



TORRANCE MEMORIAL MEDICAL CENTER

Community Benefit Report Fiscal Year 2023



Annual Report and Plan for Community Benefit
Torrance Memorial Medical Center
Fiscal Year 2023 (July 1, 2022 – June 30, 2023)

Submitted to:
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Accounting and Reporting Systems Section
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About Torrance Memorial Medical Center

Founded in 1925 by Jared Sidney and Helena Childs Torrance, Torrance Memorial Medical Center is a 443-bed nonprofit medical center established to provide quality health care services predominantly to the residents of the South Bay, Peninsula and Harbor communities. Torrance Memorial seeks to offer the most current and effective medical technologies rendered in a compassionate, caring manner.

Today, a world-class regional medical center, Torrance Memorial, includes an extensive integrated system of physicians and comprehensive medical services to provide coordinated communication and a continuum of care. Torrance Memorial is affiliated with Cedars-Sinai under the umbrella of Cedars-Sinai Health System.

The Medical Center offers general acute care services and serves as one of only two certified burn treatment centers in Los Angeles County. With more than 3,600 employees, Torrance Memorial is one of the South Bay's largest employers. The medical staff includes over 1,100 physicians and the volunteer corps embraces more than 1,000 members.

As the South Bay's first hospital, Torrance Memorial was relocated to its present site in 1971. Over the years, the Medical Center has continually grown and expanded to meet the community's health care needs. Among the many Torrance Memorial services and programs of special note are:

- Emergency Care
- Imaging Services – Diagnostic and Interventional Radiology
- Family Birth Center
- Level III Neonatal Intensive Care Unit
- Home Health and Hospice
- Vasek Polak Research Program
- Hunt Cancer Institute
- Lundquist Lurie Cardiovascular Institute
- Lundquist Neurosciences Institute
- Lundquist Orthopedic Institute
- Burn Center
- Rehabilitation Services
- Thelma McMillen Recovery Center

Awards and Recognition

Torrance Memorial Medical Center was the recipient of the following awards and distinctions:

- American Nurses Credentialing Center, Magnet® Re-designation for nursing excellence (2021)
- American Association of Critical-Care Nurses, Beacon Award of Excellence 2022
- Academy of Medical-Surgical Nurses - AMSN Prism Award 2020-2023
- *U.S. News and World Report*
 - Best Hospital ranked 4th in the Los Angeles/Orange County Region and 9th highest ranking for hospital quality in the state of California

- Ranked High Performing in 7 specialty areas and in 15 conditions and procedures areas
- *Newsweek World's Best Hospitals Award (2023) 12th year in a row*
- *Newsweek World's Best Cancer Hospitals Award (2023)*
- *Newsweek World's Best Specialized Hospitals Award (2022)*
- Blue Shield Blue Distinction Center for Spine, Hip and Knee Surgery
- American Heart Association Get with the Guidelines Awards 2023
 - Gold Plus Honor Roll Elite, Type 2 Diabetes Honor Roll Stroke Program
 - Gold Plus Honor Roll, Heart Failure Program
 - Gold Plus Mission Lifeline Award, STEMI Receiving
 - Gold Mission Lifeline Awards, NSTEMI
 - Gold Award, Cardiac Resuscitation
- Healthcare Accreditation Services DNV-GL Certification, Comprehensive Stroke Center
- Designated STEMI Receiving Center, Department of Health Emergency Services Agency of Los Angeles County
- American College of Surgeons National Accreditation, Breast Cancer
- Institute for Medical Quality/California Medical Association six-year Accreditation with Commendation (2017-2023)
- *Los Angeles Times Best of the Southland 2022*
- *Daily Breeze Annual Reader's Survey, South Bay's Best Hospital (2023)*
- *Easy Reader's Best of the Beach, Best Hospital (2023)*
- *eHealthcare Leadership Award Winner 2023*
- Baby-Friendly USA Designated Hospital
- Cribs for Kids National Gold Certified Safe Sleep Hospital 2022
- Aetna Institutes of Quality for Bariatric Surgery Facility 2022
- Lung Cancer Alliance Screening Center of Excellence
- Restorix Health Clinical Distinction for Wound Care
- Emergency Nurses Association Lantern Award 2021
- College of Healthcare Information management Executive (CHIME) Digital Health Most Wired recognition 2020
- Nurses Improving Care for HealthSystem Elders NICHE 2020-2021
- Press Ganey Guardian of Excellence Award in Patient Experience 2022
- Leading Laboratories American Society for Clinical Pathology (ASCP) & The Joint Commission 2022-2024
- Academic Consortium for Integrative Medicine and Health Member 2023
- Integrated Healthcare Association (IHA) Excellence in Healthcare Award 2022 (TMIPA)

