

# Creating a Connected Care Network

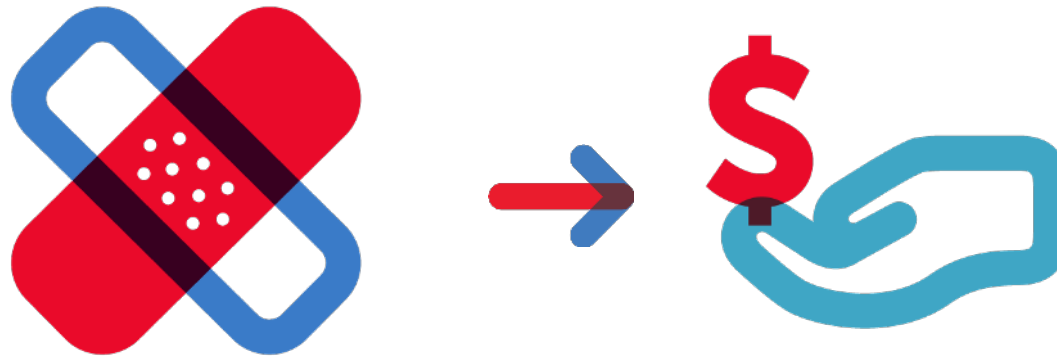
---

Brad Brooks, Co-founder & CEO

TigerConnect East Coast User Group Meeting  
Philadelphia, PA, October 15, 2019

# Good Ol' Days

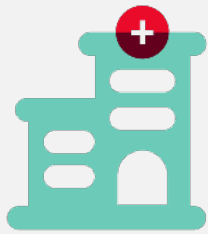
Fee-for-Service ruled...



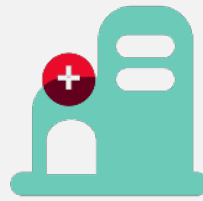
...and life was manageable



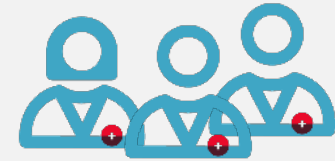
# But Healthcare Has Complexified



Skilled Nursing



Outpatient Clinics



ACOs



Urgent Care

Lab Techs    Cardio  
Meal Services    **Med Surg**    Oncologists  
PICU    NICU    Hospitalists  
Stroke Team    Radiology    Pharmacists  
Transport    **Case Managers**    Nurses  
Phlebotomists    Unit Clerks  
Residents  
EMS

Acute Care



Home Care



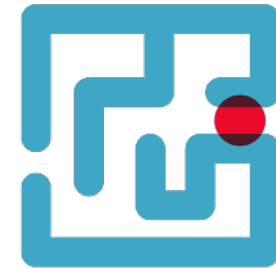
# Challenges



Margin compression



Value-based care

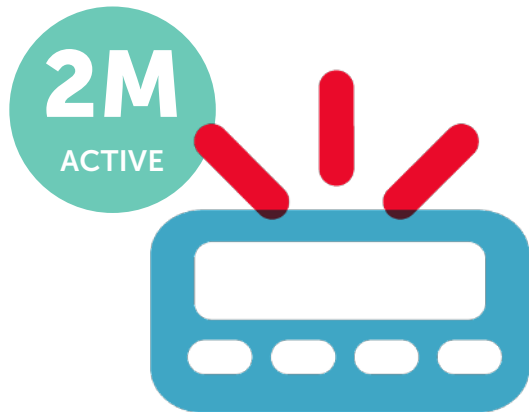


Maintain quality in  
this complex  
environment



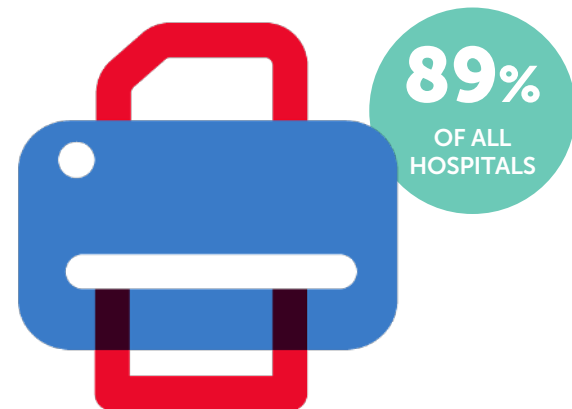
# Yet Communication Hasn't Kept Up

The last great innovations?



