

AI and automation outcomes 2026

Leveraging technology to enable Public Health's Strategic Priorities

Tanya Gravel, Project Management Specialist
Nicholas Bergeron, Senior Technology Specialist

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Public Health
Santé publique
SUDBURY & DISTRICTS

Why an AI and automation plan?

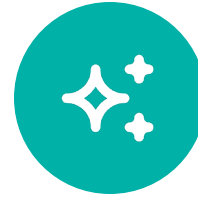
Redirecting time from administrative tasks to strategic initiatives and direct client care.



THE CHALLENGE

More demand

Finite staffing and funding levels



OUR RESPONSE

AI + automation

Reduced administrative burden,
modern workflows,
better decisions



THE OUTCOME

More capacity

Deliver our priorities within
existing resources

Not only new technology, but more capacity for high value public health work.

An integrated delivery model

Five essential components, considered throughout every initiative.

ALL AI AND AUTOMATION INITIATIVES



Governance
and risk



Technology
development



Project and change
management



Workforce
capability



Evaluation
and benefits

Plan

Implementation

Adoption

Measurable value

Responsible AI

Delivering transformation responsibly and ethically.

WHAT WE HEAR



Privacy and security



Ethics and accountability



Environmental impact



Delivering value



WHAT WE'VE DONE

Privacy impact assessment on every AI use case

AI ethics committee in place; human-in-the-loop AI

Use of AI selectively, when it delivers value

Solving real problems, with measurable outcomes

Selective adoption. Clear accountability.

Govern

Review

Monitor

2026 Results at a glance

Early, measurable returns on the 2026 investment.



6

AI and automation priority projects selected for 2026 completion



4

AI projects completed, one scaling, two more by year-end



75%

of staff have embedded Copilot (AI) into routine work



\$333K–\$582K

estimated annual value of capacity reinvested from Copilot project



130+

partners to receive vaccine orders on time



\$114K–\$152K

estimated annual value of capacity reinvested from AI tagging project

Copilot Premium Complete

Less time on routine work. More time for public health.

SUPPORTS STRATEGIC PRIORITIES

Healthy and resilient workforce

Excellence in public health practice

TODAY



More demand, same staffing and funding



WITH COPILOT



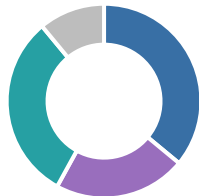
AI built into Outlook, Word, Teams and Excel takes on routine tasks



\$333K–\$582K approximate annual value reinvested in higher-value work

7,400–9,700 hours recovered

HOW 271 STAFF USE IT



● **36%** Power ● **22%** Habitual
● **31%** Novice ● **11%** Other



Adoption

75%
use it weekly

56%
use it multiple times daily



Capacity

87%
less time on routine tasks

78%
more time for higher-value work

65%
finish routine work faster



Sustainability

92%
call it a valuable tool

96%
recommend keeping it

86%
want more training

Online vaccine ordering + AI agent Complete

SUPPORTS STRATEGIC PRIORITIES

Excellence in public health practice

Impactful relationships

Vaccines to health care providers on time, even at peak.

TODAY

Up to 70 vaccine orders/day at peak · 3–4 week delivery delays



Provider downloads form

Fax/email form + temperature logs

Orders go to a shared inbox

Staff retype orders into Excel

Staff follow-up by email

WITH ONLINE ORDERING + AI



Providers order online

AI reviews temperature logs, flags issues

One portal to manage every order

AI agent helps with reporting

WHAT CHANGES



On-time orders

Meet the timelines we promise providers



Reduced manual effort

No retyping, faxing or inbox rotation



Healthier community

Vaccines in arms before illness peaks

Portfolio visibility

Complete and scaling

SUPPORTS STRATEGIC PRIORITIES

Excellence in public health practice

Healthy and resilient workforce

One source of truth for every project.



Capacity to manage concurrent initiatives was named one of Public Health Sudbury & District's most significant risks in the 2026 Risk Management Plan. This is part of our response.

TODAY



No single source of truth: project and staff time tracked in different places



WITH PORTFOLIO MANAGEMENT



One live view of projects, priorities and capacity, updated by those closest to the work

WHAT LEADERS GET



Capacity up front

See planned work and team capacity before new work is approved



Better sequencing

Prioritize and time projects based on organizational capacity



Streamlined updates

Automated monthly check-ins replace manual status reports

VaxLink

In progress

Scan once. Give nurses more time with families.

