

Creating Efficiencies in Care with TigerConnect

Salinas Valley Memorial Healthcare System

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Today's **Speaker Lineup**



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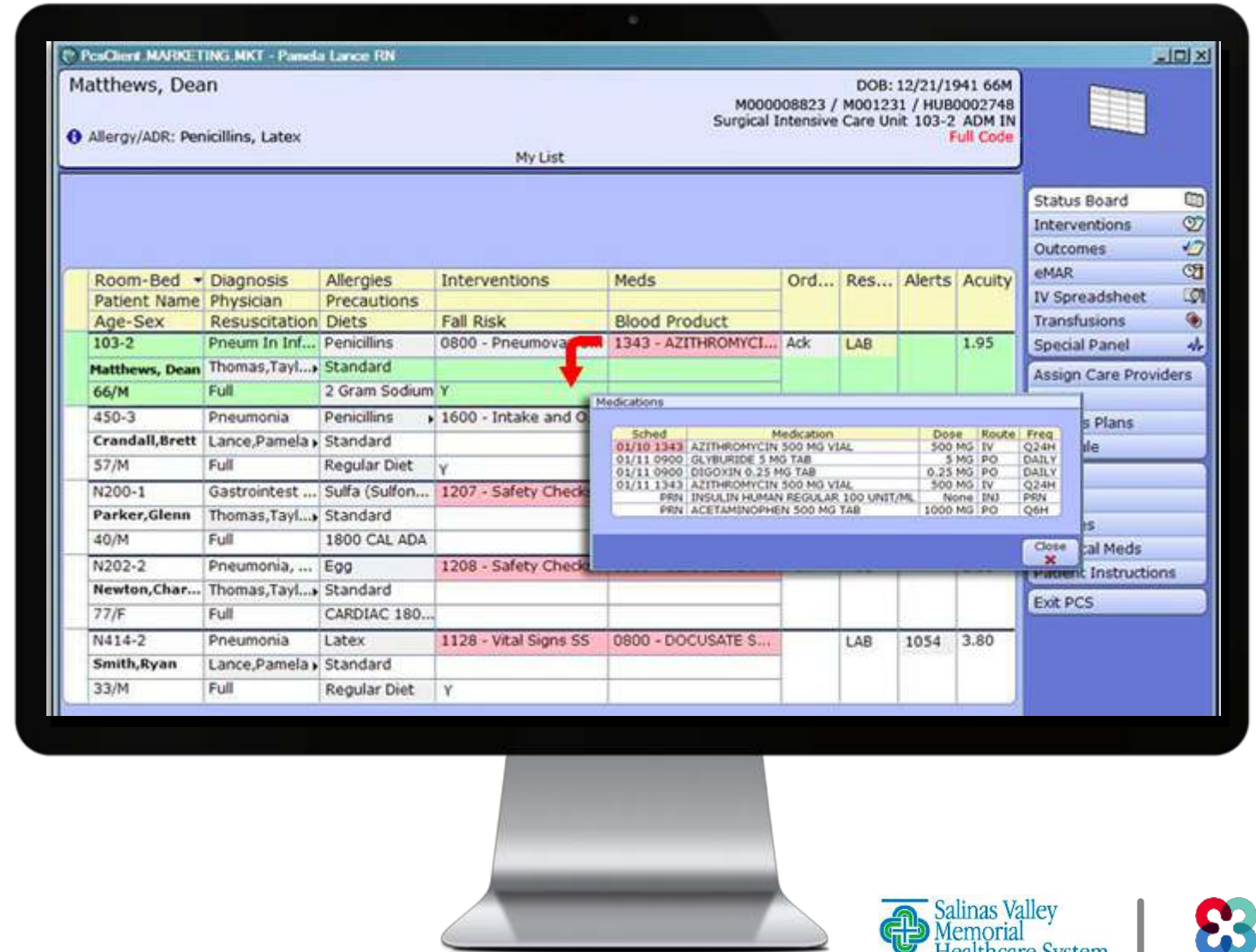
How TigerConnect Addresses Communication Challenges

TigerConnect As The System Of Action

Meditech = system of record

- Unable to send order notifications (except to printers)
- Orders listed on Status Board in Meditech
 - User has to be logged in to Meditech and have Status Board up
- Some orders sent to printers in clinicians' offices
 - Clinicians not in offices most of the time

