

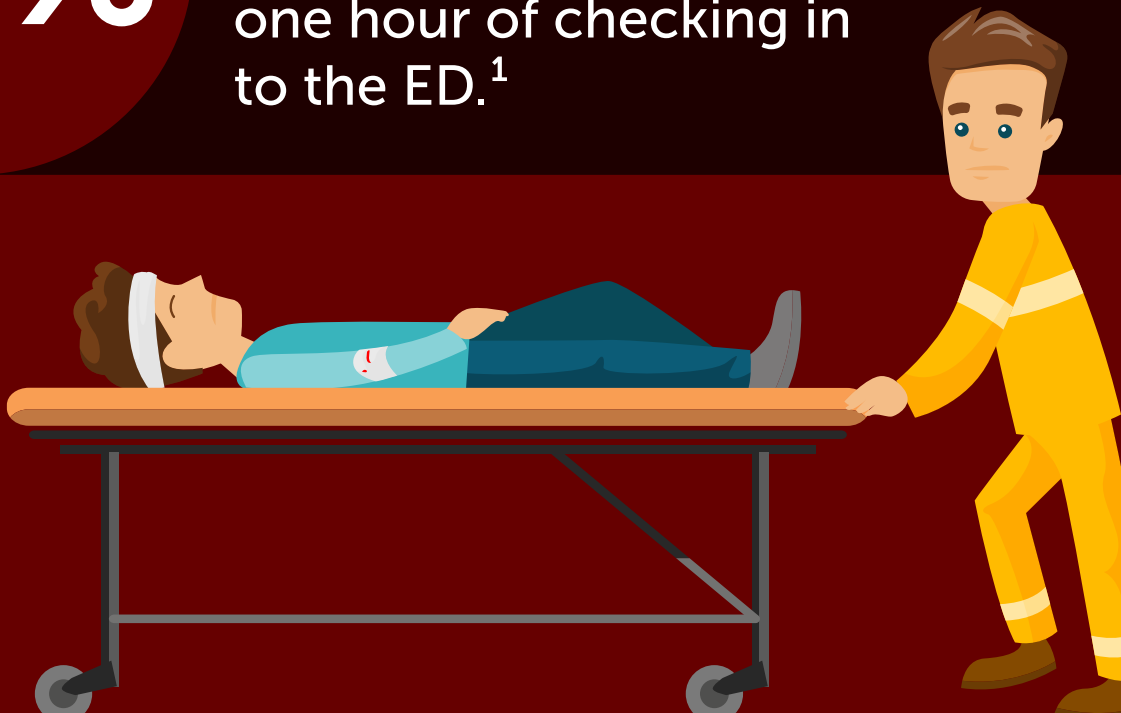


USE CASE & WORKFLOW EMS Transfer



33%

Percent of acutely ill emergency room patients who fail to be seen within one hour of checking in to the ED.¹



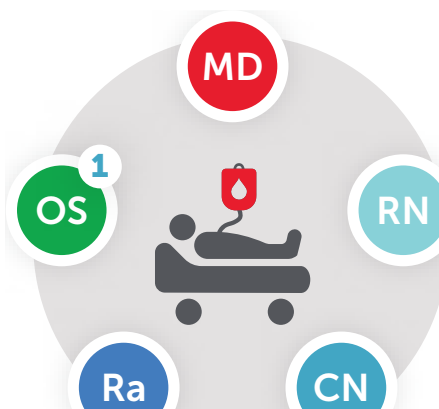
Nothing good comes from long ED wait times: Reduced quality of care, a higher risk of adverse events, and lower HCAHPS scores to name a few. Too often, these challenges can be solved with better healthcare communication and coordination among the care teams. In this scenario, we show how a patient injured in a motor vehicle accident can receive faster treatment using TigerConnect.



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.



Input into EHR integration triggers a smart card, notifying Trauma Team.



Orthopedic Surgeon 1 does not respond within a set period.



Patient is transported to the OR for surgery.



Message is escalated to Orthopedic Surgeon 2.

¹ NCBI (2010) – United States emergency department performance on wait time and length of visit; Authors: Leora I. Horwitz, MD, MHS,*† Jeremy Green,‡ and Elizabeth H. Bradley, PhD

Better Outcomes Achieved with TigerConnect

- + **True resource optimization**
 Connection Hub adds functionality to EHR by preparing teams for incoming patients.
- + **Higher patient satisfaction**
 Hospital achieves shorter ED wait times, high quality care, and higher HCAHPS scores.
- + **Better transitions of care**
 Admission and transfer details are shared with the care team in real time.
- + **ED throughput**
 Seriously ill or injured patients see reduced ED wait times and faster case processing.
- + **Care team collaboration**
 Team achieves coordinated care delivery through EHR access & role-based messaging.
- + **Fewer medical errors**
 Advanced preparation and more effective transfers of care reduce the risk of medical errors.

Roles

- MD Medical Doctor
- Ra Respiratory Therapist
- CN Charge Nurse
- OS Orthopedic Surgeon
- RN Registered Nurse