



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

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,
Leigh Valley Health Network

The background of the slide is a photograph of a city skyline, featuring a prominent skyscraper with the 'Hilton' logo at the top. The entire image is covered with a semi-transparent blue overlay. A solid green horizontal line is positioned below the main title.

Why Integrate?

Value of Integrations

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



TigerConnect Integration Solutions

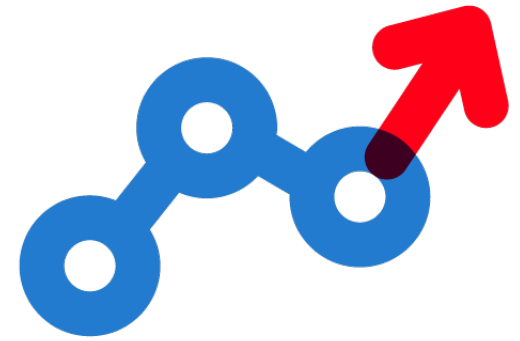
Key Differentiators

- 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



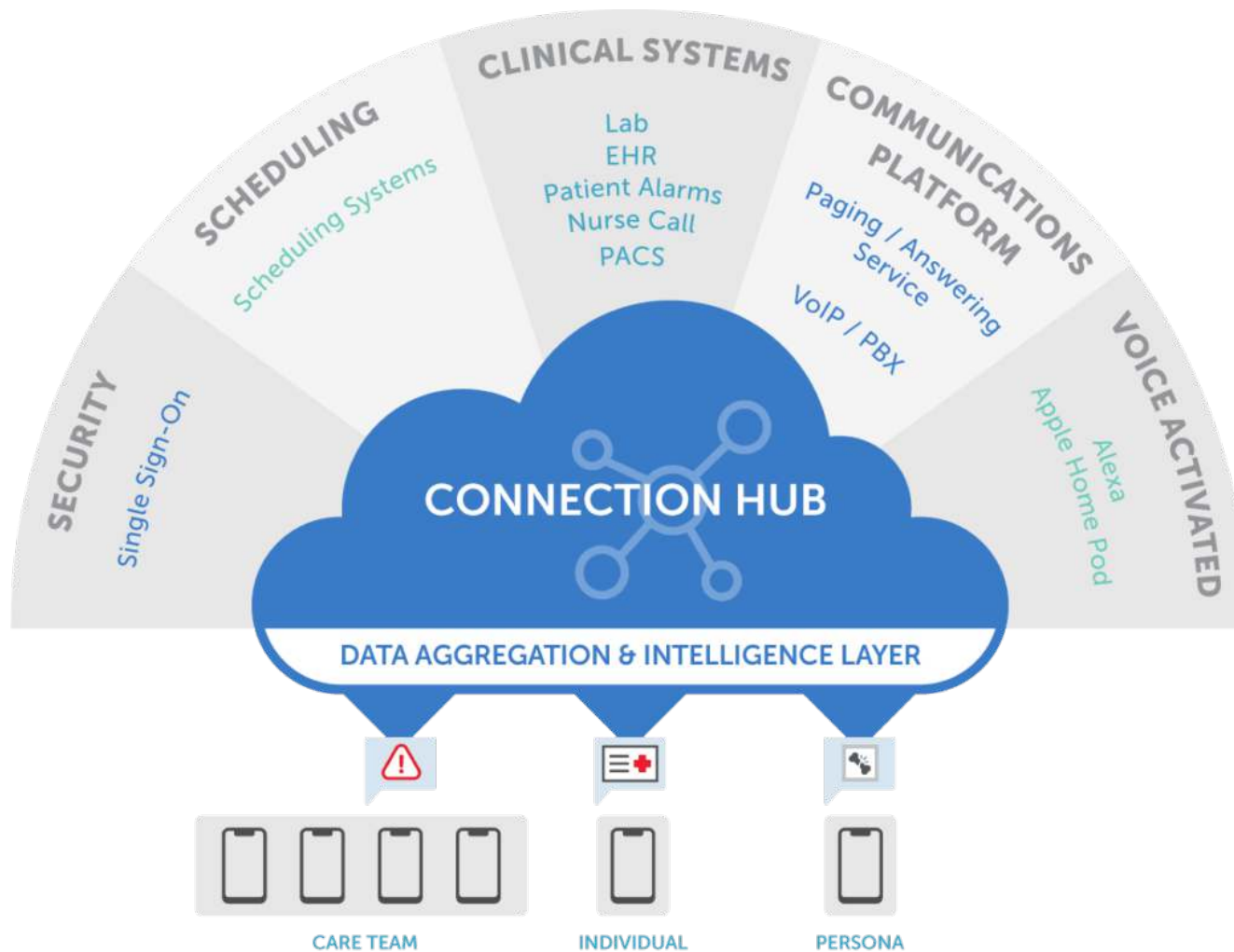
The Power of Integrations at TigerConnect

