Connecting Your Care Teams

Use Cases for
Clinical Communication

Solving Healthcare's Biggest Communication Challenges

With so many complexities in healthcare today, communication shouldn't be one of them. To help, we've put together this handy guide that shows you how five critical use cases can be solved faster using TigerConnect's clinical communications platform.

"The hospital—altogether the most complex human organization ever devised."

Peter Drucker, Father of Modern Management

Discover how optimizing communication can streamline workflows and drive positive outcomes in these five areas:

EMS Transport

Heart Code

Stroke

Sepsis

Discharge

Driving Better Outcomes

TigerConnect's capabilities have been carefully designed to deliver positive outcomes across a broad range of categories that help care teams administer care in a fast, cost-effective way.

- True resource optimization
- Lower readmission rates
- Faster discharges & transfers
- Fewer medical errors

- Higher patient satisfaction
- Higher staff satisfaction
- Care team collaboration
- Reduction in bed days

Understanding TigerConnect's Technology

Task List
Intelligently assigns patient-specific tasks by clinical role and phase of care.

Active On-Duty Dashboard
See real-time views of who's on duty. Call or message colleagues right from the calendar.

Intelligent Shift-Based Routing
Use scheduling data to ensure the right message reaches the right role owner.

Automated Persona Management
Identify on-duty staff by auto-assigned role, driven by your scheduling system.

Dynamic Care Team Assignment
Add new members to a patient's care team on the fly.

Shift-to-Shift Activity Handoff
Preserve message threads from prior shifts for improved continuity of care.

Connection Hub
Set up triggered 'smart cards' from the EHR, patient alarms, and nurse call that route to the patient's care team.

VoIP - Video & Voice
Place VoIP calls from the directory by role or recipient name – phone number stays private.

Escalation Rules
Re-routes messages for non-responsive team members based on schedule.

Patient Access & Retrieval
Look up patient results and EHR data instantly, anywhere.

Automated Care Team Assignment
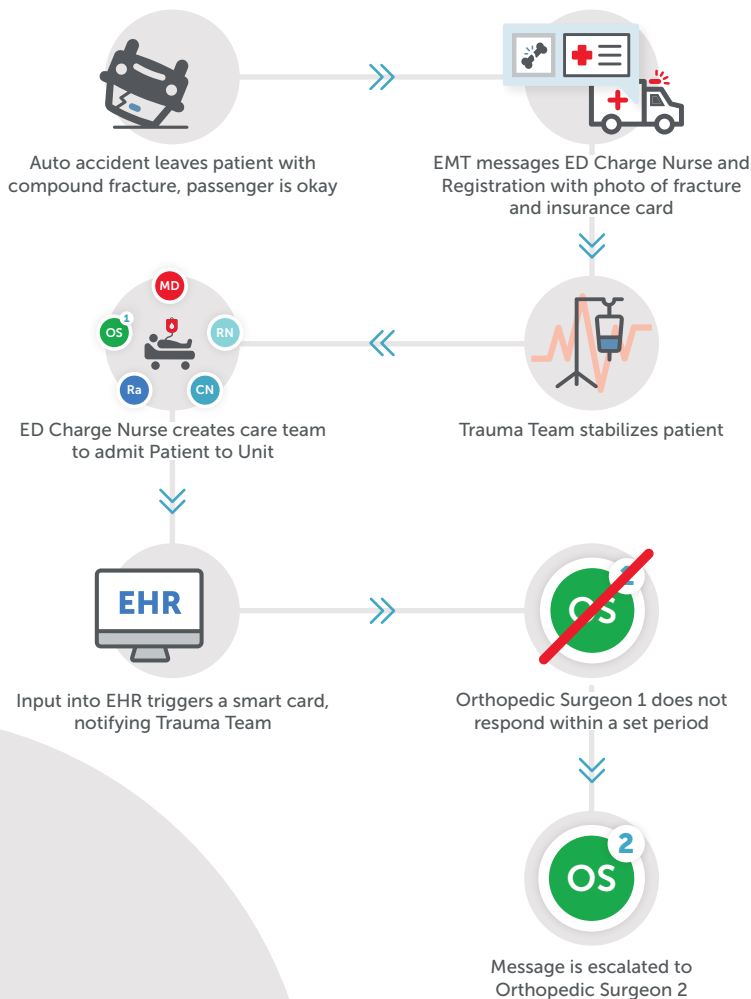EHR-configured setting assigns and notifies care teams automatically.

