

# 8 Fundamentals to Step Up to a Connected Care Network

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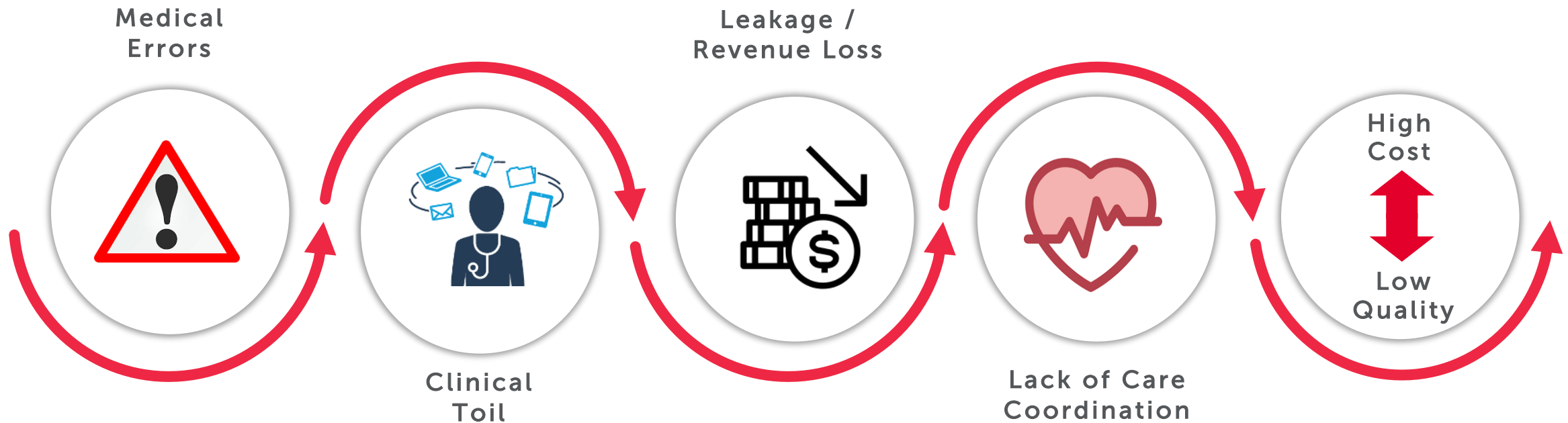
TigerConnect West Coast User Group Meeting  
San Jose, CA, November 13, 2019

# Today's **Speaker**

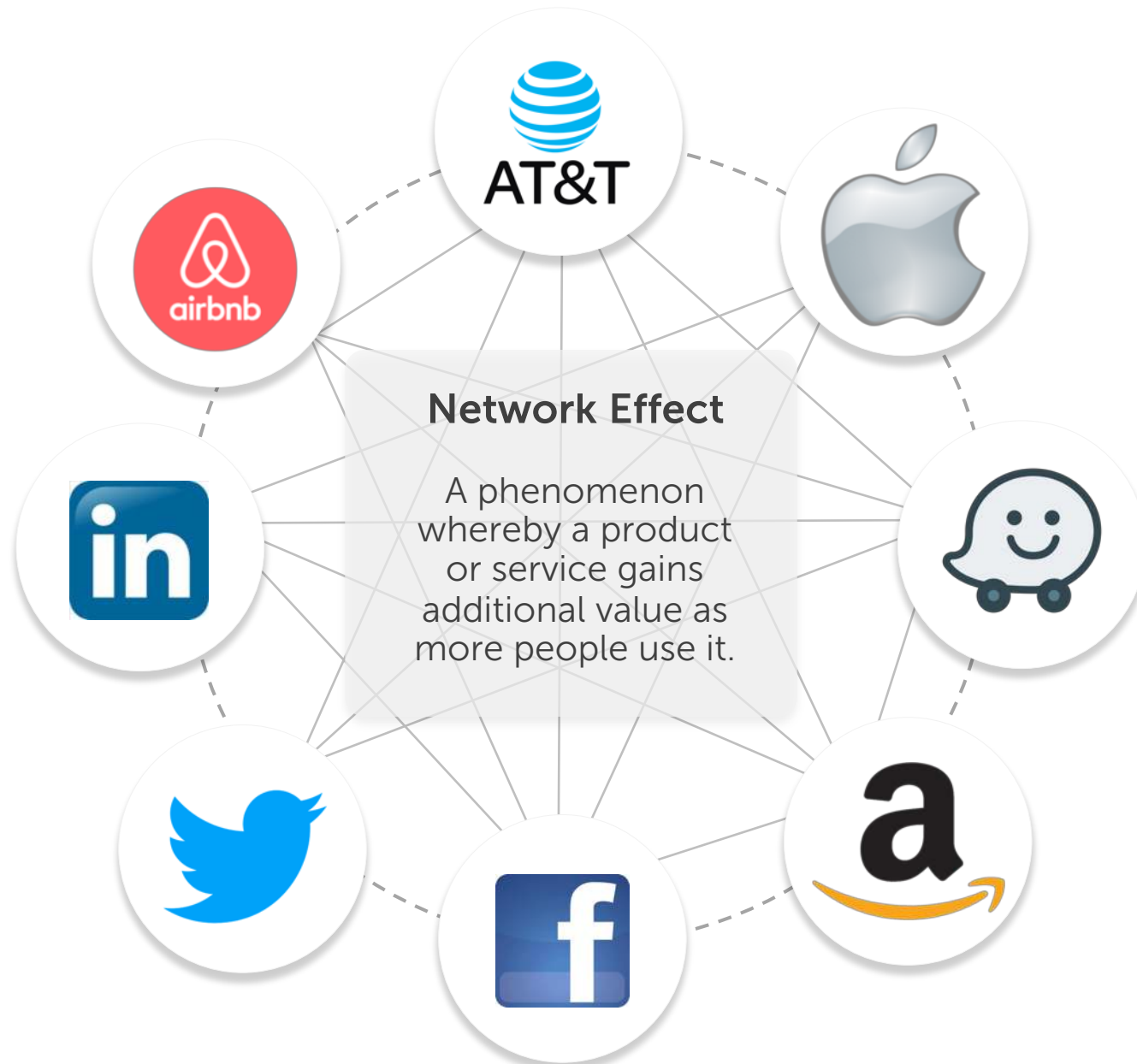
**Sarah Shillington**  
SVP Client Success, TigerConnect



