Maximizing Value with TigerFlow

Innovation Care Partners

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

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Today's Speakers

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Aligning Strategic Goals with TigerFlow

Leveraging key features to further impact

ICP Model for Care Delivery

What we do......

1. Engage Physicians
2. Improve access to data for clinicians
3. Improve provider communications and coordination
4. Manage the health of our population
5. Care Coordination and Transitional Care Management

Leads to...

➜ Improved quality

➜ Reduced cost

➜ Improved patient satisfaction

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Key Organizational Challenges

Manage Growth and Expansion of ACO Model

- Increasing communication between physicians within our expanding network
  - Physician to Physician
  - Care Team to Physician

Manage Requirements Across Multiple Health Plan Contracts

- Continuing to align delivery model and outcomes to meet requirements of managed care contracts
- Continually improve care and outcomes while reducing costs
- Leakage

Leverage TigerConnect Investment in Existing tools/workflows

- HIE Capabilities
- Integration Engine
- Care Coordination Platform
- Analytics

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Key Care Management Challenges

➔ Care Coordination & Clinical Team Engagement

➔ Managing on-call communications required multiple means and manual effort to contact responsible team member

➔ HIPAA compliant / flexible receipt of key patient related events

  ➔ Care team members were not able to coordinate care in real-time based on event types (admission, discharge, results)

➔ Voice communications required multiple steps and access to personal information across team members

➔ Live communications to assess patients was not possible

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TigerFlow - Solution in One Package

Roles → Support of shift-based comms to drive shift-hand offs and continuity of communication across teams
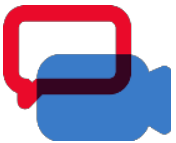
Integrations → Single, Unified API Integration - Deep integration with solutions driving action-based messaging

Flexible → Flexible configuration of data presentation based on use case

VoIP & Video → Support of multiple modes of communication beyond messaging via VoIP and Video

Growth → A platform that can be built upon to support advancing opportunities and goals for improving patient care

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Implementation Approach

Developing an Enterprise-Wide Strategy

Technical Implementation

Flexible Implementation
Model to Drive Key Priorities

Phase 1
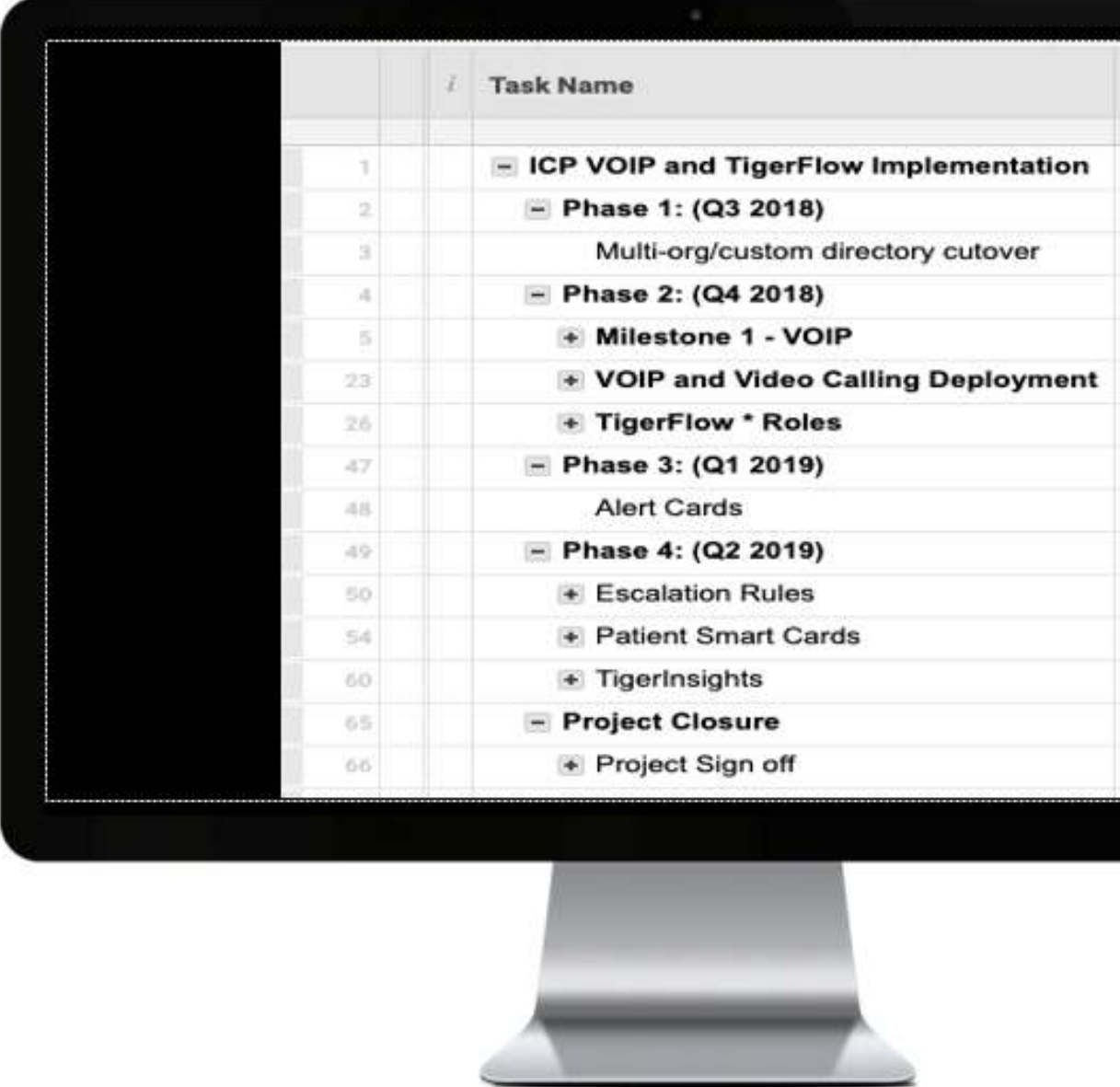→ Updating Directories for improved user experience

