Breaking it down: Connected Care Strategy

A Workshop to Facilitate Communication Across the Enterprise

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Today's **Speaker**

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3 Steps to a Connected Care Strategy

1 Define & align with your organization's top priorities and target outcomes

2 Understand current methods for information sharing and communication challenges

3 Identify how communication workflows can be improved with modern technology

Step 1

Define & align
with your
**organization's
top priorities**

2020 Top Priorities for Health System Executives

Define your organization's top priorities and target outcomes.

Patient Experience

- Consumers demand better access, service, transparency & efficiency
- Care delivery models must evolve to meet changing patient expectations.

Data & Analytics

- Data continues to accumulate in silos and prevents proactive insights
- Difficult to access data to improve care for individual patients and entire populations

Operational Efficiency

- Systems face limited time and resources to optimize and streamline operations
- Physician burnout and patient frustrations is driving a shift in priorities

How might communication drive improvement?

Why focus on improving communication?

When communication is an afterthought...

MEDICAL ERRORS

CLINICIAN TOIL

DISPARATE INFORMATION

POOR CARE COORDINATION

Communication:

The Cornerstone of Healthcare

Health systems seeking to improve the safety, quality, and patient-centeredness of their care must break down barriers to effective communication.

Communication: A Critical Healthcare Competency, PSQH – Nov 2017

Questions to Consider

1 What are your organization's strategic priorities for 2020?
- → How do they differ from the ones discussed? Are your department's priorities aligned? (e.g. patient experience, data analytics, operational efficiency, EHR value creation, population health, telehealth)
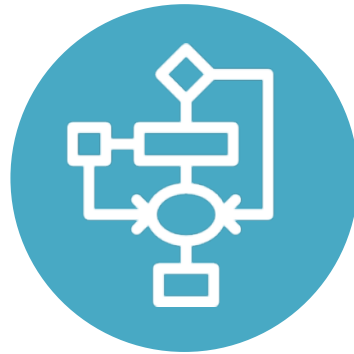
2 How is your organization tackling these priorities?
- → What projects, or process improvements is your organization putting in place to tackle these priorities?
- → What are you working on to drive improvement?

Step 2

Understand Flow of Information **&** **Communication** **Challenges**

What communication
challenges are you facing?
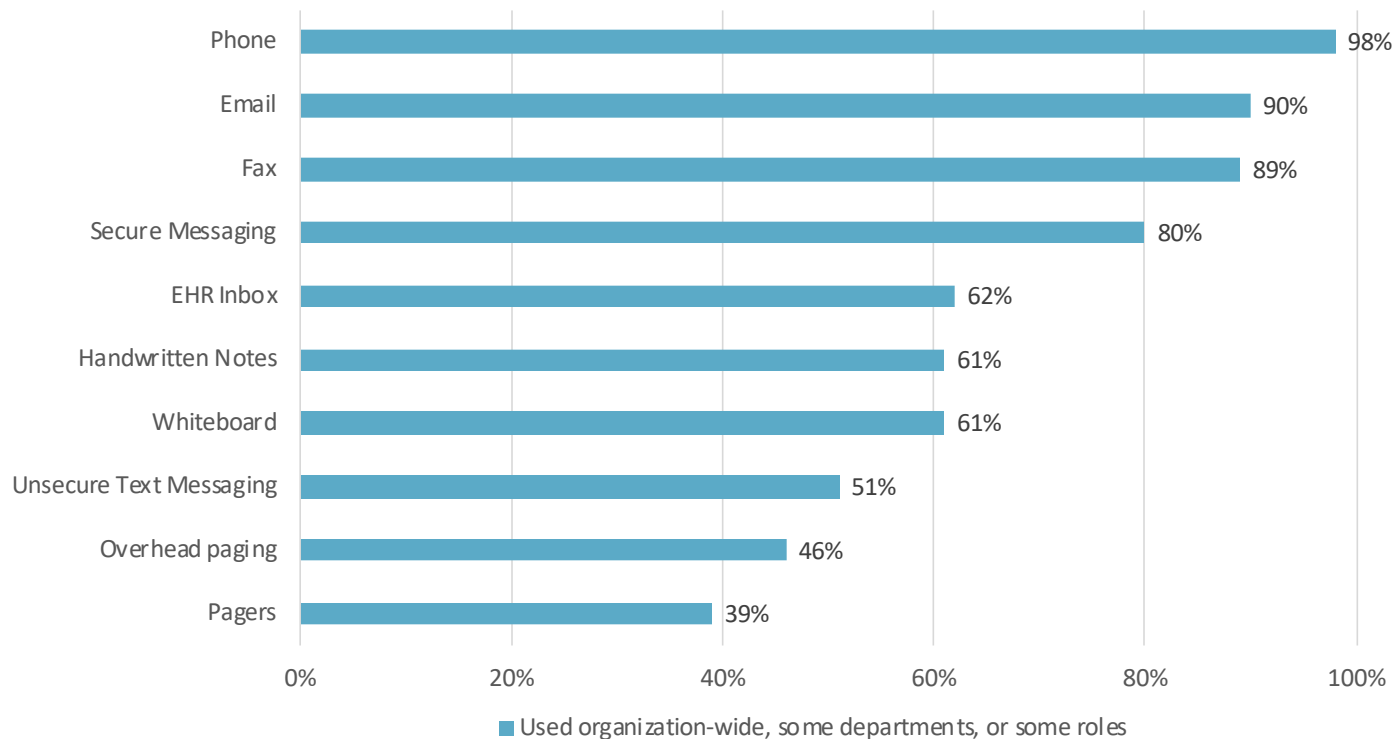
⚠ Information lives in silos

