

Today's **Speaker**

Brad Brooks

CEO & Co-Founder, TigerConnect



HOTEL
DEANZA

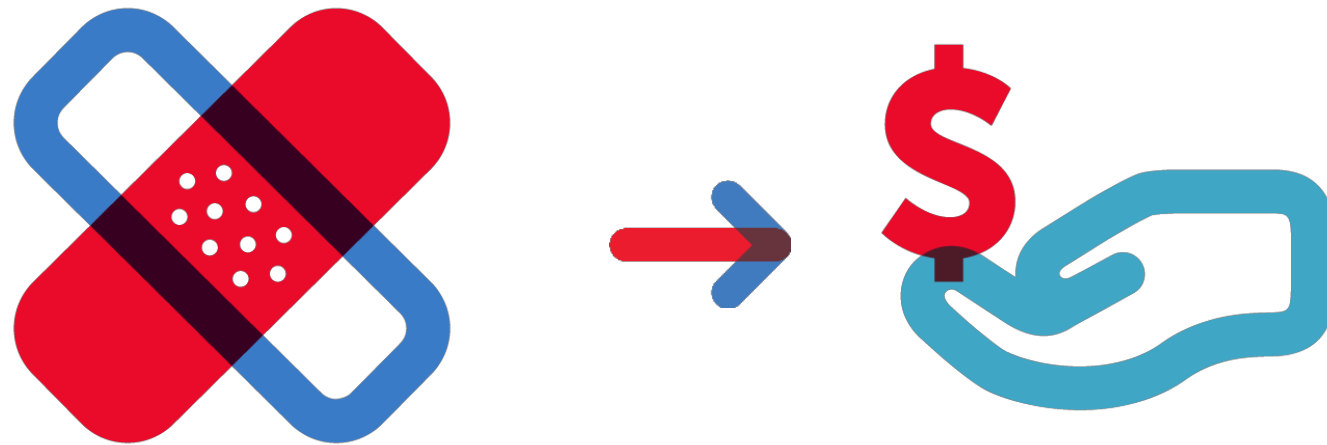
The Connected Care Network

Brad Brooks, Co-Founder & CEO, TigerConnect

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

Good Ol' Days

Fee-for-Service ruled...



...and life was manageable



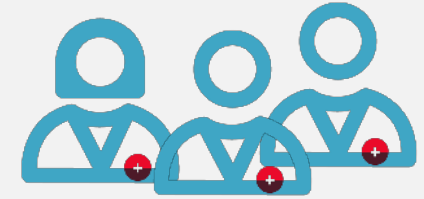
But Healthcare Has Complexified



Skilled Nursing



Outpatient Clinics



ACOs



Urgent Care

Lab Techs Cardio
Meal Services **Med Surg** Oncologists
NICU Pharmacists
PICU Nurses
Radiology Unit Clerks
Stroke Team **Case Managers**
Transport Nursing Aides
Phlebotomists Residents
EMS

