

Concordia Lutheran Ministries Makes Staff More Efficient, Saves Time and Improves Order Process with TigerText

Case Study



**SCHEDULER RELAY TIME
CUT BY 50%**



**\$15,000 SAVED ON
STAFF**



**4 HOURS GAINED PER
SCHEDULER PER WEEK**

ABOUT THE ORGANIZATION

Founded more than 130 years ago, Concordia Lutheran Ministries is a faith-based, CARF-CCAC accredited Aging Services Network and recipient of the inaugural Pennsylvania Department of Aging Excellence in Quality Care Award. As one of the 50 largest non profit senior care providers in the country, the organization serves over 20,000 people annually through home care and inpatient locations in western Pennsylvania and eastern Ohio. Concordia offers a lifetime continuum of care that includes adult day services, home care, hospice, medical and rehabilitation services, memory care, personal care, respite care, retirement living, skilled nursing / short-term rehab, spiritual care and medical equipment.



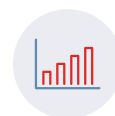
ORGANIZATION FACTS

- One of the 50 largest non-profit senior care providers in the country.
- The organization has nearly 2,100 part-time and full-time staff, with 12 locations including 4 visiting offices.
- Concordia stands in the top 2% of the Pennsylvania Department of Health inspection results.

The Challenge

With several care and retirement living centers, Concordia Lutheran Ministries needed a way to improve real-time communication among their care teams in their Home and Community Services line of businesses. Phone tag and miscommunications resulted in delayed patient care and employee frustration for both schedulers and nurses.

Because several of their nurses, therapists and caregivers work in the field and visit patients at home, staff needed a way to reach individuals, quickly and securely. They wanted an integrated communication platform that could connect their in-field staff clinicians with facility staff, including their payroll, human resources, scheduling departments and more. Concordia wanted to ensure that their communications solution would be reliable and easy-to-use while also:



Centralizing Disparate Patient Information

Schedulers needed to be able to quickly and efficiently finalize schedules and communicate changes with staff members



Connecting Facility Staff with In-Field Staff

With several staff members working in the field and onsite, Concordia sought a tool that would enable them to reach these individuals in a timely manner and know their messages were, in fact, received and read.



Complying with HIPAA

Staff needed a way to securely send PHI (Protected Health Information) via text without violating HIPAA regulations or patient privacy.



Streamlining Team Communication

Staff desired a tool that would be just as convenient and quick as standard texting, but without the security and safety risks.

Call to Action

Concordia needed a simple, secure, and reliable communication tool that could connect their entire care team (medical directors and physicians, nurses, therapists, offsite caregivers, administrative staff and more) with one another and eradicate communication delays. TigerText addressed their needs by providing a suite of products and services that optimized workflow communications for maximum success.

Results

After implementing TigerText, Concordia's daily communication improved significantly as it enabled staff to do away with legacy technology systems. Care teams are able to easily coordinate with one another around patient statuses and updates, helping to foster staff collaboration, while the ability to send file attachments securely helps speed HR and payroll processes. Since deployment, Concordia has seen the following results:

- **Richer and Faster Patient Information Exchange**
- **Improved Patient Care**
- **Increased Employee Satisfaction**
- **Saved Several Hours Per Day for Staff Members**
- **HIPAA Compliant Communication**



Our nurses had been asking for a streamlined communications solution. After evaluating several vendors, we found TigerText to be the most intuitive and easy-to-use. It has all the features we need – group messaging, secure file sending, read receipts, distribution lists, and more. Thanks to TigerText, our staff communication has not only improved, but we've accelerated several of our internal processes including the submittal of timesheets, which frees up more of our clinicians' time to spend with patients.

Ben Oesterling, IT Technician at Concordia Lutheran Ministries



Conclusion

Concordia sought a comprehensive communication solution that would enable them to increase productivity, improve patient satisfaction, and communicate efficiently across teams. TigerText addressed these concerns and also helped to speed up their everyday communication and internal processes. By connecting in-house staff with in-field staff, Concordia can relay information more quickly and conveniently, and receive more timely responses. Additionally, with staff using TigerText in their daily workflows, they now have more time to spend attending to patients.

About TigerText

As healthcare's largest provider of clinical communication solutions, TigerText helps physicians, nurses and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs and improving patient outcomes. With 6,000 facilities, 99.99% uptime and over 10 million messages processed each day, TigerText continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call and scheduling solutions. The company's commitment to customer success is reflected in its broad support organization that works directly with customers at every stage to streamline communication workflows and achieve the highest possible ROI.

Contact Us

To schedule a demo or learn more about how TigerText can improve clinical communication efficiency for your organization, contact us.

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