- 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.

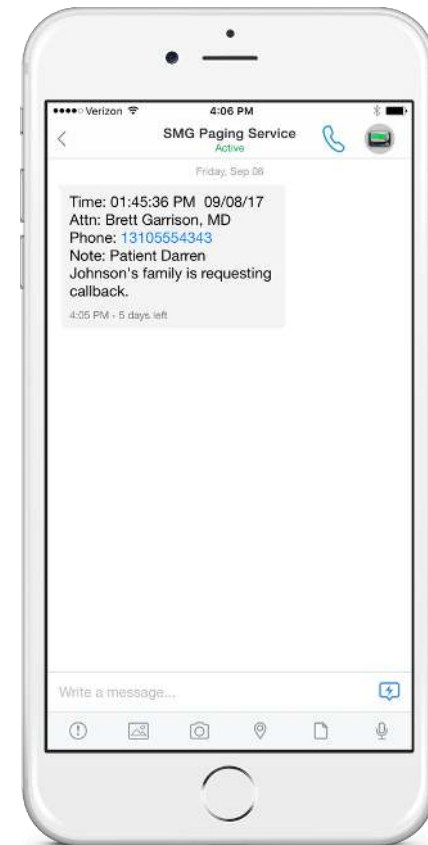
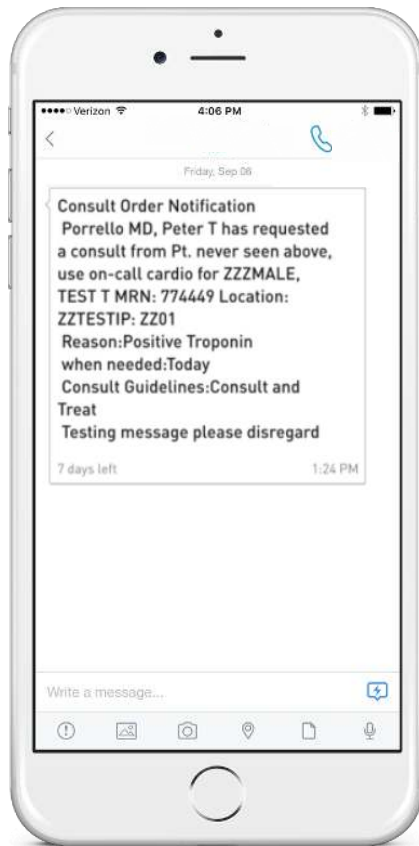