Challenge – delay in clinicians receiving and acting on orders





Communication Challenge #1 – Anesthesiologist Deficiencies

Anesthesiologists not documenting in timely manner after patient surgeries

Challenges:

- ➔ Surgeon documentation rely on Anesth evaluation
 - Surgeon documentation delayed too
- ➔ Coding/billing
- ➔ HIM requirements
- ➔ Creates toil for HIM & Med Staff
 - Disrupt Anesth & Surgeons

Initial Solution: Email Notifications

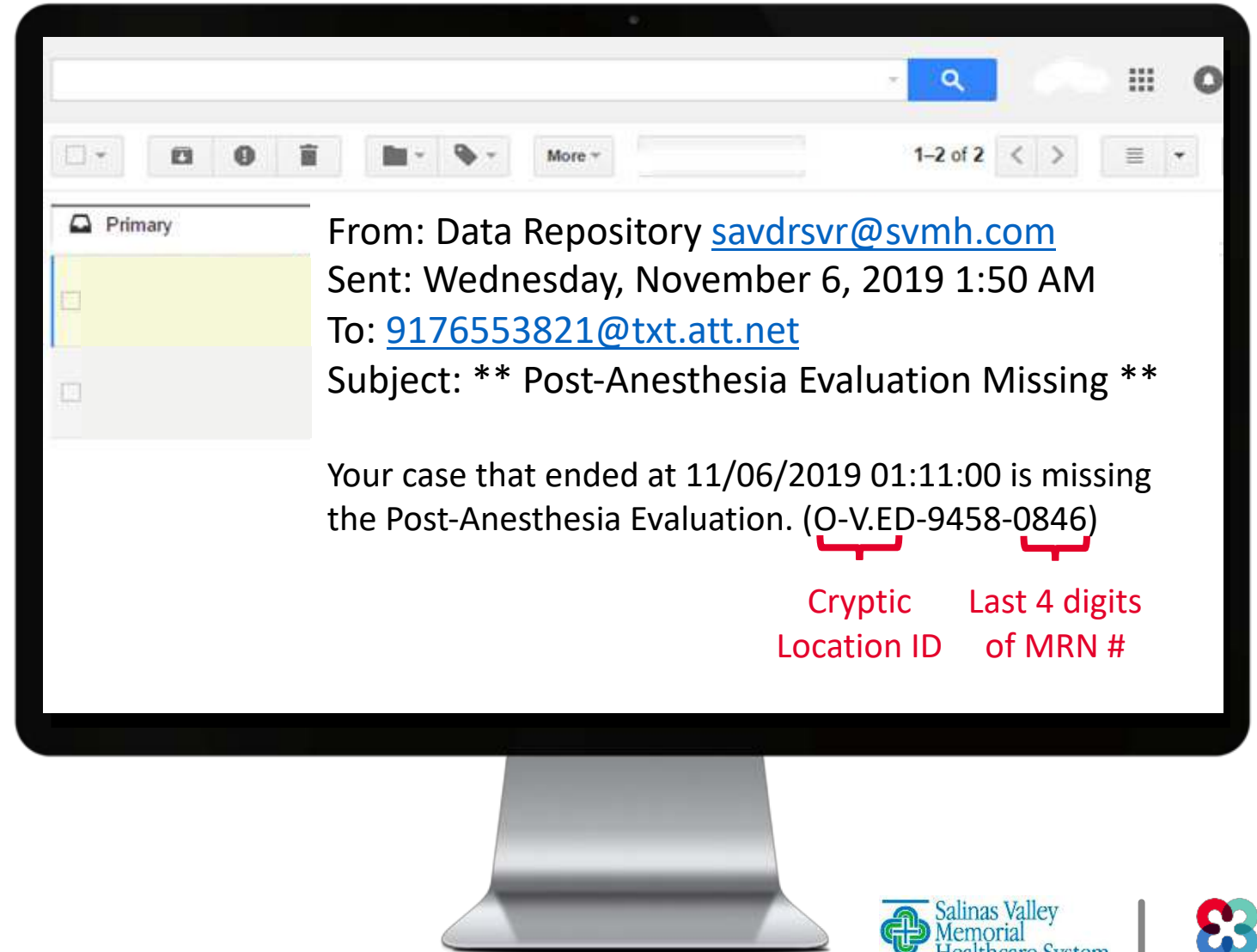
Email notifications to Anesthesiologists with missing evaluations

