

HOTEL  
DEANZA

# Leveraging Roles & Integrations to Connect the Care Team

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Southwest Healthcare System

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

# Today's Speakers



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# Southwest Healthcare System - UHS

## Overview

### → 2 acute-care facilities

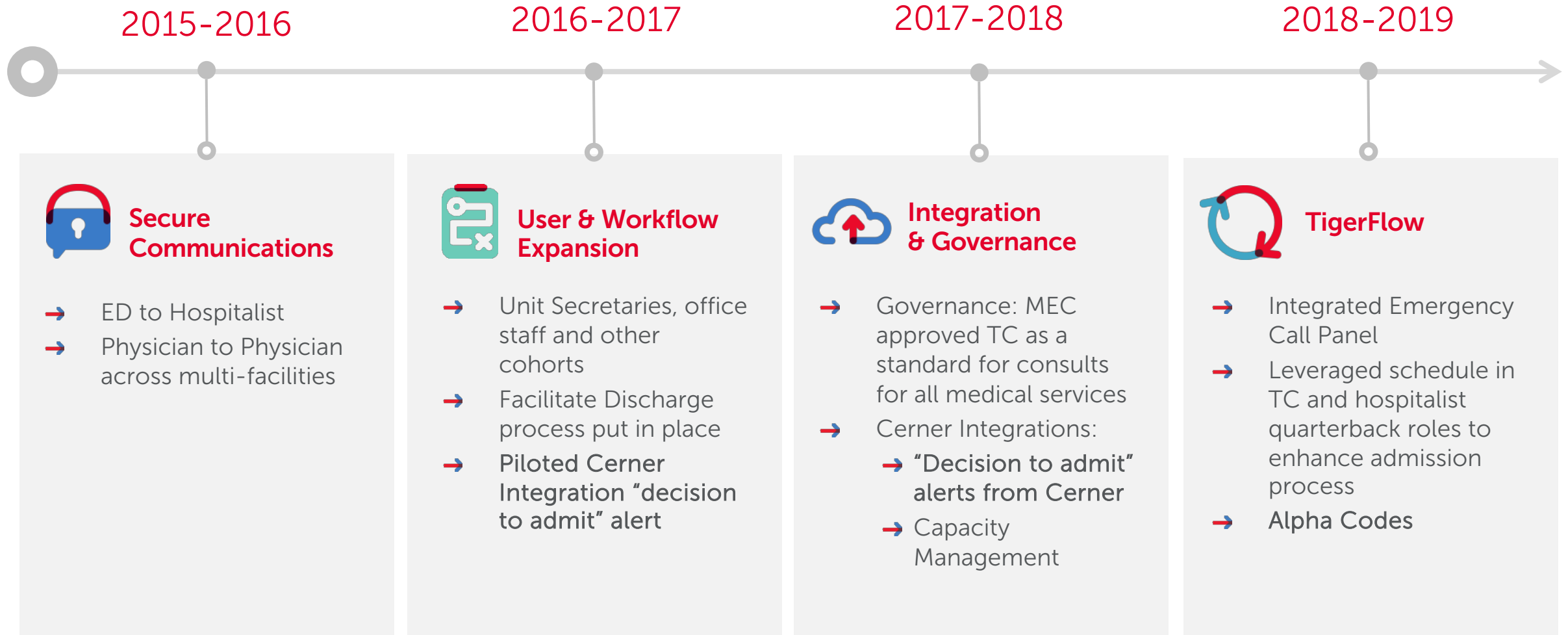
- Inland Valley Medical Center campus, in Wildomar, California – 122-bed facility
- Rancho Springs Medical Center campus, in Murrieta, California – 120 bed facility

