

# TigerConnect: Your Integration Hub for Moving Data to the Point of Care

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

# Agenda

- Introductions to Panel
- Why Integrate?
- TigerConnect Advanced Integration Feature
- Client Highlights
- Q & A



# Today's **Speaker Lineup**



**Chris Vacca**

Solution Design Sr. Technical  
Lead, TigerConnect



**Tony S. Reed, MD**

Chief Medical Officer,  
Temple University Hospital



**Joe Alfonsi**

Director, Temple Access Center,  
Temple University Hospital



**Richard Mackenzie,  
MD MBOE FACEP**

Senior Vice Chair for Operations,  
Emergency Department at  
Lehigh Valley Health Network



**Nadine Opstbaum**

Director of Clinical Application Development  
and Support, Information Services  
Lehigh Valley Health Network



**James Gigler**

Administrator of Customer Service,  
Lehigh Valley Health Network



# Why Integrate?

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## Value of Integrations

- Increase Adoption
- Provide Utility
- Improve Workflows
- Drive Success



# TigerConnect Integration Solutions

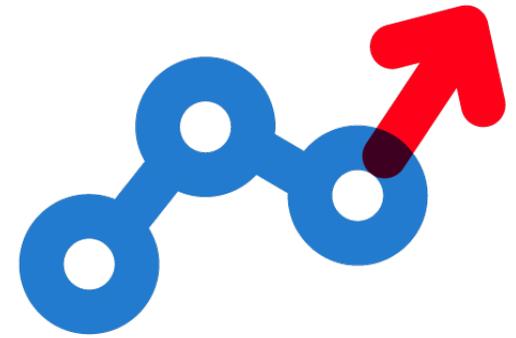
## Key Differentiators

- TigerConnect integrates across multiple solutions to deliver information in one platform
  - EMR systems
  - Lab systems systems
  - Radiology systems
  - Business intelligence/data analytic platform
- Ease of access via Single Sign – On
- Agnostic to solutions and protocols
  - No rigid protocols for information delivery
  - Adaptability to existing delivery mechanisms
  - Ability to receive data from one system and send acknowledgement back to a different system
- APIs allow you to drive your integration strategy independent of TigerConnect involvement
- Message delivery requires access to the APP not use of a particular EMR
  - Delivery is tied to user credentials and relationships not to user solutions