Phase 2
→ TigerFlow Roles

Phase 3
→ Alerting – On-Call Notifications

Phase 4
→ SmartCards
→ TigerInsights

	i	Task Name
1		☐ ICP VOIP and TigerFlow Implementation
2		☐ Phase 1: (Q3 2018)
3		Multi-org/custom directory cutover
4		☐ Phase 2: (Q4 2018)
5		⊞ Milestone 1 - VOIP
23		⊞ VOIP and Video Calling Deployment
26		⊞ TigerFlow * Roles
47		☐ Phase 3: (Q1 2019)
48		Alert Cards
49		☐ Phase 4: (Q2 2019)
50		⊞ Escalation Rules
54		⊞ Patient Smart Cards
60		⊞ TigerInsights
65		☐ Project Closure
66		⊞ Project Sign off

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ICP's Method of Deploying TigerFlow

Communication to our network:

→ Email Communication

→ Broadcast message via TigerConnect

→ Newsletter Articles

→ Physician Practice Liaison team

  → Provider Engagement

  → In- Person Trainings

→ Targeted feature communications

  → Patient SmartCard training with Care Coordinators

  → Promotion of VoIP/video calling to deepen real-time coordination

Patient SmartCard Workflow:

1. TigerConnect User will receive a push notification on their phone when a new event has been triggered

2. User will launch TigerConnect Mobile or desktop application

3. Click on the Care Teams tab located in your inbox

4. Click on the Patient SmartCard

Version Date: 10/22/2019
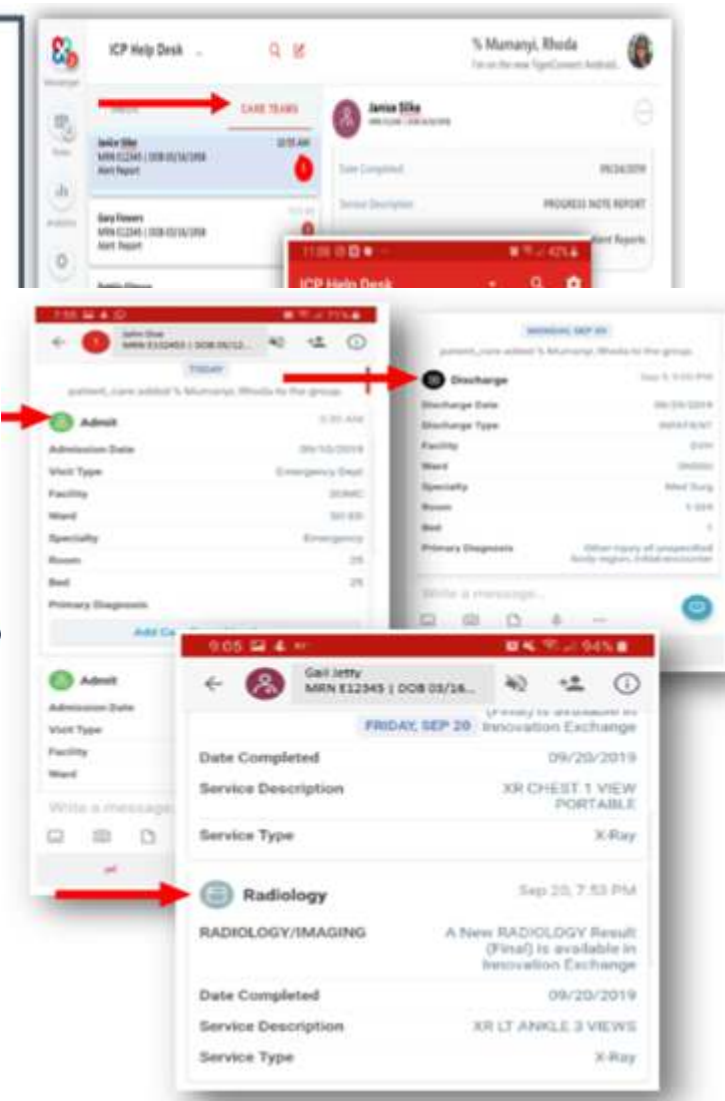
Looking Under the Hood