Accrediting Organizations Giving Torrance Memorial High Marks

- Joint Commission three-year accreditation
- Centers for Medicare and Medicaid Services
 - Overall Quality, 4-Star Rating
 - HCAHPS Patient Experience, 4-Star Rating
 - Transitional Care Unit, 5-Star Rating
 - Home Health Care, 4.5-Star Rating
- American College of Radiology Center of Excellence for Breast Imaging

- American College of Surgeons, Comprehensive Community Cancer Center
- Joint Commission, CLIA and American Association of Blood Banks for the clinical laboratory and blood bank
- American Burn Association Burn Treatment Center of Excellence re-verified through 2024
- American Society for Metabolic and Bariatric Surgery accredited center, Bariatric Surgery
- Joint Commission Advanced Certification for Comprehensive Stroke Center, and Primary Inpatient Diabetes, Heart Failure, Total Joint Hip and Knee, and Home Health and Hospice
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) 2021

Mission, Vision and Values

Mission

Under the governance of a community-based Board of Trustees, Torrance Memorial serves the public interest by:

- Improving the community health within the scope and expertise of our resources
- Offering the most current and effective technologies rendered in a compassionate, caring manner
- Maintaining long-term stability in order to assure our strength and viability for the benefit of the community

Values

The employees, physicians and volunteers of Torrance Memorial Medical Center support our mission through a set of core values. We promote recovery and healing by embracing the values of:

Service

We value service as our special ability to administer compassionate health care and support to people in need of assistance.

Excellence

We value excellence as the standard of performance for which we strive in the provision of health care services and in our relationships.

Knowledge

We value knowledge as an essential component critical to our work environment and to the care we provide.

Stability

We value stability as the foundation upon which a viable institution is maintained for the benefit of the community.

Community

We value community as the interdependent group of diverse people who are drawn together to provide services at Torrance Memorial Medical Center.

Governance

The Torrance Memorial Medical Center Board of Trustees guides the direction of community benefit, with input from the Community Benefit Planning Committee.

Community Benefit Planning Committee

The Community Benefit Planning Committee is a committee of the Board, which sets priorities and monitors progress for hospital community benefit. The Committee reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on health equity and on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the Committee include:

- Sherry Kramer, Chairperson
- Craig Leach
- Tracy Underwood

Caring for our Community

This report demonstrates tangible ways in which Torrance Memorial is fulfilling our mission. As an integral part of the Los Angeles community, our work goes beyond the walls of our facility. We are providing care to the uninsured and underinsured every day through programs and with schools, clinics, homeless service providers and community centers to elevate the health of the region.

Torrance Memorial is dedicated to empowering people throughout the Greater South Bay to live healthier lives. We partner with community organizations to increase access to physical and mental health care for the otherwise underserved – including people experiencing homelessness. Our outreach initiatives are as diverse as the communities we serve.