# The Power of Integrations at TigerConnect

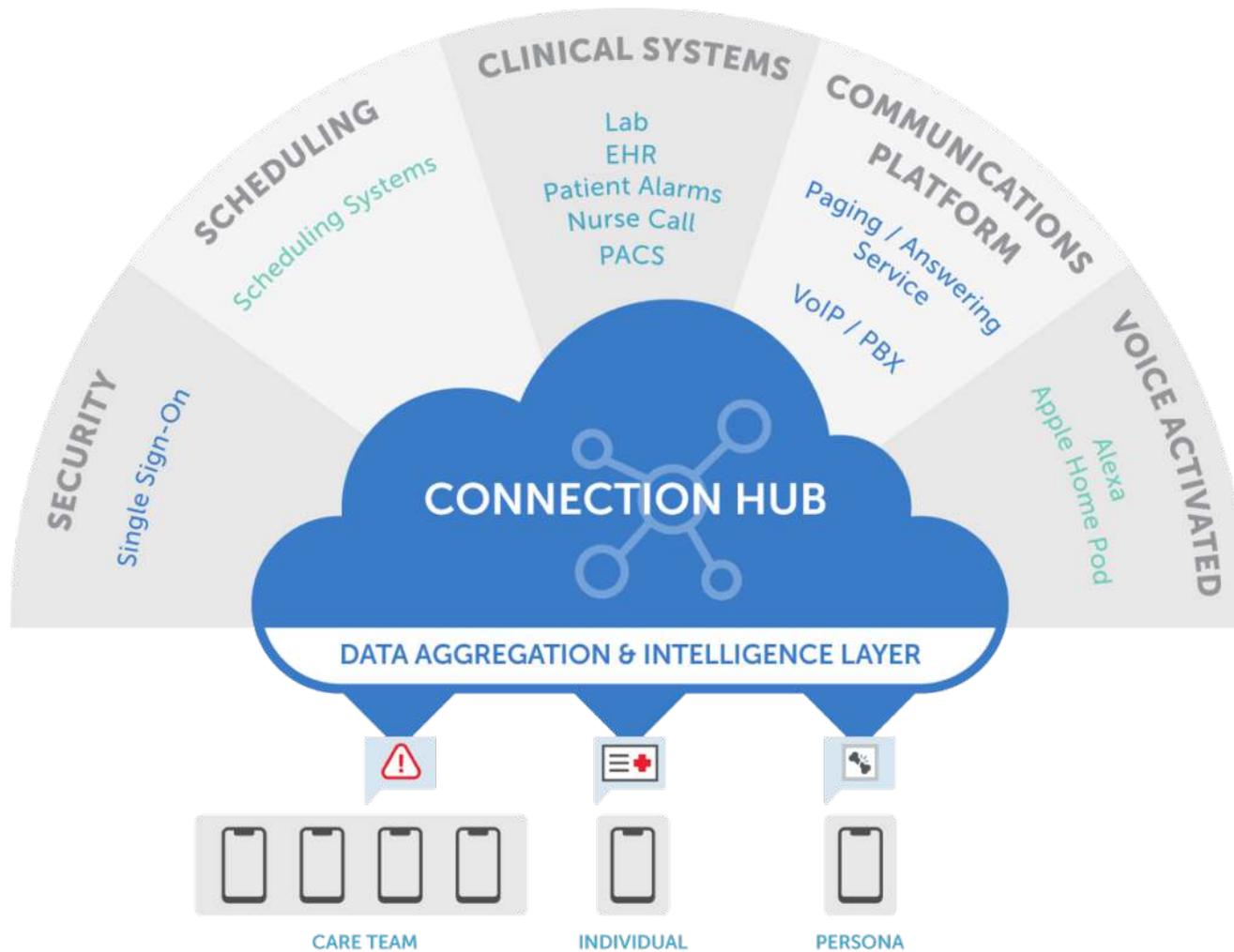
- Over 1M messages a month for customer integrations not including embedded solutions.
- Over 550 active integrations across multiple clinical systems and scheduling systems.
- Over 50 clinical, IT, paging and other systems and answering services integrated.