SUPPORTS STRATEGIC PRIORITIES

Equal opportunities for health

Excellence in public health practice

TODAY



Every vaccine dose: nurse types lot number, expiry and product by hand



WITH VAXLINK



One barcode scan fills the chart. Reduced errors, more client focus.

TIME GOES BACK TO



Parent questions

Room to address vaccine misinformation



Newcomer families

Time to work through language barriers



More clinic spots

Capacity to expand clinic offerings

AI tagging assistant In progress

SharePoint is our document library. Every record saved must be properly tagged to comply with records management legislation.

SUPPORTS STRATEGIC PRIORITIES

Healthy and resilient workforce

Excellence in public health practice

1 Review document

2 Determine classification

3 Apply retention

TODAY

7 min

per record



Read every file



Search file scheme



Enter tags manually

WITH AI

1m 41s

per record



AI reads it



AI recommends



Staff approve



SO WHAT?

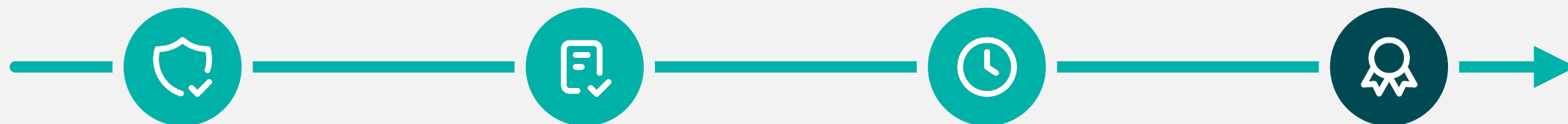
76% less time per record

2,525 hours recovered

\$114K–\$152K Projected annual value reinvested in higher-value work

The savings reflect time shifted from administrative tasks to higher-value, client-focused work, while reducing privacy and legal risk.

What the 2026 investment made possible



Foundation for AI

4 lenses

Privacy, ethics, environment
and value on every project

6 initiatives

4 complete

2 more on track for completion
by December

Time back

7,400–9,700 hours

of capacity recovered and
reinvested through Copilot
alone

Sector leader

Pilot partner

Peer health units learning from
our work



From strategy to delivery in one year

2026 investment and early returns

One year of investment. Lasting capacity for higher value work.



APPROVED FOR 2026

\$641,903

Digital transformation,
AI and automation



ANNUAL CAPACITY REINVESTED

\$447K–\$734K

9,925 to 12,225 staff hours



RETURN ON INVESTMENT

92%

\$590K average



Copilot
Premium



SharePoint
AI Tagging



Online
Vaccine
Ordering



Portfolio
visibility



VaxLink



Vaccine AI
agent

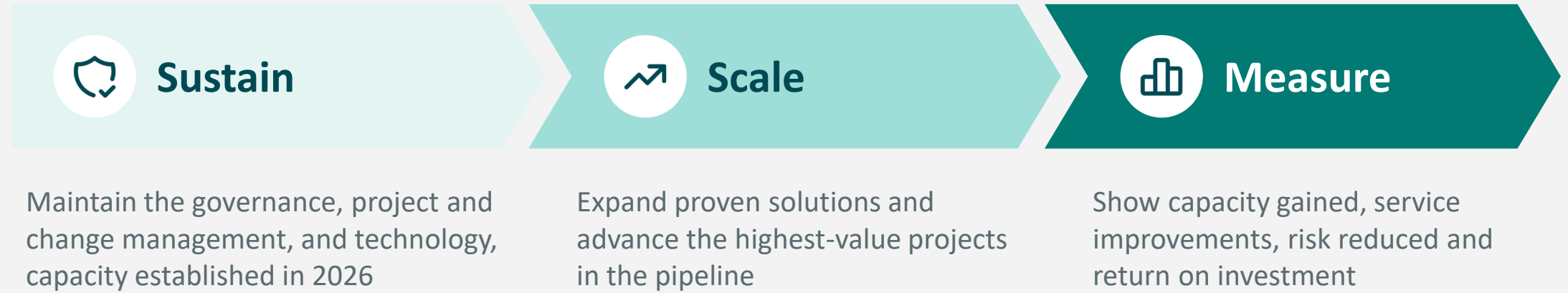
Measured across 2 of 6 initiatives



Leveraged internal expertise and aligned initiatives across the IT Roadmap and AI Implementation Plan to maximize the value of every dollar invested

2027: Scale the value created in 2026

Three priorities for next year.



2026 built the foundation.

2027 turns it into lasting capacity.

Continued investment supports a healthy and resilient workforce and the public health outcomes it delivers.



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