## Pagers

Invented 1921. First used in 1949 at  
New York Jewish Hospital.



## Fax Machines

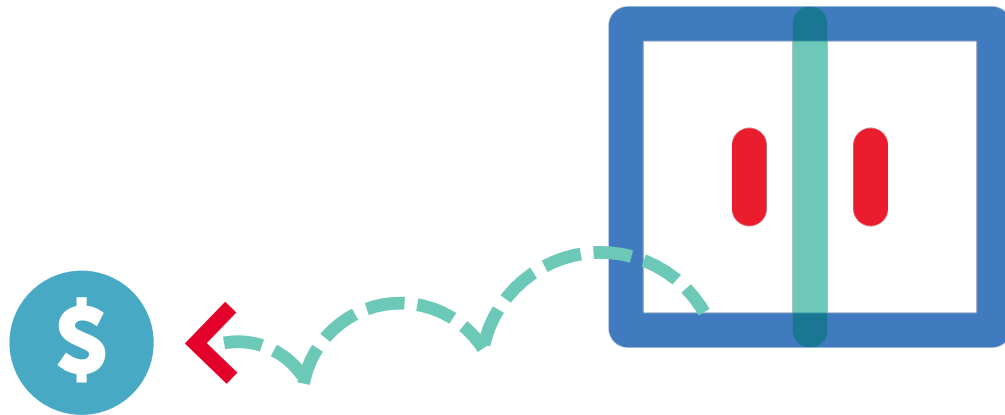
Invented 1846. Commercially  
adopted in 1964.



