Radically Better Clinical Communications

8 high-impact use cases for accelerating workflows and care collaboration across your health system

A Radical Approach to Healthcare's Biggest Communication Challenges

At TigerConnect, we know many of healthcare's biggest challenges can be improved or solved through better communication because we see it every day.

It's the pregnant mother and child saved because the right team was rapidly assembled or the medication mix-up that was avoided with a single text message. It's subtle impacts, too, like a more caring staff, less data entry, and patients that brag about their hospital experience.

Better communication and access to information. It's a common sense approach that is surprisingly absent in healthcare today. In fact, you might even say it's radically uncommon. With your help, we can change that.

"The single most powerful electronic tool we use for the care of our patients is TigerConnect."

Savas Petrides, MD, CEO
Innovation Care Partners, LLC
A Top 3 ACO in the U.S.

This pocket guide covers eight clinical use cases to spark your imagination and to show the value and versatility of the TigerConnect platform in streamlining collaboration inside the hospital and across the entire health system.

ED Transport

Heart Code

Stroke

Sepsis

**Patient Discharge**

Skilled Nursing

Transitions of Care

Home Health / Behavioral

Brilliantly simple.
Infinitely connected.
Absolutely reliable.

With TigerConnect, it's all there — simplicity, connection, and the industry's most reliable, collaborative, clinical communications platform all rolled up into a single solution that brings your entire health system together.
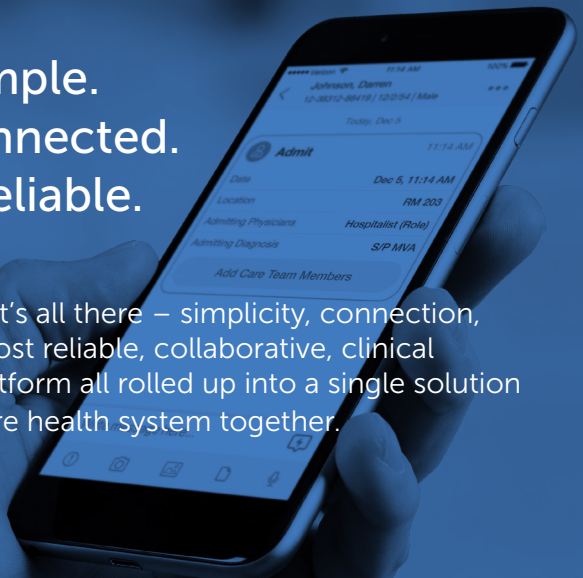
Platform & Components

Workflow Optimization

Dynamic Care Team Assignment
Lets users add new members to a patient's care team on-the-fly as situations change.

Automated Care Team Assignment
Automatically assigns and notifies care teams using EHR-configured settings.

Dynamic Calendar
Admin-controlled capability allows for auto-assigned roles from one or more scheduling sources.

Escalated Messaging
Re-routes messages sent to non-responsive team members after a set period based on role and schedule.

Intelligent Shift-Based Routing
Leverages scheduling data to ensure messages reach the right role owner.

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

Shift-to-Shift Activity Handoff
Automatically transfers earlier messages to the next role owner's inbox.

Active On-Duty Dashboard
Provides a real-time view of active and vacant roles up to four weeks out.

Intelligent Alerting

Patient-Centered Conversations
Conduct conversations about a patient right from the patient's profile in the app.

Nurse Call
Sends automated, real-time alerts from nurse call and telemetry systems.

Labs & Radiology
Intelligently routes lab and X-ray/MRI/CT results to the appropriate clinician with in-app viewing and markup.

EHR • ADT
Routes specific types of EHR notifications in real time to the appropriate user's device.

Unified Communication

VoIP Voice & Video
Lets users place voice and video calls directly from the app or tie into PBX systems.

PBX Integration
Uses SIP protocols to forward calls from a landline phone or nurse call system.

Direct Calling (Cellular)
Carrier-based calls that use a device's native dialer and are initiated from a conversation screen, profile, or inbox.

PSTN Calling
Supports VoIP calls directly to a landline phone such as nurse stations, lab or a patient's home phone.

Patient Communication

Post-Episodic Follow-Up
Message patients after an acute care episode (e.g. surgery) to help avoid readmission.

Family Communication
Communicate with a patient's family while patient is under care (e.g. surgery).