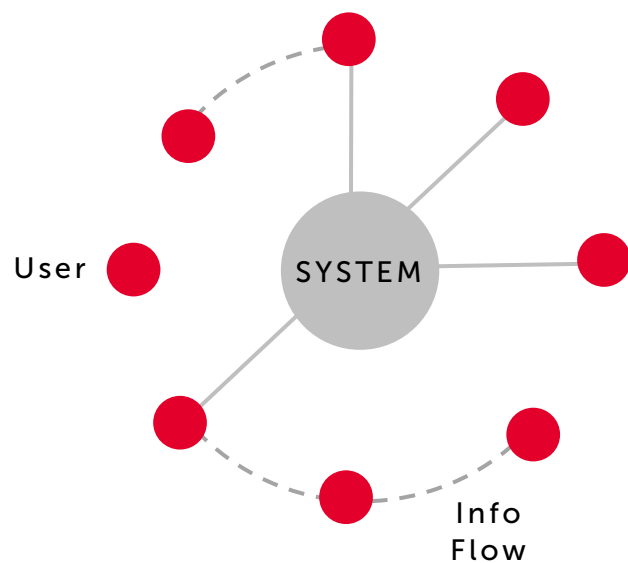
# Impact of not having a connected network in healthcare



# The Power of Networks Across Industries

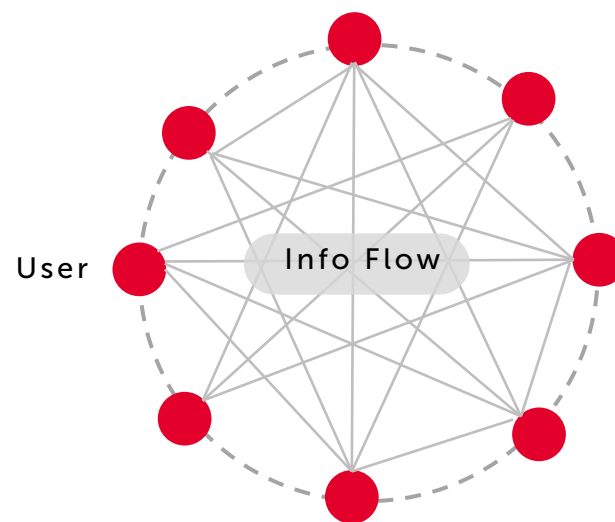


# Not All Connected Care Networks are Created Equal



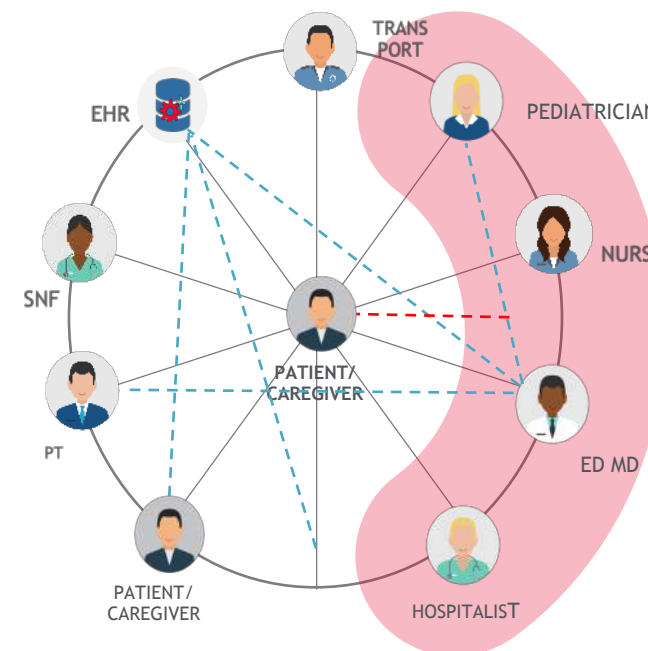
$$\text{Value} = n$$

EHR, pagers, answering services



$$\text{Value} = n^2$$

Fax machines, phone



$$\text{Value} = 2^n - n - 1$$

TigerConnect



# The 8 Fundamentals

To step up to a connected care network

1

Define connected care strategy tied to your strategic objectives