How does this all really work?

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Phase 1 - Directories within the application

How it works:

→ User access to multiple directories

→ Additional privacy for member physicians by limiting access to creating roles that are more defined


Multi-directory Selection

Your ICP TigerConnect account offers the following directories:

- **Innovation Care Partners** (Current ICP Providers)
- **HonorHealth Medical Group** (Employed Staff and HonorHealth Providers)
- **HonorHealth Hospitals** (Providers currently on Medical staff; non-ICP members)
- **ICP Ancillary Services** (Post-Acute Case Managers)
- **ICP Insurances** (Insurance Case Management staff)

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Phase 2 - VoIP and Video Features

How it works:

→ App-to-app calling between TigerConnect users
(Calls can be made directly from the ICP directory without the need to have the user's phone number in your contacts)

→ Video Calls between clinicians (Easy and compliant way to visually share something of importance with a colleague)
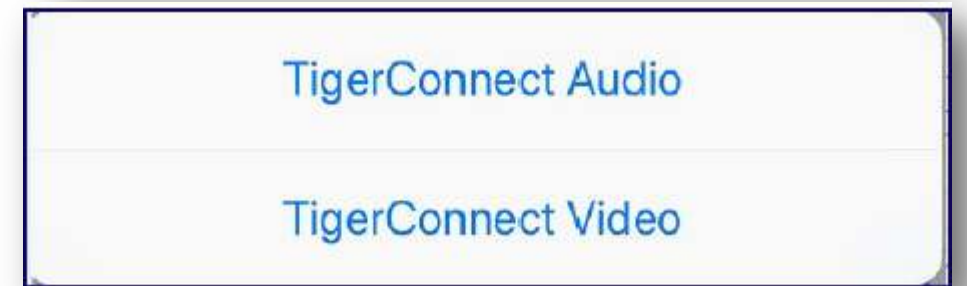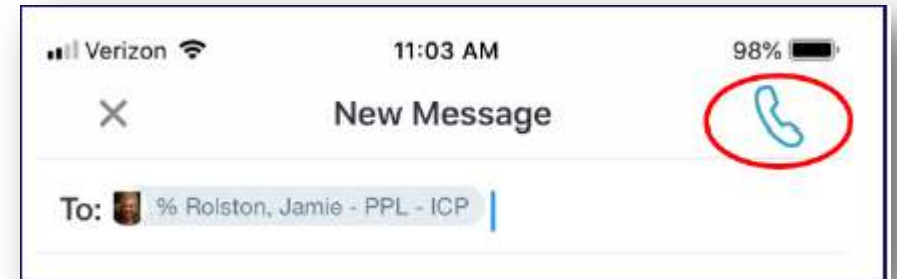
Phase 3 - Roles within Organization

How it works:

→ **Roles is defined and setup**

   → HelpDesk On Call

   → Weekend Transitional Care Manager (TCM)