# As Competition Has Intensified



# And Complexifiers Have Multiplied



ED leakage



## And Complexifiers Have Multiplied



Physician networks in/outside the hospital





# And Complexifiers Have Multiplied






Plus, a big push into home health



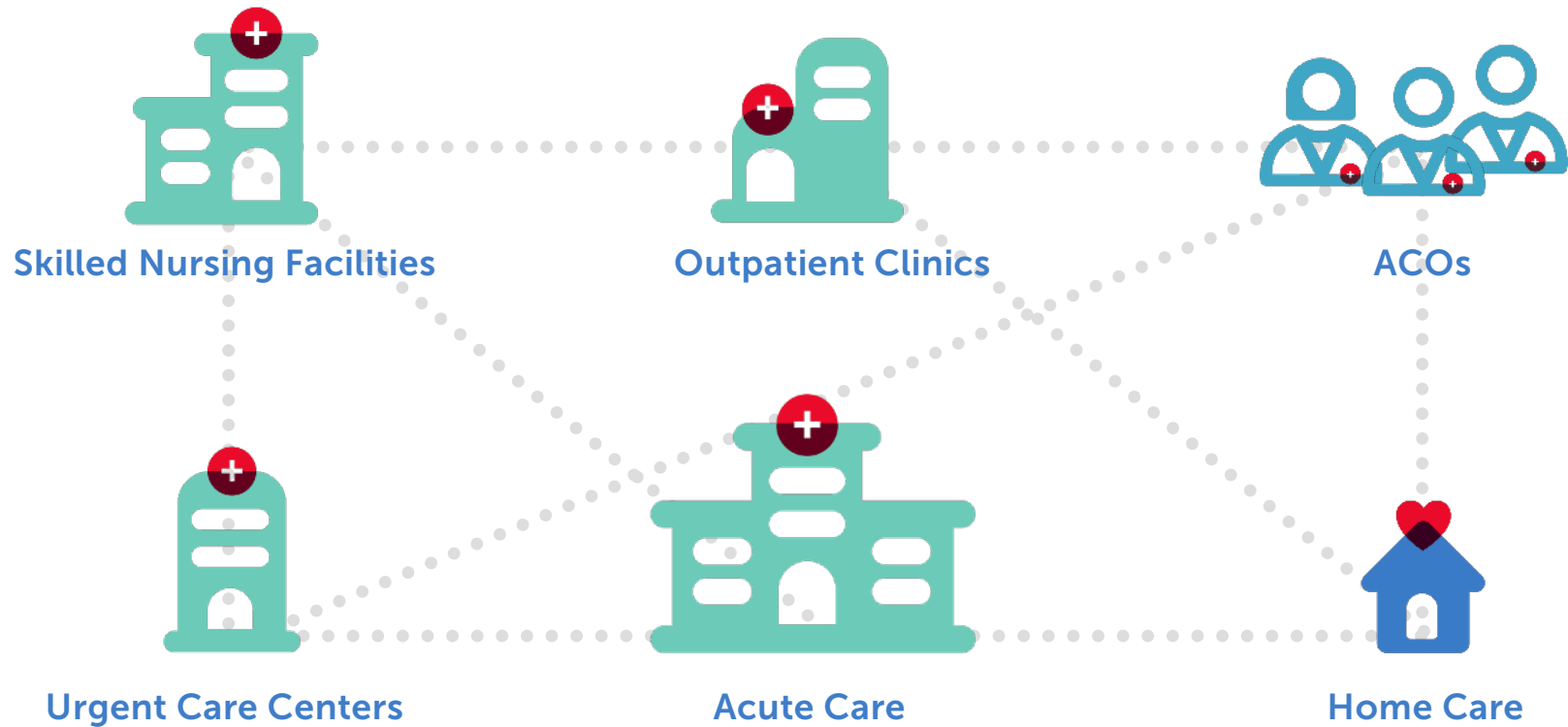
# Reliance On Antiquated Communication

leads to...

-  Lower throughput
-  Higher readmissions
-  More medical errors



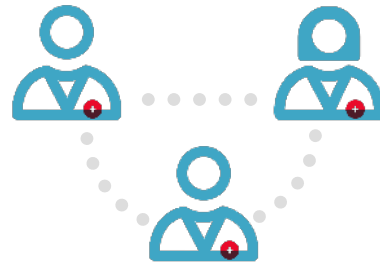
# A True Health Communication Network Solves This



# Making It Easier to Reach People



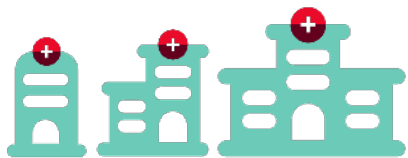
1-to-1



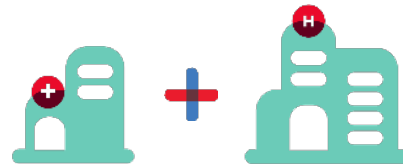
In Groups



Asynchronous-  
to- Synchronous



Across a Health System



Non-Owned Affiliates

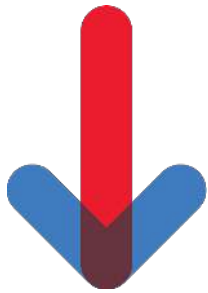


Patients • Families



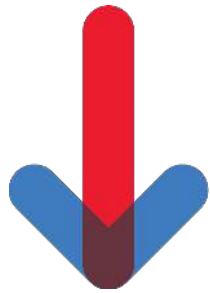
# Creating a **Connected Care Network** Unlocks **Massive Downstream Benefits**