⚠ Frequent one to one conversations

⚠ Often have to play "game of telephone"

⚠ Difficult to reach physicians / specialists / affiliates

⚠ Patient info / data is hard to access, not readily available at point of care

⚠ Delays in communication/access to information leads to bottlenecks in process

⚠ Too many devices/methods of communication

What tools are
you using to share information?

Methods of Communication in Healthcare

Method	Percentage
Phone	98%
Email	90%
Fax	89%
Secure Messaging	80%
EHR Inbox	62%
Handwritten Notes	61%
Whiteboard	61%
Unsecure Text Messaging	51%
Overhead paging	46%
Pagers	39%

0%   20%   40%   60%   80%   100%

■ Used organization-wide, some departments, or some roles

Reliance on Old Technology
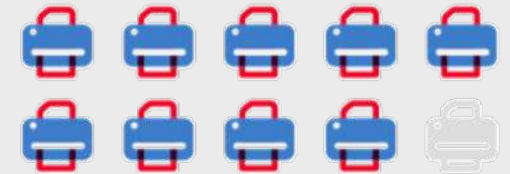
89% of healthcare Organizations are still using fax machines.

39% use pagers.

TigerConnect: The State of Healthcare Communication – A survey of healthcare leaders and patients

Questions to Consider

1 **Consider one project/focus area. What are the communication challenges you face?**

→ Are there bottlenecks in communication?

→ Is it difficult to reach the right people? Mobilize a team?

→ Is it a challenge to know who is on duty / on call?

→ Is it difficult to get access to specific information out of systems?

2 **What tools are you using today to manage this communication?**

→ What communication solutions are you using to solve this problem today? (fax / pagers / whiteboards / handwritten notes / landlines & voicemails / overhead paging / unsecure mobile phones)

Step 3

Identify Improvements

How might TigerConnect alleviate these challenges?

AUTOMATED ALERTS

INTEGRATIONS

ROLE-BASED MESSAGING

ESCALATION RULES

AUTOMATED ASSIGNMENT

GROUP MESSAGING

DYNAMIC CALENDAR

Top Communication Challenges

⚠ Information in silos

⚠ 1-to-1 conversations

⚠ Phone tag game

⚠ Difficult to reach care team

⚠ Patient info / data not accessible

⚠ Communication delays / bottlenecks

⚠ Fragmented device usage

Where do you go from here...

1

Evaluate where you are today.

→ Is use of TigerConnect happening in silos? Is their stronger adoption in some groups/departments but not all?

→ Have you implemented role-based scheduling?

→ Have you considered advanced integrations – EHR, Labs, Nurse Call, SSO, etc.

→ Do you have multiple facilities on TigerConnect?

