As director of Volunteer Services since 2006, Mary Matson has long had a passion for working to ensure patients and visitors of Torrance Memorial have an exceptional experience. She has learned what impacts a patient’s perception is most often not inadequate clinical care, but failures in the service chain.

“People expect to receive excellent clinical care,” Matson said. “What sticks with them after they leave are things like, ‘could I park easily, were the people friendly, were they helpful?’ Poor service can quickly dissatisfy a patient.”

In addition to her role of managing 900 volunteers, she has taken on the task of coordinating efforts to make sure everyone — from patients to visitors to family members — encounters a steady level of service at each point of contact with Torrance Memorial. Her expanded role brings a new title: director of Service Excellence.

“It’s always been our goal that all encounters are seen as excellent by our patients and visitors,” she said. “This heightened effort will enable us to target specific areas for improvement so we are even more consistent. Besides being the right way to treat people, consistent service excellence also helps us achieve patient satisfaction scores that represent the type of exceptional organization we are.”

Her broadened job description follows an organizational goal led by Torrance Memorial president and CEO Craig Leach to improve Torrance Memorial’s Centers for Medicare & Medicaid Services (CMS) rating from its current score of three stars to four by the end of 2017.

A benchmark used to determine this rating is HCAHPS (Hospital (Continued on page 2)
Consumer Assessment of Healthcare Providers and Systems patient satisfaction scores, which measure inpatients’ perspectives on hospital care. Matson notes that Torrance Memorial consistently scores high on big picture questions such as “overall rating of the medical center” and “patient’s willingness to recommend,” which is a reflection of our exceptional reputation in the community. However, on individual questions within the surveys there remains room for improvement.

HCAHPS scores are also important because they are tied to Medicare & Medicaid reimbursement. Their significance will be further elevated as CMS (the Centers for Medicare & Medicaid Services) plans to mandate HCAHPS surveys beyond those who have received inpatient care to also include patients who have received outpatient care and ambulatory services. Torrance Memorial stepped ahead of the curve by recently implementing such surveys.

“Torrance Memorial already provides excellent patient service,” said Leach. “These programs will allow us to continue to improve and tighten any communication gaps that might exist.”

In 2015, Matson earned a master’s degree in health care administration at California State University Long Beach. The focus of her thesis tied perfectly to her new role, exploring a concept called service recovery. By definition, service recovery perfectly matches her new role, exploring a concept called service recovery. By definition, service recovery matches the “how to” of service recovery. The good news she shares is that “a customer who experienced a problem that is effectively resolved through service recovery will be more satisfied than a customer who experienced no problems.”

Matson will work to further invigorate the concept of service recovery. The good news she shares is that “a customer who experienced a problem that is effectively resolved through service recovery will be more satisfied than a customer who experienced no problems.”

Depending on the failure, effective service recovery can be as simple as an apology, to taking an action to make amends. She introduces a framework called AIDET, an acronym for Acknowledge, Introduce, Duration, Explanation, Thank You. The communication tool designed to improve staff/patient interaction was adopted by clinical staff at Torrance Memorial in 2012 and expanded to include all staff who interact with patients and families, including physicians, bedside nurses, housekeeping, security and volunteers. She is working with the Patient Experience Committee, Pride and Communication Council, and Leadership, Education, and Wellness Council to support and promote AIDET organization-wide.

She will also work to expand the role of a group created to further engage the voice of our patients. “Patients and Family Advisors” is a small group of former patients and families established to provide feedback on how the hospital could improve.

According to Matson, several members of the group came to us through the grievance process. “Because they see Torrance Memorial as their hospital, we invited them to help us do better,” Matson said. For example, the group attended a linen committee meeting to review and make recommendations on samples of patient gowns. “They put them on, felt the material and gave feedback on what patients would prefer to wear,” Matson said.

In addition to classes offered through TMLU, Matson also plans to take all of these concepts on the road, sharing them at department meetings and with shared decision making councils.

“We want everyone to feel empowered,” she said. “The goal is to ensure that all of these service excellence concepts are part of the fabric that is our culture,” Matson said.

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The new year will bring a renovation of the North Patient Tower designed to improve the quality of service our patients receive. Upon completion, the North Wing will feature updated technologies, as well as new Pediatric and Neonatal Intensive Care (NICU) Units. The project is expected to take several years to complete.