2

Measure outcomes

3

Full care team deployment

4

Cross-continuum workflows for improvement

5

Integrations with various clinical systems

6

Organizational requirement to use TigerConnect

7

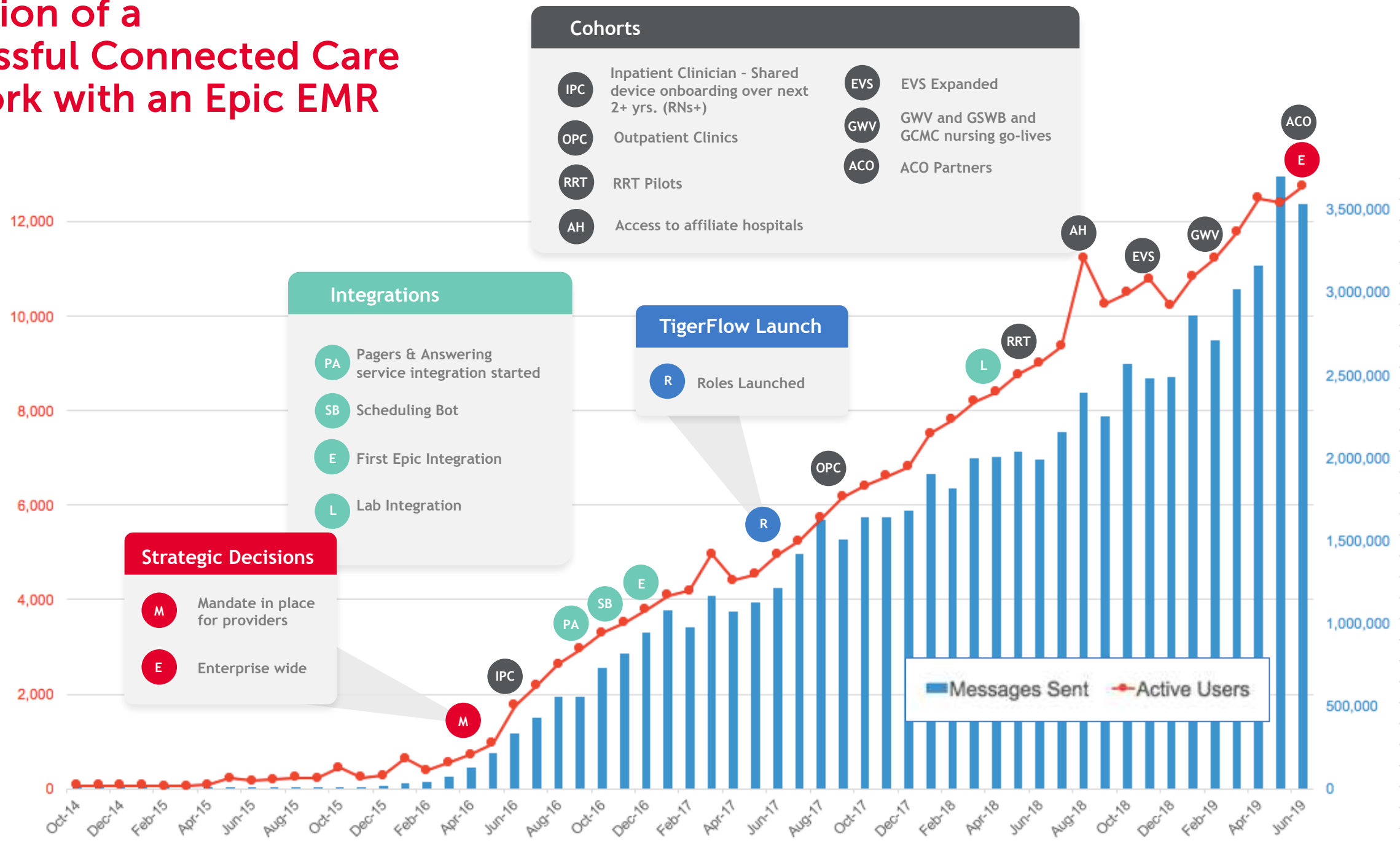
Strong clinical advocacy and governance

8

Device strategy

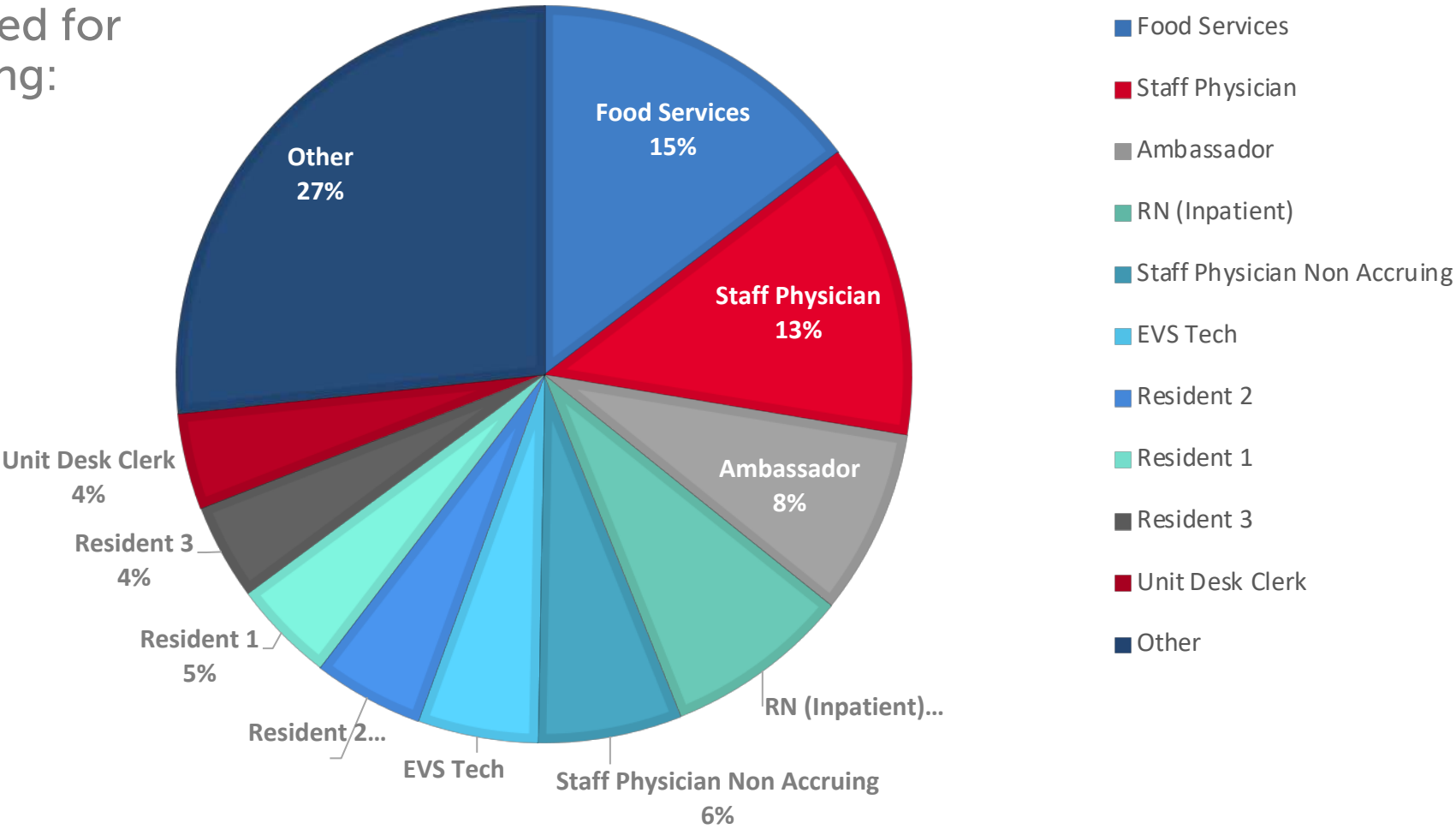


# Evolution of a Successful Connected Care Network with an Epic EMR



# Evolution of a Successful Healthcare Communications Network

Titles that accounted for 80% of all messaging:



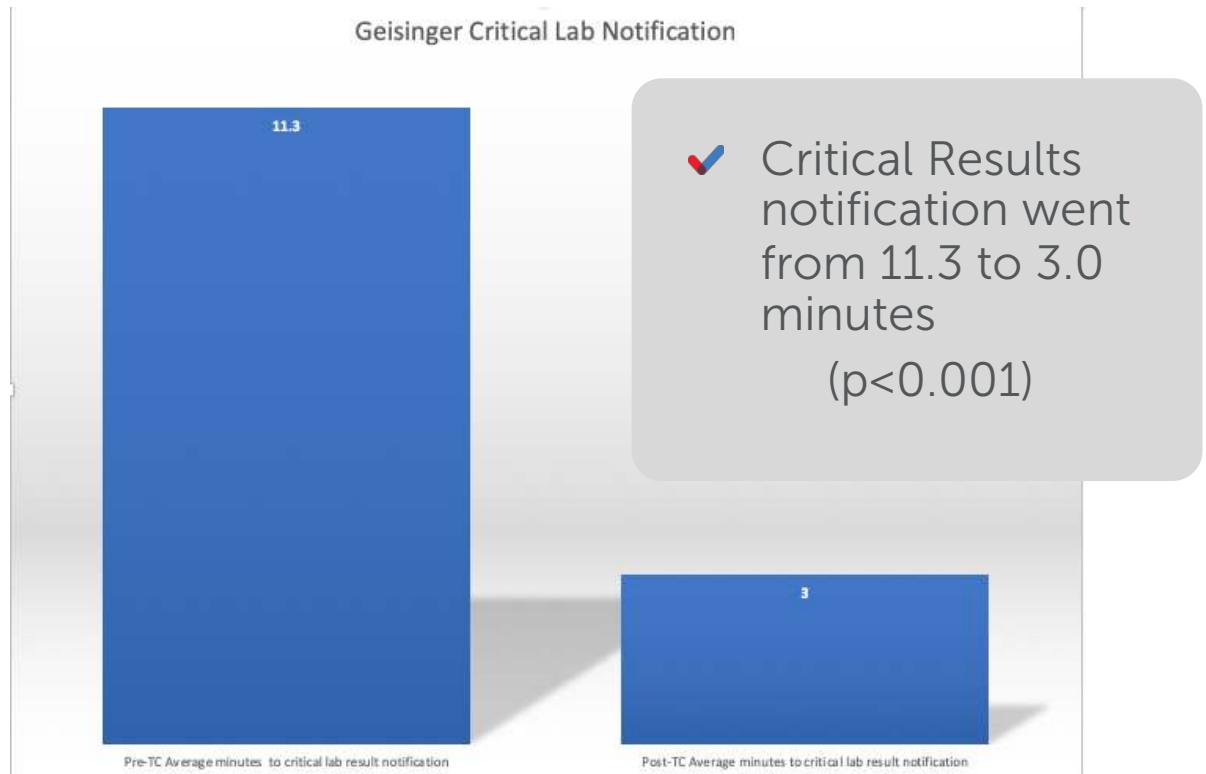


# Lab Integration for Critical Notifications

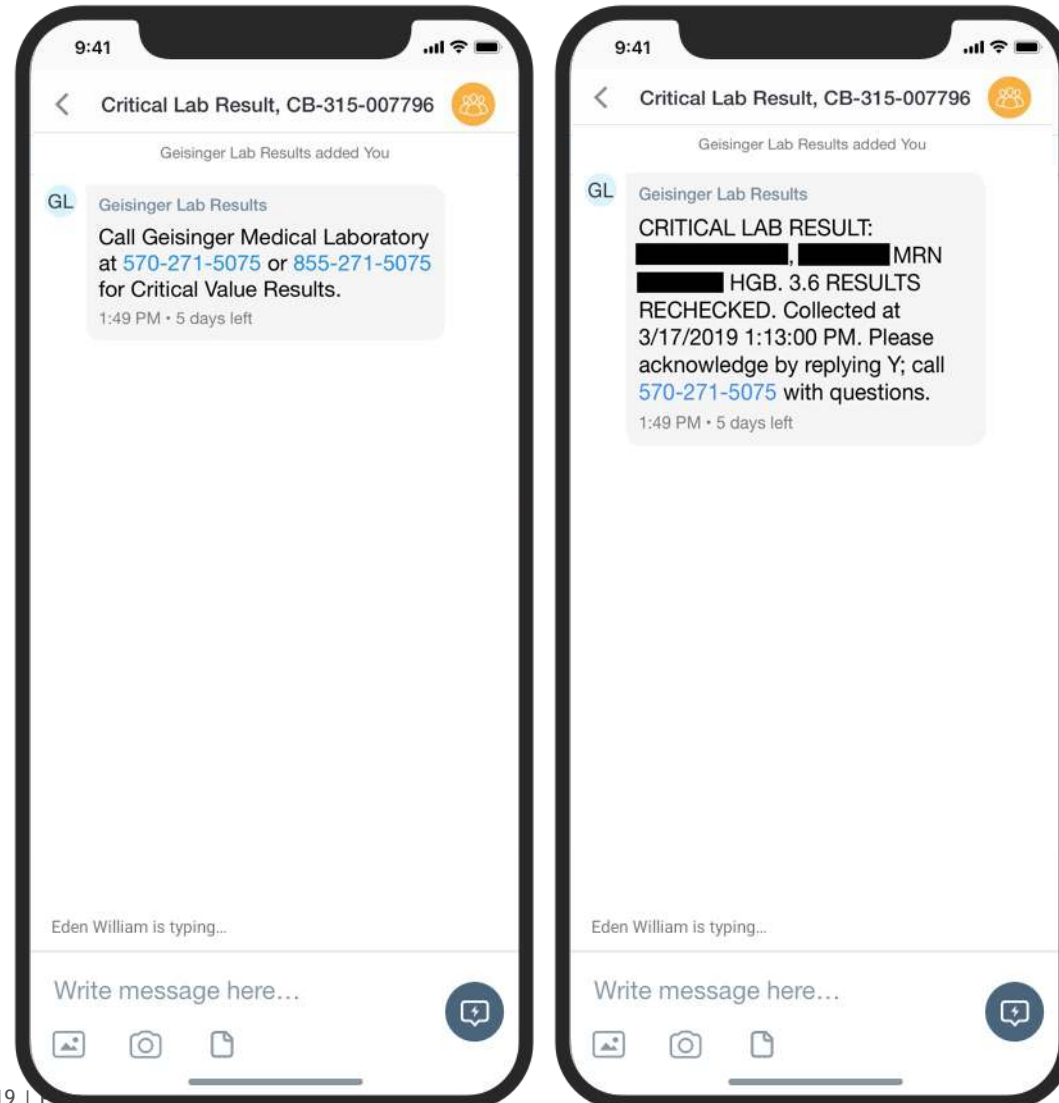
## Lab Integration Summary

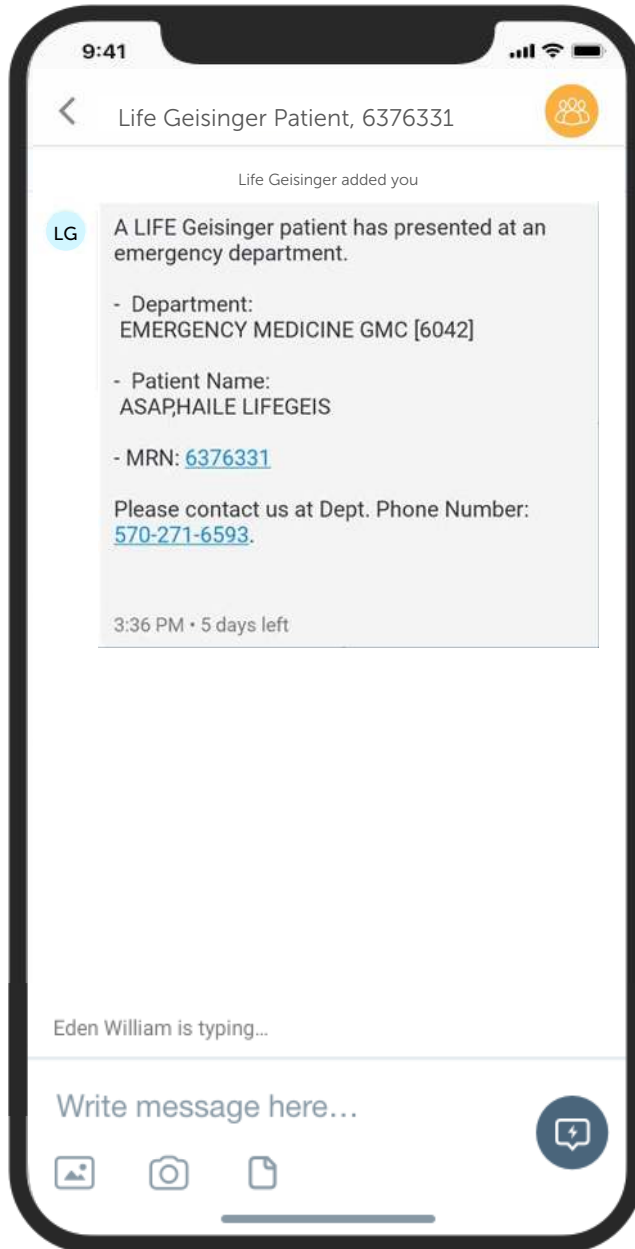
- Evolution from notification of critical lab results to sharing actual data & closing the loop on acknowledgement of results
- Lab IT and Physician built interface
- Acknowledgment of result is send back to LIS through interface
- Maintains compliance for reporting needs