   → Hospitalist Group On Call

→ **User Assignment**

   → Self-opt into the Role Manually

   → Schedule upload

→ **TigerConnect users can search for the specific Role and message the current user who is On Duty**
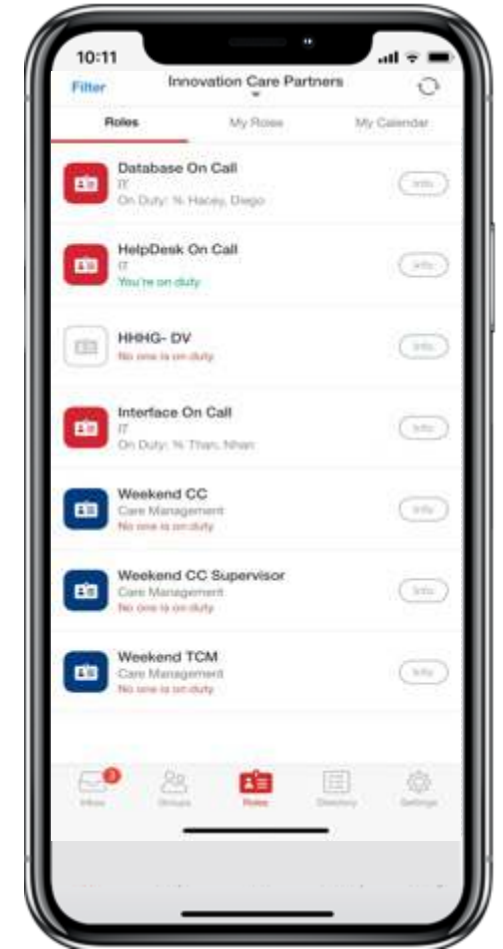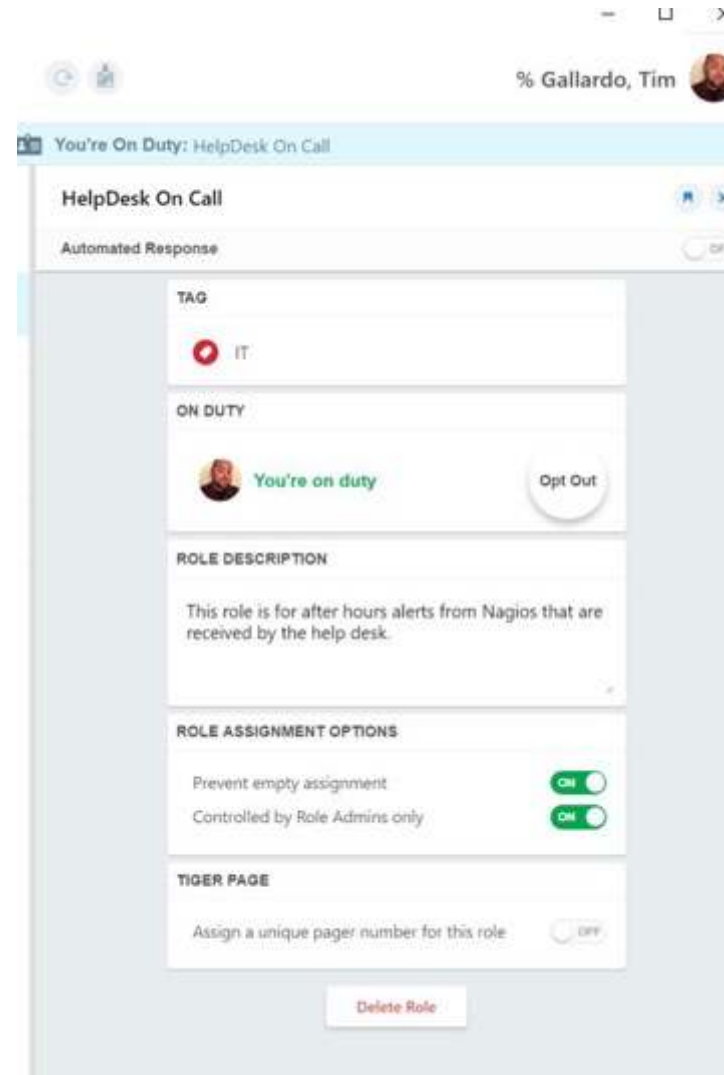
Phase 3 - Technical On-Call Integration - Alerting

Real-time notifications when after hours event occurs

How it works:

➡ Utilize Nagios for system/service monitoring

➡ Nagios communicates with Integration Engine for delivery

➡ Interface Engine converts alert to TigerConnect API

➡ On Call Technician within Role receives the alert

➡ Next Phase

  ➡ Allow for On Call Technician to acknowledge within TigerConnect and silence/mute in Nagios automatically