### → 2018 Organization Snapshot

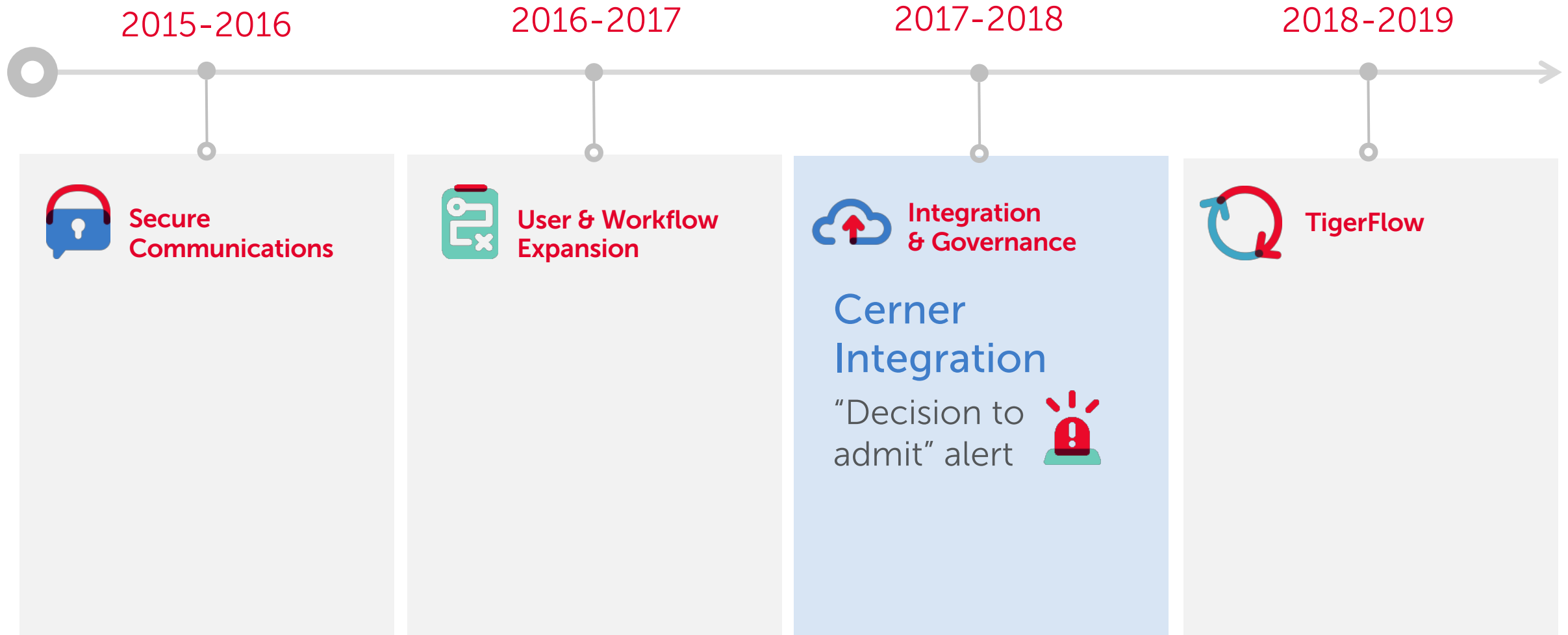
Patient Admissions	16,305
Births	3,509
Emergency Visits	102,991
Total Surgeries	9,100
Total Staff:	1,501
Total Physicians	452



# TigerConnect Partnership Progression



# Streaming ED Throughput

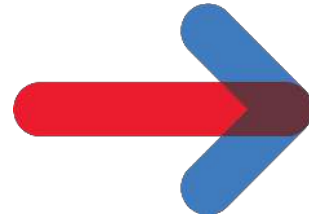


# Optimizing the workflow around Decision to Admit orders

## Before

Manual monitoring of task queue for admissions and requires multiple phone calls to determine correct provider