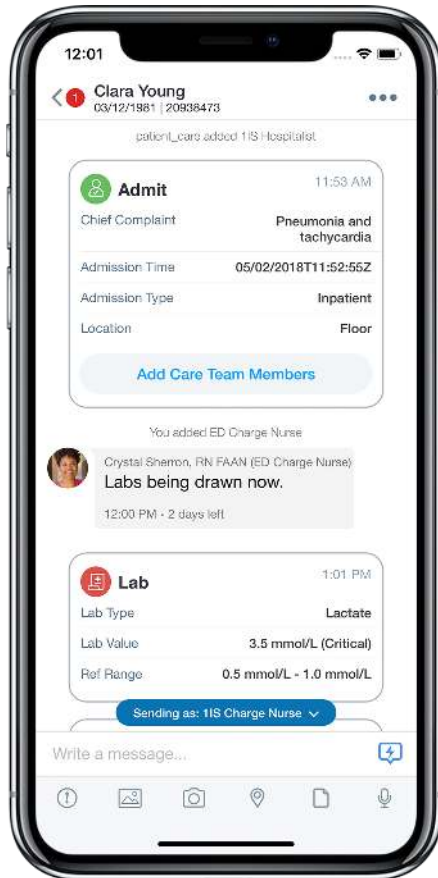
TigerConnect is built to Integrate



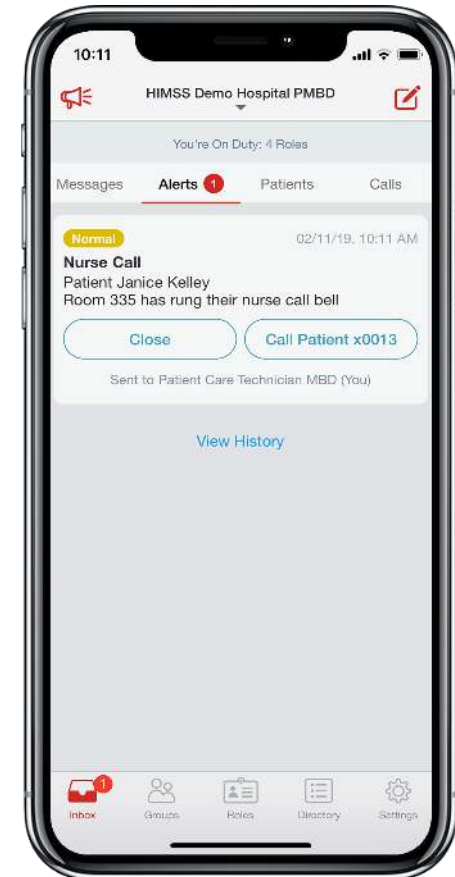
Clinical and Paging Integrations



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.





