Dr. Carol Peden MB ChB, MD, FRCA, FFICM, MPH is a Professor of Anesthesiology and Executive Director of the Center for Health System Innovation at University of Southern California. Previously she was a Consultant in Anesthesia and Intensive Care at the Royal United Hospitals, Bath, UK and Associate Medical Director for Clinical Quality for NHS England. Carol gained her quality improvement expertise as a Fellow at the Institute for Healthcare Improvement (IHI) and has helped design and lead quality improvement projects around the world, including the UK, Scandinavia and the Middle East. Her research interests include improving clinical outcomes, preoperative medicine and patient safety. Recent awards include the 2016 Ellis Gillespie Professor of the Australia and New Zealand College of Anesthetists, the 2014 Royal College of Anesthetists Macintosh Professorship and the Harvard T. Chan School of Public Health Alumni of the Year Award 2016 for Innovation in Public Health.
Update on Keck Medicine of USC and COVID-19

Carol J. Peden MD, MPH, FRCA, FFICM. Professor of Anesthesiology and Director of Health System Innovation in the Gehr Family Center for Health Systems Science and Innovation

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Twitter @PedenCarol
What has happened in the space of a few weeks?
Responding to COVID-19

1. **Adapting facilities** to safely care for our patients
   - Surge capacity
   - Triage and testing

2. **Providing resources** to staff
   - Personal Protective Equipment (PPE)
   - *Care for the Caregiver*

3. **Expanding telehealth** capabilities to meet growing demand
# Providing Resources

## PPE Donation Program

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>donors</td>
<td>130+</td>
</tr>
<tr>
<td>items dropped off</td>
<td>120,000+</td>
</tr>
</tbody>
</table>

*the above counts do not include donors and items mailed to Keck*

## 3D Printing Initiative

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>face shields</td>
<td>865</td>
</tr>
<tr>
<td>filtered masks</td>
<td>1,008</td>
</tr>
</tbody>
</table>

## Days on Hand*

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>N95</td>
<td>123</td>
</tr>
<tr>
<td>Isolation/Surgical</td>
<td>119</td>
</tr>
<tr>
<td>Gloves</td>
<td>39</td>
</tr>
<tr>
<td>Goggles</td>
<td>189</td>
</tr>
<tr>
<td>Face Shields</td>
<td>654</td>
</tr>
</tbody>
</table>

*As of 5/6/20; based on utilization over last 7 days*
Care for the Caregiver

- Offers free housing, comfort amenities and mental health support to high-risk staff
- 3,000+ comfort kits distributed with treats, personal care items, snacks, and sewn masks for personal and family use
Care for the Caregiver Program at a Glance

Keck Medicine of USC and University of Southern California recently launched the Care for the Caregiver program, a comprehensive initiative designed to ease potential work environment stress, especially in times of crisis. We believe the addition of these services will further support our workforce so that we can continue to dispense exceptional medicine to those in need. Services are continually being added and include:

**HOUSING PROGRAM**
To help keep you safe, or if you are concerned about COVID-19 exposure risk to your loved ones, visit [https://tinyurl.com/Keck-Housing](https://tinyurl.com/Keck-Housing) to request a stay.
Our remote housing team is available every day, 7am-7pm. Email: careforthecaregiver-hotels@med.usc.edu

**EMOTIONAL WELL-BEING PROGRAM**
Drop-in video support groups, workshops, and daily de-brief sessions with live therapists, supportive calls with USC counselors, as well as webinars and videos are available to help support the well-being of our staff and their families.
Our emotional well-being team is available M-F, 8am-8pm. Call: (323) 865-9897
For more information, please visit: [https://tinyurl.com/Keck-Emotional-Well-Being](https://tinyurl.com/Keck-Emotional-Well-Being)

**ONLINE TUTORING PROGRAM**
Due to temporary school closures related to COVID-19, transition to online education has increased. Keck Medicine of USC is partnering with academics at USC to bring free online tutoring to our caregivers’ families in the following subjects: • Math • Science • Reading & Writing • Language Arts and more.
To request tutoring or to offer your services as a tutor, please email us at BenefitandOutreach@med.usc.edu.

**MUSIC AS MEDICINE**
We have engaged a variety of musicians to create short, recorded music recitals for staff in an array of genres including classical, folk, indie-pop and much more. We encourage you to use this program as a source of inspiration, and to help soothe your mind and body. So Sit back, turn up the volume, and enjoy!
To access these resources, please visit [https://tinyurl.com/Music-As-Medicine](https://tinyurl.com/Music-As-Medicine)

**LEGAL ASSISTANCE PROGRAM**
Keck Medicine of USC is partnering with the USC Gould School of Law to offer assistance with your legal needs in areas including: • Will & Estate Planning • Advanced Health Care Directive • Durable Power of Attorney • Tax • Family Law
Submit your request by filling out the request form at [https://tinyurl.com/Legal-Assistance-Form](https://tinyurl.com/Legal-Assistance-Form). You will receive a response within 1-2 business days. For more information, email LegalAssistance@med.usc.edu.

For more information, visit: [https://keckmedicine.sharepoint.com/sites/KM-CareforCaregiver](https://keckmedicine.sharepoint.com/sites/KM-CareforCaregiver)

Care for the Caregiver is brought to you by Keck Medicine of USC and the University of Southern California

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International Collaboration: Learning fast from friends and partners
Expanding Telehealth

- Approved temporary telehealth credentials for providers
- Launched 88 new clinics (26 pre-COVID)
- Trained 600+ providers and staff
- Established command center
- Distributed hardware (cameras, headsets, speakers)
- Launched new patient resources

*As of 5/21/20; last 3 weeks; virtual visit counts only represent those through the InTouch Platform
Telemedicine and COVID-19, an observational study of rapid scale up in an academic medical center.

JGIM 2020, Peden, Pagan and Mohan in press.
5 Reasons Why Telehealth Is Here To Stay (COVID-19 And Beyond)

How the COVID-19 Pandemic will change healthcare delivery

Virtual healthcare technologies like telehealth will become the norm for taking care of patients

Empty Waiting Rooms: Family Physicians, Some Specialists Face Financial Challenges From Huge Drop Off In Patient Loads

Michigan Blues launches substance abuse telehealth program

Oklahoma Launches Telemedicine Platform for Rural COVID-19 Guidance

The OSU Center for Health Sciences is supporting a Project ECHO telemedicine platform to connect with more than 150 rural healthcare providers across the state, offering peer support and education on COVID-19 care.

First Opinion

Doctors discover telehealth’s silver lining in the Covid-19 crisis
In Summary: Rapid adaptation and innovation, caring for the caregivers, learning from others, the importance of communication, transparency and celebration