

Building an Enterprise-Wide Connected Care Network with TigerConnect

Geisinger

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



Today's Speaker Lineup



Ashley Creveling

Intermediate Analyst,
Geisinger



Jonathan Slotkin, MD

Associate Chief
Medical Informatics
Officer, Geisinger



John Harahus, RN

Trauma Integration
Specialist, Geisinger



Geisinger:
Integrated health
\$8 billion
in combined revenues

Note: Combined revenues include intercompany transactions among Geisinger providers and insurers.

We care for patients.

- 13 hospital campuses
- 261 clinic sites
- 3,236 providers

We provide quality, affordable healthcare coverage.

- 551,000 members
- 56,000 contracted providers/facilities

We teach, research and innovate.

- 526 MBS/MD students at Geisinger Commonwealth School of Medicine
- 48 Geisinger Lewistown Hospital School of Nursing students
- 2,000+ other nursing students
- 635 residents/fellows
- 1,000+ active research projects

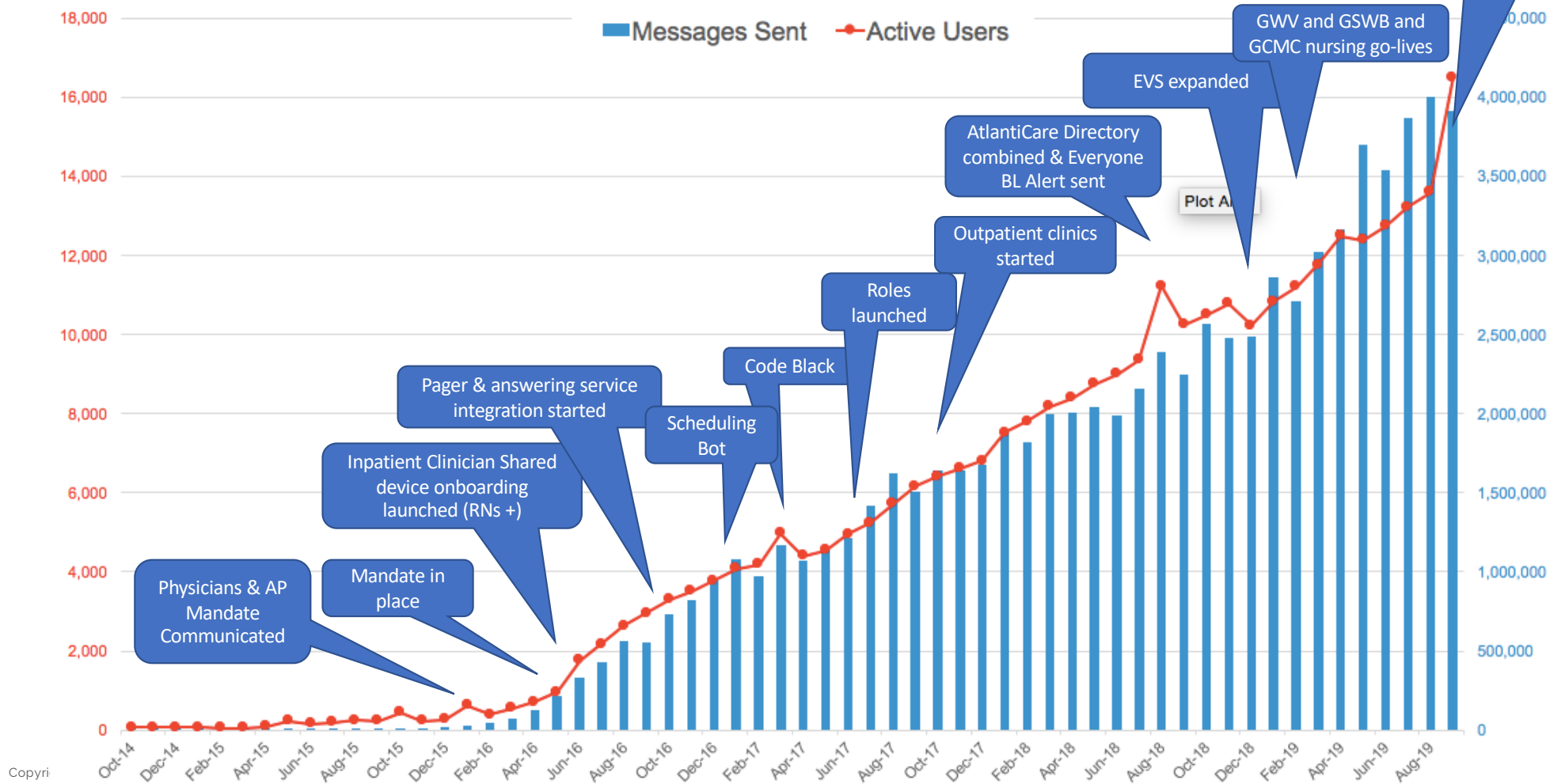
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Brief history of our Expanding Communication Network with TigerConnect