Acute Care



Home Care



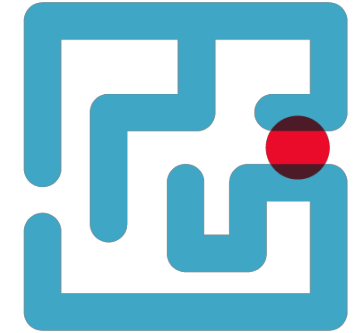
Challenges



Margin compression



Value-based care

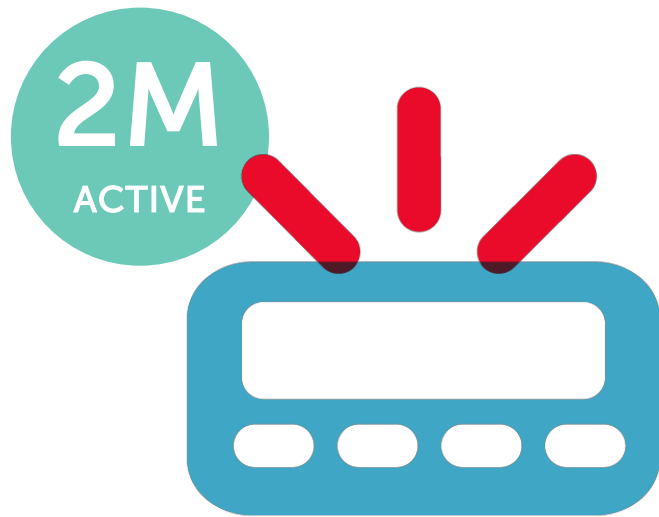


Maintain quality in
this complex
environment



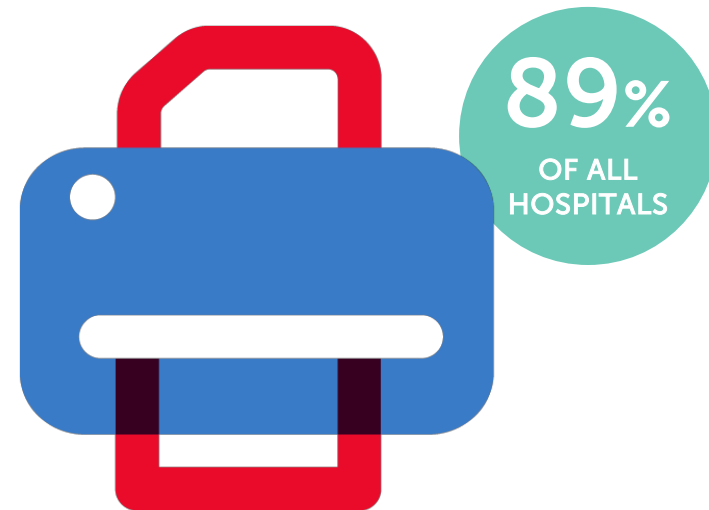
Yet Communication Hasn't Kept Up

The last great innovations?



Pagers

Invented 1921. First used in 1949 at New York Jewish Hospital.



Fax Machines

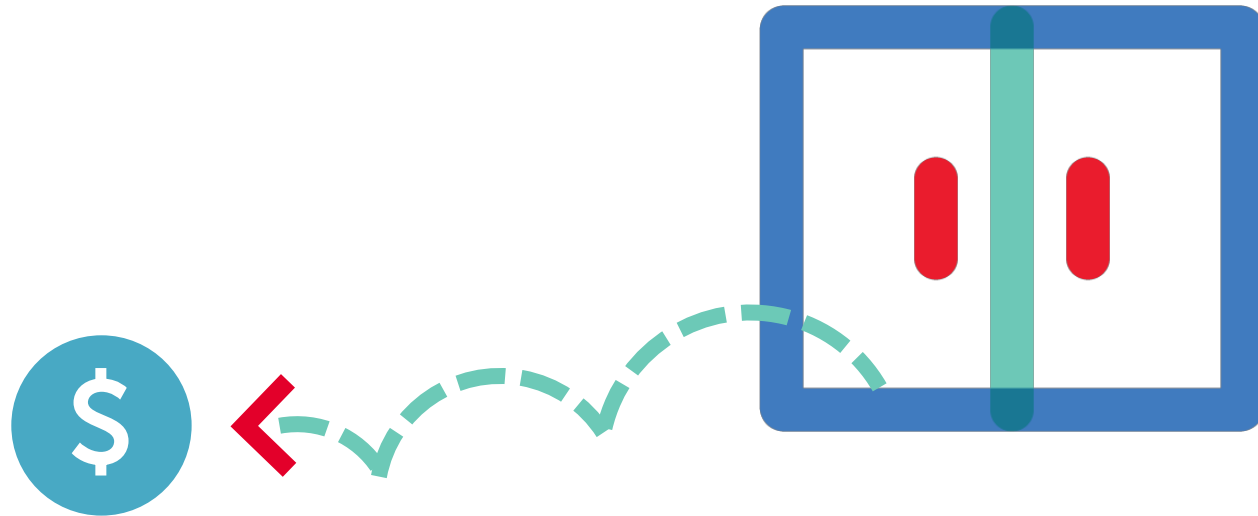
Invented 1846. Commercially adopted in 1964.



As Competition Has Intensified



And Complexifiers Have Multiplied



ED leakage



And Complexifiers Have Multiplied



Physician networks in/outside the hospital



And Complexifiers Have Multiplied



Plus, a big push into home health



Reliance On Antiquated Communication

leads to...