Following the 2014 move to the Lundquist Tower, the North Wing has been mostly vacant with the Transitional Care Unit (TCU) occupying the first floor, and the postpartum Mother Baby Unit on the third floor. Once the remodel is complete, the first floor will remain the TCU. The second floor will be the new home of the postpartum Mother Baby Unit.

NICU renovations will begin in the second quarter of 2016. An updated NICU will occupy the third floor, with 23 private rooms, and a few additional larger rooms designed for treatment of complex-care infants. All rooms will feature a new state of the art technology.

What used to be an “open bay” concept, with a curtain that separates a baby from his or her neighbors, will transform into private rooms for families to stay at the bedside. Glass partitions separating the rooms will provide nurses the ability to better supervise babies visually, instead of just relying on monitors. The rest of the floor will house brand new family sleep rooms, where families can stay overnight separated, but in close proximity to their babies. It will also provide patients and families will have a private space to be near their children during their care,” Wright said. “Currently the NICU is dispersed on two different floors. Having one space will allow us to concentrate on more family-centered care.”

A new Pediatric Unit on the fourth floor will consist of 26 private rooms, including two isolation rooms. Major changes include a separate space to accommodate the TLC (Torrance Loves Children) Program, which cares for the ailing children of patients and the public, and a large playroom. Department staff has selected a whimsical color scheme for the unit.

The fifth floor will become a Med Surg Unit with 32 private patient rooms. It will be updated with equipment and furnishings for adult medical patients.

The exterior appearance of the North Wing will change to more closely resemble the Lundquist Tower. A new exterior window system will replace the old one on all floors, followed by the painting of the entire exterior. In addition, an extensive HVAC upgrade will be built into floors

Written by Jennifer Jef

NORTH WING TRANSFORMATION BEGINS

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An artist rendering of what the North Wing exterior will look like once renovations are completed.
### NORTH WING GETS INTERACTIVE

The newly renovated patient rooms in the North Tower will utilize Interactive Patient Television monitors to advance the patient experience, matching those now in the Lundquist Tower. Like the Lundquist Tower, patients will enjoy 40-inch wall-mounted monitors, along with a remote control. A “Welcome” video is assigned for each new patient with information about their stay, patient safety, the role of Torrance Memorial volunteers, and the name extension of the nurse manager. Menu options will offer health education, access to other areas of the hospital, the educational needs of our patients and caregivers, Van Buren, director of Interactive Media Services, said.

Future plans include enhanced capabilities, such as room temperature control, massage request, viewing area religious services and ordering of meals. “A hospital is a constant bustle of activity,” Van Buren said. “We envision the Interactive Patient Television System to be an important resource to patients and their caregivers for taking an active and informed role in their health and recovery.”

Network to deliver a crystal clear HD image. Torrance Memorial is among only a few hospitals in the country with this technology. “Patients are seeking information, and we’re working to determine the educational needs of our patients and caregivers,” Van Buren said.

### LAWSON ROLLS OUT SELF SERVICE

Enhancements made to the Lawson software application will reduce the need for employees to seek the assistance of HR or accounting to make certain changes to their benefits and information on file.

With new Employee Self Service functionality, employees will be able to update their address, phone number and emergency contacts on their own. They will be able to check the account balance of their Flex Spending Account (FSA), change the tax withholdings on their W4 and view their Combined Time Off balance (or Pay Check History). In addition, it also offers payment modeling tools to calculate what an employee’s paycheck would look like if he/she amended withholdings or saving plan allocations. “It will be so much more convenient for employees to not have to take time out of their work day to visit HR to fill out forms,” says Marley Kuehl, director of Applications and Integration. “Changes will also be entered instantly, without having to wait for forms to be processed.”

Additional improvements to Lawson are in the works for next year. Managers will soon be able to update certain employee information and requests through the system. During open enrollment periods, employees will be able to enroll in some benefits without having to visit a benefits representative.

To make changes to personal information such as your address or emergency contacts, visit from TMI, and go to Business and HR Systems -> Lawson. After logging in with your network user name and password, go to Manage Subscriptions -> Employee Self Service. Then select one of the options on the menu to use the modeling tools or make a change.
As Cheryl Osborne calls the monthly Emergency Management Committee meeting to order, she introduces an ominous subject with a cheerful smile and an upbeat voice. “Our first item for discussion is hazardous materials management.” As Torrance Memorial’s manager of Emergency Management, her role is preparing the hospital for every worst-case scenario. “We’re preparing the hospital for every worst-case scenario. It’s a job she tackles with a serious, yet light-hearted approach.