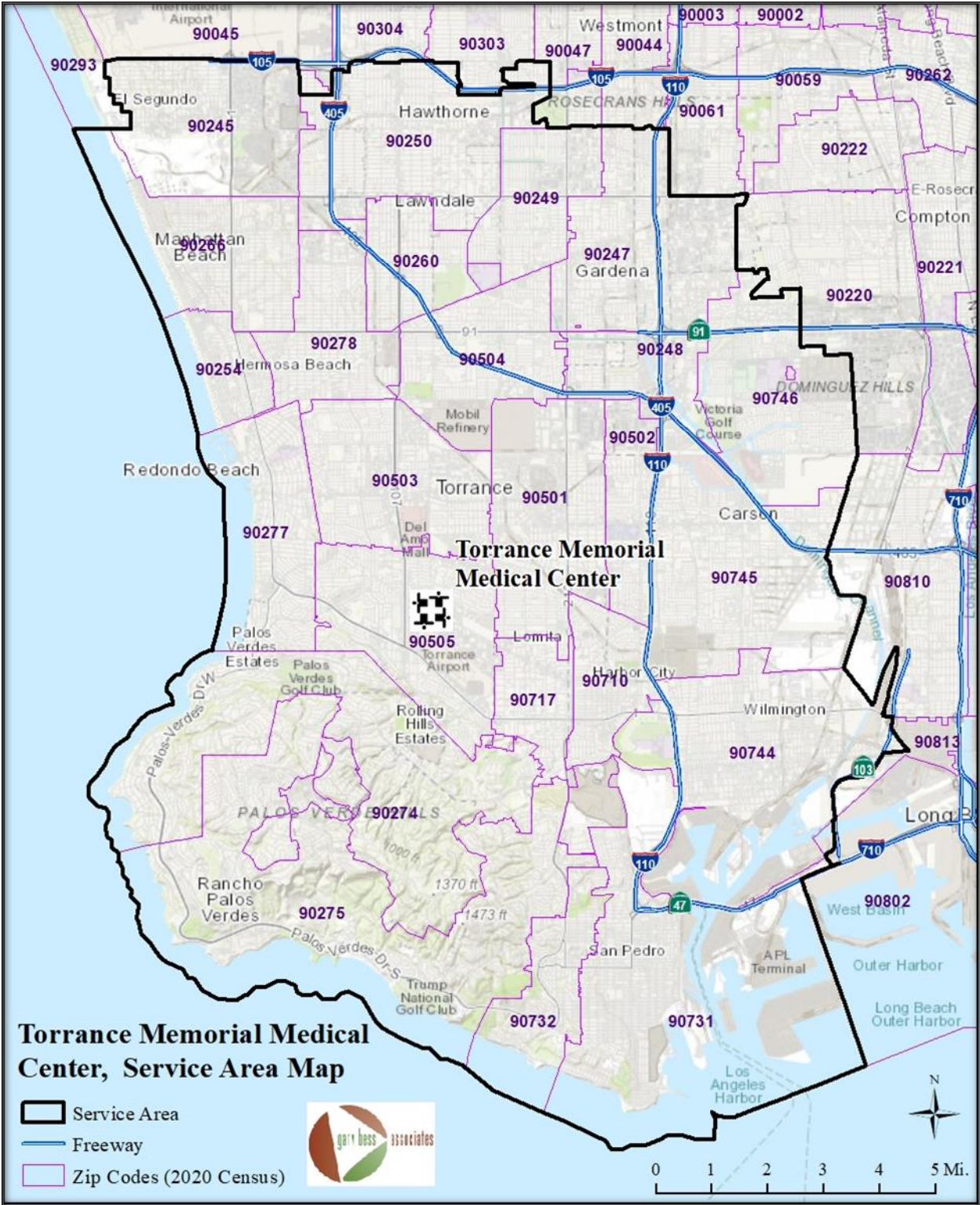
Service Area

Torrance Memorial Medical Center is located at 3330 Lomita Boulevard, Torrance, California 90505. The hospital service area includes 24 ZIP Codes in 15 cities or neighborhoods. It comprises a significant portion of Los Angeles City Council District 15 and Service Planning Area 8 (South Bay) in Los Angeles County.

Torrance Memorial Medical Center Service Area

Geographic Areas	ZIP Codes
Carson	90745, 90746
El Segundo	90245
Gardena	90247, 90248, 90249
Harbor City	90710
Hawthorne	90250
Hermosa Beach	90254
Lawndale	90260
Lomita	90717
Manhattan Beach	90266
Palos Verdes Peninsula	90274
Rancho Palos Verdes	90275
Redondo Beach	90277, 90278
San Pedro	90731, 90732
Torrance	90501, 90502, 90503, 90504, 90505
Wilmington	90744

Map of the Torrance Memorial Medical Center Service Area



Community Snapshot

The population for the Torrance Memorial service area is 881,149. Children and youth, ages 0-17, make up 22.5% of the population, 62.3% are adults, ages 18-64, and 15.2% of the population are seniors, ages 65 and older. The service area has a lower percentage of young adults, 18 to 34, and a higher percentage of adults, 45 and older, than the county.

In the service area, 36.7% of the population is Hispanic/Latino, 29.7% are White, 19.1% are Asian, 9.7% are Black/African American and the remaining 4.8% are American Indian/Alaskan Native, Native Hawaiian/Pacific Islander, other race/ethnicity, or multiple races. There is a higher percentage of Whites, Black/African American and Asian, and a lower percentage of Hispanic/Latino in the service area than found at the county level. English is the predominant language spoke in the home (53.5%). 28.1% of the population speaks Spanish in the home, and 12.4% of the population speaks an Asian language.

In the service area, 10.7% of the population lives at or below 100% of the federal poverty level (FPL) and 26.2% of the population in the service area is considered low-income, living at or below 200% of FPL. This experience is more favorable than Los Angeles County overall, which shows 14.9% of the population living at or below 100% of FPL and 34.8% of the county population is considered low-income, living at or below 200% of FPL.

