

# Keck Medicine celebrates lead gift for initiative

**‘Today  
medicine  
truly has a  
new name:  
Keck Medicine  
of USC.’**

**—USC President  
C. L. Max Nikias**



From left: USC President C. L. Max Nikias; Robert Day, chair and CEO of the W. M. Keck Foundation; and Senior Vice President and Chief Executive Officer for USC Health Tom Jackiewicz. Right, balloons soar into the air at the Jan. 30 event.

Amid festive Trojan fanfare, USC faculty, staff and friends gathered on the university’s Health Sciences Campus on Jan. 30 to celebrate the W. M. Keck Foundation’s recent transformative \$150 million naming gift. The donation serves as the lead gift for the Keck Medicine Initiative, which was announced by USC President C. L. Max Nikias at the event on the Harry and Celesta Pappas Quad.

The Keck Medicine Initiative is among the most critical priorities of the

Campaign for the University of Southern California and aims to raise \$1.5 billion—25 percent of the overall campaign goal. The initiative focuses on four priorities within USC’s academic medical enterprise: advancing research, enriching medical education, enhancing patient care, and strengthening infrastructure.

“With this historic gift, the Keck Foundation has helped create a firm foundation for the future of this school and for our medical enterprise, has given us the momentum

See **USC**, page 3



## Sy named hospitals interim chief nursing officer

Annette Sy has been named interim chief nursing officer for Keck Hospital of USC and USC Norris Cancer Hospital.

Sy, a registered nurse with 30 years of experience in the field, assumes the role for Ellen Whalen, who is out on medical leave.

The appointment was announced in a memo to Keck Medical Center of USC staff and physicians on Jan. 26. Sy will oversee inpatient and ambulatory nursing.

“Annette fills this important role with the enthusiastic support of Ellen,” said Scott Evans, hospitals chief operating officer and interim chief executive officer, in the memo.

“An advocate for safe, quality patient care, Annette is widely regarded as a dedicated and resourceful



Annette Sy

administrator, and we are grateful to her for stepping into this vital role during this transformational time for the Keck Medical Center of USC.”

Sy has held the position of associate administrator of ambulatory care services for the two USC hospitals since 2009, overseeing a number of critical initiatives including the onboarding of physician practices into hospital-based clinics. She also played key leadership roles in the opening of the Evaluation and Treatment Center in 2009, The Women’s Health Clinic at Keck Hospital in 2010 and the Infusion Center at Keck Hospital that same year.

Between 2005 and 2009, Sy was responsible for the planning, direction and operation of all nursing inpatient units, ambulatory clinics and pre-operative areas of the USC Norris Cancer Hospital.

A registered nurse since 1982, Annette completed a bachelor of science degree in nursing, as well as a master of science degree in nursing, both at the University of Dubuque.

## Keck Medical Center names chief strategy officer

Shawn Sheffield has been appointed to the new position of chief strategy and business development officer for the Keck Medical Center of USC, effective Feb. 27. Sheffield will report to Senior Vice President and CEO for USC Health Tom Jackiewicz, who made the announcement to Keck Medical Center faculty and staff.

“Shawn will provide important leadership in our collaborative planning for future growth of USC’s clinical enterprise,” Jackiewicz noted. “She will work closely with me and with interim hospitals CEO Scott Evans, USC Care Medical Group CEO Keith Gran, hospitals CFO Jonathan Spees, Keck School of Medicine Dean Carmen Puliafito, our clinical department chairs and many others as we develop growth plans and the infrastructure and facilities required to support that growth.”

“These strategic planning efforts will be critical in furthering our progress in developing a fully integrated academic medical center and regional referral network,” Jackiewicz noted.

Sheffield will be responsible for the development and execution of clinical strategic plans, business development/physician relations, capital project management and

clinical affiliation oversight for the medical center. She also will coordinate ongoing international business development and will play



Shawn Sheffield

an integral role in clinical marketing/communication efforts.