  ➡ Forward or Escalate Alert to 2nd/3rd Tier Support

  ➡ Allow for automatic escalation of non-responded to alert to additional roles based on technology experiencing issue
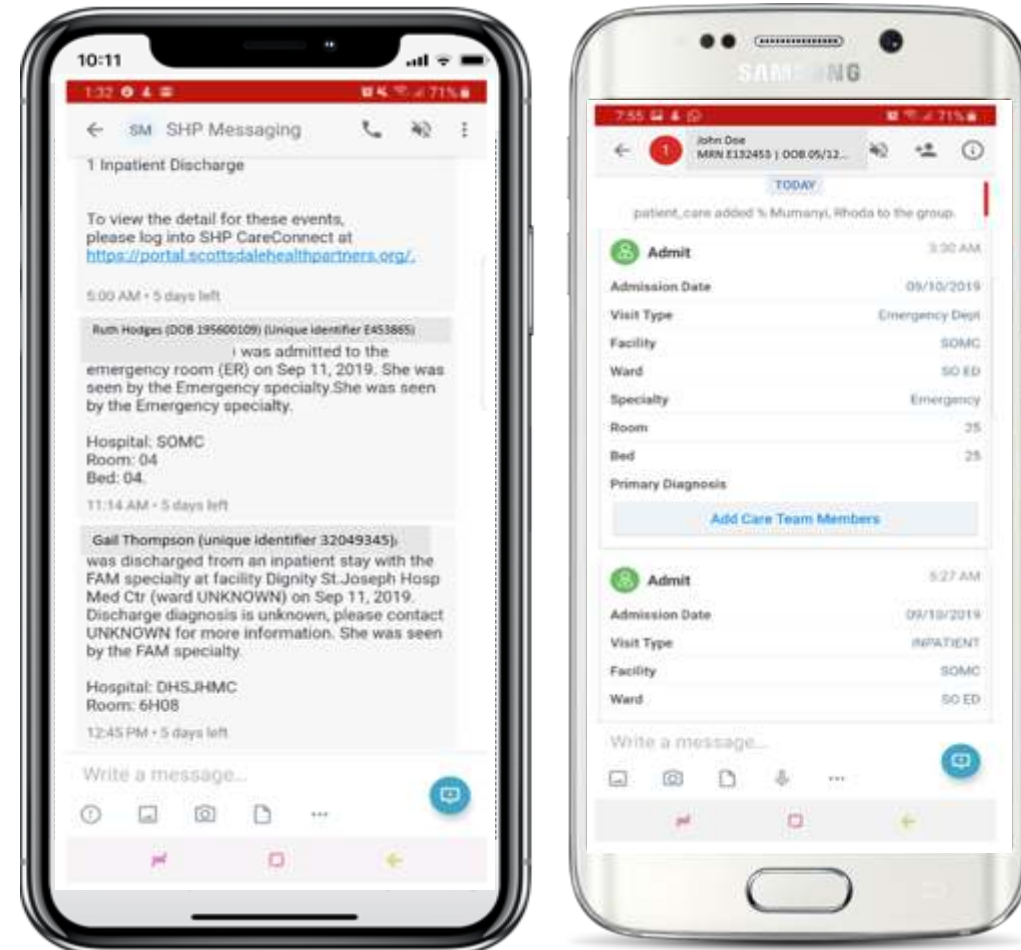
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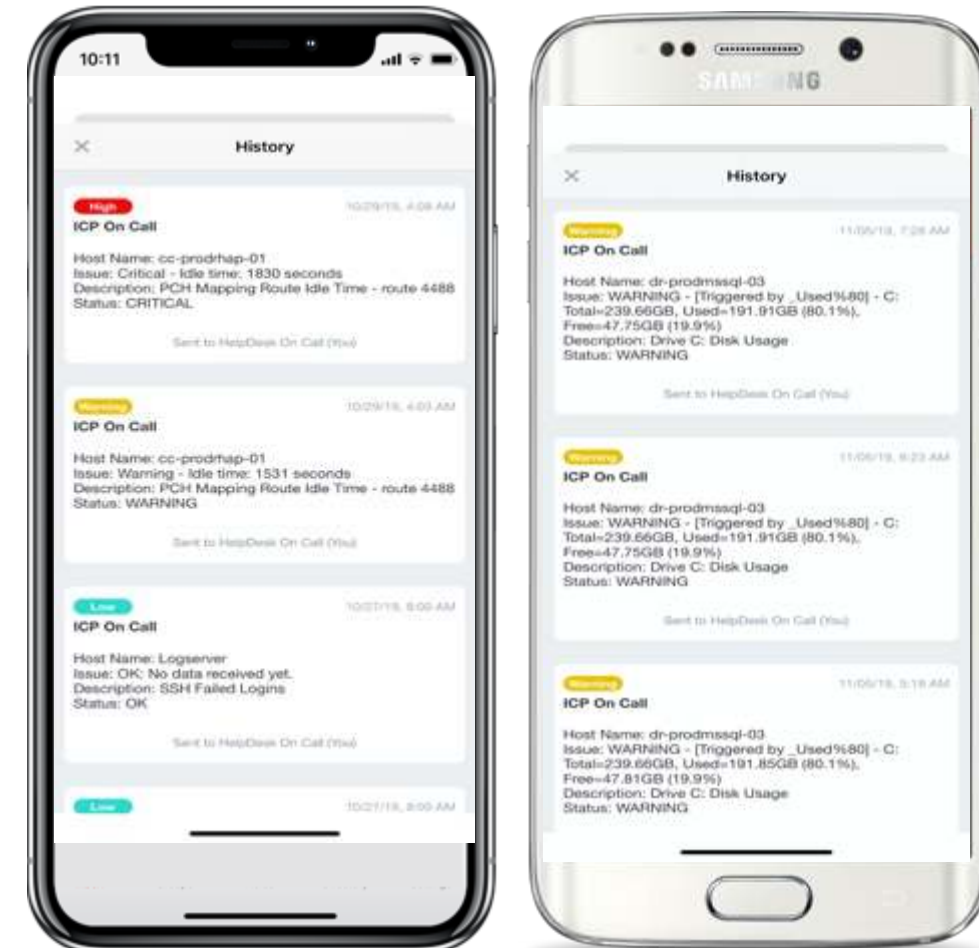
Phase 4 - Patient Centric Conversations - SmartCard

