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

Orthopedic Surgeon 1 does not respond within a set period

Message is escalated to Orthopedic Surgeon 2

ED Charge Nurse creates care team to admit Patient to Unit

Trauma Team stabilizes patient

Input into EHR triggers a smart card, notifying Trauma Team
**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
USE CASE & WORKFLOW

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
Better Outcomes Achieved with TigerConnect

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Description</th>
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<tr>
<td><strong>ED throughput</strong></td>
<td>Critical STEMI patients bypass the ED and experience faster door-to-balloon times.</td>
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<tr>
<td><strong>True resource optimization</strong></td>
<td>Connection Hub keeps Code Team in the loop at every phase from pre-door to balloon-up.</td>
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<td><strong>Better transitions of care</strong></td>
<td>Real-time updates speed Code Team coordination for safer, more expedient handoffs.</td>
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<td><strong>Care team collaboration</strong></td>
<td>Automated alerts and intelligent role-based message routing reduce steps for faster, more efficient outcomes.</td>
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<td><strong>Fewer medical errors</strong></td>
<td>Advanced preparation, better communication and more effective transfers of care reduce the risk of medical errors.</td>
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**Platform Components**

- Automated Persona Management
- Intelligent Shift-Based Routing
- Task List
- Connection Hub
- Clinical Alerts & Nurse Call Smart Card
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

ED Physician enters Stroke Code into EHR, activating Stroke Team

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
Better Outcomes Achieved with TigerConnect

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

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

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

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

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

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
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
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
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.

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

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

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

Patient is transported and discharged. Discharge Summary sent to PCP.
Faster discharges & transfers
Share discharge and transfer details with the care team in real time.

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

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

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

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

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

Better Outcomes Achieved with TigerConnect

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
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.
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.