“Shawn will guide our strategy formulation and support planning for

program implementation across the clinical enterprise by developing dynamic, multiyear projections based on an understanding of clinical trends, new research directions and fiscal limitations,” Jackiewicz explained. “A new Medical Center Planning and Business Intelligence unit will be developed and overseen by Shawn to research market opportunities, identify potential merger, acquisition or affiliation opportunities, and evaluate new clinical programs.”

Additionally, Sheffield will work with medical center leadership to develop ambulatory and outreach strategies that will increase market strength through patient referrals in

See **SHEFFIELD**, page 3

## Nikias to address faculty Feb. 8

USC President C. L. Max Nikias will present his annual address to the faculty on Wednesday, Feb. 8, in the Aresty Auditorium, Harlyne J. Norris Cancer Research Tower. A reception will begin at 7 a.m., followed by the address at 7:30 a.m.

Invited faculty who cannot attend and staff and students may view a live webcast online at <http://tinyurl.com/735axut>.



# Director sees innovation as key to the future of cancer center

**‘What we want to do is distinguish ourselves by providing care that simply doesn’t exist anywhere else.’**

**—Stephen Gruber, director of the USC Norris Comprehensive Cancer Center**

**By Sara Reeve**

While he may have been on the job for a grand total of 55 days, Stephen Gruber, director of the USC Norris Comprehensive Cancer Center, outlined a clear vision for the future at his first State of the Cancer Center presentation on Jan. 24.

“Clinical trials and innovation are what bring people to our medical center, and those elements are going to be the hallmark of what distinguishes us in the future,” he said. “What we want to do is distinguish ourselves by providing care that simply doesn’t exist anywhere else.”

A large crowd of researchers, clinicians, staff and students filled the Aresty Auditorium to listen to Gruber’s address, in addition to many from the University Park Campus and Children’s Hospital Los Angeles who viewed the talk via webcast. Gruber provided a basic overview of the cancer center, stating that the cancer center has 225 total members and outlining the 11 core facilities and their leadership.

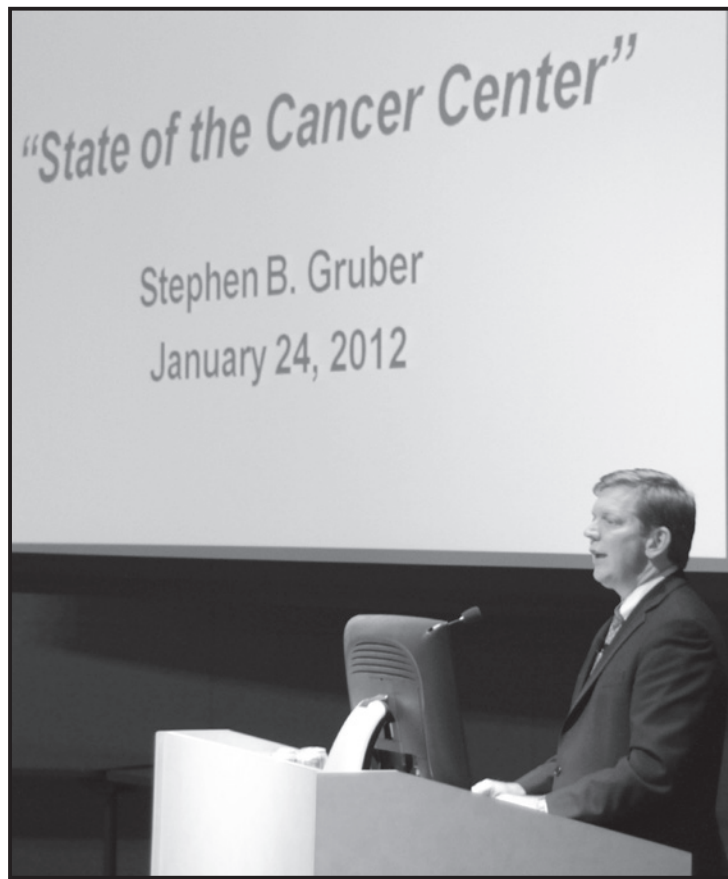
Throughout his presentation, Gruber was keen to emphasize the links between the clinical services provided at USC Norris Cancer Hospital and the research activities

