CORETEK

TORRANCE MEMORIAL

CASE STUDY

Transforming Clinical Mobility & Productivity at TMMC

THE CHALLENGE

Torrance Memorial Medical Center is a nonprofit, nationally recognized healthcare organization serving Los Angeles County. With a mission to provide the best possible medical care, Torrance Memorial combines advanced technology with a broad network of physicians and services to deliver exceptional patient outcomes.

When planning the opening of its new patient tower, Torrance Memorial saw an opportunity to rethink how clinicians accessed systems during their shifts. The goal: remove technology bottlenecks, increase clinician mobility, and allow more time for patient care.
Coretek was selected as the strategic partner to design and implement a virtual clinical workstation environment that would streamline secure access, improve workflow, and enhance the clinician experience.

Before the project, clinicians faced slow, repetitive logins when moving between workstations and mobile devices, impacting productivity and time spent with patients. Aging infrastructure and a mix of legacy desktops, tablets, and mobile carts created challenges in:

- **Access speed** — Frequent logins across multiple devices delayed workflows.
- **Mobility** — Limited ability to roam seamlessly between endpoints.
- **Support** — Device swaps and updates were time-consuming for IT staff.
- **Security** — Generic logins and inconsistent access controls posed risks.

THE SOLUTION

Strategic Partnership
Coretek began with a detailed workflow assessment, collaborating with Torrance Memorial's leadership, nursing informatics, and engineering teams to understand clinical routines and pain points. Rather than applying a one-size-fits-all template, Coretek mapped the unique access needs of various clinical roles to design a solution that could scale from initial pilot to full deployment.

Technology Modernization
The selected approach centered on Coretek's Virtual Clinical Workstation framework, integrating:
- Badge-tap single sign-on to log in instantly and roam sessions across devices.
- Virtualized desktops & applications so clinicians could pick up work exactly where they left off.
- Proximity printing that automatically routes jobs to the nearest printer, reducing delays.
- Self-service password reset to minimize login interruptions without IT intervention.
- Centralized management of endpoints for faster updates, troubleshooting, and replacement.

Phased Implementation for Adoption
The rollout began with a small proof-of-concept in select units, allowing teams to validate workflows and make adjustments. Positive feedback from these early users informed a larger-scale deployment across the new patient tower, with Coretek providing backend infrastructure design, network optimization, and on-site support to ensure a smooth go-live.

By pairing technology innovation with clinician engagement, Coretek delivered a secure, high-performance environment that improved both the daily experience for staff and the quality of care for patients.

The partnership between Torrance Memorial and Coretek delivered measurable improvements to clinician productivity, IT efficiency, and patient care. By combining virtual desktop technology with streamlined authentication and roaming capabilities, the organization removed long-standing workflow barriers and elevated the daily clinical experience.

Torrance Memorial Business Value

50% faster logins, reducing initial access time to seconds.

~1 hour reclaimed per shift for patient-facing activities.

Strengthened data security through centralized, role-based access controls.

Reduced IT support overhead — device replacements and updates completed in minutes.

A scalable, future-ready platform to support new applications and workflows.

Torrance Memorial Clinician & Patient Value

Immediate, uninterrupted access to records and applications anywhere in the facility.

More time spent with patients, resulting in higher satisfaction scores.

Reduced technology frustrations, allowing focus to remain on care delivery.

Consistent, predictable user experience across all clinical environments.

"We built a strong partnership with Coretek. Their experience with similar large-scale healthcare deployments was critical to our success."

— **Steve Lantz**
   Executive Director at Torrance Memorial

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