How it works:

→ TigerConnect Integrated with HIE

  → PCP/Care Coordinator has subscribed to receive notifications

    → Existing relationship with patient

    → User selected TigerConnect as the delivery method

→ API Integration via Interface Engine

  → Parsing data into key fields based on message type creates event driven notification

→ Notification Types

  ✔ Admission/Discharge
  ✔ Critical Lab result notification
  ✔ Critical Radiology result notification

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Admission/Discharge Event Notification

Event Notification

Key Data Included

- → Event Date
- → Facility
- → Admission Type
- → Room Number
- → Bed Number
- → Discharge Diagnosis

Recipients

- → Care Coordinators
- → Primary Care Providers
- → Additional care team members based on coordination needs – e.g. specialist, behavioral health services

Outcome

- ✔ Smooth transition of care via care coordination
- ✔ PCP engagement at time of discharge
- ✔ PCP and Specialty team change in diagnosis notification
- ✔ VoIP and video to expediate communications

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Result Notification

Result Delivery

Key Data Included

- → Event type
- → Date completed
- → Service description
- → Service type
- → Critical Result Flag

Recipients

- → Primary Care Providers
- → Specialists

Outcome

- ✔ Expedited action based on results
- ✔ Coordination with PCP and Specialty care
- ✔ Expedited sharing of results with patients
- ✔ Expedited adjustment to treatment plan
- ✔ Leveraging VoIP and video for additional communications

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User Feedback and Whats Next?

All fine and good, but what do users think?

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New Feature Results

SmartCard Use Case

ICP patient checks into a hospital with chest pain

Patient is admitted and registered into the hospital EHR

ADT (Admission/Discharge/Transfer) alert sent to TigerConnect
- PCP has subscribed to the events in our HIE that they want to be alerted
- In this case they have subscribed to admission event
- Care Coordinator has an established relationship with patient and is identified in our HIE

PCP or Care Coordinator can take action on the alert

Feedback on New Features

Angie Dillard - Care Coordinator

"I LOVE SmartCards! Once I receive a patient admission I can put reminder notes in my calendar to check for updates."

ICP Project Coordinator

"Video calling has been extremely useful when assisting offsite non-technical users troubleshoot technology issues. With the user being able to show their computer screen using video calling, we are able to instruct the user through the steps to fix their issue."
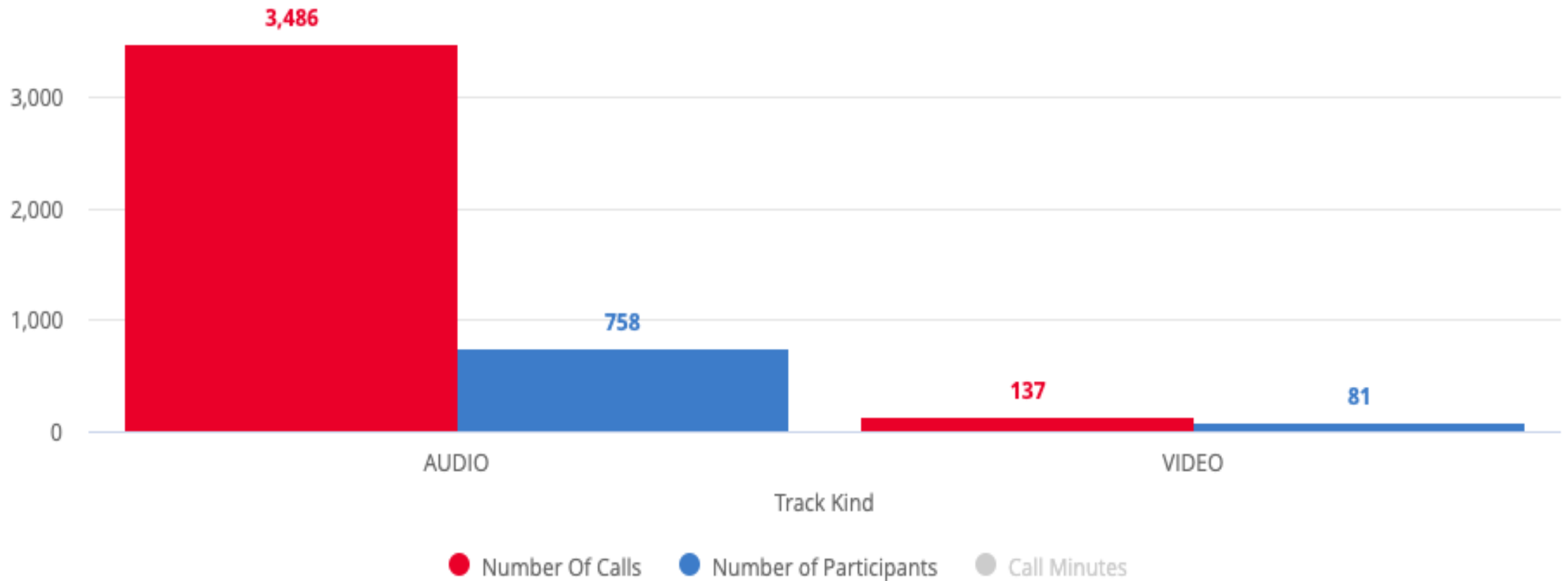
ICP Physician