From a mandate and a shared device rollout program to
sharing critical results and incorporating our ACO partners...

Geisinger's Growth Curve



Monthly & Avg Daily Messages

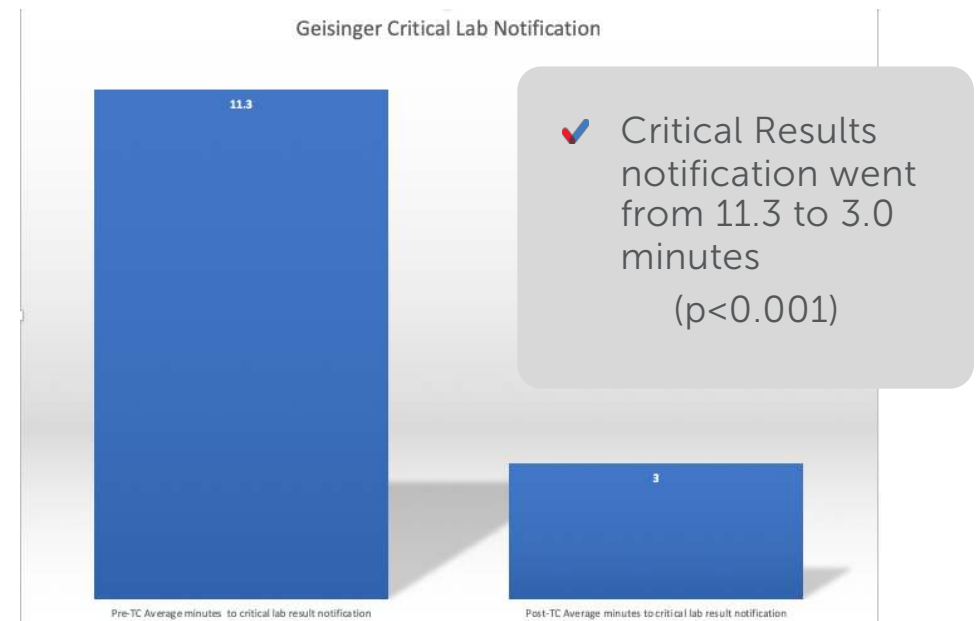


Lab Integration for Critical Notifications

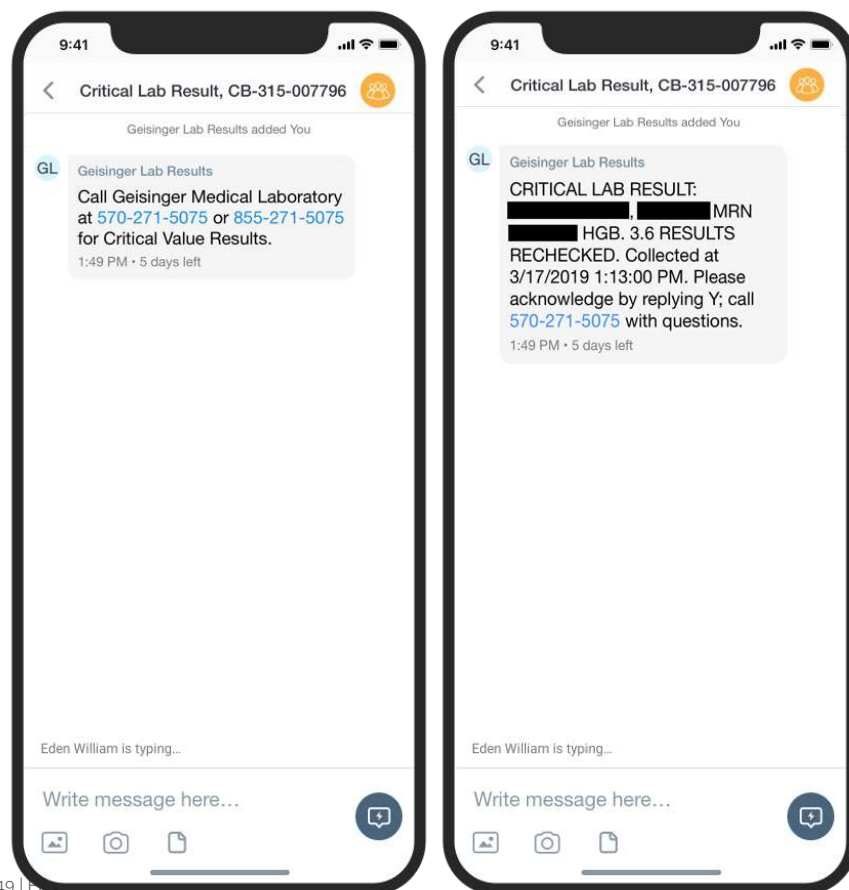
Lab Integration Summary

- ➔ Evolution from notification of critical lab results to sharing actual data & closing the loop on acknowledgement of results
- ➔ Lab IT and Physician built interface
- ➔ Acknowledgment of result is send back to LIS through interface
- ➔ Maintains compliance for reporting needs