According to the US Department of Housing and Urban Development, those who spend more than 30% of their income on housing are said to be “cost-burdened.” In the service area, 41.5% of households spend 30% or more of their income on housing. In the county, 47.3% of households are “cost-burdened.” Data from the annual Greater Los Angeles Homeless Count show an increase in homelessness in the community. Among service area adults, ages 25 and older, 14.4% lack a high school diploma. 18.7% of adults are high school graduates and 47.2% of area adults are college graduates. The service area experience is more favorable than Los Angeles County. Among the adult population in the county, 20.9% have less than a high school education, and 39.5% have an associate’s, bachelor’s or graduate/professional degree.

Community Health Needs Assessment

Torrance Memorial completed a Community Health Needs Assessment (CHNA) in 2022 as required by state and federal law. The CHNA is a primary tool used by Torrance Memorial to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, health care access, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were presented in the context of California and compared to Healthy People 2030 objectives.

Torrance Memorial conducted targeted interviews to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Thirty-seven (37) interviews were completed from November 2021 through January 2022. Leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community were represented in the sample. Input was obtained from the Los Angeles County Department of Public Health.

Additionally, a survey was developed to capture input from local school staff members on student and family health and social needs. The survey was available in an electronic format through a SurveyMonkey link. The hospital distributed the electronic survey link to school and school district office health staff (RNs, LVNs, health aides and counselors). Twenty-four (24) usable surveys were received.

Priority Health Needs

The list of significant health needs informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources. Community stakeholder surveys were used to gather input and prioritize the significant health needs. The following criteria were used to prioritize needs:

- The perceived severity of a health or community issue as it affects the health and lives of those in the community
- Improving or worsening of an issue in the community

- Availability of resources to address the need
- The level of importance the hospital should place on addressing the issue

Community stakeholders were also asked to prioritize the health needs according to highest level of importance in the community. Mental health, substance use and misuse, preventive practices, homelessness and access to health care were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Housing and homelessness
2. Mental health
3. Access to health care
4. Chronic diseases and substance use/misuse
5. Economic insecurity
6. Food insecurity
7. COVID-19
8. Preventive practices
9. Overweight and obesity
10. Dental Care

The complete CHNA report and the prioritized health needs can be accessed at https://www.torrancememorial.org/About_Us/Community_Benefits.aspx. We welcome feedback on the Community Health Needs Assessment and Implementation Strategy. Please send your feedback to: Claire.Coignard@tmmc.com

Addressing Priority Health Needs

In FY23, Torrance Memorial engaged in activities and programs that addressed the priority health needs identified in the 2023-2025 Implementation Strategy. Torrance Memorial has committed to community benefit efforts that address access to care (which includes mental health), chronic diseases, homelessness, and substance use and misuse. Selected activities and programs that highlight our commitment to the community are detailed below.

Access to Care

Access to care is a key determinant of health. Access to care provides vital preventive health care and ongoing disease management, reducing the likelihood of hospitalizations and emergency room admissions. Routine health care includes screenings, check-ups, and medical consultation to prevent illness, disease, or other health problems. Individuals who receive services in a consistent and timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

Response to Need

Financial Aid, Insurance Assistance and Transportation

Provided financial assistance through free and discounted care for health care services, consistent with Torrance Memorial's financial assistance policy. To address health care access, the hospital offered health insurance enrollment assistance and continued to provide transportation support for patients with transportation challenges.

Health Education and Outreach

- Partnered with Charles Drew University and Providence Little Company of Mary in the Community Health Worker Academy. A clinical community health worker provided service navigations and direct assistance including: Medi-Cal program enrollments; transportation support to medical appointments, mental health referrals; and perinatal support via Welcome Baby enrollments
- Partnered with Providence Little Company of Mary and First 5 LA's Welcome Baby program targeting pre- and post-natal mothers living in Wilmington ensure children have health insurance coverage, receive timely and consistent healthcare, increase breastfeeding rates, and ensure new parents have a safe home environment
- Offered the ADVANTAGE Program, an information network of free and low-cost programs and services for adults over age 50
- Provided community education classes online on topics of preventive health care and mental wellness

Clinical Services

- The vaccine team partnered with home health to coordinate vaccine and booster distribution to homebound community members who were medically frail and at most risk and unable to travel to vaccine sites.
- Provided psychiatric assessments by an emergency response team and funded subsequent psychiatric hospitalizations and other patient discharge support

Community Sponsorships

Provided grants to local non-profit service providers to support the expansion of mental health counseling services and youth mental health educational programs in emotional resilience skill-building

Chronic Diseases

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes and lung disease, are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths.