Virtual Rounding
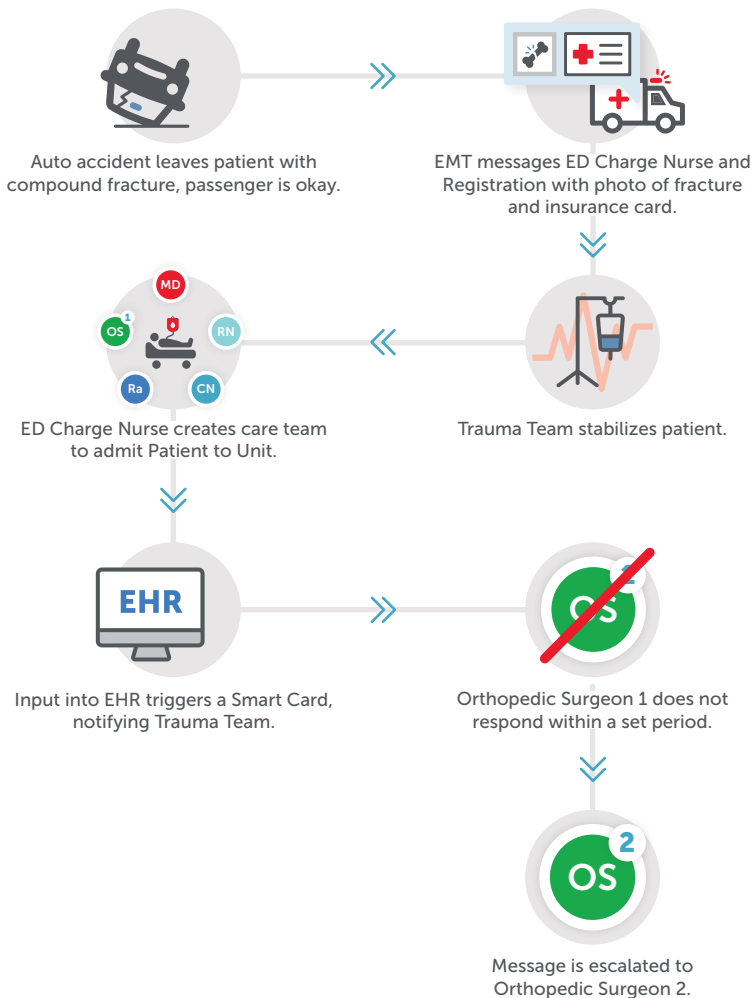Allows physicians to conduct video-based rounding from a desktop or mobile phone.

Virtual Care
Communicate with rural, chronically ill patients who need constant care.

ED Transport

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 the 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

Patients experience shorter ED wait times, better quality care, and higher HCAHPS scores.

Care team collaboration

Coordinated care delivery occurs 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.

TigerConnect components for this use case include:

Automated Persona Management

Identifies on-duty staff by auto-assigned role, driven by the scheduling system.

Automated Care Team Assignment

Automatically assigns and notifies care teams using EHR-configured settings.

Dynamic Care Team Assignment

Lets users add new members to a patient's care team on the fly as situations change.

Escalated Messaging

Re-routes messages sent to non-responsive team members after a set period based on role and schedule.

Intelligent Shift-Based Routing

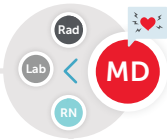Leverages scheduling data to ensure messages reach the right role owner.
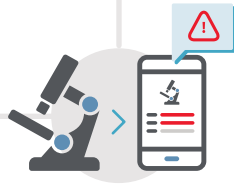
Heart Code

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.

TigerConnect components for this use case include:

Automated Persona Management

Identifies on-duty staff by auto-assigned role, driven by the scheduling system.

Nurse Call

Sends automated, real-time alerts from nurse call and telemetry systems.

Intelligent Shift-Based Routing

Leverages scheduling data to ensure messages reach the right role owner.

Stroke

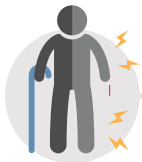Patient at home starts slurring his speech, loses mobility in right arm and leg, calls 911.

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

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.

TigerConnect components for this use case include:

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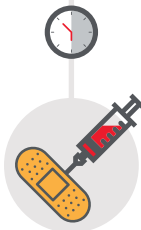
Sepsis Alert

Patient doesn't feel well and presses nurse call button to alert Nurse.

Nurse responds, suspects sepsis, sends broadcast message to Sepsis Response Team.

Intensivist is non-responsive, Charge Nurse places a VoIP call to reach him.

Sepsis Response Team is assembled and each member is automatically assigned a task list.

Six hours after treatment, alert notifies 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 achieved 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.

TigerConnect components for this use case include:

Nurse Call
Sends automated, real-time alerts from nurse call and telemetry systems.

Automated Care Team Assignment
Automatically assigns and notifies care teams using EHR-configured settings.

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

VoIP Voice & Video
Lets users place voice and video calls directly from the app or tie into PBX systems.

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.

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.

Patient is transported and discharged. Discharge Summary sent to Primary Care Physician (PCP).