conducted at the USC Norris Comprehensive Cancer Center. Noting that patient volume is growing at six percent a year and clinical needs will outgrow available space in 2013, Gruber drew connections between the need for more patient care facilities and growth of research activities.

“Investing in state-of-the-art facilities is critical to advancing research and translating science into treatments and cures,” he said.

He also took the time to emphasize the importance of philanthropy to the cancer center’s mission and the development of new facilities, such as the recently announced Norris Healthcare Consultation Center. According to Gruber, the cancer center’s fundraising goal for the Campaign for USC is \$485 million, to include gifts toward endowment, current use funds and capital construction.

“This money will allow us to do unbelievably innovative things in clinical research, clinical trials,” Gruber said. “We’ll be able to develop new endowed chairs for the clinical sciences, invest in translational research and promote and develop the USC Institute of Urology.”



Amy E. Hamaker

Stephen Gruber, director of the USC Norris Comprehensive Cancer Center, outlined his vision for the future at his first State of the Cancer Center presentation, calling for greater investment and innovation.

He rounded out his discussion by noting that the renewal application for the cancer center’s core grant is due on Jan. 25, 2015—exactly three years and one day from the date of his presentation. Despite the tremendous amount of work such an application requires, he told

his audience that he had an “overwhelming amount of confidence” in the cancer center’s prospects for success.

“We will continue to maintain that the USC Norris Comprehensive Cancer Center is the place for cancer innovation and translational medicine,” he said.

# Demetriades addresses Clinical Congress of the American College of Surgeons

**By Ryan Ball**

Since Julius Caesar’s 49 B.C. crossing of a small river in Northern Italy, “crossing the Rubicon” has come to signify reaching the point of no return. That’s where surgeons find themselves in treating thoracic aortic injuries, according to Demetrios Demetriades, professor of Surgery at the Keck School of Medicine of USC.

Demetriades, chief of the division of Acute Care Surgery at the Keck School and director of the Trauma Recovery Surgical Critical Care Program at Keck Hospital of USC, was selected for the distinct honor of delivering the Scudder Oration on Trauma during the 97th Clinical Congress of the American College of Surgeons in San Francisco.

In his lecture, “Thoracic Aortic Injuries: Crossing the Rubicon,” Demetriades detailed major shifts in the way these injuries are being handled, and expressed excitement about improvements currently in development.

“I believe that over the last decade no other organ injury has seen more changes in its evaluation and management than blunt thoracic aortic

injury with very dramatic outcomes,” Demetriades said.

The changes Demetriades spoke of include CT scans replacing chest X-rays as the new standard for evaluating patients who have suffered impact injuries, particularly those caused by automobile accidents or falls from significant heights. Delayed repair to aortic ruptures coupled with

as are curved grafts, which will reduce the occurrence of endoleaks. In addition, the development of branched

grafts promises to eliminate the problem of occlusion of major vessels.

Demetriades said one of his biggest concerns is the lack of long-term results of stent grafts. He expressed the dire need for a national



Demetrios Demetriades

rigorous blood pressure control has also proven more successful than immediate surgery in most cases, and endovascular repair (performed inside the aorta with stent grafts) has largely replaced open repair techniques. Together, these factors have resulted in a significant improvement in survival rates and a reduction in procedure-related paraplegia, according to Demetriades.

“I am confident that we are moving in the right direction,” Demetriades remarked, pointing out significant device improvements such as smaller-diameter grafts developed to decrease incidents of excess vessel injuries. Custom-made grafts are also in the works,

registry of stent recipients to assist in monitoring patients and collecting data. He also hopes automobile designers will recognize the prevalence of thoracic aortic injuries in traffic accidents as they work to make cars safer.