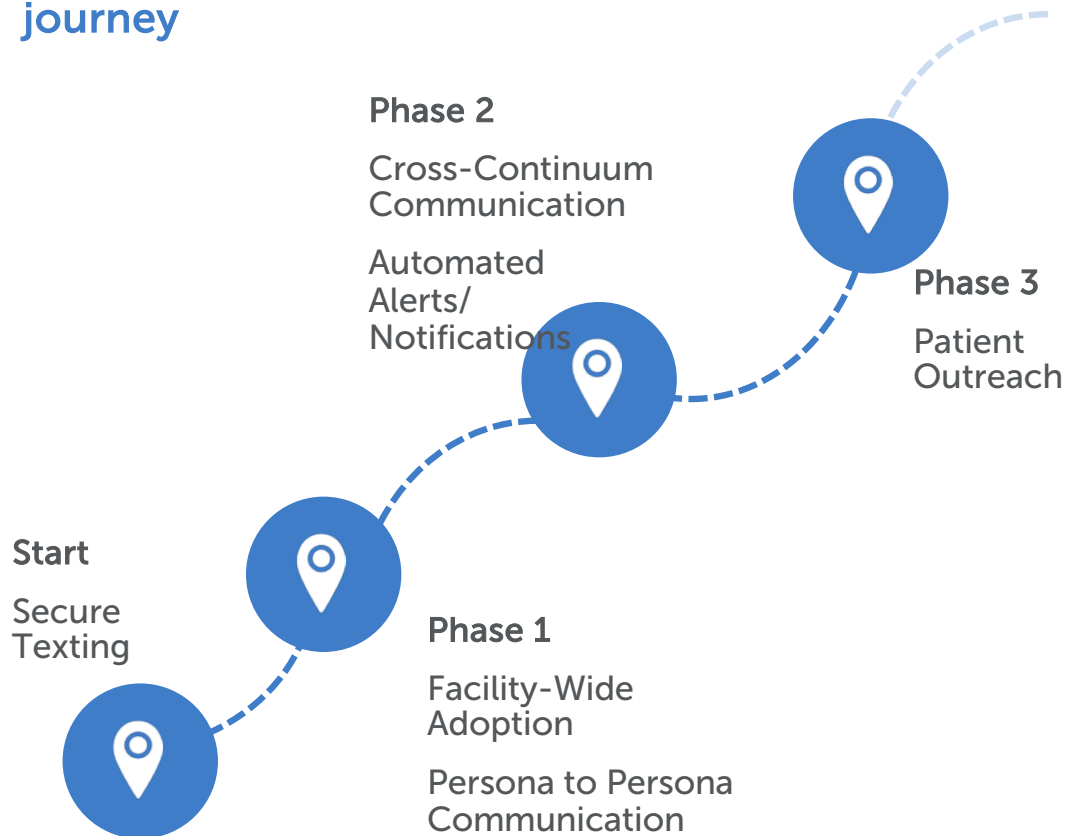→ Have you considered how patients fit into the communication flow?

2

Map your priorities.

→ What are the highest priority groups / departments / facilities you need on board?

→ On which communication workflows can secure messaging have the biggest impact ?

→ What are the bottlenecks to achieving your priorities?

→ How do these improved workflows impact your measurement strategy?

Your Connected Care Strategy

TigerConnect is here to support you throughout the journey

Phase 2

Cross-Continuum Communication

Automated Alerts/ Notifications

Phase 3

Patient Outreach

Start

Secure Texting

Phase 1

Facility-Wide Adoption

Persona to Persona Communication

Client Examples

An Example

Population Health at Geisinger

→ A top priority at Geisinger is better management of their aging patient population with programs including:

- ✔ Geisinger at Home
- ✔ Geisinger 65 Forward
- ✔ Life Geisinger

→ TigerConnect is working closely with Geisinger to map out communication processes for each program to help positively impact the outcomes, including:

- ✔ Proactively manage health for the 65+ population
- ✔ Positively impacting patient experience
- ✔ Lower 30-day readmits
- ✔ Reduction in unnecessary visits to the ED

An Example

Colon Cancer Prevention w/ Patient Messaging

→ Temple University Health implemented patient messaging to help improve colonoscopy show-rates

   → Messages included (appointment reminders / pre-procedural diet / colon prep instructions)

→ Before Patient Messaging:

   → Temple was using email / snail mail / phone calls

   → Temple was in the range of industry average no-show rates for a colonoscopy - between 12% and 24%

→ Results

   ✔ 512% increase in show-rates (early results)

   ✔ If scalable, this change could drive a (low seven-figure) cost savings for the organization.

   ✔ And help promote a healthier population.