Critical Value Turnaround Time



Alerts to ACTIONABLE Data



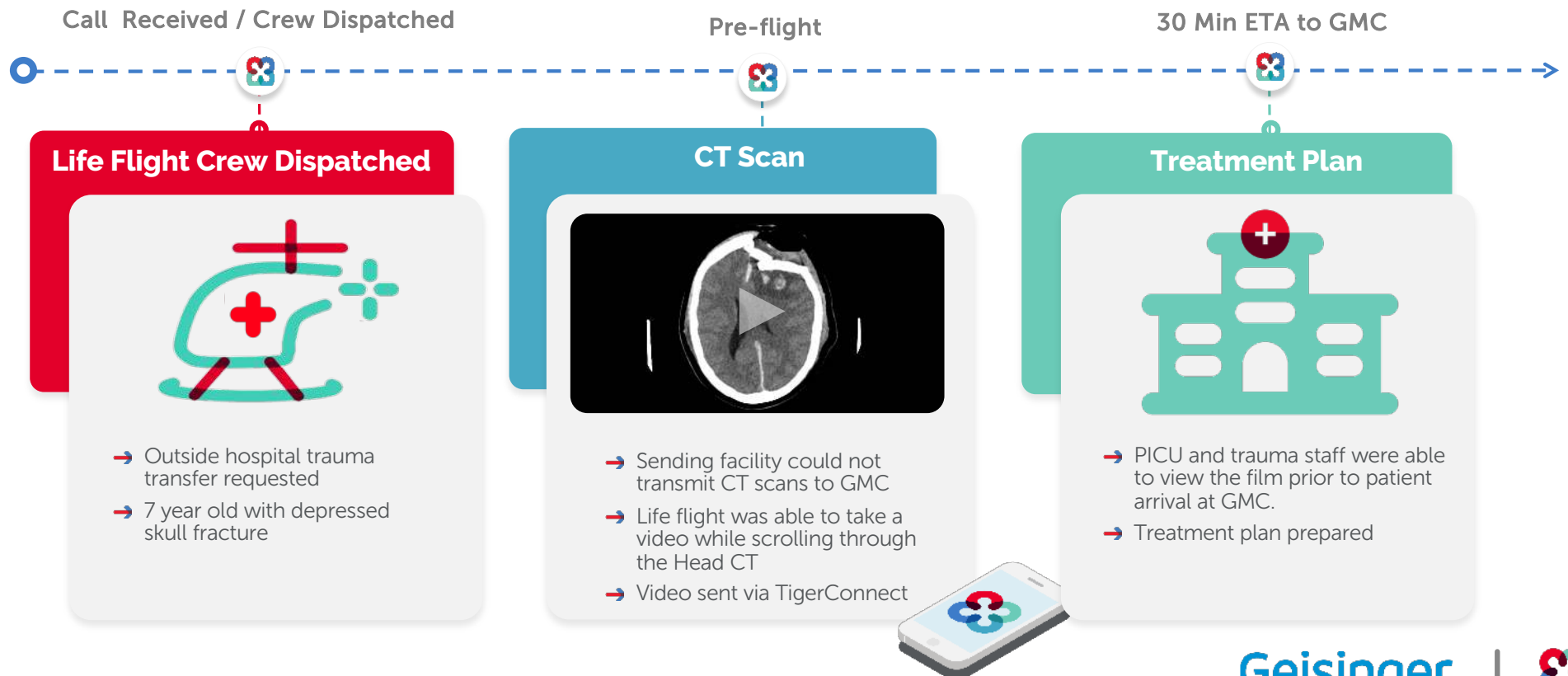