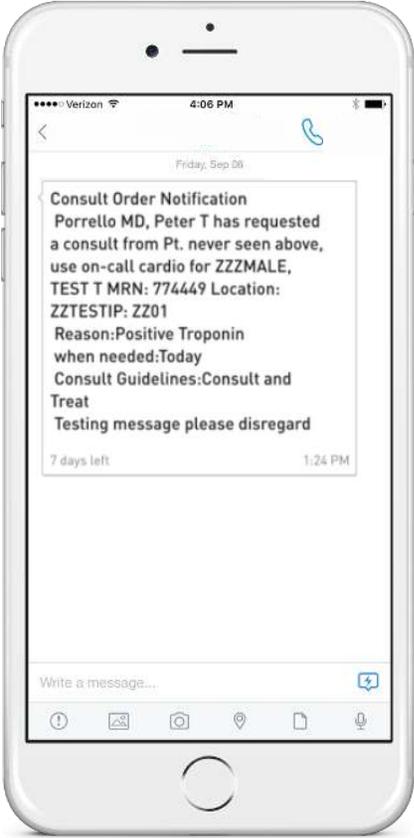


TigerConnect is built to Integrate

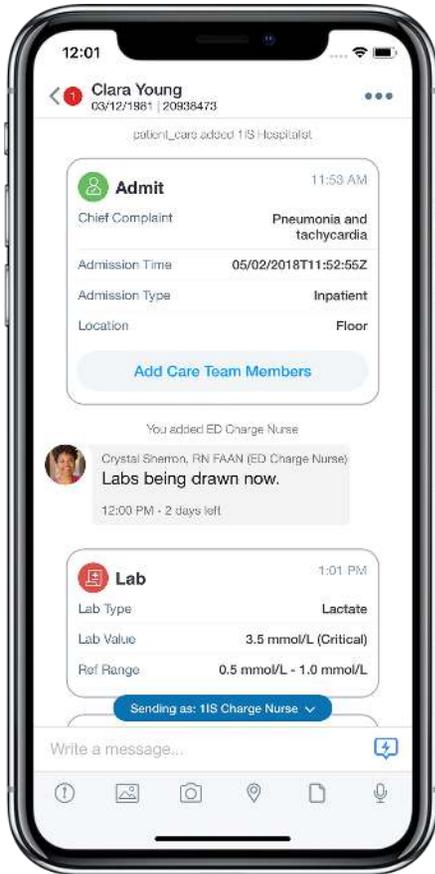
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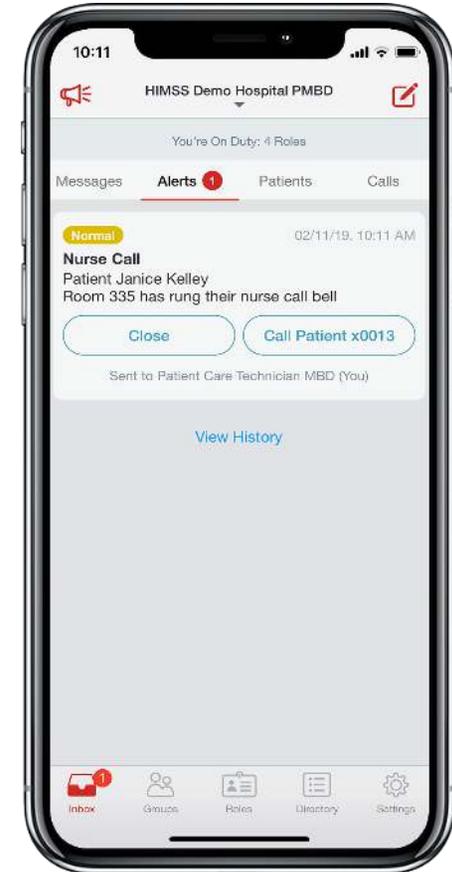
# Clinical and Paging Integrations



# Expanded and Enhanced Integration Capability



Single Sign-on





# Client Highlights

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**Westchester  
Medical Center**

Westchester Medical Center Health Network

- ➔ Bed Management via Teletracking
  - ➔ Role Scheduling via AMiON
- ✓ More than 300k roles messages per month.
  - ✓ Roles account for nearly 20% of messaging volume.
  - ✓ Over 8k bed messages per month going to charge nurse role in support of enterprise wide nursing deployment.
  - ✓ Planning – Integration of paging system to groups of on-call roles and system wide notifications.





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## Mapping an Integration Strategy Focused on Temple Health



# Increasing TigerConnect Value Across Technologies

## Temple Health integration strategy

### Pager Scheduling Integration

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#### Key Drivers

- Managing pager workflows via TigerConnect to drive value and use and adoption
- Allow staff to access on-call schedule to eliminate the need for x systems
- Decommission Pagers

### Increasing EPIC value via TigerConnect

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#### Key Drivers

- TigerConnect footprint furthered opportunities for integrations
- TigerConnect accessibility across x device strategies
- Ease of provisioning users/departments
- Supporting transition of EPIC seamlessly via go-live support
- Maximizing EPIC team's engagement w/ TigerConnect

