copy
- Create form letters or bulk e-mail templates via AI prompts
- Extract key action items from email threads

# AI's Impact on Nursing Regulation



- Streamline licensing & credentialing
- Speed complaint intake & investigations
- Automate governance workflows
- Enhance education & communication
- Leverage analytics for safety insights
- Most use cases with low-end paid GenAI subscriptions
- A few may require minimal IT updates or integrations.

# Licensing & Credentialing Automation



- 24/7 licensure FAQ chatbot
- Draft deficiency & renewal letters
- Parse foreign education documents
- One-click demographic updates
- Analysts tackle complex cases

# Complaint Intake & Discipline



- NLP triage narrative complaints
- Risk scoring smart routing
- AI-generated case synopses
- Draft subpoenas, consent orders
- Automatic PHI redaction
- Predictive workload balancing

# Governance, Meetings & Rule-Making



- Live transcription captures actions
- AI-draft minutes, motion logs
- Summarize public comments quickly
- Draft rule language from precedents
- Faster, data-backed decisions

# AI-Enhanced Education & Communication
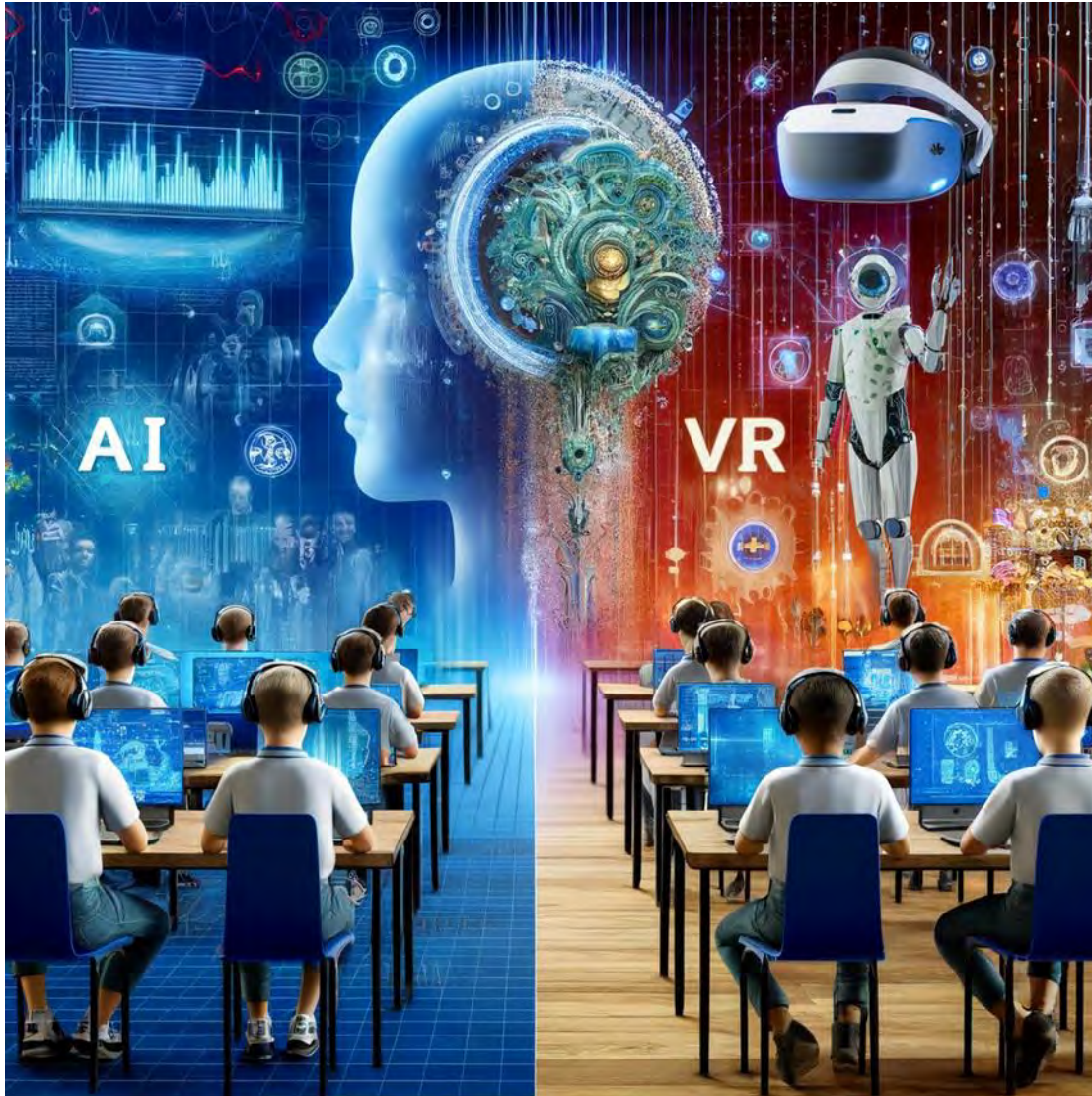


- Personalized, multilingual FAQ videos
- CE submission review
- Adaptive continuing education pathways
- Knowledge-base copilot for staff
- Real-time progress analytics
- AI-driven outreach campaigns

JACK SHAW

# Data-Driven Standards & Public Health
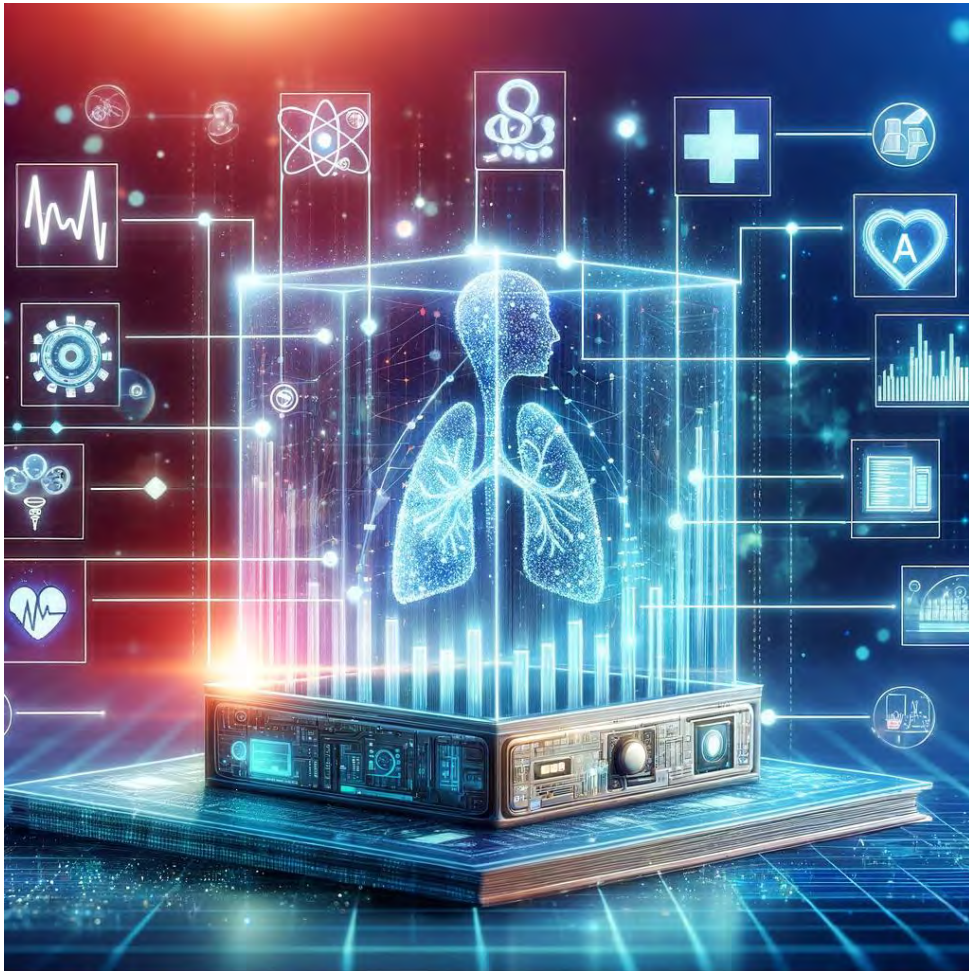


- Analyze outcomes for insights
- Detect emerging safety trends
- Monitor compliance in real time
- Predict workforce supply gaps
- Guide statewide health strategies