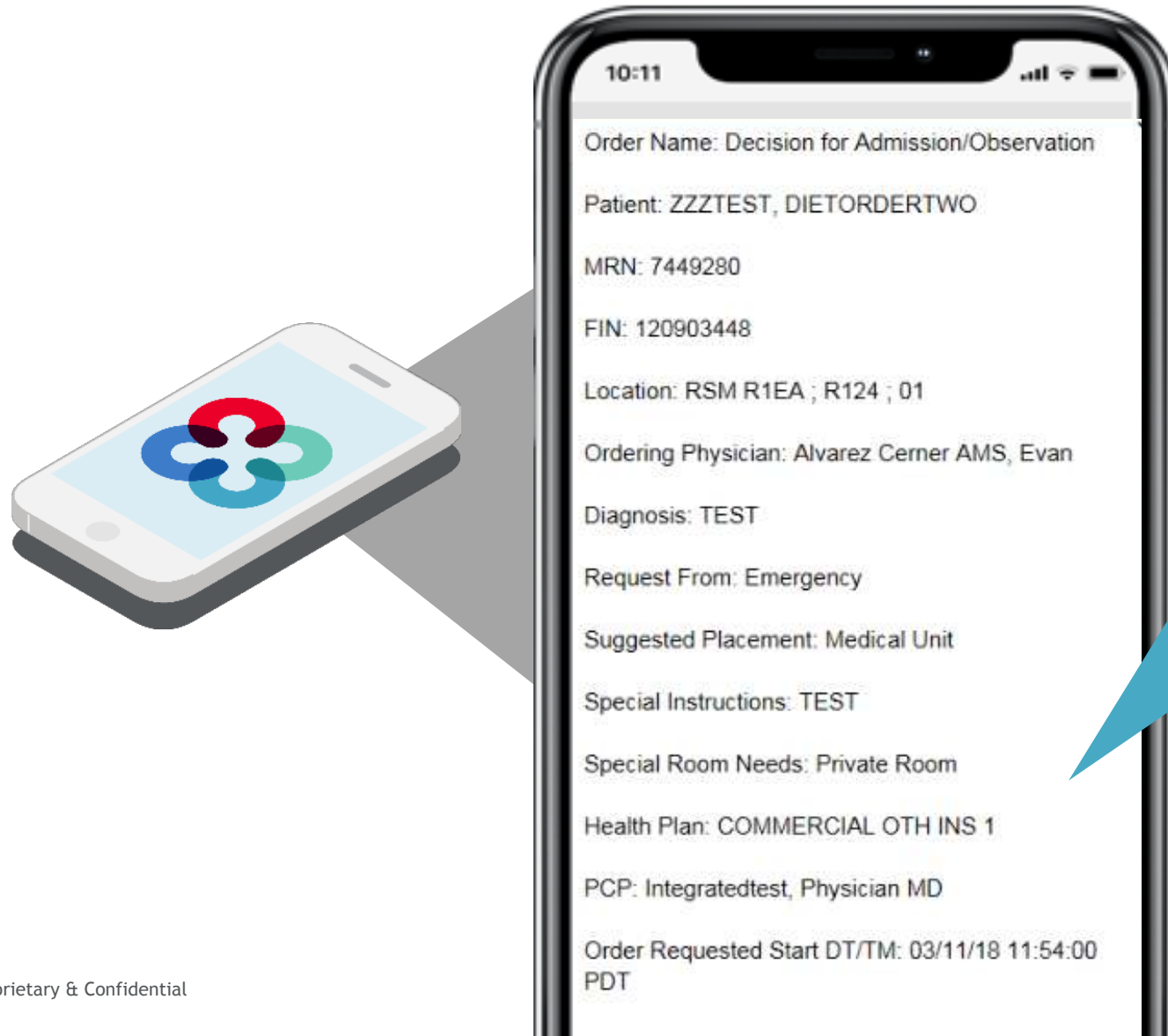
Lack of notification at point of care



## After

- ✓ Unit clerk can communicate directly with the hospitalist QB (a role) & emergency on call panel
- ✓ Hospitalist QB, specialists on call & ED can communicate easily for coordination & planning
- ✓ Alerts now sent to specific hospitalist or specialist
- ✓ Specific hospitalist assigned the patient gets alert directly in TC with key information