Prepared to Meet Disaster

Cheryl Osborne visits the community and introduces an ominous subject with a cheerful smile and an upbeat voice. “Our first item for discussion is hazardous materials management.” As Torrance Memorial’s manager of Emergency Management, her role is preparing the hospital for every worst-case scenario. “We’re preparing the hospital for every worst-case scenario. It’s a job she tackles with a serious, yet light-hearted approach.

Previous drill scenarios have ranged from earthquakes to situations involving active shooters on campus to power outages. This was Torrance Memorial’s first foray into a full-scale pediatric disaster drill.

In the place of high school or nursing students who typically participate in live drills, 37 middle school students from Calle Mayor Intermediate School (Torrance Memorial’s Adopt-a-School partner) were invited to volunteer.

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The next step is to determine who can provide gurneys, how many more are needed, and what methods could be taken to obtain the equipment more efficiently in the future.

Torrance Memorial collaborates with Los Angeles County as a part of its Federal Hospital Preparedness Program grant. For this drill, the county selected a pediatric surge as the disaster scenario to test.

Osborne notes that the community can play an essential role during such emergencies. “We have an emergency kit, five to seven days of food and water, and personal contact numbers written down in a safe place. She also emphasizes items many forget, such as backup batteries and LED lighting in the case of a power outage.”

She also emphasizes items many forget, such as backup batteries and LED lighting in the case of a power outage. “The hospital has several emergency generators that allow us to supply power to the hospital for several days without Southern California Edison electricity,” Osborne said. “This is the type of emergency for which everyone should be prepared. Know how to properly turn off your gas, have backup batteries on hand, and store what you need so that you’ll be okay without outside assistance.”

Torrance Memorial and in the community continues to strengthen and solidify the hospital’s response leadership role, so if the unthinkable happens, it’s ready to roll with the punches.

As planners, our goal isn’t to have everything go too smoothly during the drill. We want to have challenges to continually improve our processes,” Osborne said. “For this drill we faced new challenges we didn’t encounter on such a large scale before, giving us the opportunity to practice.”

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“During the drill, everyone’s excited and they want instant answers,” Osborne said. “That’s why the post meeting is important, so we can go through each step and come up with recommendations for improving the process.”

Bill White, the hospital’s chief nurse, can play an essential role during such emergencies. “We have an emergency kit, five to seven days of food and water, and personal contact numbers written down in a safe place. She also emphasizes items many forget, such as backup batteries and LED lighting in the case of a power outage.”

Students from Calle Mayor Intermediate School embrace their role as mock disaster victims.

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Osborne notes that the community can play an essential role during such emergencies, which can in turn help their hospitals to serve it better. Part of her role is to educate the community about first aid. She advises everyone to set aside supplies in their home or car, and to prepare a household emergency plan.

“If the community is prepared to perform first aid on those little cuts and minor injuries at home in those first 24 hours, the hospital can focus its resources on critical situations like heart attacks or severe injuries,” Osborne said. “It’s very important that both sides are prepared.”

Osborne visits the community and conducts presentations. She focuses on personal preparedness, such as having an emergency kit, five to seven days of food and water, and personal contact numbers written down in a safe place. She also emphasizes items many forget, such as backup batteries and LED lighting in the case of a power outage.

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TEEN FROM AFRICA ARRIVES FOR TREATMENT

Written by Colleen Farrell

Jespa Awomah, 16, has experienced many firsts these past few months — first time on a plane, first time watching TV and first time using a cell phone or computer. But the biggest firsts he hopes for is the first use of his right arm and the ability to close his left eye since experiencing disfiguring burns at 10-months-old. Jespa set foot on U.S. soil for the first time in early October after making a 19-hour journey from a small rural village in Cameroon (in Central Africa). He is here for a year-long schedule of reconstructive surgical treatment at Torrance Memorial Burn Center. The journey was made possible all thanks to a Facebook posting and the work of the Children’s Burn Foundation. “This time next year, our goal is for you to shake hands with me using your right hand,” Matthew Reiss, MD, burn and reconstructive plastic surgeon, said to Awomah while shaking his left hand during his first visit to the hospital.