The Scudder Oration on Trauma evolved from the 1929 Oration on Fractures to honor Charles Locke Scudder as a founding member of the college and a major contributor to the surgery of trauma. The Scudder orators are selected by the Board of Regents of the American College of Surgeons on the basis of national recognition and scholarly contributions in the field of trauma.

The Weekly

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# USC: Leadership celebrates ‘transformative’ relationship with Keck Foundation

Continued from page 1

to launch the Keck Medicine Initiative, and has given us the confidence to move boldly in the direction of our destiny. Today medicine truly has a new name: Keck Medicine of USC,” said Nikias, who presented Robert Day, chair and CEO of the W. M. Keck Foundation, with framed, full-page copies of the advertisement published in *The New York Times* and *The Wall Street Journal* announcing the historic gift.

The Keck Foundation gift, announced last June, is accelerating USC’s groundbreaking medical, clinical and translational research, and education efforts.

“We think that USC is moving in the right direction as it builds a great medical research institution,” said Day. “We’re very proud as a family to be involved and we’re very proud as a foundation.”

USC’s partnership with the Keck Foundation dates back many decades.

With the gift, the W. M. Keck Foundation and members of the extended Keck family have donated nearly \$300 million to USC, placing them among the university’s most generous and visionary benefactors.

In recognition of the Keck Foundation gift, USC’s academic medical enterprise was named Keck Medicine of USC in perpetuity. It comprises the

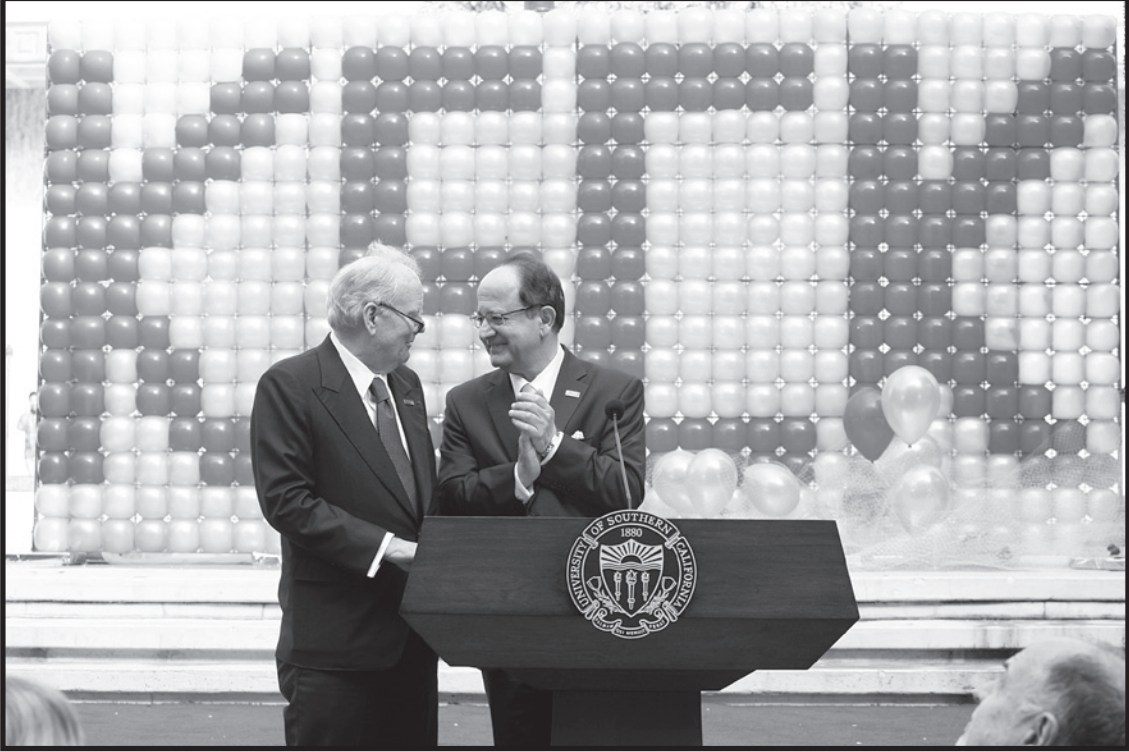
Keck School of Medicine and the Keck Medical Center of USC, which includes Keck Hospital of USC, USC Norris Cancer Hospital and USC’s faculty physician practice.