"The look and feel is sleek and easy to read. Receiving notifications has been informative and helpful when providing care for my patient."

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Use & Adoption – Patient Centered Conversations
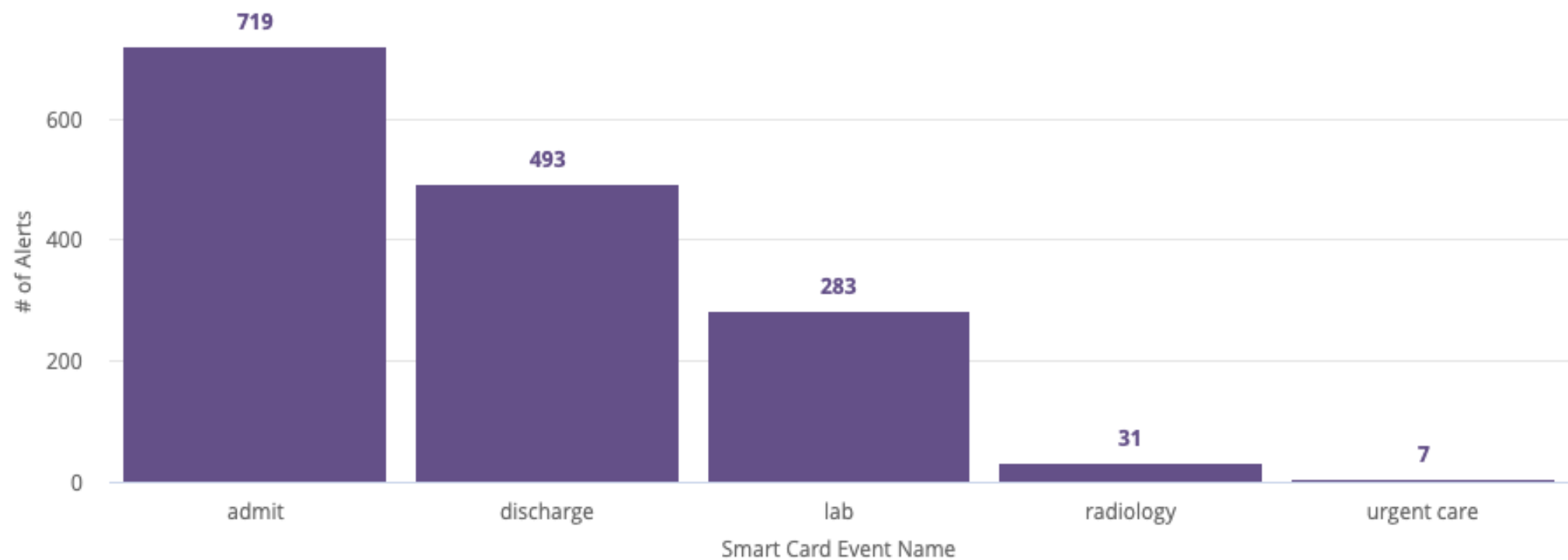
Post 30 days of go-live