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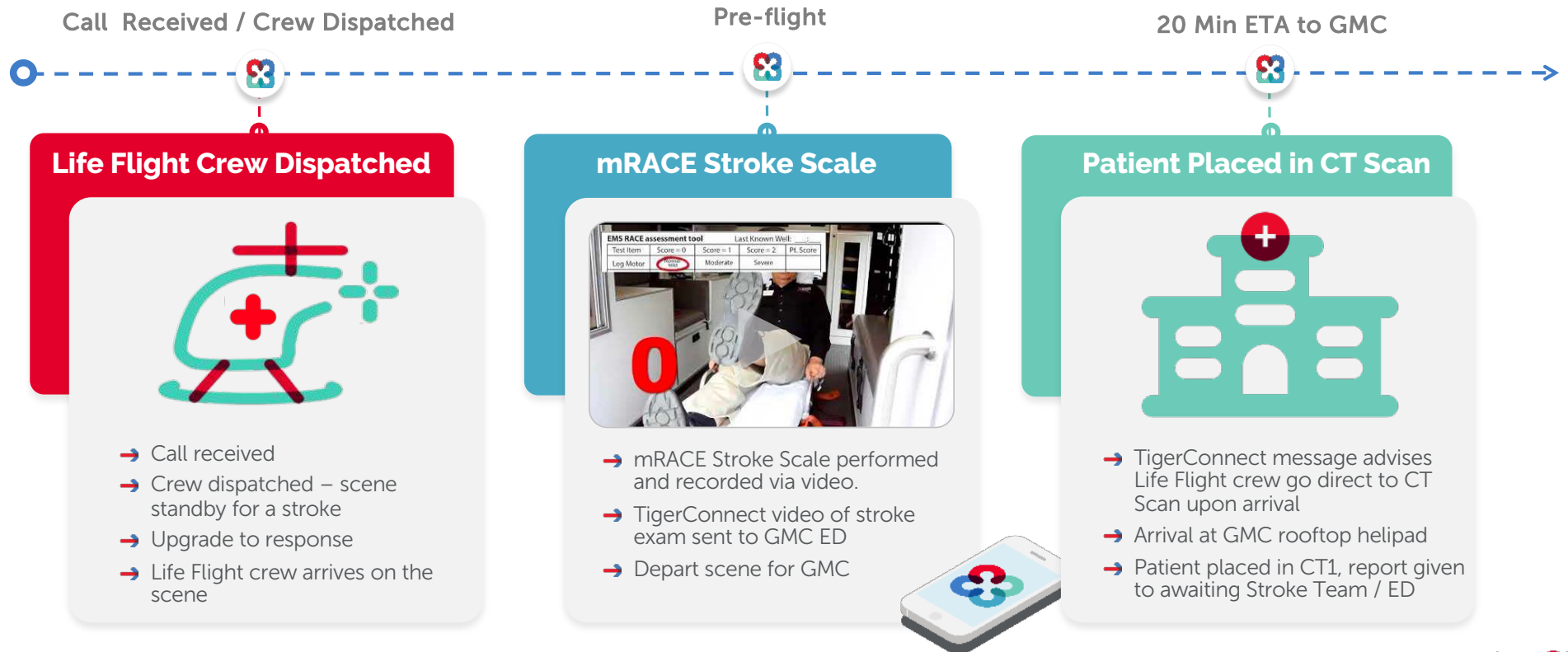
Geisinger Life Flight