Lower throughput



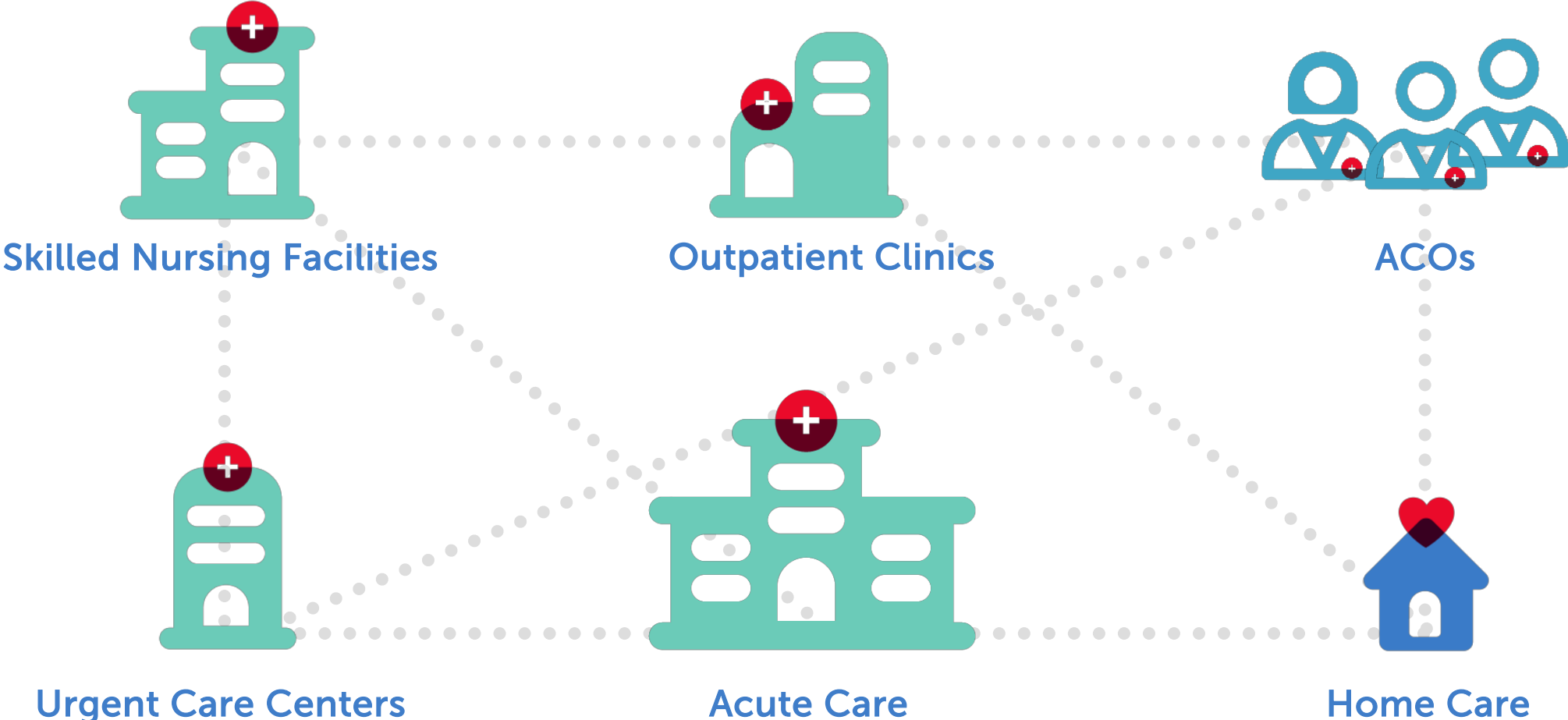
Higher readmissions



More medical errors



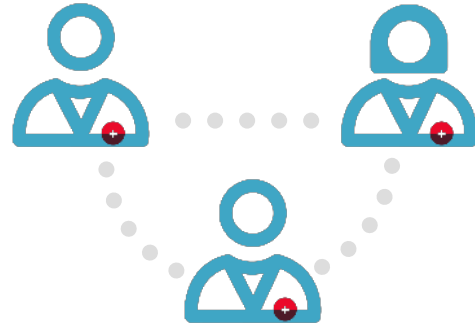
A True Health Communication Network Solves This