Home    Licensing & Renewals    Resources    Meetings

The Board    FAQs    Contact

PROCESSING TIMES

Search

# WELCOME OUR NEW EMPLOYEE

# Florida's "ELI" Virtual Assistant at a Glance

- Enforcement, Licensure & Information assistant built on IBM Watson Assistant (pilot launched 2019)
- Nursing pilot: 745,000 licensees (423k RNs, 61k APRNs, 187k CNAs, 74k LPNs)
- Now on 22 regulatory websites + voice channel; answers web chats & calls 24/7

ELI (Enforcement – Licensure – Information) is MQA's new artificial i[ntelligence]
transforming the customer service MQA provides by enabling the w[...]
service to our customers through online chat.

ELI is designed to answer common questions in a variety of differen[t...]
licensure requirements, renewal requirements, fees, contact inform[ation...]
public records, and more.

If ELI cannot answer your question, he will ask you if you would like [...]
agent within the department. The live agent will be able to see the e[...]
continue the conversation to help resolve your question quickly.

ELI will continue to learn from each question that gets sent to a live [...]
be able to answer those questions.

▼ **When can I chat?**

ELI is available 24/7/365. ELI is here to help during and after traditio[nal...]
our customers work long shifts and still need to contact the departm[ent...]
any time of the day.

---

**ELI Web Assistant** ∨ — ✕

Hello, I am ELI, a virtual assistant chatbot (not a human) for the Board of Nursing programmed to answer frequently asked questions about your profession and other services MQA offers.

Most written communications regarding state business are public records and are made available to the public and media upon request. Our chat will therefore, be saved pursuant to Florida public records laws, is subject to public disclosure, and will be used to improve my customer service.

How may I help you? You can ask me things like "How do I apply by Endorsement?" or "I want to change my address"

Type something...

# Demonstrated Impact & Oversight

- Handles ~**15,000** inquiries per week with no extra staff

- Auto-routes callers, posts emergency & legislative updates in minutes

- Quality checks: dashboards, "top-question' lists, transcript reviews

# Lessons & Next Moves for Boards

- Start with high-volume, repetitive tasks for quick wins
- Secure leadership buy-in & budget; AI rollout takes time
- Keep human oversight to catch errors
- Roadmap: low-code licensing platform, expanded AI for background checks & bill analysis

# MS BON's AI-Generated Video Workflow

- The decision to change the renewal date from September 1 to July 1 was made during a business meeting in early July.

- Focused on licensure renewal and FAQ topics for 70,000 licensees

- Pivoted from earlier Beautiful.AI voiceover slides; avatar videos suit nurses' preference for quick online answers

- Turnaround under 10 minutes: a short PowerPoint is fed into Hour One to render realistic avatar videos with voiceover