Outside Hospital Trauma Transfer Case Study



Geisinger Life Flight

Stroke Case Study



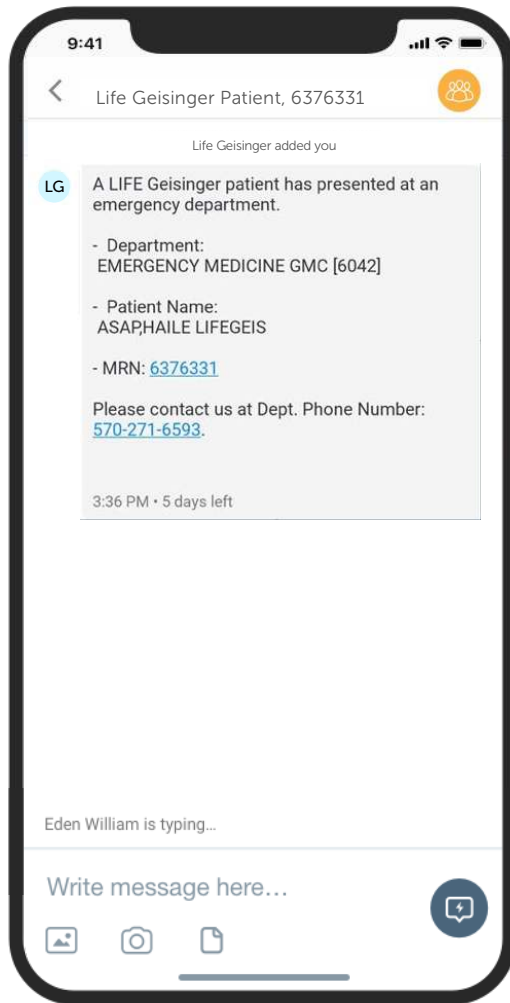
Stroke Attendees Feedback on Scene Videos



"I reviewed all the messages, the video is really cool. Even helpful for me today as he looks much worse."

"The video with the initial TigerConnect alert allowed me to see exactly what the EMS team was seeing and confirm he had a left cortical syndrome of some severity well before he arrived here."

"Video also allows us to better identify any opportunities for education and improvement in our initial evaluation of our stroke patients."



LIFE Geisinger

“Specialized services to help our seniors live independently”

GOAL: Help the program prevent **unnecessary admissions**

WORKFLOW:

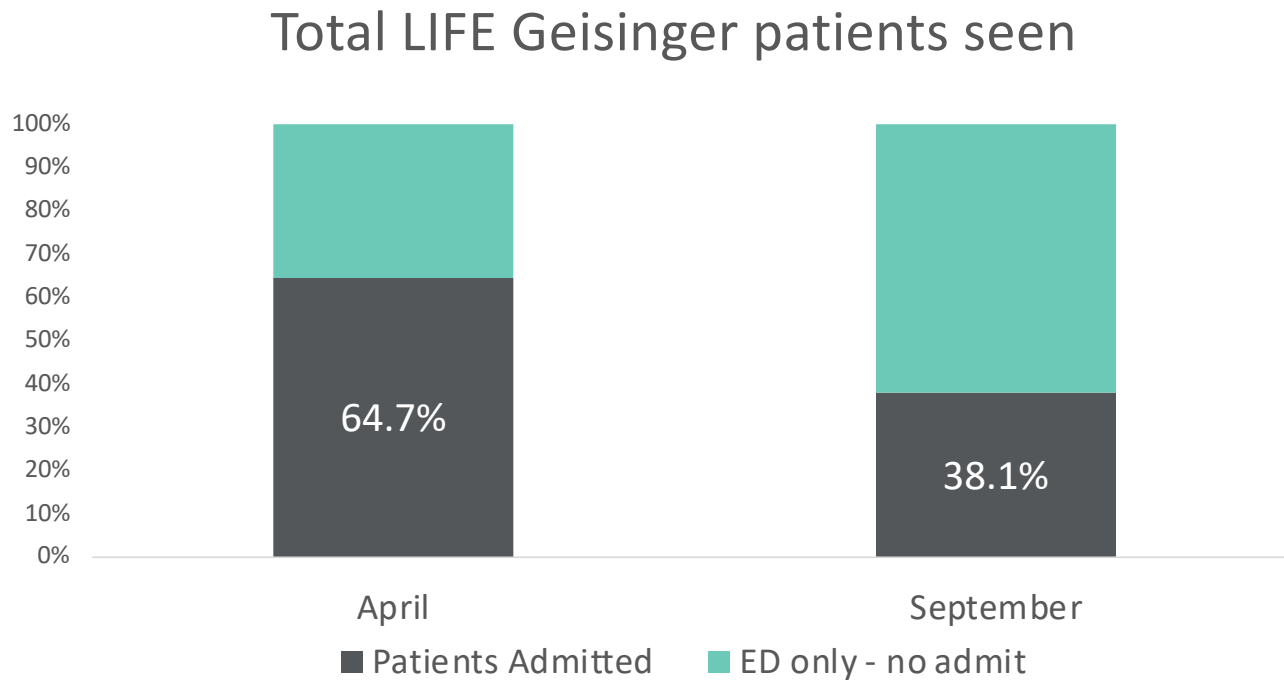
- ✓ Patient presents to ED
- ✓ Epic registration alert sent via Paging to Roles
- ✓ Life Geisinger Role contains triage contact based on automated schedule uploaded into TigerConnect

Why this approach?

- ✓ Rapid implementation - let's get it going and then iterate
- ✓ Evaluating use of Care Teams as a next step