When the incident occurred, Awomah’s treatment consisted of receiving a few bandages at a local clinic. He survived his injuries, but lost the use of his right arm and eye. He is unable to close his left eye due to nerve damage. Awomah has never received subsequent care.

Awomah is one of 13 children in his family. He hasn’t allowed his limited mobility to affect his daily life. He actively helps his family harvest vegetables, takes care of cattle and attends school. He expressed that he loves to read.

In 2012, Hermosa Beach resident and my friend Rashel Mereness traveled to Africa for a mission with Plant A Seed Africa, a non-profit. While in Cameroon, she met Awomah and captured video of him. She posted her video on Facebook with a plea to find him help. I spotted the video and forwarded it to the Torrance Memorial Burn Center staff. The child captured their heart, as well as that of the Children’s Burn Foundation, which stepped in to fund all of his travel and medical treatment costs. Torrance Memorial doctors are donating their time for his care.

Awomah visited Torrance Memorial for the first step in his treatment in mid-October. Later that month, he underwent his first procedure to release his forearm, which had become attached to his upper arm, as a result of the burn, and to rebuild his right eyelid.

Awomah’s story continues to inspire others. In October, Torrance Memorial patient account representative Darlene Atkinson, met members of the Imani Milele Children, a choir made up of orphans from Uganda, through Susan Hernandez, a Torrance Memorial banking systems operator. The choir was visiting Torrance as part of a U.S. tour. Some of its members were staying in Hernandez’ home. Atkinson contacted me to find out if it would be possible for Awomah to receive a visit from the choir.

Because it was one day after his first surgery, I wasn’t sure if he would be up for the visit. However, upon hearing about it, he was elated. According to his chaperone Rebecca Akumbu, throughout the afternoon he repeatedly asked, “When will the choir be here?” Akumbu traveled from Africa with Awomah to be his caretaker for the year.

The choir arrived and sang a half dozen songs for Awomah. Moved by the music, he sat up in bed and his foot began to tap. According to Atkinson, the choir was equally moved and spoke about their visit for the rest of the evening. Awomah is still shy, but his wide smile speaks a thousand words to those he meets. In his soft voice, he uses the words “thank you” often. When asked how he is doing, he is always quick to respond. “I am very happy; very happy.”

You can follow Jespa Awomah’s journey and watch Mereness’ video on https://www.facebook.com/childburn, or donate at childburn.org.

Matthew Reiss, MD, burn and reconstructive plastic surgeon, assesses Jespa Awomah’s injuries while Rebecca Akumbu, Awomah’s chaperone, observes.
TORRANCE MEMORIAL CELEBRATES PHARMACY WEEK

Written by Colleen Farrell

Senate Bill 493, signed into law by Gov. Jerry Brown, expands the role of pharmacists, recognizing them as health care providers in California. The law enables pharmacists to furnish self-administered contraceptives, administer immunizations, furnish travel medicine that doesn’t require a diagnosis, and furnish nicotine replacement products for smoking cessation. It also broadens the definition of “advanced-practice” pharmacists and allows them to administer drugs and vaccinations directly to their customers, conduct patient assessments, order tests and oversee drug regimens. The move is meant to address a growing shortage of primary care doctors. The new law is currently under the review of the California State Board of Pharmacy and California Medical Board and is close to being implemented.

Assembly member David Hadley, R-Torrance, paid a visit to learn more about the impacts of this law, and other recent developments in the pharmacy profession. His visit was timed with National Hospital and Health-System Pharmacy Week in October.

“The visit continued my education in this (the hospital pharmacy) space,” Hadley said. “I have been familiar with retail pharmacies, both chains and independent, as well as compounding pharmacies. My visit to Torrance Memorial gave me new insights into the world of hospital pharmacies and how different kinds of medical professionals work together to deliver the right prescriptions in the right doses in a safe way to their patients.”

During a tour of the Torrance Memorial Lundquist Tower pharmacy, Hadley observed the latest patient safety protocols and equipment, including the Omnicell central pharmacy automation system designed to prevent medication errors, and the state-of-the-art sterile compounding room used to prepare hundreds of IV solutions for patients.

“Hosting Assembly member Hadley provided us an opportunity to showcase our pharmacy’s up-to-date design, equipment and services,” said Kenn Horowitz, PharmD, FSCHP, pharmacist at Torrance Memorial. “The visit was very beneficial in allowing us to point out the ways that hospital and health system pharmacists differ from community or chain pharmacist.