# Mississippi Board of Nursing (MS-BON)
# AI-Generated Video
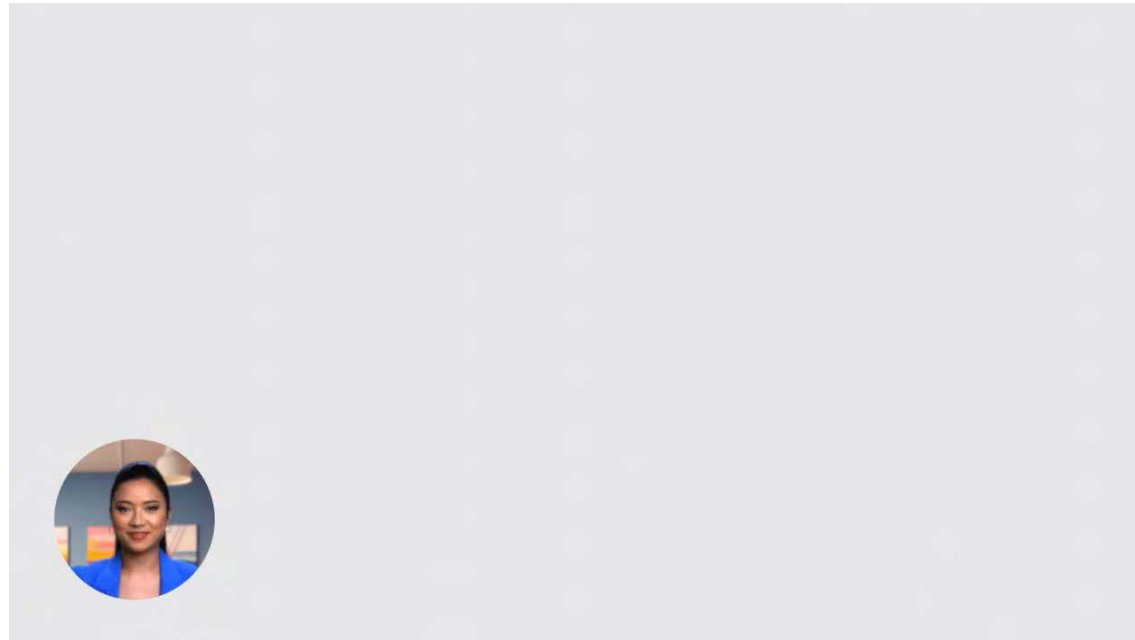
# Measurable Impact So Far

- Licensure renewal clip went viral: 2,000 views & 4,000 shares in 24 hours on Facebook. 5,000 views in 48 hours!
- Reached a large share of the licensee population with no extra staff time
- Goal: cut inbound phone queries as nurses self-serve via tutorials

# MS BON's Advice for Other Boards

- "Trust and try" AI tools, but pair experimentation with solid research

- Draft clear policies for AI-generated communications and prep for legal scrutiny

- Start with small, low-risk wins while larger automation awaits state IT approval & new AI governance law

- Be proactive. Plan workflows now so adoption is smooth once formal approval arrives

**Digital Transformation Means You Need**

To discern not only ...

... is the technology ready for you ...

... but is your organization ready for the technology?

# Digital Transformation



Don't force fit new technologies

Don't "pave the cow paths"

Don't make marginal improvements

Rethink business model & ecosystem

Apply new technologies as needed

**Strategic Disruptions**

- Pandemics
- Climate Change
- Political Disruptions
- Emerging Technologies

JACK SHAW

# Dynamic Transformational Planning – Goals

Identify high-level strategic Goals needed to execute your overall Plan

Core Competencies

Resources

Capabilities

Changing Stakeholder Needs

Address Current and Potential Strategic Threats and Disruptions

JACK SHAW

# Dynamic Transformational Planning – Plans

- To accomplish a Goal, you must have a Plan.

- You can have more than one Plan for a Goal.

## Example:

| | |
|---|---|
| **Goal** | Drive Home from Work |
| **Plan A** | Take the Expressway |
| **Plan B** | Take Surface Streets |

- **Each plan has advantages and disadvantages**

- **You may choose to switch plans.**

- **Example: If there's an accident on the Expressway, you could switch to Take Surface Streets**

# Monitoring the Situation

To select best plan, important to continuously monitor circumstances.