Patient Discharge

Better Outcomes Achieved with TigerConnect

Faster discharges & transfers

Care Team shares discharge and transfer details in real time.

Lower readmission rates

Patient, family, and Primary Care Physician (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 error or other issue.

TigerConnect components for this use case include:

Nurse Call

Sends automated, real-time alerts from nurse call and telemetry systems.

Automated Care Team Assignment

EHR-configured setting assigns and notifies care teams automatically.

Automated Persona Management

Identifies on-duty staff by auto-assigned role, driven by the scheduling system.

Escalated Messaging

Re-routes messages sent to non-responsive team members after a set period based on role and schedule.

Home Health / Behavioral

Home Health Nurse completes intake assessment – PHQ-2 Score of 4 – documents in EHR.
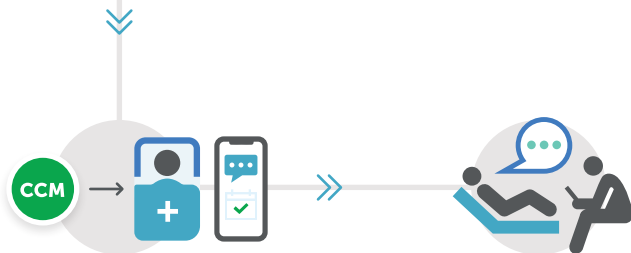
Per the alert, Chronic Care Manager (CCM) completes PHQ-9 – Score: 16

Notifies Home Health Nurse and Primary Care Physician (PCP).

Chronic Care Manager then calls the Psychiatrist's office staff to schedule patient's appointment.

PCP places psychiatric consult via the EHR and uses VoIP to call the Psychiatrist On-Call for consult.

Patient is notified by Chronic Care Manager of time for Psychiatrist appointment.

Patient sees Psychiatrist and receives appropriate care for situational depresssion.

Home Health / Behavioral

Better Outcomes Achieved with TigerConnect

True resource optimization
Manage physiologic and psychologic patient concerns proactively.

Care team collaboration
Speed critical information to the right care providers in real time across the health system.

Higher patient satisfaction
Give patients the care they need where they are most comfortable.

Fewer medical errors
Clearly communicate among the care team to reduce the risk of missing critical data.

TigerConnect components for this use case include:

EHR • ADT
Routes specific types of EHR notifications in real time to the appropriate user's device.

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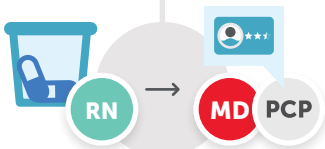
Skilled Nursing Consult

Skilled Nursing Facility (SNF) Nurse receives a critical lab result noting a decline in patient's status and instantly alerts Medical Director On-Call.

After discussion, Medical Director calls the Consulting Physician with patient information.

SNF Nurse and SNF Pharmacist On-Duty receive notification that an order has been placed.

Medical Director submits medication order in EHR.

Nurse administers appropriate medication and sends patient progress update to Consulting Physician and Medical Director.

Skilled Nursing Consult

Better Outcomes Achieved with TigerConnect

Faster discharges & transfers
Share discharge and transfer details between facilities in real time.

Care team collaboration
Better communication ensures discharge tasks are completed quickly and without error.

Higher patient satisfaction
Early detection and team intervention prevent a trip back to the hospital.

Fewer medical errors
Clear communication among the care team reduces the risk of medication errors.

TigerConnect components for this use case include:

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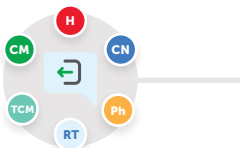
Care Transitions

Patient is admitted to the hospital – scores high for risk of readmission.

H **CN** **CM**

Patient Care Team – Hospitalist, Charge Nurse, Inpatient Case Manager – receives admission notification per criteria.

CM **H** **CN** **TCM** **Ph** **RT**

An order is sent to the entire care team to complete a timely discharge.

H **CN** **CM** **TCM**

Inpatient CM adds Transitional Care Manager (TCM) to the care team to ensure a smooth transition once discharged.

TCM **PCP**

Patient is discharged, summary is sent to Primary Care Physician (PCP) and TCM.

TCM ensures patient receives the right care within the appropriate time frame.