At the celebratory event, USC Provost and Senior Vice President for Academic Affairs Elizabeth Garrett said, “As our new strategic vision calls the entire university community to action, so that our deeds do in fact meet our ambitions, the Keck Foundation has provided USC’s medical initiatives the solid foundation to accelerate breakthroughs in thought and research that improve society by improving our quality of life.”

Garrett introduced Edward P. Roski, chairman of the USC Board of Trustees, who described the impact of the recent Keck Foundation gift. “This gift will be a catalyst for new ideas, new innovations and new cures. It will support the doctors and the researchers who have dedicated themselves to discovery. And it will enhance the quality of care we provide to our patients and their families.”

During the presentation, Nikias, Garrett, Roski and Day were presented with Keck Medical Center of USC lab coats by Los Angeles County+USC Medical Center residents.

Keck School of Medicine Dean Carmen A. Puliafito welcomed guests at a lun-



USC President C. L. Max Nikias (right) applauds Robert Day, chair and CEO of the W. M. Keck Foundation, at the conclusion of the celebration of the foundation’s \$150 million gift to the university.

cheon following the presentation. “This gift will help us continue to attract world-class physicians and scientists who are making extraordinary advances against a full range of diseases,” he said. “The Keck Foundation gift that we celebrate here today will make a significant difference for everyone on this campus: the students, researchers, physicians and nurses and, of course, the patients we serve.”

Senior Vice President and Chief Executive Officer for USC Health Tom Jackiewicz commented on the Keck Foundation gift’s impact on

the Keck Medical Center of USC. “It will come as no surprise to all of you that there is real passion here. Our patients experience quality care and compassion at both our Keck Hospital of USC and USC Norris Cancer Hospital, and we want to be even better. We are dedicated to fulfilling the vision of improving human health, not only here in Southern California, but also around the world. We are grateful for the support of the W. M. Keck Foundation to help make that vision a reality.”

At the close of the lun-

cheon, Nikias commented on his intentions for the campaign and the Keck Medicine Initiative, saying, “To succeed, we will need every individual to join us in this collective effort—the doctors and the researchers, the satisfied patients and grateful families, our alumni and our loyal supporters. Together, we will not only rewrite the history of this school, we will also reshape the future of medicine.”

He presented Day with a painting to commemorate the Keck Foundation’s transformative gift.

## SHEFFIELD: Comes to USC from UC San Diego Health Sciences

Continued from page 1

support of clinical enterprise initiatives. She also will manage the medical center’s clinical affiliation relationships, including Children’s Hospital of Los Angeles (CHLA), Huntington Hospital, Hollywood Presbyterian and future partners.

Sheffield leaves the role of chief strategy and business officer and assistant vice chancellor of resource, strategy and planning for UC San Diego Health Sciences, a position she has held since October 2008. In that position, she has overseen all aspects of strategic planning and business development with responsibility for health care mergers and acquisitions, partnerships, capital planning, clinical integration and physician alignment. She also oversaw marketing and communications, business development, government and community affairs, and capital project initiatives. In FY10-11, enterprise

operations included 600 available beds, 25,742 annual discharges, 554,013 outpatient visits and \$913 million in operating revenue.