Dynamic Calendar
Automatically populate shifts by role using data from your scheduling app.

Auto accident leaves patient with compound fracture, passenger is okay

EMT messages ED Charge Nurse and Registration with photo of fracture and insurance card

ED Charge Nurse creates care team to admit Patient to Unit

Trauma Team stabilizes patient

EHR

Input into EHR triggers a smart card, notifying Trauma Team

Orthopedic Surgeon 1 does not respond within a set period

Message is escalated to Orthopedic Surgeon 2

ED Transport

Better Outcomes Achieved with TigerConnect

True resource optimization

Connection Hub adds functionality to EHR by preparing teams for incoming patients.

ED throughput

Seriously ill or injured patients see reduced ED wait times and faster case processing.

Higher patient satisfaction

Shorter ED wait times, high quality care, and higher HCAHPS scores.

Care team collaboration

Coordinated care delivery through EHR access & role-based messaging.

Better transitions of care

Admission and transfer details are shared with the care team in real time.

Fewer medical errors

Advanced preparation and more effective transfers of care reduce the risk of medical errors.

Platform Components

Automated Persona Management

Intelligent Shift-Based Routing

Connection Hub

Automated Care Team Assignment

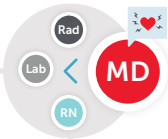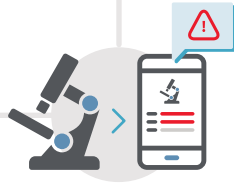Dynamic Care Team Assignment

Escalation Rules

Heart Code

Patient on floor experiences cardiac event. Med Surg Nurse sends Broadcast message to Code Team, stat tests begin

Code Team arrives and begins prep

Patient prepped, angioplasty begins, balloon up

Priority alert "Rush Notice" ECG and lab results sent to Code Team and Cath Lab team

Heart Code

Better Outcomes Achieved with TigerConnect

ED throughput

Critical STEMI patients bypass the ED and experience faster door-to-balloon times.

True resource optimization

Connection Hub keeps Code Team in the loop at every phase from pre-door to balloon-up.

Better transitions of care

Real-time updates speed Code Team coordination for safer, more expedient handoffs.

Care team collaboration

Automated alerts and intelligent role-based message routing reduce steps for faster, more efficient outcomes.

Fewer medical errors

Advanced preparation, better communication and more effective transfers of care reduce the risk of medical errors.

Platform Components

Automated Persona Management

Intelligent Shift-Based Routing

Task List

Connection Hub

Clinical Alerts & Nurse Call Smart Card

Stroke

Patient at home starts slurring his speech, loses mobility in right arm and leg, calls 911

EMT arrives, texts ED Charge Nurse with Stroke Code and a short clinical story. She forwards message to Trauma Team

RN

EHR

ED Physician enters Stroke Code into EHR, activating Stroke Team

Lab **MD** **Rad**

Patient arrives, ED Physician is alerted and reassesses patient for tPA

Patient sent for STAT CT, ischemic stroke confirmed by Radiologist

ED Physician orders tPA, which is immediately sent by Pharmacy to the ED

RN injects tPA

Stroke

Better Outcomes Achieved with TigerConnect

ED throughput
Stroke patients bypass the ED for direct CT scans and faster door-to-needle treatment.

Care team collaboration
Stroke Team notification and role-based message routing accelerate tPA administration.

True resource optimization
Connection Hub alerts keep Stroke Team at the ready for potential tPA administration.

Fewer medical errors
Rapid stroke assessment and confirmation via CT scan ensure appropriate treatment.

Better transitions of care
Real-time updates speed Stroke Team coordination for safer, more expedient handoffs.

Task list
Ensure every stroke task is properly assigned and confirmed complete.

Platform Components

Automated Persona Management

Connection Hub

Task List

Automated Care Team Assignment

Clinical Alerts

Intelligent Shift-Based Routing

Sepsis Alert

Patient doesn't feel well, presses nurse call button to alert nurse

Nurse responds, suspects sepsis, sends Broadcast message to Sepsis Response Team

Intensivist is non-responsive, Charge Nurse uses VoIP / Voice & Video calling to reach him

Sepsis Response Team is assembled and each member is automatically assigned a task list
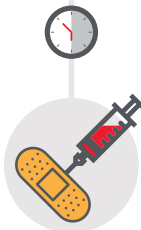
Six hours after treatment, Connection Hub alerts Sepsis Response Team to revisit patient, nurse redraws lactate

Sepsis Alert

Better Outcomes Achieved with TigerConnect

Patient safety
Faster response times and sepsis screening greatly reduce risks of worsening condition.