As a result of the visit, Torrance Memorial will serve as an information resource to Hadley for future legislative measures.

VITALITY FOR 2016

ENHANCEMENTS MADE TO VITALITY FOR 2016

Based on member feedback, a number of enhancements have been made to Power Vitality care to make it more engaging and easier to navigate. Some of the new features include the following:

• Points Planner—Chart your own course to the Vitality Status you desire by selecting the activities in which you wish to engage.

• Daily Newsletter—Stay current every day with health- and program-related news items, surveys and personal congratulatory messages on your achievements.

• Search function—Makes it easy to find something quickly

• Guide to Vitality—Learned in the new Learning Center, the Guide to Vitality offers comprehensive information on “all things Vitality.”

• Month/year health tracking—You can view your historical health data and clearly see whether or not individual health metrics have improved.

• Vitality Goals—A new, more personalized goal experience puts you in control of selecting the goals you wish to achieve.

In 2014, Steven J. Thompson was swamped, overseeing Torrance Memorial Medical Center pharmacy’s move to the Lundquist Tower. He’d return from work late, have dinner, and then plop in front of the television or head straight to bed. The pharmacy director, 61, went to college on a basketball scholarship and had kept active coaching his daughters’ sports teams. But over the years, his weight had crept up, and he’d become sedentary.

Two things were about to turn Steve’s habits around. His wife started taking fitness classes at a local gym and Torrance Memorial introduced the Vitality program.

The Vitality program motivates participants to become healthier by rewarding activities with points that can be used toward the purchase of items such as electronics and gift cards. Participants complete an online Health Risk Assessment and the Vitality program generates specific health goals, along with activities and a timeline for reaching those goals.

Although Steve was too busy to participate when the program launched, his wife, Eloise (also known as “Weeg”) registered and began exploring the online educational resources. She took a nutrition course to earn points and was pleasantly surprised by how much she learned.

“It really made me think about what I put in my mouth,” she says. Weeg began trying the recipes and substituting whole-grain bread for white bread and brown rice for white. “We were eating healthier and in moderation, but we were more satisfied and snacked less,” she says.

She started racking up points from her sessions at the gym and 5K runs, including those sponsored by Torrance Memorial. One of her favorite runs benefits Evelyn’s Breast Friends Forever. Founded by Torrance Memorial nurse Evelyn Calip, the organization raises money to fund breast reconstruction surgery for uninsured or underinsured women.

Another run, Wings for Life, starts at 4:30 a.m. and is held simultaneously in 25 cities around the globe to raise funds for spinal cord injury research.

Steve saw his wife having fun and getting impressive results. She lost about 50 pounds and could fit into an evening dress she had worn more than two decades ago.

With the pharmacy’s move behind him, Steve was ready to get started. The Thomspsons used Weeg’s points to purchase Fitbit monitoring devices and began tracking their steps.

“It was starting to see how little I moved, especially when I was in meetings all day,” says Steve. “Now, I make sure to walk 10,000 steps just about every day.

The couple’s Fitbit devices sync with the Vitality website so not only are they motivated to reach their daily goal for steps, but they also get rewarded with points for doing so.

Steve’s challenge was to lose 5% of his body weight. “When I hit my goal, I felt better and had more energy. I could bend over and tie my shoes again,” he says.

He also joined Weeg in running 5Ks—he’s completed six so far. During a recent run, Weeg placed second in her age bracket and Steve came in third for his.

Steve has lost 40 pounds and in June 2015, he and Weeg both attained platinum level, the Vitality program’s highest.

Steve, who has worked at Torrance Memorial for 39 years, believes the Vitality program illustrates how caring an organization it is. “They care about us as employees,” he says. “They take care of their employees so their employees can take care of the patients.”

VITALITY WELLNESS PROGRAM HELPS PHARMACIST STEVEN THOMPSON AND HIS WIFE, WEEG, GET BACK ON TRACK

Written by Nancy Sokoler Steiner

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Close to 50 Torrance Memorial Health System employees joined forces with nearly 65 HealthCare Partners workers to participate in the first-ever Holiday Healthcare Challenge Walk. The walk was the first-ever community event for the Vitality Wellness Program. Participating employees received 350 Vitality points for their participation.