Mapping an Integration Strategy Focused on Temple Health



Increasing TigerConnect Value Across Technologies

Temple Health integration strategy

Pager Scheduling Integration

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

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

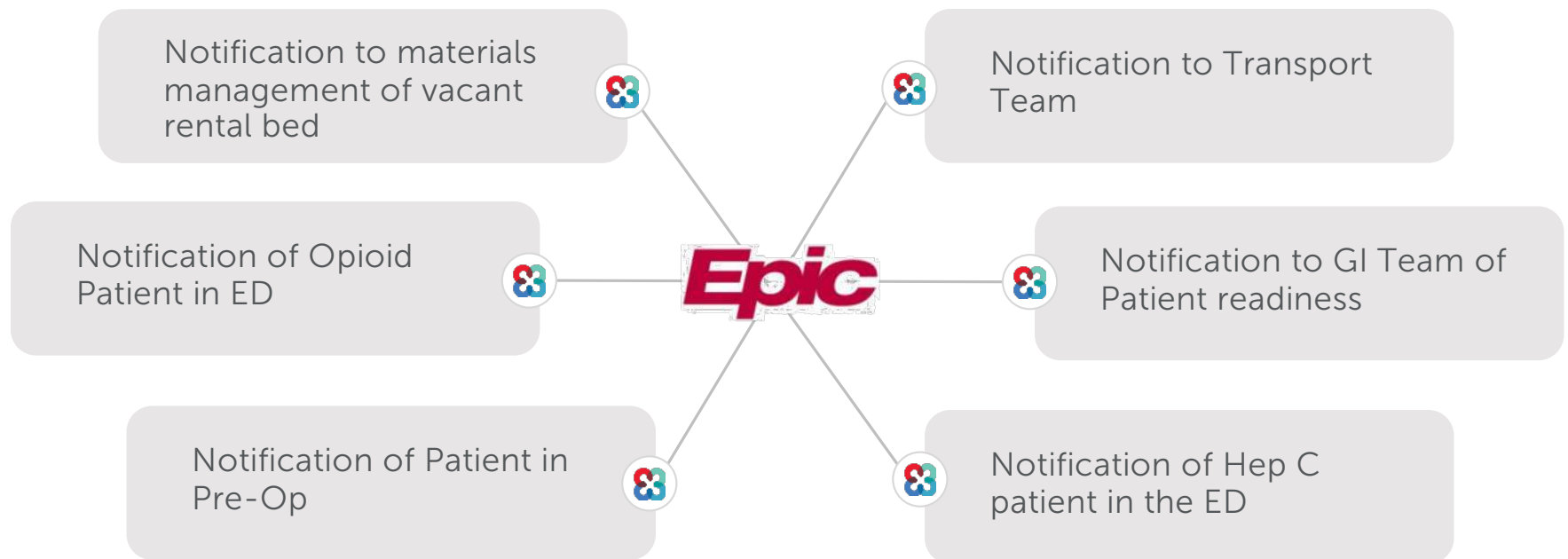
Key Drivers

- 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

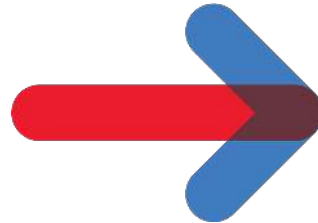
EPIC and TigerConnect driving efficiencies and clinical outcomes



Planning an integration strategy across technologies

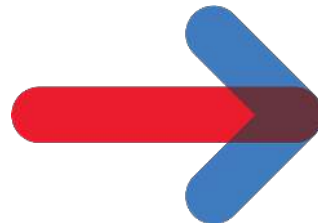
Maximizing value of multiple solutions

**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





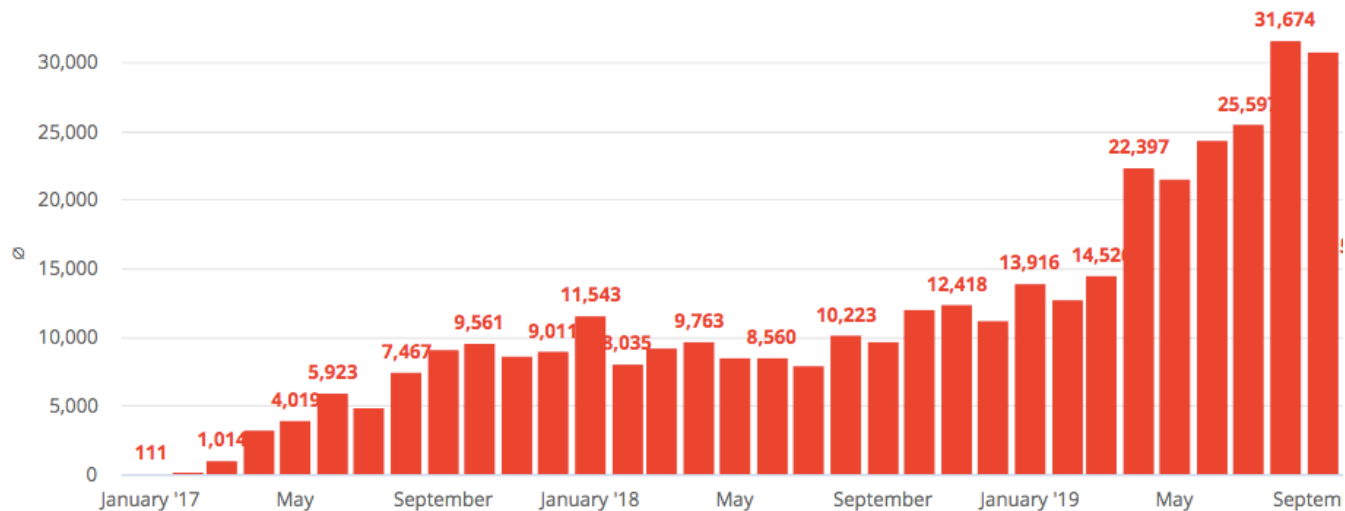
Leveraging Integrations to Ignite Adoptions



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

