

## 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 virtual 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**

*Understanding Pandemic Driven Demand for Optimizing Patient Flow. Moderated by Michael Cousineau, DrPH.*

**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

*How A County Healthcare System Became Nimble & Smart.*

**Hal Yee, Jr, MD, PhD,** Chief Deputy Director, Clinical Affairs, and Chief Medical Officer, Los Angeles County, [Department of Healthcare Services](#)

### **AUGUST 5: The Crucial Role of Telemedicine**

*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**

*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**

*Supply chains and distribution systems were overwhelmed during the pandemic. New and better engineered systems developed for all type 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**

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USC Health Systems Management Engineering

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