Improved quality of care
Improved core measure compliance due to patients receiving timely treatment.

Care team collaboration
Better coordinated care delivery through EHR access & role-based messaging.

Fewer medical errors
Coordinated effort minimizes errors, team informed at the 6-hour check-in.

Higher staff satisfaction
Improved communication with team and Pharmacy speed antibiotic drugs to patient.

Reduction in bed days
Early detection of sepsis prevents escalation and reduces length of stay.

Platform Components

Clinical Alerts & Nurse Call

Automated Care Team Assignment

Automated Persona Management

Task List

VoIP / Voice & Video

Patient Discharge

The night before, Resident sends internal teams a list of all patients expected to be discharged the next day

Next day, Patient presses nurse call button asking when he will be discharged

RN

Nurse receives Smart Card alert, informs patient that discharge will occur in the next couple of hours

Physician uses Aiva to initiate the Discharge process, alerts Discharge Team with action list

Upon completion of list, automated message is sent to Transport and EVS

PCP

Patient is transported and discharged. Discharge Summary sent to PCP

Patient Discharge

Better Outcomes Achieved with TigerConnect

Faster discharges & transfers
Share discharge and transfer details with the care team in real time.

Lower readmission rates
Patient, family, and PCP are clear on follow-up plan and appointment(s).

Higher patient satisfaction
Patients leave the hospital in a timely, organized way with clear instructions.

Care team collaboration
Better communication ensures discharge tasks are completed quickly.

Reduction in bed days
Faster discharges ensure fewer patients remain past the cutoff time.

Fewer medical errors
Task lists and team communication reduce risks of medication or other issue.

Platform Components

Shift-to-Shift Activity Handoff

Automated Care Team Assignment

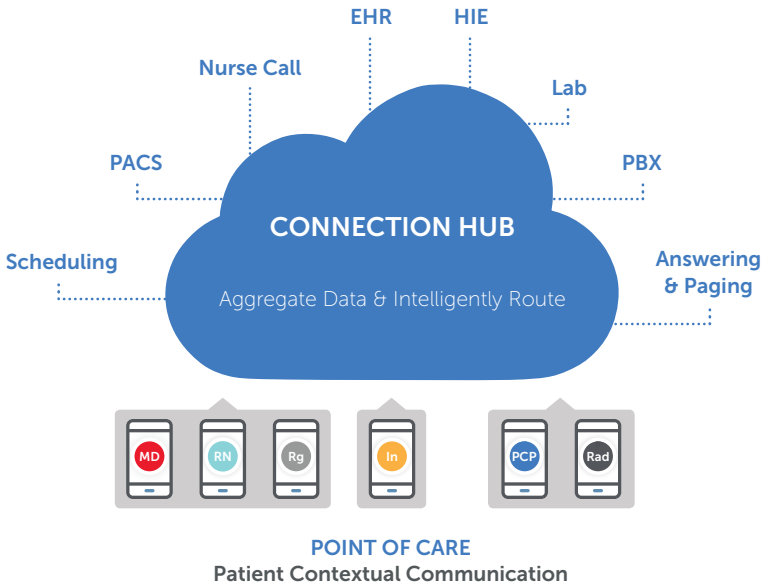Automated Persona Management

Task List

Patient Smart Cards

Escalation Rules

"TigerConnect is just the solution we needed to help us coordinate care in a seamless, effective manner and improve overall workflow, ultimately helping to enhance our patients' safety and satisfaction."

– Martin Fee, M.D., Chief Medical Information Officer at Hoag

EHR **HIE**

Nurse Call

Lab

PACS **PBX**

CONNECTION HUB

Scheduling **Answering & Paging**

Aggregate Data & Intelligently Route

MD RN Rg In PCP Rad

POINT OF CARE
Patient Contextual Communication

The Connection Hub is how TigerConnect makes information actionable at the point of care. It centralizes and intelligently routes patient data from hospital systems like the EHR or Nurse Call so patient contextual information is delivered to a clinician's smartphone in real time where it can be read, shared, and acted upon.

tigerconnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes.