

## Learning from the Pandemic to Improve Healthcare

The pandemic has changed the healthcare system's operations.  
Lessons were learned and the experience gained will drive future improvements.

The Viterbi School of Engineering, The Gehr Family Center at the Keck School of Medicine, and the Price School of Public Policy are jointly hosting four 2-hour online sessions on Thursdays from 10 AM to noon.<sup>1</sup>

**2 Credit Hours of CME will be available for each session**

### **JULY 29: How the Pandemic Changed the Healthcare System**

*Moderated by Michael Cousineau, DrPH*

Understanding Pandemic Driven Demand for Optimizing Patient Flow

**Randy Hall, PhD:** Professor, USC Viterbi School of Engineering, [Industrial and Systems Engineering](#), Director of the Center for Risk and Economic Analysis of Terrorism Events (CREATE); past VP of Research for USC Viterbi School of Engineering

How A County Healthcare System Became Nimble & Smart

**Hal Yee, MD:** Chief Medical officer, [Los Angeles County Department of Health Services](#)

### **AUGUST 5: The Crucial Role of Telemedicine (Panel Presentation)**

*Considering the impact and effectiveness of telemedicine during and after the pandemic for ambulatory, emergency, and mental health care. Moderated by Rusha Modi, MD, MPH.*

**Nilem Patel, MD:** [Adventist Health](#)

**Jennifer Boozer, MD:** [Keck School of Medicine](#)

**Rashmi Mullur, MD:** Chief of Telehealth, [VA Greater Los Angeles](#)

**Anna Xiao, MD, Talene Keshishian, MD, and Tyler Wright, MD:** USC Keck School of Medicine, [Dept of Psychiatry](#)

### **AUGUST 12: The Role of Performance Improvement (Panel Presentation)**

*Health system faced tremendous challenges with improving quality and safety during the pandemic. The lessons learned and revised methods will serve as a resource for future healthcare operations. Moderated by Sonali Saluja, MD, MPH.*

**Andy Lee, MD:** LA County Department of Health Services

**Mark Graban, MBA, MS:** [author and consultant](#)

**Steve Roey, MD:** [Sutter Health](#)

**Dennis Deas:** Vice President, [Sutter Health](#)

### **AUGUST 19: Supply Chains and How the Pandemic Improved Healthcare (Panel Presentation)**

*Supply chains and distribution systems were overwhelmed during the pandemic. New and better engineered systems developed for all types of healthcare providers will hopefully replace traditional practices. Moderated by David Belson, PhD.*

**Motz Feinberg:** VP Supply Chain, [Cedars-Sinai Medical Center](#)

**Christopher Gopal, PhD:** Strategic Solutions Advisor, [OCX Cognition](#)

**Jeff Smith, MD, JD, MMM:** EVP, Hospital Operations & COO, [Cedars-Sinai Medical Center](#); CEO, [Cedars-Sinai Marina del Rey](#)

**CLICK HERE TO REGISTER**

**David Belson, PhD, Program Director**  
[belson@usc.edu](mailto:belson@usc.edu)  
[USC Health Systems Management Engineering](#)

<sup>1</sup> Additional speakers may be added & sequence changed.

## CME STATEMENT

- Objectives:**
- Apply identified best practices in tele-health, supply chain, and patient flow to design better healthcare systems
  - Appraise and assess how various providers and healthcare systems have been able to improve performance and outcomes as a result of changes caused by the pandemic
  - Design care models with productivity and quality in mind by using appropriate new tools and protocols

**Educational Format:** This activity will include didactic lectures and panel discussion. This activity will be evaluated at the end of the fiscal year.

**Target Audience:** The activity content is oriented to address the educational needs of attending physicians/faculty, residents/fellows and other allied health care professionals.

**Accreditation Statement:** The Keck School of Medicine of the University of Southern California is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**Credit Designation:** The Keck School of Medicine of the University of California designates this live activity for a maximum of **2.0 AMA PRA Category 1 Credit(s)**<sup>TM</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

*Allied Health Care Professionals:* Registered nurses may report up to **2.0** credit hour toward the continuing education requirement for license renewal by their state Board of Registered Nurses (BRN). CME may be noted on the license renewal application in lieu of a BRN provider number. ♦ The National Commission on Certification of Physician Assistants states that AMA accredited Category 1 courses are accepted for re certification.

**Disclosure:** As an organization accredited by the ACCME The Keck School of Medicine of the University of Southern California requires everyone who is in a position to control the content of an education activity to disclose prior to the activity all relevant financial relationships with any commercial interest. All disclosed relevant financial relationships will have been resolved prior to the commencement of the activity.

**Activity Director:** **Dr. David Belson has indicated he has nothing to disclose.**

**Moderator/Presenters:** July 29<sup>th</sup> Session

**discloses no relevant financial relationships with commercial interest.**

August 5<sup>th</sup> Session

**discloses no relevant financial relationships with commercial interest.**

August 12<sup>th</sup> Session

**discloses no relevant financial relationships with commercial interest.**

August 19<sup>th</sup> Session

**Jeff Smith, MD, JD, MMM discloses no relevant financial relationships with commercial interest.**

**Planners:** **The CME planners have indicated they have nothing to disclose.**

**Support:** None.

In accordance with the Americans with Disabilities Act (ADA), please call the CME office at (323)442-2555 should you require special assistance or need additional information regarding this activity.