Sheffield joined UC San Diego in 2006 as the vice chair for administration in the Department of Pediatrics. In that role, she worked with Rady Children’s Hospital-San Diego and a private pediatric physicians group—Children’s Specialists of San Diego – to implement a new medical foundation. Previously, she held academic leadership positions at the University of California, San Francisco and Johns Hopkins University.

She received both her Master of Business Administration and Master of Health Science Administration degrees from Arizona State University and worked toward an executive certificate in strategic alliances at the Wharton School at the University of Pennsylvania.

## The Weekly NEWSMAKERS

A story in the February 2012 issue of *Fast Company* magazine quoted **Leslie Saxon**, chief of cardiovascular medicine and professor of clinical medicine at the Keck School, on how medical data viewable on smart phones could revolutionize the health care industry. Saxon also was quoted in a story posted by MobiHealthNews about a study she is conducting of wireless monitors on pro and college football players that revealed previously undetected conditions.

On Jan. 30, the *Los Angeles Times* ran an op-ed by **Katherine Schlaerth**, professor emerita of the Keck School, about Medicare making its claims files available, allowing insurers, employers and consumer groups to compare doctors. Schlaerth wrote that the information in those claims files may be misleading, because some patients don’t respond to their doctors’ advice.

A Jan. 30 article in the *Daily Mail Reporter* (U.K.) quoted **Pat Levitt**, Provost Professor of neuroscience, psychiatry, psychology and pharmacy at the Keck School, in a story about research by the Zilkha Neurogenetic Institute that found the placenta’s role in brain development is far more advanced than previously believed.

A Jan. 27 story by NBC News Los Angeles affiliate KNBC-TV quoted **Namir Katkhouda**, professor of surgery at the Keck School, in an online story about health insurer Aetna joining families and agencies in legal action against 1-800-GET-THIN, which advertises weight loss through the lap band procedure.

On Jan. 26, *The San Fernando Valley Sun* posted a story on research by **Mariana Stern**, associate professor of preventive medicine at the Keck School, that indicates a diet high in fish cooked a certain way may decrease or increase the risk of developing prostate cancer.

A Jan. 25 article in *The New York Times* quoted **Jonathan Samet**, who serves as the Flora L. Thornton Chair of the Department of Preventive Medicine at the Keck School and director of the USC Institute for Global Health, about a National Academy of Sciences panel’s recommendation that the health and environmental risks of nanomaterials need further study.

A Jan. 25 broadcast by KPCC featured research conducted in part by **Rob McConnell**, professor of preventive medicine at the Keck School, that focuses on asthma caused by air pollution. The study indicates the cost of asthma to two communities, Long Beach and Riverside, is around \$18 million a year. *The San Gabriel Valley Tribune*, *Belmont Shore-Naples Patch*, ABC affiliate WGGB and Deutsche Welle (Germany) also covered the research.

A Jan. 24 article on Health24 quoted **Mark Humayun**, professor of biomedical engineering and cell and neurobiology at the Keck School and associate director of research at the USC-affiliated Doheny Retina Institute, in an article about the Argus II Retinal Prosthesis, which he said has been approved as a medical implant in Europe.



# Calendar of Events

This Calendar of Events is also online at [www.usc.edu/hscalendar](http://www.usc.edu/hscalendar) for the Health Sciences Campus community

## Wednesday, Feb. 8

**Noon.** Center for Work & Family Life Workshop. “Psychological First Aid: Offering Support When Disaster Strikes,” Ake Saethia, USC. SBS 110. Info: (213) 821-0800

**Noon.** ZNI Seminar. “Illuminating Experience-Dependent Regulation of Cortical Circuits,” Kuan Hong Wang, NIH. ZNI 112. Info: (323) 442-2144

**9 a.m. – 3 p.m.** Center for Excellence in Research Workshop. “Mastering Public Presentations,” Tim Miller, USC. UPC: Davidson Conference Ctr. Workshop continued on Feb. 9. Info: (213) 740-6709