VoIP Communications

Over 30 day Period – Average Call Length 2 minutes
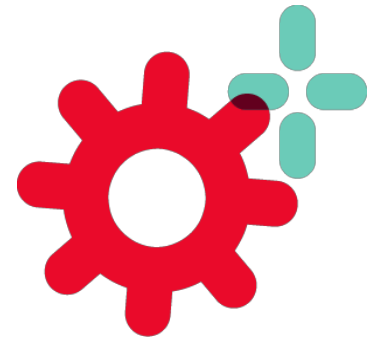
Impact to Use and Adoption

Org Activity Month-over-Month

Deployment of Patient Centered Conversations
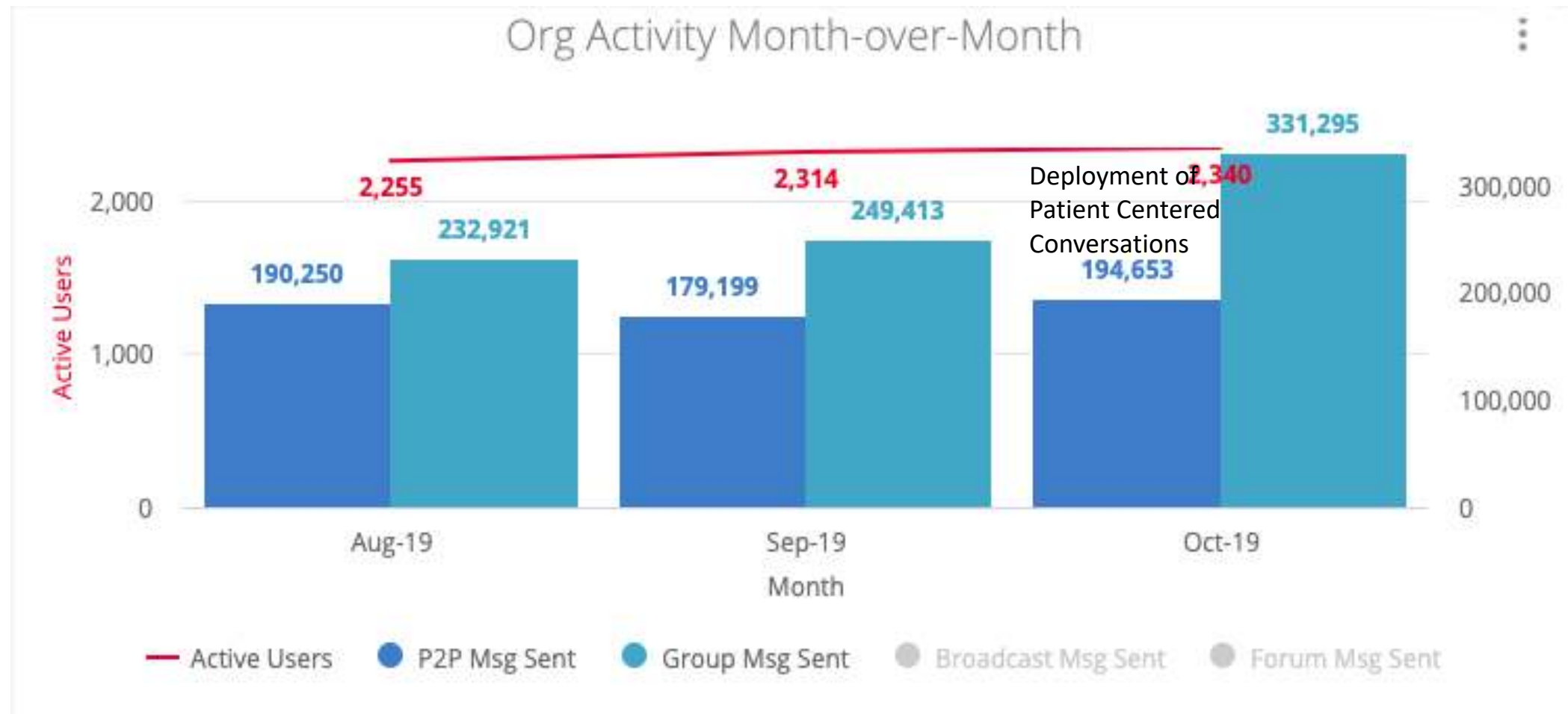
Future Focus for TigerConnect & TigerFlow

➡️ Additional improvement in coordination of care

    ➡️ Length of Stay

    ➡️ Discharge follow-up

    ➡️ Reduction in ED visits

    ➡️ Reduction in leakage

➡️ Improvement in physician satisfaction and engagement

Next Steps and Possible Future Development

➜ Expansion of Role-Based Communications

➜ TigerTouch – Enabling patient engagement directly with the Care Coordination team

➜ Allow for Facility focused communication rather than Patient focused

➜ Expanding the Use of Message Escalations

➜ Measuring outcomes of TigerFlow

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