# Sample Tiger Text Sent with Order Notification



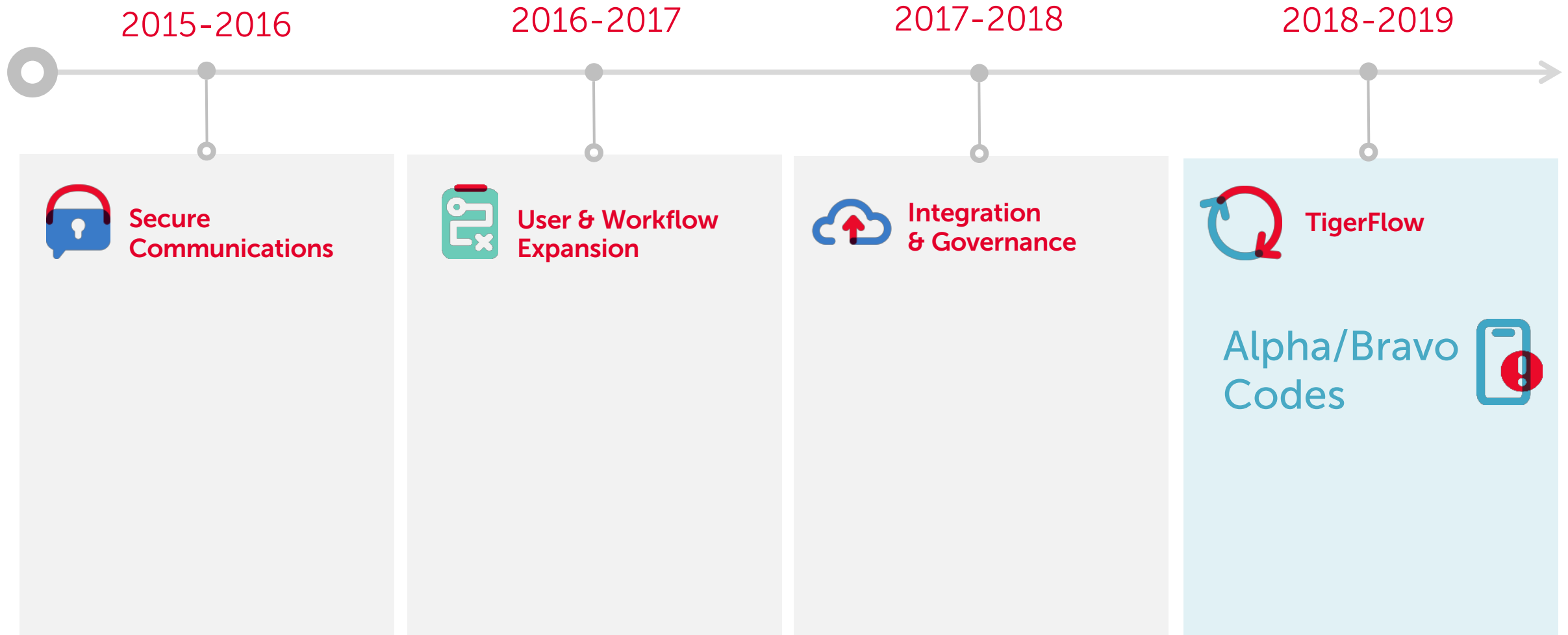
Helpful, **ACTIONABLE** data  
that can jumpstart care