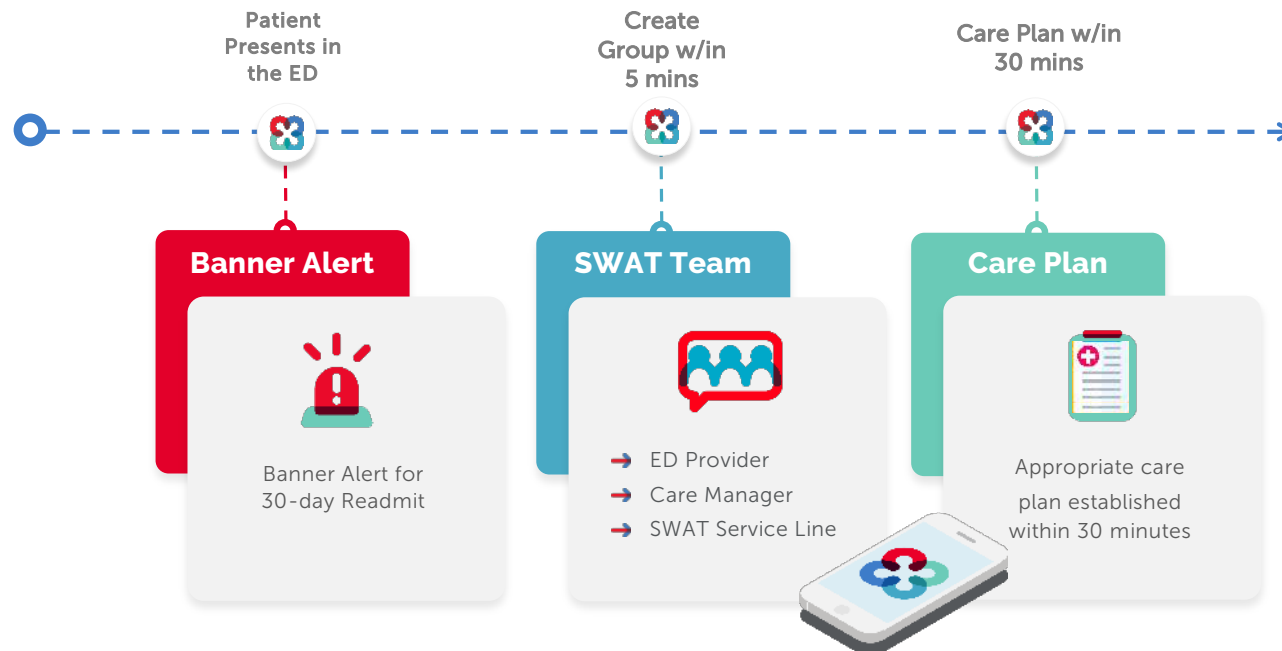
LIFE Geisinger – Early Results

Integration workflow launched May 2019



SWAT Collaboration & Planning via TigerConnect

Goal: Decrease 30-Day Readmissions



Proposed Future State:

Automation!

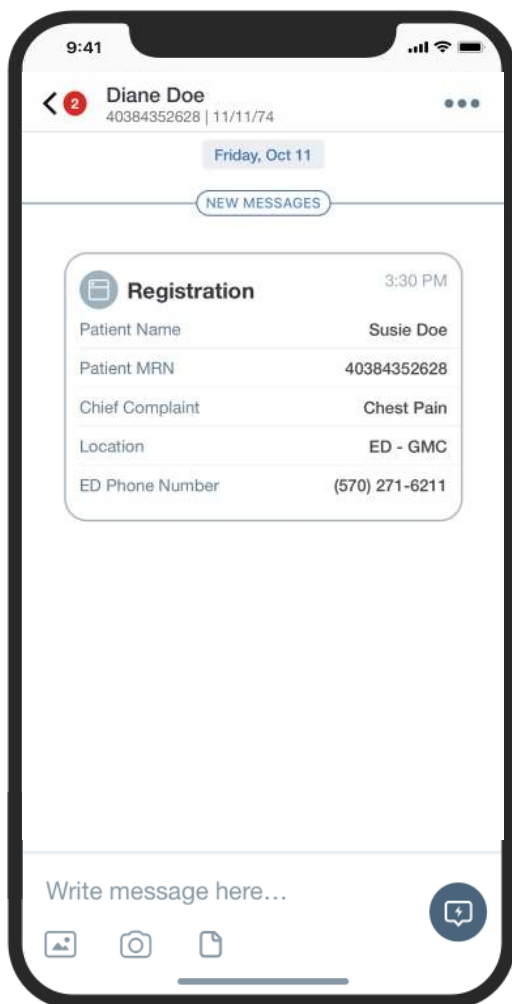
- Integration with EMR for alert

Care Teams

- Populate care teams message with appropriate users/roles

Expectation:

- Decreased time to completion



Geisinger At Home: *in progress*

Geisinger at Home™ brings personalized healthcare to eligible Geisinger Gold Medicare Advantage members when they need it most – right where they live. The program helps keep patients healthier, safer and better connected to their healthcare team

GOAL: Help the program decrease **unnecessary hospital admissions**

WORKFLOW:

- ✓ TigerConnect Care Teams to alert Geisinger At Home Role of the patient in the ED
- ✓ Epic will recognize it is a GAH patient and trigger the TigerConnect Care Team Communication
- ✓ ED provider will be added to communication thread if potential intervention is needed

Information shared will include to care team/roles:

- ✓ Name, MRN, Chief Compliant, Location & ED phone #