Response to Need

Health Education and Outreach

- Provided BLS and Heartsaver CPR training at no cost to staff of community-based nonprofit organizations
- Conducted the Miracle of Living program and other community education events and offers speakers at no cost through the Speaker's Bureau. Lecture topics included nutrition, diabetes, autoimmune disease, heart health, caregiver stress, balance and fall prevention, cancer, neurology and brain health, drug overdose, grief and depression
- Hosted groups or partnered with local consortiums to offer ongoing disease-specific support and share coping resources for affected community members and family caregivers
- Provided on-line low-cost senior exercise classes year-round.
- Offered the Community Health Worker program and provided free assistance with CalFresh and In-Home Supportive Services (IHSS) enrollments, and referrals to free and low-cost community wellness programs
- Partnered with a local public library system to conduct balance and exercise classes onsite
- Maintained free, public access to cancer, lung disease and mindful eating support groups via online live-stream and on-demand viewing.
- To support chronic disease management and weight control, Torrance Memorial continued online and on-demand classes; continued to offer the "Healthy Ever After for Kids" program for children (ages 6-13) and their parents/guardians and provided age-specific nutrition education and counseling

Screening

- Provided free community-based screenings including: cholesterol, blood glucose, pulmonary function with asthma kit distribution, blood pressure, BMI and skin cancer
- Provided low dose lung cancer screening

Homelessness

Homelessness remains a prevalent issue in our community. Compared to the general public, those experiencing homelessness face higher incidence of comorbid conditions, mental illness and death rates from treatable diseases. To help address health challenges associated with a lack of housing and increase direct service across the continuum, we engage in strategic problem-solving through the regional collaborative of homeless services providers and local South Bay hospitals.

Response to Need

Homeless Patient Navigator Program

Provided psychiatric assessments by an emergency response team and funded subsequent psychiatric hospitalizations, and other patient discharge support, as appropriate

Health Education and Outreach

Provided assistance and connection to services of the coordinated entry system via the Community Health Worker program

Community Sponsorships

Financially supported Harbor Interfaith Service's homeless services programs and Caring House, an outpatient hospice care home

Substance Use and Misuse

Substance misuse is the harmful pattern of using substances - including tobacco, alcohol, illicit drugs, and prescription drugs – in amounts or with methods, which are harmful to themselves or others.

Response to Need

Health Education and Outreach

- A variety of health education events addressed substance use topics, including (partial listing): dealing with depression and anxiety, opiates and addiction, and chronic pain management
- Provided smokers with smoking cessation classes, online group guidance and support to quit smoking
- Served on several drug task forces in area school districts
- Partnered with Behavioral Health Services and local law enforcement to collect unused or expired prescription medication

Addiction Services

For those coping with addiction issues of their own or in their families, access to free self-help support groups were offered and included various 12-step meeting groups

Community Benefit Services Summary FY23

Accomplishments in FY23 (July 1, 2022 to June 30, 2023)

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts. Due to ongoing impacts of COVID-19, many of the medical center's annually supported programs and events continued to operate virtually.

Community Health Improvement Services

Definition: activities carried out to improve community health, are accessible to the general public, and which address a community need.

Community Health Education

- Provided year-round low-cost senior exercise classes on Zoom
- Provided cancer survivors and their families with information on survivorship strategies. Conducted events virtually in collaboration with the South Bay Survivorship Consortium serving survivors and loved ones with education and resource information
- Miracle of Living series offered 8 virtual presentations to approximately 800 people. Topics addressed: family caregiving stress, heart health, vertigo and balance, cancer awareness, autoimmune disease and brain health
- Continued to offer the Torrance South-Bay YMCA "Healthy Ever After" program for children (ages 6-13) and their parents/guardians, to teach children's nutrition and exercise
- Conducted Health Ever After 4 Kids class in partnership with Torrance Unified School District
- Maintained free, public access to cancer support groups via online live-stream and on-demand viewing. Support groups included cancer and nutrition, men's cancer, women's cancer, and head and neck cancer
- Partnered with Providence Little Company of Mary and First 5 LA's Welcome Baby program targeting pre- and post-natal mothers living in Wilmington to promote overall health during the first year of life, ensure children have health coverage and receive consistent healthcare, increase breastfeeding rates, and ensure new parents have a safe home environment
- Produced videos focused on a variety of community education topics and made available on Vimeo, You Tube and Facebook
- Offered the ADVANTAGE Program, a network of free and low-cost programs and services for adults over age 50. The ADVANTAGE Senior Newsletter was mailed to approximately 100,000 service area residents. Topics included:

- Cancer detection and screening
- Chronic pain and pain management
- Coronary artery disease
- Family caregiving
- Healthy sleep
- Low-cost exercise classes
- Medication management
- Mental health and wellness
- Nutrition support groups
- Technology for Seniors
- Women’s Health
- Over 100,000 households received the hospital health magazine and included the community at large
- To support chronic disease management and weight control during the pandemic, hosted online and on-demand exercise classes. Course offerings included:
 - Stretching for Better Balance
 - Muscle Strengthening
 - Yoga Basics
 - Tai Chi (beginning, intermediate and advanced)
 - Chair Yoga for Strength and Balance
 - Chair Yoga for Arthritis
 - Line Dancing
 - Integrated Yoga
 - Lymphatic Flow Chair Yoga
- For those coping with addiction issues of their own or in their families, offered access to free 12-step, self-help support groups
- Online community health education included:
 - Weight Management
 - Cancer and Nutrition
- Childbirth and baby care classes included web-based: Newborn Baby Care, Prepared Childbirth, Pre-Natal Breastfeeding, and Family and Friends Infant Child CPR (ICPR).
- Distributed 120 low-cost, American Heart Association home-based learning kits, to families to learn Infant-Child CPR
- Hosted a wide range of virtual support groups, including:
 - Family Caregiver
 - Amputee
 - Healthy eating
 - Meditation practice
 - Pulmonary fibrosis
 - Bereavement

Community-Based Clinical Services

- Partnered with home health to coordinate COVID-19 and flu shot vaccinations to homebound community members who were medically frail
- Offered Low Dose Lung Cancer screening. Participants who were at increased risk for lung cancer were provided with follow-up health and prevention information
- Maintained lactation room for community use. Provided free baby weight checks, hospital-grade breast pumps to express and store breast milk, free access to a certified lactation educator and low-cost, weekly breastfeeding clinics run by an IBCLC (International Board-Certified Lactation Consultant)
- Participated in community health fairs and provided free health screenings including pulmonary function, cholesterol, blood glucose, blood pressure, BMI and skin cancer

Health Care Support Services

- Collaborated with Community's Child to offer Family Health Day onsite. Over 100 low-income families received vision, dental, blood pressure, BMI, anemia, blood glucose and cholesterol screenings, with one-on-one consultation of results a medical doctor. Education was provided on healthy eating, nutrition, physical activity, and mental health.
- The Cancer Resource Center provided free services for community members affected by cancer. Services included consultations and communications as well as information and referrals
- Provided community referrals through the Healthline Call Center
- Distributed free asthma kits to community members screened to be at-risk
- Provided community members and students in the health professions with free access to the Medical Library and medical librarian
- To improve access to care, the Community Health Worker Program provided transportation assistance for patients and families with limited resources. Information and direct assistance was offered to persons to enroll in low-cost or no cost health insurance programs.
- Provided hospital-grade breast pumps to medically indigent post-partum women
- Public Access Defibrillation Program provided professional maintenance support for over 80 AEDs placed at over 30 community sites
- Collaborated with the Torrance Police Department and Behavioral Health Services to conduct two Drug Take-Back events, collecting unused/expired prescription medications and sharps for safe disposal.
- Provided psychiatric assessments by an emergency response team and funded subsequent psychiatric hospitalizations, and other patient discharge support, as appropriate.
- The HealthLinks Resource Center updated, maintained and distributed free community resource and information packets for family caregivers.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals.

Nursing Education

- Participated in clinical partnerships with local schools of nursing; over 4,773 hours of nursing preceptorship were provided
- Contracted with local schools of nursing to use the hospital's simulation lab to provide hands-on experience with interactive manikins using selected clinical scenarios

Other Health Professions Education

- Torrance Memorial partnered with over 30 universities and colleges to provide clinical hours and/or internship rotations at the hospital. Students were directly supervised by hospital staff. Approximately 18,500 preceptorship hours were provided in the following areas: respiratory therapy, medical imaging and radiology, nutrition/dietary, rehabilitation services, health information management and laboratory services
- Continued a 1,000-hour master's in health administration internship program, prioritizing students from diverse backgrounds under-represented in health care administration
- Partnered with local nonprofit providers to conduct educational events for high school students in under-represented communities, with an emphasis on biomedical and STEM pathways. In FY23 events served over 700 students and presented career path education in ultrasound and radiology technology, and physician/nursing careers.

Continuing Medical Education (CME)

- Provided education lectures and conferences for physicians, nurses and other health care professionals
- Provided 232 IMQ/CMA accredited continuing medical education activities
- Held CME programs on breast cancer, multi-disciplinary treatment planning, cultural disparities in clinical care, cardiovascular disease, the latest advances in pediatrics, pre-operative medical stability, and managing neurovascular complications

Cash and In-Kind Donations

Definition: funds and in-kind services donated to community groups and nonprofit organizations.