# Early Results & Success on ED Throughput

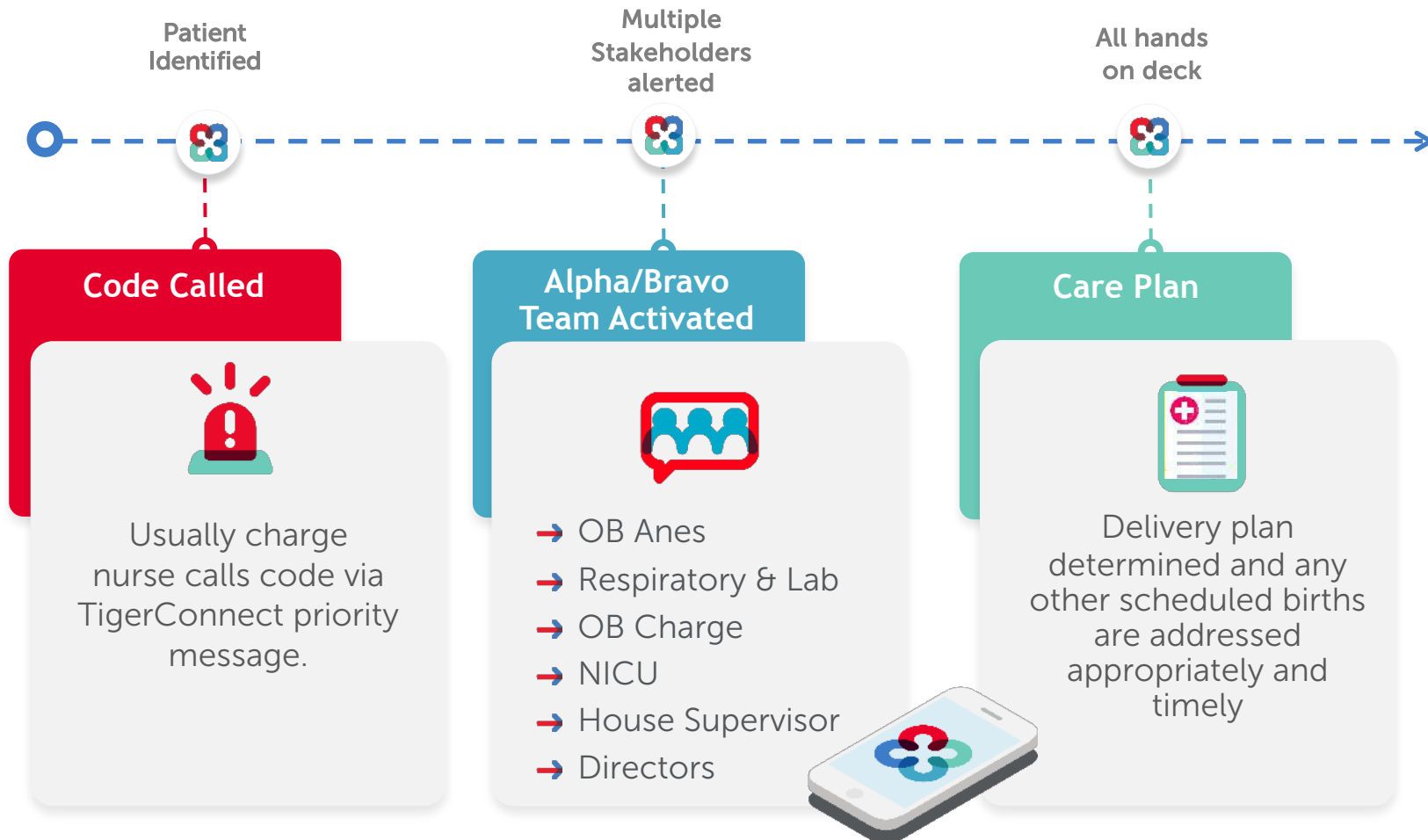
SWHC TigerConnect Pilot Stats (ED to Admission)		12 weeks (5/15)	15 weeks (6/5)
TAT (among "active" Users)	Baseline TAT (i.e. pre-TigerConnect):	1:19:22	1:26:01
	New TAT (i.e. post-TigerConnect):	1:12:48	1:15:57
	Decrease of TAT (minutes):	0:06:34	0:10:04
	Decrease of TAT (%):	8.3%	11.7%



# Connecting Care Teams with Roles



# Alpha /Bravo Codes = *Unscheduled, Emergent Births*



## Challenges prior to TigerConnect:

### Care Team Mobilization:

- Overhead was not always heard by all parties that needed to participate in the code
- Accountability

### Expectation:

- Decreased time to activate many stakeholders

# Next Steps

Project	Timeframe
Integrate RT Protocol Order Alert from Cerner	TBD
Leverage TC for communication about patients from IPM Urgent Care to SWHC ED	TBD
Leverage Patient Facing Messaging for Ortho Survey	TBD
Discuss expansion to Post Acute Partners and ACO	TBD



# Q & A