**LOWER ED wait times**

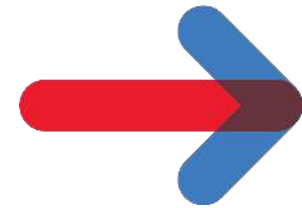




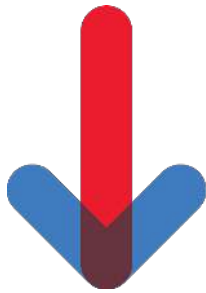
**SHORTER** Admit times



# STREAMLINED Discharge







**REDUCED** Readmission rates







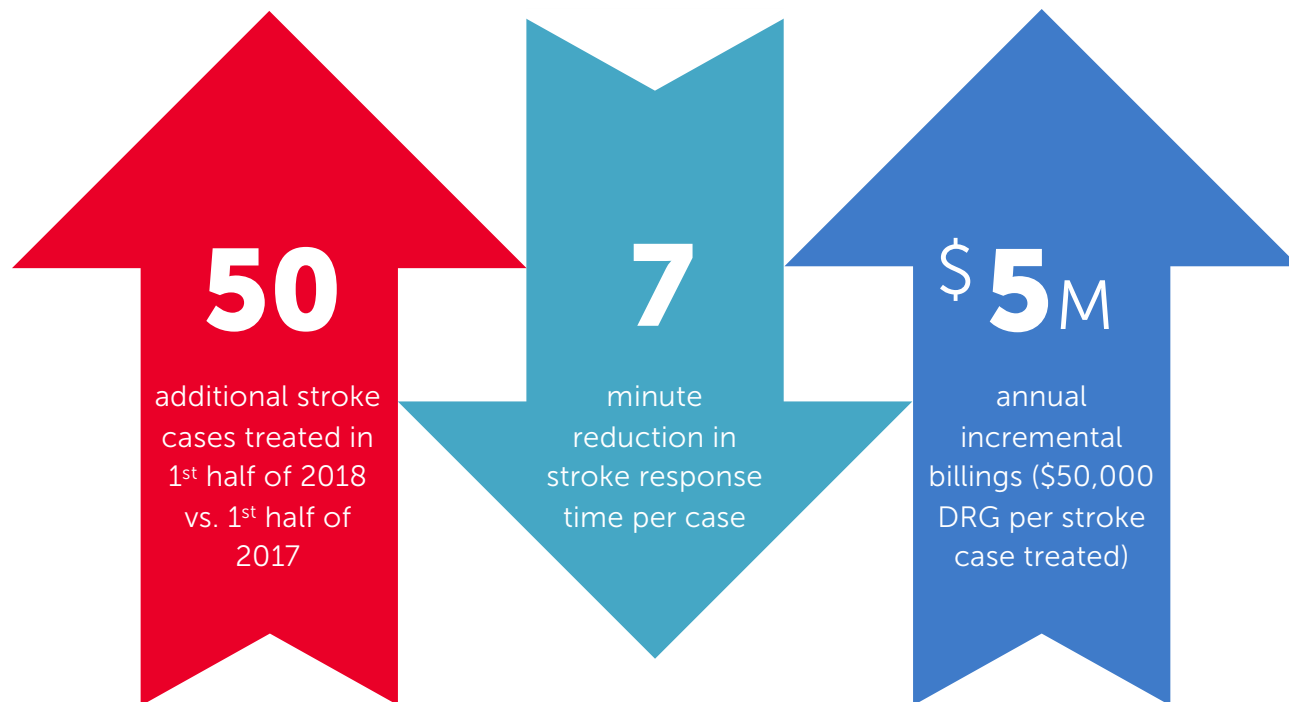
HAPPIER Patients



Case Study

# Westchester Medical Center

Westchester Medical Center Health Network significantly streamlined their stroke team readiness and capacity management to substantially increase case workload.



“TigerConnect mimics the existing workflow of a hospital. The minutes that we can shave off of a particular process are really important to the patient. They’re also important to the bottom line”

— JONATHAN BERKOWITZ, MD MEDICAL DIRECTOR, INTERFACILITY TRANSFER





# Q&A