→ Created stored procedure in Microsoft SQL

1. Check Picis for date stamp when surgical case ended
2. Check Meditech for evaluation
3. No notes >> send notification
 - Outpatient 30min
 - Inpatient 60min
 - ICU 24hr

Runs every five minutes

Challenge - cannot send PHI





Meditech Integration

TigerConnect Enhancing Anesthesiology Notifications

Send notifications to Anesthesiologists from Meditech via TigerConnect

➔ Sending through API

Outcomes

- ➔ Zero deficiencies
- ➔ Time and resources saved / decrease in toil
- ➔ Increase in staff HIM and Med Staff satisfaction

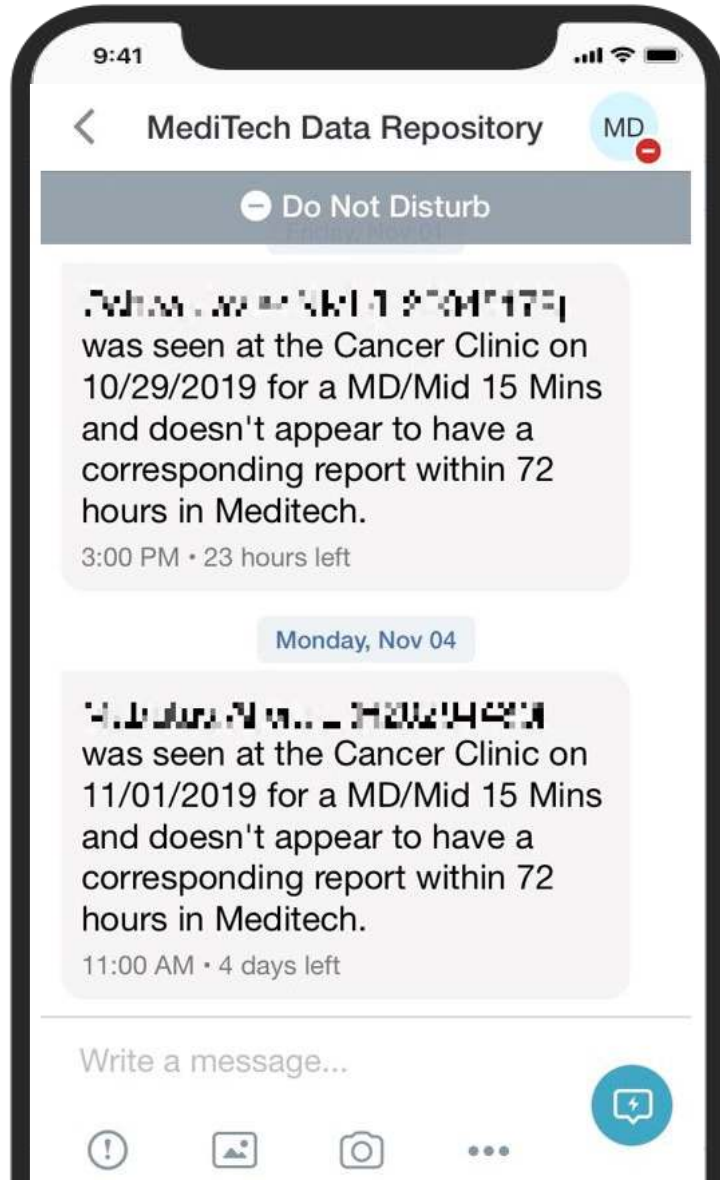
Communication Challenge #2 – Oncologists' Deficiencies

Oncologists' documentation missing / incomplete after patient visits

Challenges

- ➔ APPs need historical context to treat patients
- ➔ Delay in patient care
- ➔ Cannot reach Oncologist in timely manner for order clarification
- ➔ Pharmacy & nursing staff toil
- ➔ Meditech unable to send notifications





Meditech Integration

Oncology Notifications via TigerConnect

Send notifications to Oncologists via TC

- Sending through API
- No documentation within 72 hours of patient visit

Outcome

- Decrease in Pharmacy and nursing staff toil
- Increase in clinician and staff satisfaction
- Stronger care continuum