## Critical Value Turnaround Time



# From Alerts to ACTIONABLE Data





# 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

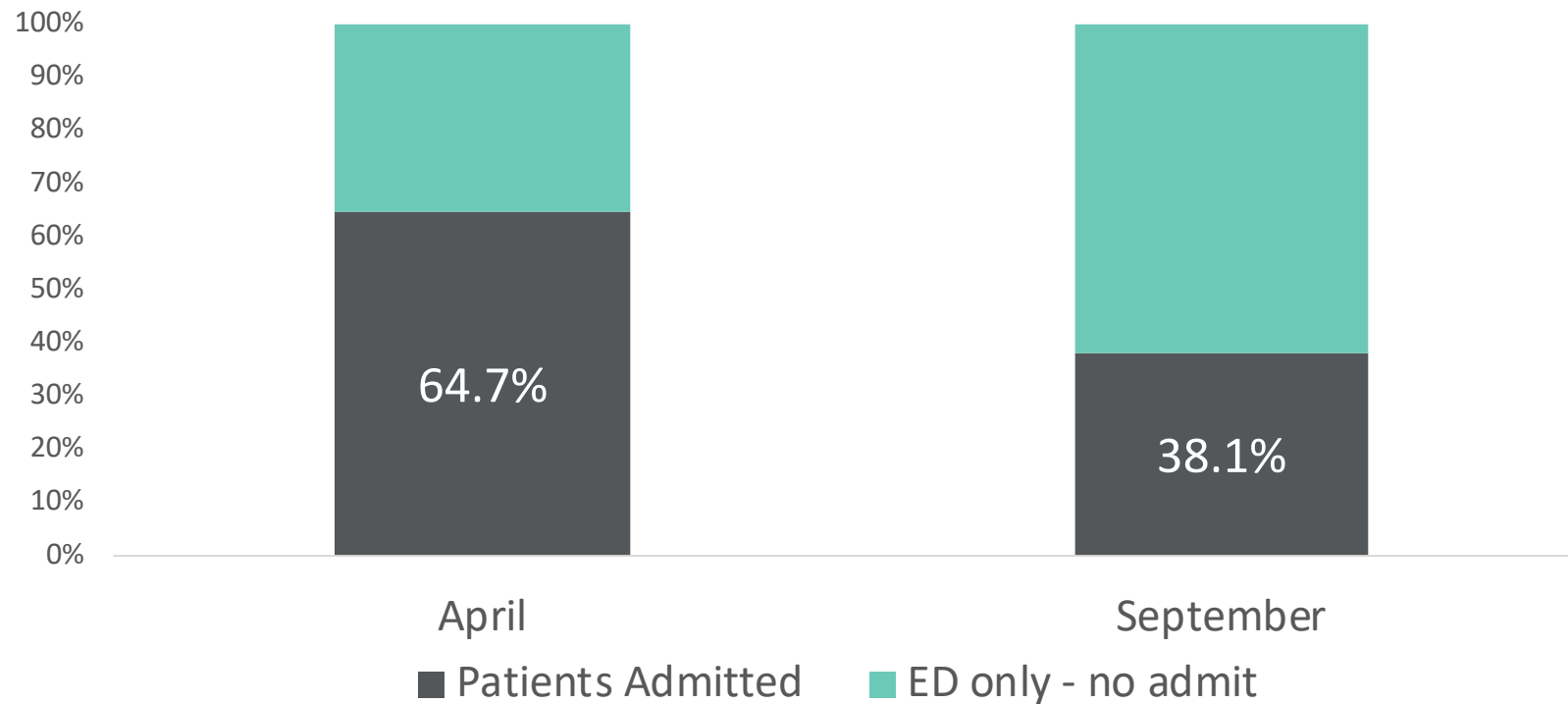
## *Why this approach?*

- ✓ 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

