tigertext

Innovation Care Partners Reduces Costs by 10% Coordinating Care with TigerText

REDUCED READMISSIONS 3-5%

CUT COSTS BY 10%

COORDINATED CARE FASTER

IMPROVED PATIENT OUTCOMES

ABOUT THE ORGANIZATION

Innovation Care Partners (ICP), is a physician-led Clinical Integration Network and Accountable Care Organization (ACO) aiming to transform care delivery in the Arizona community. ICP's network offers a world-class healthcare network of hospitals, physicians and clinicians that provides patients with, comprehensive, cohesive and integrated experience from their doctor's office to the hospital to ongoing care settings.

ABOUT THE ORGANIZATION

- ICP consists of three hospitals and over 700 physicians

- The physician participants are spread among nearly 200 practices

- ICP currently serves over 35,000 patients

Organization Challenges

Innovation Care Partners aims to provide high quality, timely coordinated care and deliver positive patient outcomes. ICP initially selected TigerText in 2012 to provide their physicians with a tool to communicate securely and efficiently regarding patient care but after deploying the solution, they saw the potential for TigerText to further improve ICP's overall care coordination workflow and specifically help reduce patient readmission rates and costs of care by leaveraging TigerText's API platform, TigerConnect.

Call to Action

ICP gave their Transition Care Managers (TCMs) TigerText so that when they learned about patient or Emergency admissions, the TCMs could communicate quickly and directly with the patient's Primary Care Physician, creating collaboration amongst the entire care team. PCPs were able to not only communicate with TCMs, but the Emergency Physician or Hospitalist as well. With this program's success, ICP thought about leveraging the TigerConnect

API to get even more robust benefits from the TigerText platform. They had recently implemented a Health Information Exchange (HIE) system and were looking to automate the initial notifications that were sent out to staff. They required an easy-to-intergrate solution that would enable them to:

Seamlessly Integrate with their HIE System
Staff needed a way to revieve critical alerts from the hospital's Orion Health HIE system directly to their mobile devices.

Improve Provider Communication for Patient Admissions, Discharges, and Handoffs
With critical alerts being routed to their phones, staff hoped to improve the sharing of important clinical information around admissions and discharges, while also reducing readmissions.

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We deployed TigerText to give our care providers a more efficient, secure communication tool, and quickly realized that we had a powerful care coordination solution," said Faron Thompson, CIO at Innovation Care Partners. "TigerText improves our care team approach within our ACO and helps us take a more patient-centric approach by allowing our providers to quickly identify and communicate with the correct specialists within the ACO. We've not only reduced costs, but we've also maintained below average industry readmission rates.

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The Integration

ICP uses Orion Health's HIE software to aggregate clinical data from their community of sources. Because staff relies heavily on this data, they wanted a way to forward their HIE alerts to the TigerText app, versus email, which can go unchecked for hours and sometimes even days. With automated alerts being delivered to their mobile devices, physicians could make faster and more informed decisions to treat their patients, helping improve overall patient outcomes. Additionally, the automation would help to reduce the burden on busy Care Coordinators who were manually typing out and initiating the messages and alerts. With faster care coordination and response times, ICP would be able to avoid unnecessary costs and reduce readmissions, helping them become a more successful ACO.

Results

After implementing TigerText and routing their HIE alerts to ICP's daily communication improved significantly. Physicians are now getting relevant information via TigerText to ensure timely action is taken on changing patient statuses. Additionally, coordinating care became significantly easier as TigerText provides staff with a unified communication tool across their entire physician network. Due to improved care coordination, ICP was able to avoid unnecessary costs, reduce readmissions and improve overall patient outcomes.

In August of 2016, ICP also announced that they earned a performance payment from savings they earned by investing in physician engagement, innovative technology, and coordinated care models.

With the support of TigerText, they have seen the following:

Decreased Costs by 10%
Supported by TigerText, ICP's Care Management Program has achieved reduced readmissions and timely correspondence, enabling a 10% cost reduction for some patient populations.

Significantly Reduced Readmissions
Staff uses TigerText to notify care teams and nurses of patient admissions, discharges, and emergency room visits. This timely correspondence has contributed to ICP's Care. Management staff reduced their patient readmission rate 3 – 5%, versus the industry average of 12%, helping them achieve the lowest readmissions rates in the area.

Improved Patient Outcomes with Mobile Alerts
With HIE alerts now being sent to their TigerText app, physicians can take immediate action on patient status changes, improving overall patient outcomes.
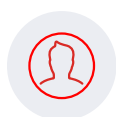
More Efficient Care
With the ability to communicate and receive alerts containing PHI through TigerText, care teams are now able to connect and coordinate with one another instantly.

Expedited Follow-Ups
With message delivery and read receipts, staff spends less time checking emails, making calls and playing phone tag, ultimately giving them more time in their day to spend with patients.

Conclusion

ICP sought a secure and connect their entire network of physicians, while ultimately delivering ROI. With the ability to send messages, and photos, as well as receive critical alerts containing sensitive PHI, ICP's physicians are not only saving time, but they're now able to get answers for patients and one another even faster using TigerText. Additionally, TigerText has helped ICP reduce patient readmissions and costs, improving overall patient satisfaction and outcomes, helping them achieve their goals of ramping up a successful Clinical Integration Network and ACO.

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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