

## Inova Fairfax Hospital Expedites Case Management and Crisis Communication with TigerConnect



Saved Case Managers Crucial Hours During Lockdown Crisis



Enabled Staff to Relay Real-Time Updates to Off-Shift Colleagues



Significantly Expedited Staff Communication & Coordination

### About the Organization

Inova Fairfax Hospital is an 833-bed tertiary care hospital in Northern Virginia and the flagship hospital of Inova Health System, a not-for-profit healthcare system. It houses Northern Virginia's only Level 1 Trauma Center for treating the most critically injured patients and is the nation's fifth busiest obstetrics program. It is also one of only six community hospitals in the nation offering the full spectrum of organ transplantation.

### Organization Quick Facts

- Fairfax Hospital is one of the largest employers in Fairfax County, Virginia.
- It is also a satellite clinical campus for students from Virginia Commonwealth University's School of Medicine and hosts residents from universities including the University of Virginia, Georgetown University and George Washington University.
- Inova Fairfax Hospital has been recognized as one of the best hospitals in the nation by HealthGrades and the U.S. News and World Report.

### Crisis Overview

In the early morning hours on March 21st, 2015, an accused convict, Wossen Assaye, was being treated at Inova Fairfax Hospital for an injury. Two private security guards were watching the patient when he managed to grab the gun of one of the guards. A shot went off in the struggle, and the convict was able to escape the hospital. According to law enforcement officials, he was seen chasing people through the halls, gun in hand, wearing only a hospital gown.

Inova Fairfax Hospital immediately went on lockdown. No staff was able to leave or enter the hospital until further word. Administrators at the hospital emailed staff an update alerting them of the emergency lockdown and warned the oncoming shift to remain at home. With hundreds of employees though, many of which were off-shift and still sleeping at home, Inova needed a fast and secure way to relay these critical updates.

### Call To Action

Joy Galberth, Inova Fairfax's Case Management Director, was on-shift during the incident and wanted to send updates to her off-shift case managers as soon as possible, but she knew they wouldn't be checking their work emails at 3:00am. She quickly opened the TigerConnect app and created a distribution group that included all Inova Fairfax Hospital case managers.

Within a matter of minutes, she texted the information sent in the hospital's email updates to her staff and fellow colleagues. She not only provided them with real-time updates on the lockdown situation, but also warned them to stay home and off hospital grounds, ensuring their safety.



*The hospital was emailing us updates about the escaped and armed patient, but most of us were off-shift at the time. I knew no one would be checking emails that early in the morning! I was one of the individuals on-shift during the lockdown though, and wanted to get the updates out to my staff immediately, before they arrived to work. This is where TigerConnect came to the rescue. I was able to set up a distribution group, and within a matter of minutes, I was able to relay real-time updates on the situation to my case managers and fellow colleagues.*



*- Joy M. Galberth, Sr. Director, Case Management at Inova Fairfax Medical Campus*

## Results

Using TigerConnect to communicate during the lockdown crisis immensely helped Inova Fairfax's staff get updates in real-time and eradicate any communication delays. The ability to set up a distribution group within a matter of minutes helped ensure staff would get critical information in a timely manner. Using TigerConnect to communicate during the lockdown, Inova Fairfax Hospital was able to:



### Save Crucial Hours

Instead of relying on her staff to open and read their emails which could've taken hours, Joy, Inova Fairfax's Senior Director of Case Management, was able to immediately send out a secure text to all case managers' personal cellphones, ensuring they'd receive the message, even if they were not on shift. By enabling instant information exchange, TigerConnect saved staff precious time.



### Relay Real-Time Updates to Off-Shift Colleagues

Using TigerConnect's distribution groups feature, Joy was able to quickly create a group from Inova Fairfax's directory and then send texts to the entire group in a single conversation thread.



### Significantly Expedite Staff Communication & Coordination

By using TigerConnect, Joy was able to alert her fellow case managers – before they arrived to work – that the hospital was closed and on lockdown. In doing so, she not only was able to ensure the safety of her colleagues, but also provide a platform for them to communicate updates about the crisis.

## Conclusion

During Inova Fairfax Hospital's emergency lockdown, TigerConnect helped facilitate fast and critical information exchange. In crisis situations such as the one outlined above, it is pertinent that staff is able to reach one another, even when they are off the clock. TigerConnect not only saved Inova Fairfax crucial time, but also provided staff with a fast and secure way to communicate about the entire situation. As far as the escaped patient, he was eventually captured in Washington, D.C., after a massive pursuit. He was taken into custody approximately eight hours after escaping.

## About 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. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerConnect 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 client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.

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