In-Kind Donations

- Provided office space at no cost to a confidential mental health crisis and referral hotline to operate 7 days/week, and conduct ongoing trainings for new warmline counselors
- Continued to serve as active participants on school of nursing advisory councils

- Continued to offer free prenatal classes to clients of the Pregnancy Help Center as requested
- Donated long-term use of the Specialty Center Building's café to Mychal's Learning Place, to operate Mychal's Bakery and Café. Mychal's is nonprofit organization that trains young adults with developmental disabilities with skills to gain employment and build independence
- Provided programmatic support to the Center for Healthcare Rights to give free virtual/telephonic assistance to Medicare beneficiaries to understand Medicare choices, supplemental plans and prescriptions drug plans
- Donated the equivalent of 2,349 meals through on-going surplus donations to food redistribution programs.
- Partnered with The Volunteer Center South Bay to continue the work of the cross-sector, mental health task force, focusing on youth suicide prevention. In FY23 the community coalition focused on producing an online Youth Wellness Guide of local mental health resources.
- Continued a strong partnership with Verbum Dei Corporate Work Study Program; The program allows students from families in under-resourced communities to gain work experience in a corporate environment. In FY23 4 interns were hosted 4 days a week throughout the school year to work in the Accounting and Health Education departments
- Donated durable medical equipment and uniform scrub apparel to Sisters of Charity for health care workers abroad
- Conducted Torrance Memorial University's 10-week Manager Certification Training Program and enrolled 7 participants from community nonprofit organizations at no cost
- Donated artwork and office furniture to Beacon House.

Cash Donations

Monetary contributions were made to nonprofit organizations that supported community benefit efforts and address significant health needs in the community. In FY23 Torrance Memorial supported (partial listing):

- Venice Family Clinic and The Volunteer Center South Bay, to expand behavioral health treatment and mental health support services
- Caring House, to support operations of the only regional outpatient hospice care home
- Harbor Interfaith Services, to support the preschool child care center. Harbor Interfaith Services is the lead local agency serving the unhoused and working poor families
- South Bay Children's Health Center, to support dental and mental health counseling for low-income residents
- New Challenges Ministries, in support of the largest local food bank

- Contributions were made to: adopt-a-school partner, a local school district to support a medical advisory board, and to health associations including the American Heart Association and the Cancer Support Community

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

In FY23, funding supported:

- Community benefit staff salary, benefits and expenses
- Administrative support for community benefit
- Community benefit consultants

Financial Summary of Community Benefit

Torrance Memorial Medical Center’s financial summary of community benefit for FY23 (July 1, 2022 to June 30, 2023) is summarized in the table below. The Hospital’s community benefit costs are in compliance with Internal Revenue Service instructions for Form 990 Schedule H and are based on the Medicare cost report.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$5,054,954
Unpaid Costs of Medi-Cal ²	\$30,592,027
Education and Research ³	\$4,136,311
Other for the Broader Community ⁴	\$3,040,032
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$42,823,325
Unpaid Costs of Medicare ²	\$96,419,547
Total Quantifiable Community Benefit	\$139,242,872

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient’s financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance, but could not afford their out-of-pocket costs.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

³ Costs related to the health professions education programs and medical research that the hospital sponsors.

⁴ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

Community Benefit Plan FY24

Torrance Memorial Medical Center continues to implement activities and programs to address the priority needs in our service area. Given the unpredictable nature of COVID-19, some FY24 plans may need to be modified should situational restrictions limit how we are able to support the health and well-being of at-risk individuals and families in the hospital service area.

Significant Needs the Hospital Intends to Address

Torrance Memorial intends to take actions to address the following health needs that were identified in the 2022 Community Health Needs Assessment (CHNA) and detailed in the FY23-FY25 Implementation Strategy:

- Access to care
- Chronic diseases
- Food insecurity
- Homelessness
- Mental health
- Overweight and obesity
- Preventive care (including COVID-19 prevention)
- Substance use and misuse

Health Need: Access to Care

Strategy

Increase access to health care (including the OB-GYN specialty), mental health care and preventive care to improve the health of medically underserved individuals in the community .

Actions

1. Provide free assistance from community health workers to offer health insurance assistance and enrollment, transportation access and health care navigation and mental health resources to mitigate negative outcomes of the social determinants of health and bridge gaps in health equity.
2. Provide preventive screenings, immunizations, health education and evidence-based programs to encourage healthy behaviors and prevent accidents and disease.
3. Provide financial assistance through free and discounted care and government health programs for low-income patients for health care services, consistent with the hospital's financial assistance policy.

