George Torres

Health Care

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Hospital operations executive with 18 years across academic and community settings. Oversee a 412-bed tertiary campus with responsibility for surgical services, imaging, and lab. Track record of turning around service lines under margin pressure while holding quality and staff-engagement scores.

Professional Experience

Vice President, Operations | Piedmont Crest Medical Center, Charlotte, NC
2020 – Present

- Operational oversight of surgical services (22 ORs), diagnostic imaging, laboratory, and pharmacy; direct reports include 6 service line directors.
- Led OR block-time redesign that added 1,140 surgical cases annually without adding rooms; contribution margin on the service line grew by roughly $9.2M in the first full year.
- Held nurse-sensitive quality indicators (central line infections, urinary catheter infections, falls) at or below system targets across four consecutive quarters during a period of heavy travel-nurse use.
- Sponsor of the Epic imaging integration go-live across three ambulatory sites.
- Serve on the system capital committee; steward roughly $34M in annual capital requests.

Administrative Director, Surgical Services | Blue Harbor Health, Norfolk, VA
2016 – 2020

- Ran a 16-OR perioperative department including post-anesthesia recovery, pre-op, and central sterile.
- Cut first-case on-time starts from 58% to 84% through a surgeon-led governance model.
- Restructured supply chain contracts with three vendors, saving about $2.6M annually.
- Partnered with anesthesia to open a Saturday total joints program; ran at 92% utilization by month six.
- Rebuilt the perioperative leadership team after a Joint Commission survey with three findings; recertified clean at the next full survey.

Manager, Perioperative Services | Lakeside University Hospital, Ann Arbor, MI
2012 – 2016

- Managed day-to-day operations of 8 ORs and a 14-bay post-anesthesia recovery unit on an academic campus.
- Chaired the OR utilization committee.
- Grew robotic case volume from 180 to 640 cases annually over three years.
- Rolled out an anesthesia information management system alongside IT.

Administrative Fellow | Lakeside University Hospital, Ann Arbor, MI
2011 – 2012

- One-year post-graduate fellowship rotating through finance, quality, and ambulatory operations.
- Built the business plan for a hospital-owned urgent care that opened the following year.
- Reported directly to the COO.

Education

Master of Health Administration, University of Michigan, 2011

BS, Health Services Administration, James Madison University, 2007

Fellow, American College of Healthcare Executives, since 2018

Key Skills

- Service line P&L ownership
- OR block-time governance
- Physician alignment
- Epic implementation sponsorship
- Executive team leadership
- Perioperative operations
- Capital planning
- Accreditation and federal payer survey readiness
- Labor productivity (Premier, Kaufman Hall)
- Board and committee reporting