

# 4 FACTORS TO CONSIDER WHEN CHOOSING A HOSPITAL

(HINT: IT'S NOT JUST AWARDS)

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## 1. CLINICAL EXPERTISE

With more than 900 physicians on staff crossing more than 70 specialty areas of medicine, Torrance Memorial is the place to go for treatment ranging from a minor illness to more comprehensive specialty care.

Through Torrance Memorial's partnership with Cedars-Sinai, patients have also gained access to an even larger network of sub-specialists. These experts, whose specialties include cardiology, cardiovascular surgery, neurology and neurosurgery, and cancer treatment, are now extending their practices to Torrance Memorial's South Bay campus. This provides the community better access to clinical trials and the latest developments in medical research.

A great hospital is not merely a building, a piece of equipment or an individual practitioner—but the sum of its parts. When combined, these parts create an “X factor” that gives a patient a sense of confidence he or she is in the right place, receiving the best possible care.

Awards and accreditations are an important piece of this equation, but without proper context, it's difficult to distinguish their meaning. It's important to look at the whole picture.

“What matters to us at Torrance Memorial is whether we are serving the needs of our patients, families and community,” says Craig Leach, president and CEO, Torrance Memorial Medical Center. “It's not our focus to tell patients, ‘We're the best.’ It's our job to strive to be the best and keep getting better.”

Here are four factors about Torrance Memorial to consider when choosing a hospital.



## 2. EXPERIENCE

Experience matters. Torrance Memorial has a 94-year-history of treating patients in the South Bay. Today, nearly a century later, it has grown to become the largest hospital in the community, while maintaining its original mission to offer the most current and effective medical technologies rendered in a compassionate, caring manner.

HERE IS HOW THE NUMBERS COMPARE TO THE NEXT BUSIEST SOUTH BAY HOSPITAL\*:

**67%** MORE ACUTE HOSPITAL ADMISSIONS

**81%** MORE CARDIOLOGY CASES

**TWICE** THE NUMBER OF GENERAL SURGERY CASES

NEARLY **THREE** TIMES THE NUMBER OF ORTHOPEDIC CASES

**40%** MORE INVASIVE CARDIOLOGY PROCEDURES

\*Reflects inpatient cases reported to the Office of Statewide Health Planning and Development (OSHPD) 2017 data.



## 3. TECHNOLOGY AND FACILITIES

Part of what attracts experienced clinicians to work at a hospital is the prospect of working in the best facilities, with the most advanced equipment available. Torrance Memorial has long prioritized continuous upgrades to its infrastructure. In the last decade, support from the South Bay donor community has helped Torrance Memorial markedly raise its game.

“The medical center's ongoing commitment to investing in the improvement of its technology and facilities is critical in enabling us to recruit the best doctors, nurses and staff to join us from around the nation,” says Dr. Vinh Cam, chief of staff, who specializes in nephrology and internal medicine. “This impacts the entire continuum of care, because without our exceptional medical staff, we would not have a hospital.”

Recent examples include:

- The seven-story, \$480 million Melanie and Richard Lundquist Tower, completed in 2014
- A \$40 million renovation of the Donald and Priscilla Hunt Tower that includes a Pat and Ellen Theodora Pediatric and Young Adult Pavilion, a new mother/baby unit and an eating disorders program
- The soon-to-be-completed Hunt Cancer Center, a 37,000-square-foot facility, designed to consolidate and strengthen cancer care in the South Bay
- A new Level III neonatal intensive care unit featuring all private rooms to care for health-challenged infants
- A telestroke partnership with Cedars-Sinai to provide immediate, 24/7 access to stroke specialists
- A state-of-the-art hybrid operating room used for advanced, minimally invasive cardiac and vascular procedures
- 414 private acute care rooms



## 4. AND YES, AWARDS AND ACCREDITATIONS

Torrance Memorial consistently receives top-quality ratings from leading health care oversight organizations demonstrating its commitment to quality, safety and putting patients first.

Examples include:

- Placing in the top 5% among hospitals in California by *U.S. News & World Report*
- Ranking as the number one non-academic (teaching) hospital in the United States, 38th best overall hospital in the nation and eighth best hospital in California, according to *Newsweek's World's Best Hospitals 2019* listing
- Earning eight consecutive 4-star ratings (more 4-stars over time than any other South Bay hospital) for patient experience from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
- Meeting the highest standards in nursing by becoming the first in the South Bay to achieve and maintain the coveted Magnet designation, granted by the American Nurses Credentialing Centers (ANCC)

Visit [torrancememorial.org/hospitalratings](http://torrancememorial.org/hospitalratings) to learn more.