Why people use tools like Waze to monitor traffic situation/alternatives.
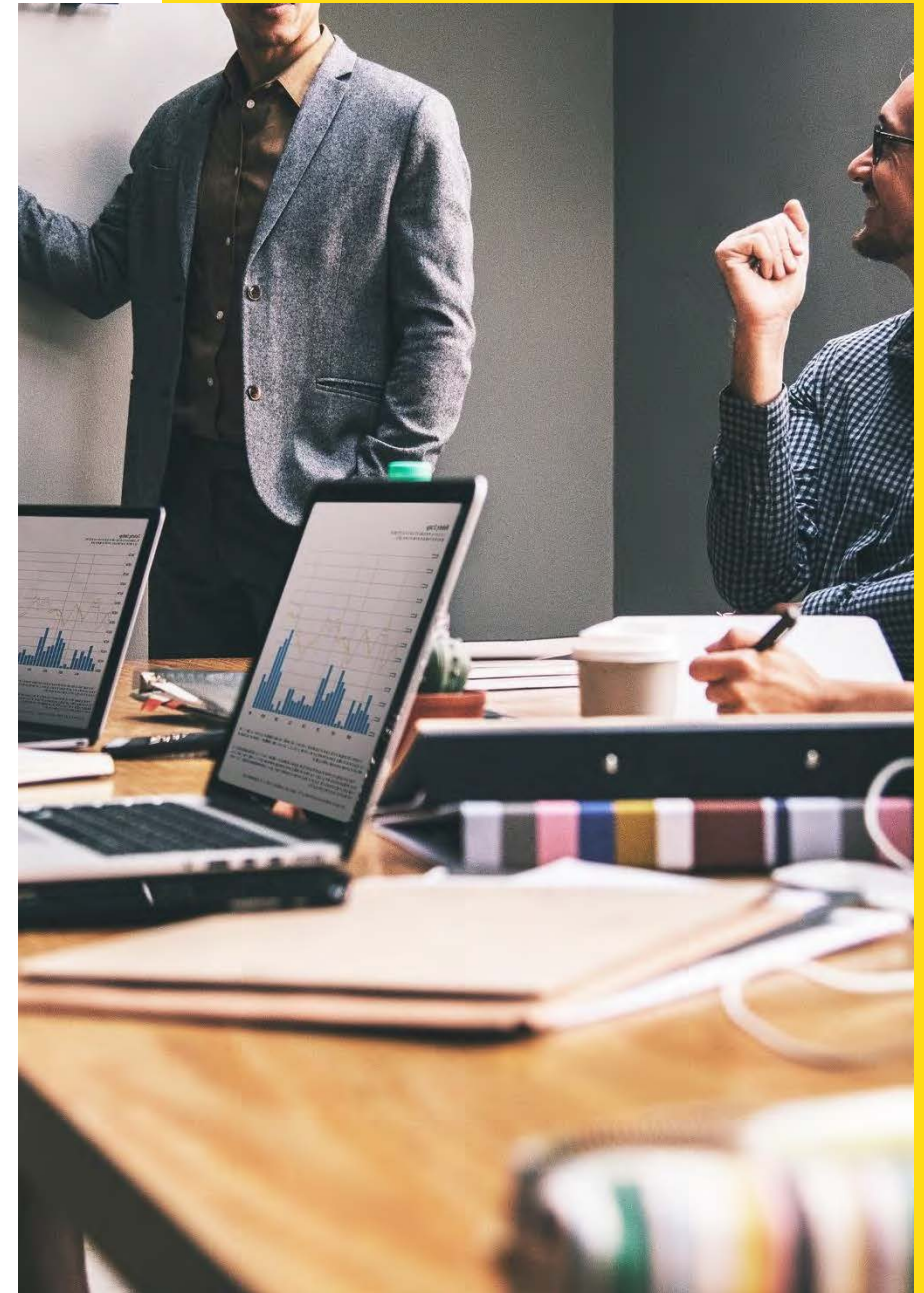
Proactively monitor for
- Potential strategic disruptions
- Evolving tech. / bus. opportunities

– even if not currently happening

NOT passively observing. Proactively Monitoring – defining and actively seeking  trigger / inflection points

# Dynamic Transformational Planning Summary

Organizations can think long-term, setting strategic goals.

Provides flexibility to shift dynamically in short & medium-term.

Address anticipated & unanticipated strategic contingencies:

Opportunities     Threats     Disruptions

JACK SHAW

# Change & Progress

"Change does not necessarily assure progress,

but progress implacably requires change."

West Virginia & Regional History Center

**Historian Henry Steele Commager**

# Questions? Follow Up

## Pioneering AI Visionary & Strategist

@jackshaw

M: +1-770-910-5969

www.JackShaw.io

Jack@JackShaw.io

**Jack Shaw**

JACK SHAW