Total LIFE Geisinger patients seen



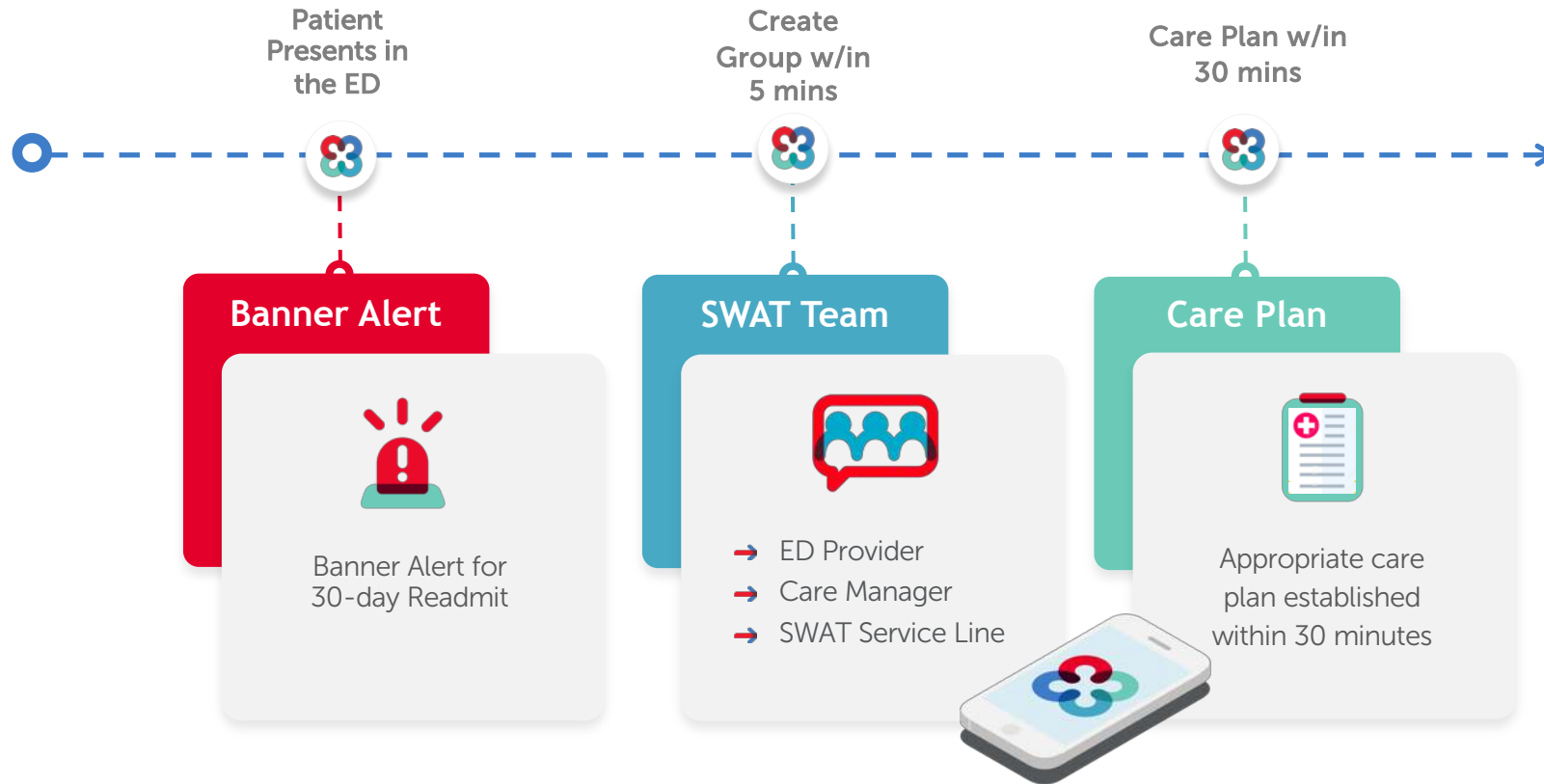
# Additional Use Cases/Workflows

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# 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