4. Provide psychiatric assessment by an emergency response team. Psychiatric patients treated in the emergency department will be transported to medically necessary inpatient mental health care beds as needed
5. Provide vulnerable patients with recuperative care or post-hospital medications, durable medical equipment and skilled nursing care as well as outpatient care, meals and transportation assistance.
6. Implement strategies of the Cherished Futures Program, a multi-sector collaboration that aims to reduce Black maternal and infant health inequities
7. Provide clinical educational training in partnership with local schools to build the healthcare workforce
8. Offer capacity-building grants and in-kind support to nonprofit community organizations that provide behavioral health services and preventive programs in mental health
9. Promote the overall health of babies during the first year of life, ensure children have health care coverage and facilitate access to support services through our Welcome Baby program.

Health Need: Chronic Diseases

Strategy

Reduce the impact of chronic diseases on health and increase the focus on the prevention of chronic health conditions and their underlying risk factors, including overweight and obesity and food insecurity

Actions

1. Conduct community outreach programs to provide education and resources and raise awareness about chronic disease prevention and management.
2. Provide low-cost fitness classes, wellness and healthy lifestyle programs to engage children, adults and seniors; partner with local parks and recreation departments as possible.
3. Maintain a Public Access Defibrillation Program. Update and maintain Automatic External Defibrillators (AEDs) placed at various community sites. Offer CPR and AED training to community members including staff at community-based nonprofit organizations.
4. Offer Healthy Ever After program to train parent-docents from local elementary schools to teach five school-based nutrition lessons during the school year. Collaborate with the YMCA and local nonprofit community-based organizations as appropriate to support weight loss classes for adults.
5. In partnership with the YMCA, conduct Health Ever After 4 Kids, a specialized educational program for children and their parents to teach healthy lifestyle choices, nutrition and fitness.

6. Partner with the Volunteer Center to coordinate a community taskforce focused on reducing the suicide rate of youth.
7. Participate in collaborative efforts and food recycling programs to address food insecurity.
8. Host support groups for persons with chronic diseases and their caregivers.
9. Offer grants and in-kind support to nonprofit community organizations that provide chronic disease, healthy eating and physical activity programs and services.

Health Need: Homelessness

Strategy

Improve health care delivery to persons experiencing homelessness by providing consistent access to primary care, mental health care, substance abuse services and community-based health care services.

Actions

1. Collaborate with local hospitals to support an ongoing committee/navigation network for social workers and discharge planners with homeless services providers in order to assist persons experiencing homelessness.
2. Collaborate with Harbor Interfaith Services' hospital liaison to provide navigation services to unhoused patients in the emergency room or from the inpatient setting. Liaison will connect patients to recuperative care and other appropriate service providers along the continuum of care.
3. Continue advocacy efforts for the unhoused and actively participate in the South Bay Coalition to End Homelessness.
4. Offer grants and in-kind support to nonprofit community organizations that provide programs and services for the unhoused population in the hospital service area.

Health Need: Substance Use and Misuse

Strategy

Increase health care delivery services for substances use disorders, including community-based services, and connect persons experiencing substance use disorders with needed resources to address mental health care and substances use issues.

Actions

1. Collaborate with the Torrance Police Department and Behavioral Health Services to conduct community Drug-Take-Back events, collecting unused/expired prescription medications and sharps for safe disposal.
2. Conduct community outreach programs to provide information, education and resources, and raise awareness about substance use prevention and treatment.

3. Host support groups for persons with substance use disorders and their caregivers. Provide individual and group counseling sessions for teens at risk of drug misuse at high schools and middle schools.
4. Provide free drug-testing for adolescents, serve on drug task forces in area school districts, and host 12-Step groups.
5. Present educational lectures on substance use issues to teens and parents, offer educational sessions for teachers, counselors and parents to recognize and treat teen addiction, and provide counseling services for teens at risk of drugs misuse at local schools.
6. Offer professional education and training for community organizations related to substance use disorders.

Needs the Hospital Will Not Address

Since Torrance Memorial cannot directly address all the health needs present in the community, the medical center will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, Torrance Memorial will not directly address the remaining health needs identified in the Community Health Needs Assessment (CHNA), including: economic insecurity and dental care. Torrance Memorial will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

Evaluation of Impact

Torrance Memorial is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in our community benefit strategic plan. We have implemented a system for the collection and documentation of outcomes, such as the number of people reached/served, and collaborative efforts to address health needs. In addition, through our grants program, we track and report program outcomes.

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