**4:30 p.m.** “Implant Drug Infusion Micropumps in Pediatrics,” Ellis Meng, USC. CHLA Anderson Pavilion, John Stauffer Conference Room B. Info: (323) 442-7874

## Friday, Feb. 10

**Noon.** Pharmacology and Pharmaceutical Sciences Seminar. “Clinical Pharmacometrics – Personalized Dosing in the 21st Century,” Michael Neely, USC. PSC 104. Info: (323) 442-1451

## Monday, Feb. 13

**6 p.m.** Medical Monday Lecture Series. “Asthma: A Chronic Lung Disease that Inflames and Narrows the Airways,” Edward Hu, USC. San Marino Crowell Library. Info: (323) 226-6571

## Tuesday, Feb. 14

**Noon.** Women in Management Guest Speaker Series and Luncheon. “Understanding Power and Projecting Confidence,” Florence Clark, USC. NRT LG503/504. Cost: \$15 members, \$18 non-members and guests. Info: (323) 865-0669

## Wednesday, Feb. 15

**3 – 5 p.m.** Center For Excellence in Research Workshop. “Developing Funded Research Programs,” Randolph Hall, USC. NML West Conference Rm. Info: (213) 740-6709

## Friday, Feb. 17

**Noon.** Medicine Grand Rounds. “Chronic Kidney Disease in the 21st Century,” Vishva Lakshman,

USC. IPT Conference Rm. B. Info: (323) 226-7556

## Tuesday, Feb. 21

**11 a.m.** Keck Hospital Guild of USC Speaker Series and Luncheon. “Knowing Your Numbers: Risk Factors and Prevention of Heart Disease in Women in the 21st Century,” Helga Van Herle, USC. DEI 3rd Floor Auditorium. Luncheon following program: \$25. Info: (323) 254-0600

## Wednesday, Feb. 22

**4 p.m.** USC Levan Institute For Humanities and Ethics Annual Distinguished Lecture. “Know Thyself Origins, Identity, Ethos, Authenticity,” Nikki Giovanni, world-renowned poet. UPC: TCC The Forum. Info: (213) 740-5499

## Friday, Feb. 24

**8 a.m.** Department of Pathology and Laboratory Medicine Grand Rounds. “HistoMosaic: A Novel PCR-Based Technique for Tissue Analysis,” Emil Kartalov, USC. NOR 7409. Info: (323) 442-1180

## Saturday, Mar. 3

**6 p.m.** KSOM Medical Faculty Family and Friends and the Salerni Collegium Alumni Assoc. Annual Scholarship Benefit Dinner. “Miracles are Happening Every Day,” honoring Jim and Mindy Halls, Vaughn and Julie Starnes and the 2012 Scholarship Recipients. The Jonathan Club. Cost and information: <http://keck.usc.edu/scholarshipdinner>

## Wednesday, Mar. 7

**3 p.m.** Nephrology Lecture. “Showing Nephropathy Progression: New Twists on Old Ideas,” George Bakris, University of Chicago. BCC 101. Info: (323) 226-7307

## Wednesday, Mar. 21

**7:30 a.m. – 4 p.m.** Nurses of USC Critical Care Symposium. Speakers include Carol Jacobson, Karen Marzlin and Cindy Webner, Cardiovascular Nursing Education Associates. NRT Aresty Auditorium. Registration and Info: (323) 442-8660

**Notice:** Deadline for calendar submission is 4 p.m. Monday to be considered for that week’s issue—although three weeks’ advance notice of events is recommended. Please note that timely submission does not guarantee an item will be printed. Send calendar items to *The Weekly*, KAM 400 or fax to (323) 442-2832, or email to [eblaauw@usc.edu](mailto:eblaauw@usc.edu). Entries must include day, date, time, title of talk, first and last name of speaker, affiliation of speaker, location and a phone number for information.