EMPLOYEES SAY HELLO VITALITY POINTS; GOOD BYE HOLIDAY CALORIES

KNOW YOUR NUMBERS – GET YOUR BIOMETRICS TESTED

What: Biometrics (height, weight and blood pressure)
Where: Torrance Memorial Specialty Center’s Infusion Center, Suite 315

What: Labs (total cholesterol and HbA1C)
Where: Torrance Memorial Specialty Center, Suite 140

Schedule:
- March 31: 2:30 to 4:30 p.m.
- April 14: 8 to 10 a.m.
- May 12: 2:30 to 4:30 p.m.
- June 9: 8 to 10 a.m.
- July 21: 2:30 to 4:30 p.m.
- August 18: 8 to 10 a.m.
- September 15: 2:30 to 4:30 p.m.
- October 13: 8 to 10 a.m.
- November 10: 2:30 to 4:30 p.m.
- December 8: 8 to 10 a.m.
On June 12, Torrance Memorial honored 545 employees for their years of service at the annual Employee Service Awards luncheon at the Torrance Marriott Hotel. The most seasoned employees honored included Nancy Garcia, RN, Neonatal Intensive Care, Jeannie Lavezzari, Chemistry/Hematology, Lee Morrow, Microbiology, Ingrid Bahnsen, RN, Mother/Baby and Mary Williams, RN, Operation room, who have each worked at Torrance Memorial for 40 years.

“It's the dedication of such employees that has helped steer the direction and culture of the medical center,” said Craig Leach, president and CEO. “It's important that we recognize their dedication and loyalty, which contributes to our ability to evolve and grow to meet the needs of this community.”

The annual Employee Service Awards honors those who are celebrating a milestone of five years of service, or a multiple thereof. Congratulations to all of the honorees!
Ninety years ago, the vision of the city founder Jared Sidney Torrance and his wife Helena Childs Torrance was realized when the doors to the 32-bed Jared Sidney Torrance Memorial Hospital opened in old Torrance. To celebrate this milestone, in September Torrance Memorial honored 12 hospital volunteers who are more than 90-years-young. Guests also traveled back in time to experience the music, cars and clothing of 1925.

Torrance Memorial did its part to make the American Cancer Society’s Making Strides Against Cancer Walk a success. A team of 58 registered walkers represented Torrance Memorial. The team also partnered with Torrance Memorial Physician Network offices, ID Med and the Coastal Physicians Medical Group to add additional legs to the effort. All three teams reached blue ribbon status. In addition, 40 Vitality members signed in to earn 700 points for the event.

WALKERS RAISE $19,269 FOR HEART HEALTH

One hundred and ninety three walkers represented Torrance Memorial at the annual American Heart Association Heart Walk to raise money to combat heart disease. The team met at Rainbow Lagoon Park in Long Beach for the 5K, which aims to raise money and awareness for cardiovascular health and to support the mission of the American Heart Association.
TORRANCE MEMORIAL EARNS RECOGNITION FOR CARDIOVASCULAR CARE

Torrance Memorial has received four performance distinctions for stroke, heart failure and heart attack care. For the third straight year Torrance Memorial has received the American Heart Association/American Stroke Association’s Get with the Guidelines® Stroke Gold Plus Quality Achievement Award. The award honors the hospital’s commitment and success in ensuring stroke patients receive the most appropriate treatment according to national recognized, research-based guidelines.

Also for the second consecutive year, Torrance Memorial received the Get with the Guidelines® Heart Failure Gold Plus recognition by the American Heart Association/American College of Cardiology Foundation. It’s awarded to hospitals that provide the most up-to-date, research based guidelines with the goal of speeding recovery and reducing hospital readmissions for heart failure patients.

For the first year ever, Torrance Memorial received two additional achievements in heart attack care. Torrance Memorial is one of only 78 hospitals nationwide to receive the Action Registry - Get with the Gold Standards for Heart Attack Management Award. The award recognizes Torrance Memorial’s commitment and success in implementing a higher standard of care for heart attack patients. It signifies it has reached an aggressive goal of treating these patients to standards of care outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

Torrance Memorial also earned a Mission Lifeline Silver Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of those who suffer heart attacks. This award recognizes milestones in reducing barriers to prompt treatment, beginning with the 9-1-1 call and continuing through hospital treatment.