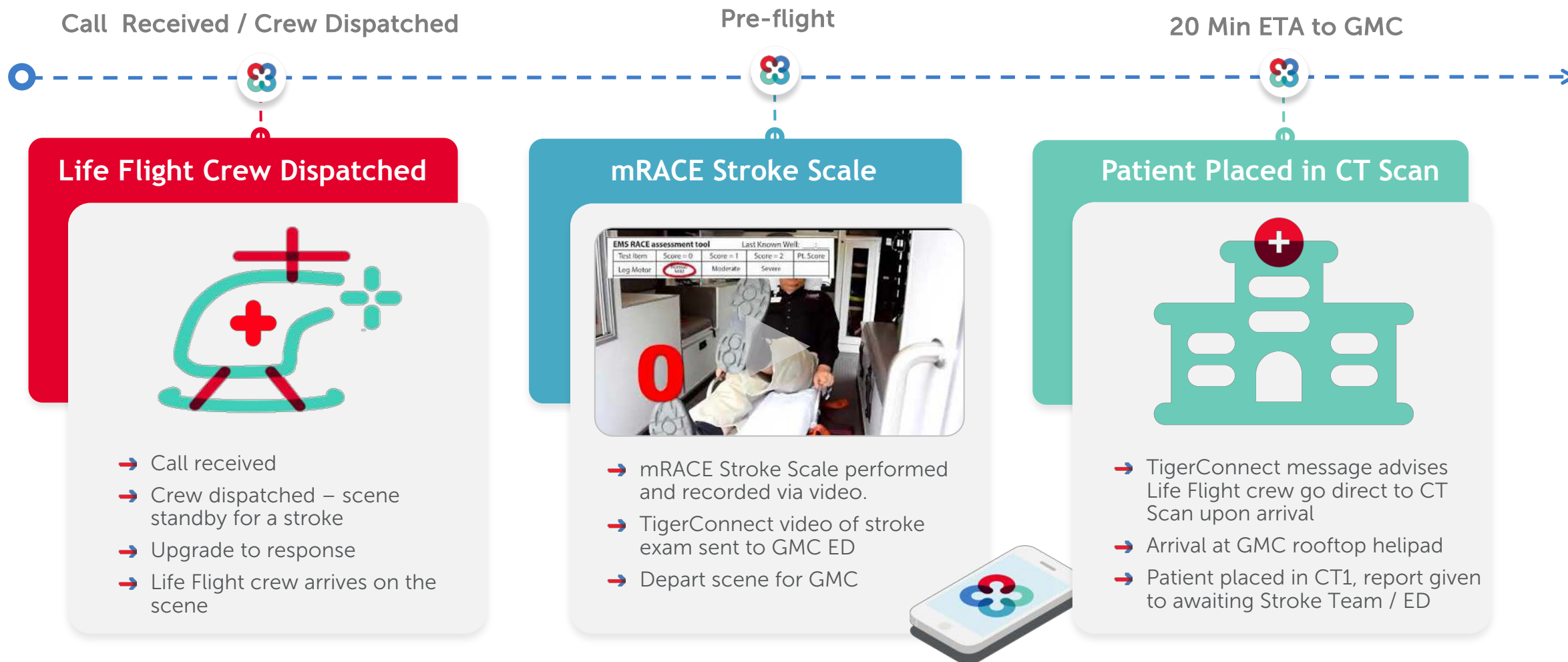
### Expectation:

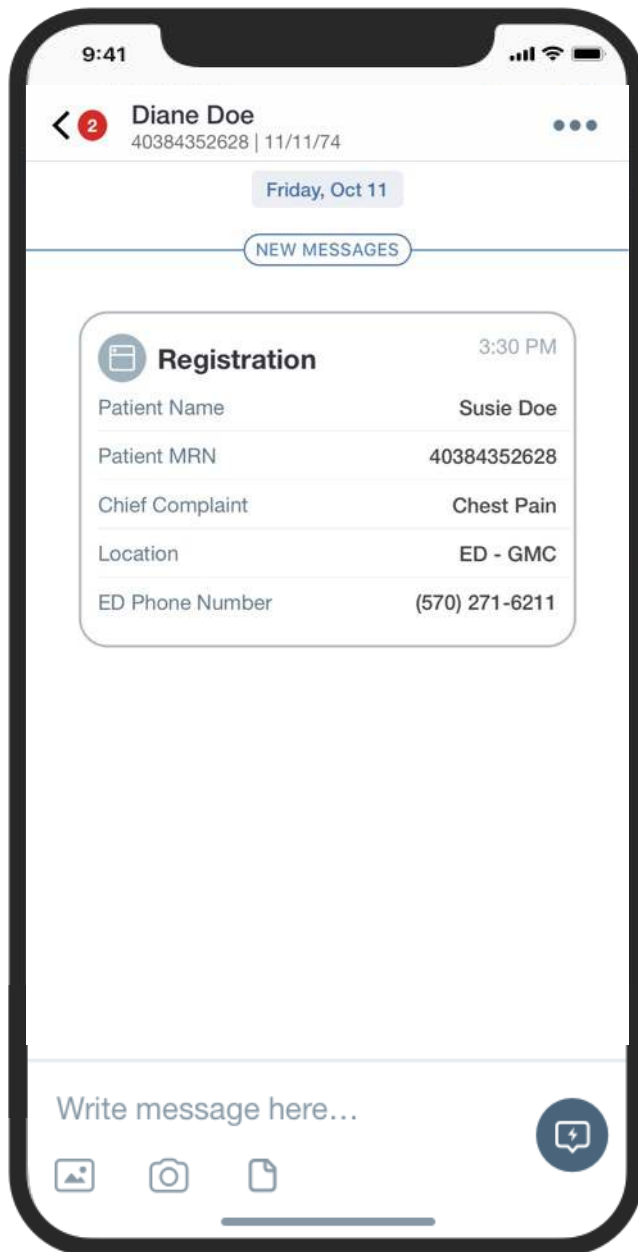
- Decreased time to completion



# Geisinger Life Flight

## Stroke Case Study





# 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 #





Q & A