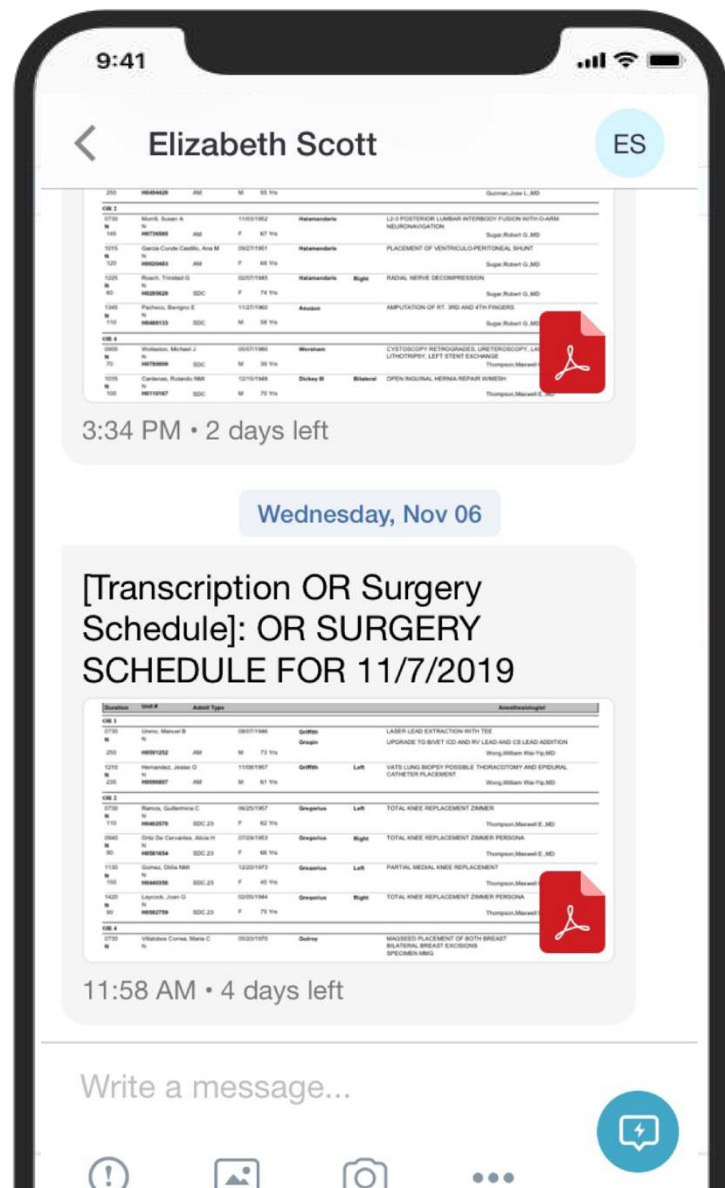


Communication Challenge #3 – OR Surgery Schedule

Some OR Surgeons & Anesthesiologists
not receiving OR patient schedule

Challenges

- ➔ OR patient schedules being sent to clinicians' personal emails
 - IT security measures block some emails
- ➔ Not HIPAA-compliant
- ➔ OR Surgeons and Anesth call OR Schedulers/Charge Nurse with questions
 - Clinician and staff toil



TigerConnect Decreasing OR Toil

OR Surgery Schedule Broadcast List

OR schedulers send out surgery schedule via Broadcast List

- ➔ Send to OR Surgeons & Anesthesiologists every day at noon
- ➔ Upload patient schedule via TigerConnect Desktop App
 - Schedule downloaded as PDF from Picis

Outcomes:

- ➔ Decreased number of calls to OR schedulers/Charge Nurse
- ➔ Decrease of clinician and staff toil
- ➔ Increase in clinician and staff satisfaction



Next Areas To Target For Process Improvement

Expanding TigerFlow & Integrations To Address Challenges

Processes to Improve	TigerConnect Roles Needed	Goals
Oncology/infusion processes	Outpatient Pharmacist Infusion Charge Nurse Infusion Clerk(s)	Faster, more efficient follow up after discharge Better, faster care team communication Decrease in patient appointment delays
STAT ED bed request	Nurse Supervisor	Increase throughput
Readmissions: flagged patients trigger alert upon registration in ED	Case Manager Risk Management	Reduce readmissions Increase clinician and staff safety
Pet therapy / spiritual care / massage requests	Concierge Request	Fulfill requests more quickly Ability to track completed requests
PT and OT orders	PT On-Call OT On-Call	Fulfill orders more quickly
Referrals	Referral Role (at each clinic)	Ability to track if/when referral received Better care team collaboration



Q & A