Making It Easier to Reach People



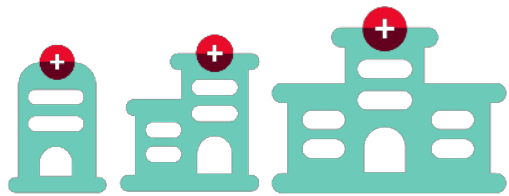
1-to-1



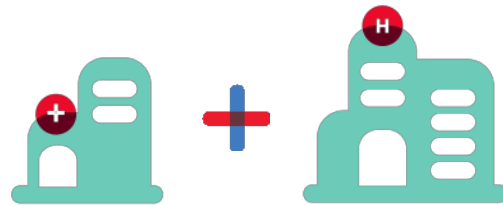
In Groups



Asynchronous-
to- Synchronous



Across a Health System



Non-Owned Affiliates

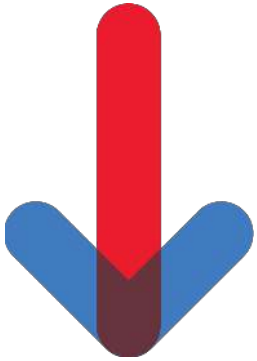


Patients • Families



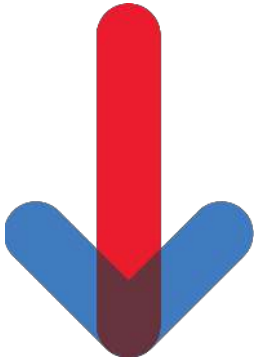
Creating a **Connected Care Network** Unlocks **Massive Downstream Benefits**





LOWER ED wait times

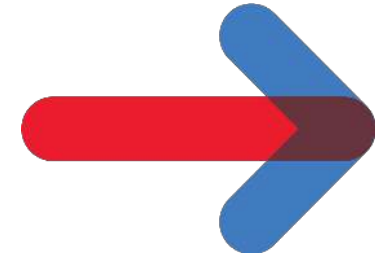


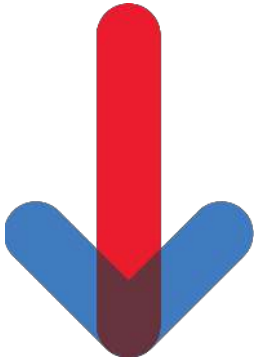


SHORTER Admit times



STREAMLINED Discharge





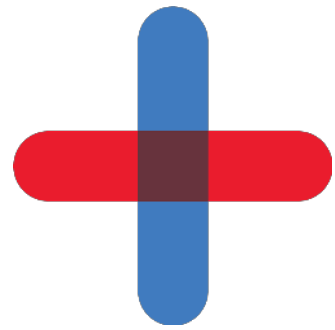
REDUCED Readmission rates





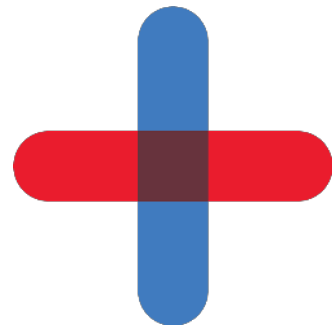
BETTER Outcomes





HAPPIER Patients





HAPPIER Physicians & Nurses



Case Study

Innovation Care Partners + TigerConnect

Innovation Care Partners (ICP), an ACO, used TigerConnect to lower readmission rates and achieve the state's highest Medicare reimbursements.

By streamlining HIE workflows across its base of 2,000 physicians, ICP saw **readmission rates drop from 12% (the Arizona state average) to 4%** through automated alerts and sharing emergency room visits, patient admissions, discharge summaries, and medication/problem lists.



\$19M
in reimbursements
from Medicare
Shared Savings
Program

66%
reduction
in readmission
rates



Case Study

Westchester Medical Center

Westchester Medical Center Health Network significantly streamlined their stroke team readiness and capacity management to substantially increase case workload.

50

additional stroke cases treated in 1st half of 2018 vs. 1st half of 2017

7

minute reduction in stroke response time per case

\$5M

annual incremental billings (\$50,000 DRG per stroke case treated)



“TigerConnect mimics the existing workflow of a hospital. The minutes that we can shave off of a particular process are really important to the patient. They’re also important to the bottom line”

— JONATHAN BERKOWITZ, MD MEDICAL DIRECTOR, INTERFACILITY TRANSFER





Q & A