## Readers weigh in on *The Weekly* coverage and content

In an online survey conducted in December and January, readers of *The Weekly* gave the publication generally good marks for news content and presentation, but called for refinements in coverage, physical distribution on campus and online availability.

More than 275 readers completed the survey, and their responses were weighted to afford equal representation for each of four key campus groups: students, staff, faculty members and hospital employees.

For ease of comprehension and comparison, average responses (given on a 1-5 scale in the survey) are rendered as a percentage. Scores above 60 percent denote agreement with a survey question and scores above 80 percent denote strong agreement.

Overall, survey responses suggested general satisfaction with *The Weekly*. For example, a majority of readers surveyed said they consider *The Weekly* a valuable resource, giving an average grade of 74 percent. They also applauded the writing of *The Weekly*, giving a score of 81 percent, and similarly favored the publication’s design, with a score of 79 percent.

In terms of content, readers gave *The Weekly* a score of 72 percent for delivering “news I want

to know,” and a score of 70 percent for delivering “news I need to know.”

Still, survey responses underscored the value of broader coverage, with members of numerous schools, departments and programs calling for expanded coverage of their academic units.

The survey showed that most respondents view the publication as easy to obtain and that the overwhelming majority of readers pick up physical copies of the newspaper from campus racks or receive them in the mail. The remainder said they primarily view issues online in HTML or PDF formats.

Despite the longstanding availability of *The Weekly* in HTML, PDF and RSS versions online, comparatively few readers (10 percent, 10 percent and 4 percent, respectively) accessed the publication in those formats—in some cases because readers were unaware that the electronic versions existed.

The addresses for electronic versions of *The Weekly* are published in every printed issue and are located in the masthead and staff box at the bottom of Page 2. The addresses are:

- HTML: [theweekly.usc.edu](http://theweekly.usc.edu)
- PDF: [www.usc.edu/hsc/info/pr/1volpdf](http://www.usc.edu/hsc/info/pr/1volpdf)
- RSS: [www.usc.edu/hscw](http://www.usc.edu/hscw)

Readers also recommended that *The Weekly* be made available via an iPhone app or similar delivery mechanism, and we are exploring that possibility.

Randall G. Leighton, a business intelligence analyst at the Alhambra Campus, won the raffle for a \$25 USC Bookstore gift card.

## Keck Medical Center launches new intranet

A redesigned Keck Medical Center of USC intranet has launched featuring links to IT self-help applications and a new Virtual Help Desk.

The new site is at: [keckmedicalusc.net](http://keckmedicalusc.net).

Launched by the Web Development Team, under the auspices of USC Health Sciences PR and Marketing and USC Health Information Technology, the redesigned intranet replaces the old intranet main pages for Keck Hospital and Norris Cancer Hospital offers a new look with the Keck Medical Center of USC branding and a newly consolidated page for links to the same information, documents and directories available on the old intranet.

New features include rotating slides with highlighted information/graphics and a news area with buttons linking to key publications such as the *The Weekly*, *Med Center E-News* and *Hospital Connect* in addition to social media.

A self-service IT Help Desk box on the redesigned intranet offers do-it-yourself

password reset, help desk ticket submission and ticket tracking. The box also links to the extensive offerings of the Virtual Help Desk portal page—located at [hit.usc.edu/en/virtual\\_help\\_desk](http://hit.usc.edu/en/virtual_help_desk)—featuring easy access to a

range of online applications, reference guides, training materials, downloads and other helpful links.

For questions on the intranet or Virtual Help Desk to the IT Help Desk, visit [helpdesk@med.usc.edu](mailto:helpdesk@med.usc.edu).

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## In case of an emergency...

**Call the Emergency Information Phone: (213) 740-9233** The emergency telephone system can handle 1,400 simultaneous calls. It also has a backup system on the East Coast.

**Visit the USC Web: <http://emergency.usc.edu>** This page will be activated in case of an emergency. Backup Web servers on the East Coast will function if the USC servers are incapacitated.