### Integrating to achieving the network effect

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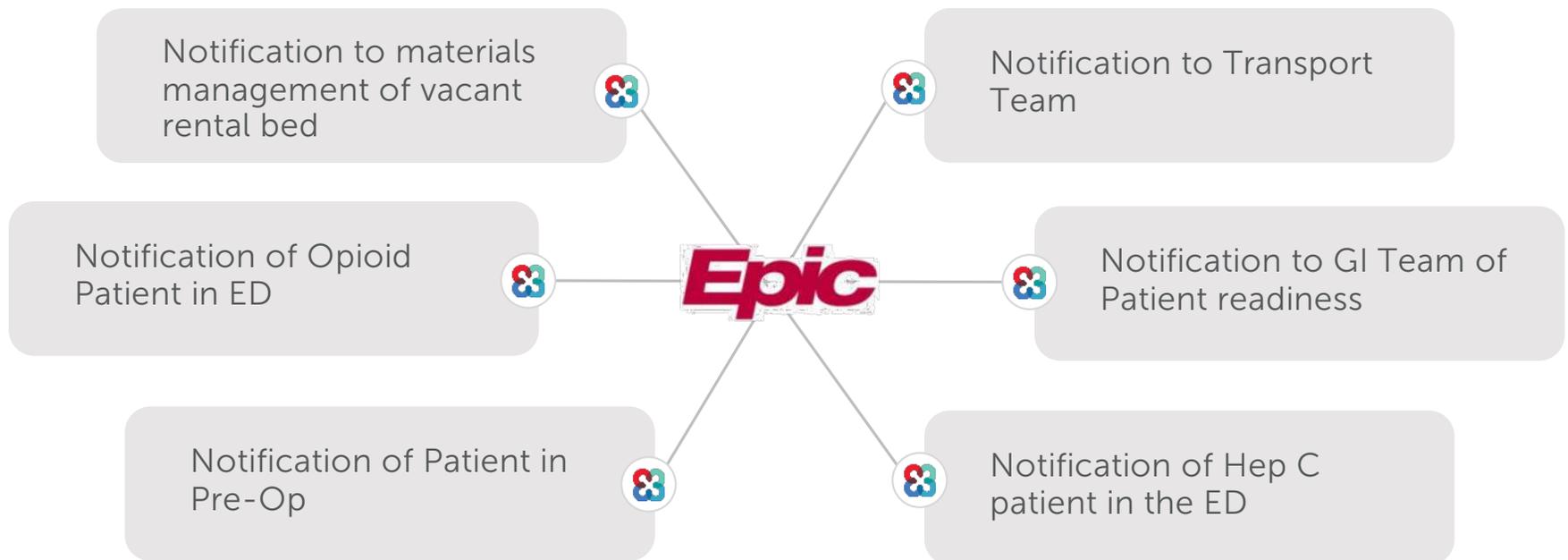
#### Key Drivers

- Improvement in efficiencies across the health system
- Integrations with EPIC have touched multiple departments and roles within the organization
- Via EPIC the growth in TigerConnect use has grown to including coordination of teams based on messaging from EPIC



# Planning an Integration Strategy with EPIC

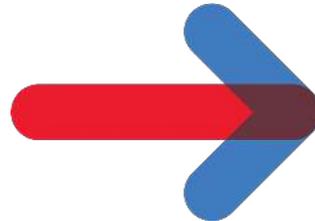
EPIC and TigerConnect driving efficiencies and clinical outcomes



# Planning an integration strategy across technologies

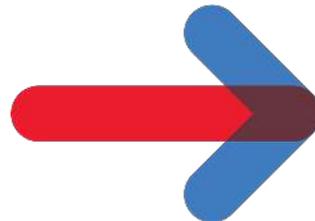
Maximizing value of multiple solutions

**Translator  
System**



Generate messaging to  
Translators based on request  
for services

**Business  
Intelligence  
Solution**



Generating message to care  
teams to intervene promptly  
based on key sepsis indicators





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## Leveraging Integrations to Ignite Adoptions



# Pager Integration:

## Building Blocks for Adoption

Pager Integration Message Volume



- ➔ Started with Technology Dept.
- ➔ Expanded to clinical advocates
- ➔ Understand it is a cultural change

### Results:

- ✓ Over 1000 users have gotten rid of pagers
- ✓ Considering a mandate to drive the full conversion
  - ✓ Already have mandated across the Tech Dept

# Roles Scheduling Integration

## Drives Communication

- Started physician role expansion 2nd half of last year
- Roles have continued to expand organically
- Nursing pilot with devices and roles in progress since December

Since January 2019:

- ✓ 30% increase in Active Users
- ✓ 86% increase in Weekly Average Messages Sent

