tigerconnect

Westchester Medical Center Health Network **+** TigerConnect

Westchester Medical Center Health Network significantly reduced the transfer time between its emergency department and its 10 hospitals by eliminating the call center intermediary and allowing providers to directly share patient information on a secure, HIPAA-compliant mobile clinical communication platform.

WMC Health | **Westchester Medical Center**
Westchester Medical Center Health Network

| 13.3 minute average reduction in transport time between facilities | 72 % of hospitals decreased transport time by at least 11 minutes | 34 minutes was the maximum time savings experienced at one hospital | Improved patient satisfaction due to faster response times | Improved provider satisfaction thanks to direct care team communication |

"TigerConnect mimics the existing workflow of a hospital. We strongly feel that we're not inventing anything new. You never want your technology to invent a new process. You want your technology to make your process work better, which TigerConnect does."

--Jonathan Berkowitz, M.D., Medical Director, Interfacility Transfer, Regional Emergency Services, and Disaster Medicine

Challenge

Westchester Medical Center Health Network (WMCHealth) is a 1,700-bed healthcare system headquartered in Valhalla, New York, with 10 hospitals, including a level 1, level 2, and pediatric trauma center, on eight campuses across 6,200 square miles. WMCHealth needs to transfer patients from its emergency department to another facility about 10,000 times a year. Historically, transfers would require attending emergency physicians to leave a message with an internal call center that would notify physicians at other facilities via their pagers requesting a return call. This inefficient process led to care delays that dissatisfied physicians and patients, especially in emergency situations when every minute is critical. Likewise, reaching on-call specialists was also a challenge because the emergency physician would often not know the name of the colleague who was working during a particular shift. This led to more time on the phone, or "handle" time, which frustrated physicians and led to additional delays affecting care and transfers.

Solution

WMCHealth had been utilizing TigerConnect, a secure, HIPAA-compliant mobile clinical communication solution, at select hospitals for care team collaboration for several months. With the addition of the TigerConnect's Automated Roles capability, which allows providers to contact on-call colleagues simply by their clinical role, without needing to know their name or phone number, enterprise-wide implementation was expanded. With these new capabilities and broader deployment, transfers between facilities could be conducted without involving the call center. Physicians and nurses across facilities using their own smartphone, a desktop computer or a hospital-owned mobile device, could use group messaging to directly collaborate on the transfer, securely exchanging important patient information to ensure all providers were updated and prepared. Automated Persona Management also allowed for more efficient communication regarding non-urgent patient care discussions. Physicians could simply look up the specialist on-call by their discipline to discuss care plans, sending data, images and other information. Thanks to TigerConnect's message confirmation notifications, the sender can see on their device when messages are received and read.

Results

Since January 2017, WMCHealth has already experienced significant delay reductions in transfers between the emergency department and hospitals. An average of 13.3 minutes has been saved on transports between facilities, with 72% of hospitals improving by at least 11 minutes. The maximum average time reduction at one hospital was 34 minutes. Combined, that time savings translates to improved productivity and labor cost reductions by eliminating physician and other clinicians waiting for orders, information or patients. Most importantly, that time savings means life-saving interventions can be performed sooner, while patients and their families feel more satisfied with the promptness of their care. WMCHealth has expanded implementation to radiology with plans for laboratory and specialty practices as well. WMCHealth has also integrated with its Amion provider scheduling platform, automating shift assignments.

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. Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% uptime and processes over 10 million messages each day. Its category-leading product innovations and advanced integrations with critical hospital systems deliver high value for hospitals and large health systems by streamlining communication workflows to achieve the highest possible ROI.

Website
www.tigerconnect.com

Sales & Product Demos
1-800-572-0470

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