ICU EAST EARNS BRONZE-LEVEL EXCELLENCE

The American Association of Critical-Care Nurses (AACN) recently conferred a bronze-level Beacon Award for Excellence on ICU 3 East. The Beacon Award for Excellence — a significant milestone on the path to exceptional patient care and healthy work environments — recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN’s six Healthy Work Environment Standards. Units that earn this three-year, three-level award with a gold, silver or bronze designation meet national criteria consistent with Magnet Recognition, the Malcolm Baldrige National Quality Award and the National Quality Healthcare Award.

The bronze-level Beacon Award for Excellence earned by ICU 3 signifies success in developing and deploying and integrating unit-based performance criteria for optimal outcomes. ICU 3 has earned a bronze award by meeting the following evidence-based Beacon Award for Excellence criteria:

• Leadership Structures and Systems
• Appropriate Staffing and Staff Engagement
• Effective Communication, Knowledge Management, Learning and Development
• Evidence-Based Practices and Processes
• Outcome Measurement

AACN honors awardees at the National Teaching Institute & Critical Care Exposition, the world’s largest educational conference and trade show for nurses who care for acutely and critically ill patients and their families.

TORRANCE MEMORIAL REACHES HEART SURGERY MILESTONE

In 2013, Torrance Memorial launched a program to perform a new minimally invasive heart valve replacement procedure for high-risk patients. With the beginning of 2016, the program celebrates a significant milestone—completion of more than 100 procedures, the highest volume in the South Bay.

Transcatheter aortic valve replacement (TAVR) is performed on patients with aortic stenosis, (heart valve narrowing) who, because of other health complications, might not survive open surgery. During TAVR, a catheter slightly larger than a pen is inserted in the artery in the leg/groin and carefully passed up into the heart. A replacement valve made of bovine (cow) tissue and supported on a metal stent is then implanted inside the narrowed aortic valve.

The procedure is conducted in Torrance Memorial’s state-of-the-art Hybrid Operating Room located in the Lundquist Tower. The Hybrid OR features sophisticated imaging systems for catheter-based procedures, but it also meets the sterility standards and has the equipment of a traditional operating room. The TAVR team has a track record of technical excellence in its performance of the procedure. In addition, Torrance Memorial uses the most advanced, and smallest device, which is only available locally at Torrance Memorial.

U.S. NEWS & WORLD REPORT NAMES TORRANCE MEMORIAL AMONG BEST IN REGION

Torrance Memorial Medical Center has been ranked as one of the best hospitals for 2015-16 in California and the Los Angeles metro area for the fourth straight year by U.S. News & World Report, placing the hospital in the top 6 percent in the state. The report recognizes Torrance Memorial Medical Center’s quality care as the 11th best in the Los Angeles/Orange County region, jumping two ranks higher than last year, and 27th in the state.

“We are very pleased to be recognized among the best hospitals in California,” says Craig Leach, president and CEO, Torrance Memorial Medical Center. “That we have improved our ranking from last year is a testament to our entire patient care team and its commitment to excellence and caring for our community.”

“The data tells the story — a hospital that emerged from our analysis as one of the best has much to be proud of,” says U.S. News Health Rankings Editor Avery Comarow. “A Best Hospital has demonstrated its expertise in treating the most challenging patients.”

U.S. News publishes Best Hospitals to help guide patients who need a high level of care because they face particularly difficult surgery, a challenging condition or extra risk because of age or multiple health problems. Objective measures such as patient survival and safety data, adequacy of staff staffing levels and other data largely determined the rankings in most specialties.

We deal with many important and complex issues in our day-to-day work lives. However, none is more important than how we make people feel and how they make us feel. Broken communication can make us sad and unable to work to our full potential. Torrance Memorial offers a three-phase communication series that can help.

When we connect well, things generally go well! Learn the important connecting skills in Phase 1 classes, Select from:
- Customer service: Beyond service excellence
- Speak so people listen
- Enhancing your professional presence
- AIDET Tool: Communicate with excellence

If things get difficult, maybe you need to practice managing the person who is upset ‘in the moment’ as part of our Phase 2 classes. Select from:
- Managing emotions while communicating under pressure
- Difficult conversations

When things go wrong, explore our unique Service Recovery process in the Phase 3 class.
- Service recovery

We have many other elective and in-service opportunities available please call ext. 21849 and we will deliver a brochure to you.

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