

# Providing Better Healthcare through Systems Engineering: Seminars and Discussions



**Amy Cohn, PhD**

**Applying Lessons Learned from the Airline Industry  
to Tackle Complexities in Healthcare**

**Monday September 12, 2022**

**4:30PM in IOE 1680**

There are many similarities between airline and healthcare systems. Both exhibit tremendous complexity, dependence on expensive and constrained resources, reliance on a highly-trained workforce, a direct connection from quality to safety, and a significant and immediate impact on the lives of a vast population of individuals. In this talk, I will draw parallels between healthcare and passenger aviation, identifying areas where lessons learned in one can be applied to the other, as well as highlighting critical differences that must be considered when attempting to transfer knowledge from one domain to the other.

**Dr. Amy Cohn** is an [Arthur F. Thurnau Professor](#) in the [Department of Industrial and Operations Engineering](#) at the University of Michigan, where she also holds an appointment in the [Department of Health Management and Policy in the School of Public Health](#). Dr. Cohn is the Faculty Director of the [Center for Healthcare Engineering and Patient Safety \(CHEPS\)](#) and the Chief Transformation Officer at Michigan Medicine. She holds an A.B. in applied mathematics, magna cum laude, from Harvard University and a PhD in operations research from the Massachusetts Institute of Technology. Her primary research interest is in the application of operations research tools to solving operational problems in healthcare, including patient access, staff scheduling, and provider wellness. She values teaching, mentoring, having a positive impact on society through her work, and helping to foster a vibrant, diverse, nurturing community of scholars. She and her husband Jonathan are the proud parents of two sons, Tommy and Peter.

The seminar series “Providing Better Healthcare through Systems Engineering” 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 here](#), or contact [genehkim@umich.edu](mailto:genehkim@umich.edu)