Care Transitions

Better Outcomes Achieved with TigerConnect

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Automated Care Team Assignment

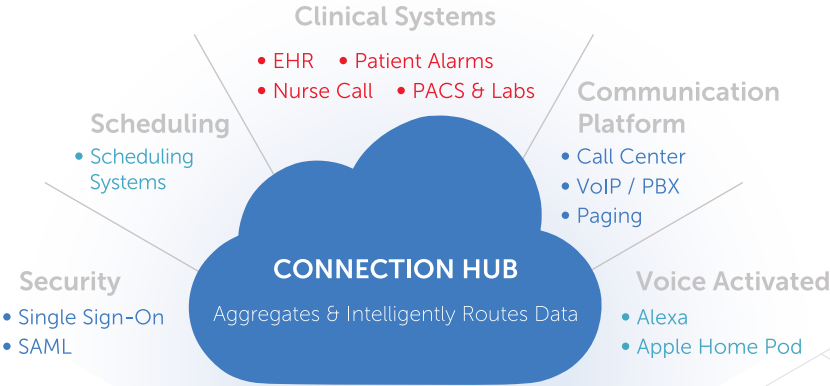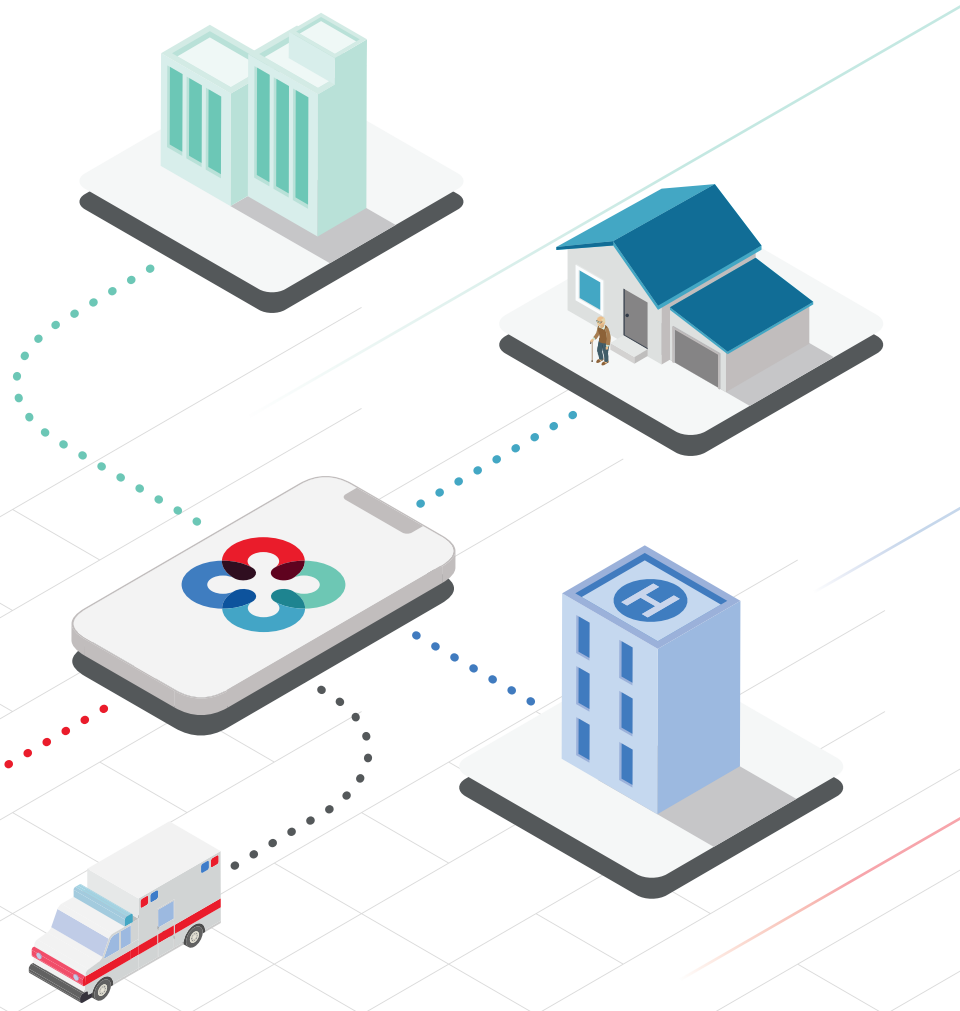EHR-configured setting assigns and notifies care teams automatically.

Automated Persona Management

Identifies on-duty staff by auto-assigned role, driven by the scheduling system.

EHR • ADT

Routes specific types of EHR notifications in real time to the appropriate user's device.

The Connection Hub ensures the right information from the right systems reaches the right people the moment it becomes available.

Clinical Systems
- EHR   • Patient Alarms
- Nurse Call   • PACS & Labs

Scheduling
- Scheduling Systems

Communication Platform
- Call Center
- VoIP / PBX
- Paging

Security
- Single Sign-On
- SAML

Voice Activated
- Alexa
- Apple Home Pod

CONNECTION HUB
Aggregates & Intelligently Routes Data

Connect the Entire Health System

One communication platform for everyone on the care team including doctors, nurses, and patients – connecting beyond the four walls of the hospital.

tigerconnect