



PROVIDING BETTER HEALTHCARE THROUGH SYSTEMS ENGINEERING:

CHEPS Alums and Their Experience Fighting COVID-19

Joe East, Maine Medical Center; Pamela Martinez, UCHealth;
Bill Zhang, Kaiser Permanente

4:30 PM EST, Monday 9/21 ([RSVP for Zoom Link](#))



As the COVID-19 pandemic became widespread, health systems had to adjust and problem-solve rapidly. On this panel, alumni of the Center for Healthcare Engineering and Patient Safety will discuss how they and their institutions responded to COVID-19 and worked to address new operational challenges while keeping patients and healthcare workers safe.

Joe East is Director of Patient Flow at Maine Medical Center where he is using systems engineering to improve patient care. He holds an MHA in Health Care Administration/Management and an MSE in Industrial and Operations Engineering with a concentration in Healthcare Engineering and Patient Safety from the University of Michigan. In his time at Maine Medical he has improved discharge and patient placement processes, worked on nurse staffing models, and created actionable dashboards and reports.

Pamela Martinez is a Process Engineer and Project Manager for the UCHealth CARE Innovation Center. She holds an MSE in Industrial and Operations Engineering from the University of Michigan with a concentration in Healthcare Engineering and Patient Safety. Pam's focus is to improve the efficiency, safety, and quality of healthcare delivery through Industrial and Systems Engineering principles.

Bill Zhang is Director of Hospital and Procedural Services at Kaiser Permanente. He holds an MPH in Health Care Administration/Management and an MSE in Industrial and Operations Engineering with a concentration in Healthcare Engineering and Patient Safety from the University of Michigan. He works to utilize technology & engineering tools to transform healthcare and make positive impact on people's lives by developing outcome-oriented, cost-effective and efficient healthcare solutions.

This seminar series is presented by the U-M Center for Healthcare Engineering and Patient Safety (CHEPS): Our mission is to improve the safety and quality of healthcare delivery through a multi-disciplinary, systems-engineering approach. For the Zoom link and password and to be added to the weekly e-mail for the series, [please RSVP](#). For additional questions, contact CHEPSseminar@umich.edu. Photographs and video taken at this event may be used to promote CHEPS, College of Engineering, and the University.