Today's Speaker Lineup

Dusadee Sarangarm, MD

ACMIO & Associate Professor, Department of Emergency Medicine UNMHS

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Quality Program Manager, UNM Comprehensive Cancer Center

UNM HSC's Connect Care Network Goals

UNM's Physician Advisory Board Communication Goals

→ HIPAA-compliant communication

→ Transparent two-way communication

→ Easy accessible directory of all clinicians and care team members

→ Modernized communication tools (pagers are from the 1920s!)

High-Level Implementation Strategy

Onboarding / Roles

1. On board physicians
2. Create physician Roles
3. On board staff
4. Create staff Roles

Integrations

1. AMiON scheduling
2. Spok paging integration
3. Workflow integration
4. Cerner integration

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Hurdles During Implementation

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Implementation Hurdles

→ Culture
- Texting
- Using personal devices
- Dispel the myths

→ Adoption – early vs late adopters

→ HR – hourly employees

→ Technology
- Outdated devices
- Device durability
- Device settings/notification
- Parity between platforms
- WiFi

Key Steps To A Successful Implementation

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Physician, Nursing & IT Leadership Commitment

→ Monthly governance meetings

→ TigerConnect Mandate

→ Physician leader as Project Sponsor with staff IT dyad

→ Strong TigerConnect implementation team

- Roles integration
- Project management

→ On site visits

ACMIO/Project Sponsor Leading the Charge

Driving use & adoption across the organization

→ Schedule meetings with each unit/department
- Create Roles and integrate AMiON schedules

→ Comprehensive, scalable naming convention and tagging system for Roles

→ Push groups for automated Role integration over manual

→ Implement Roles across all clinical units/departments
- Target multidisciplinary workflows i.e. Stroke
- Strategic rollout to create domino effect

Clearly Defined Device Strategy

→ Physicians BYOD

→ Nurses receiving provided devices
  in Q1 2020
   - On TigerConnect Desktop App in
     interim

→ Running TigerConnect parallel with
  pagers
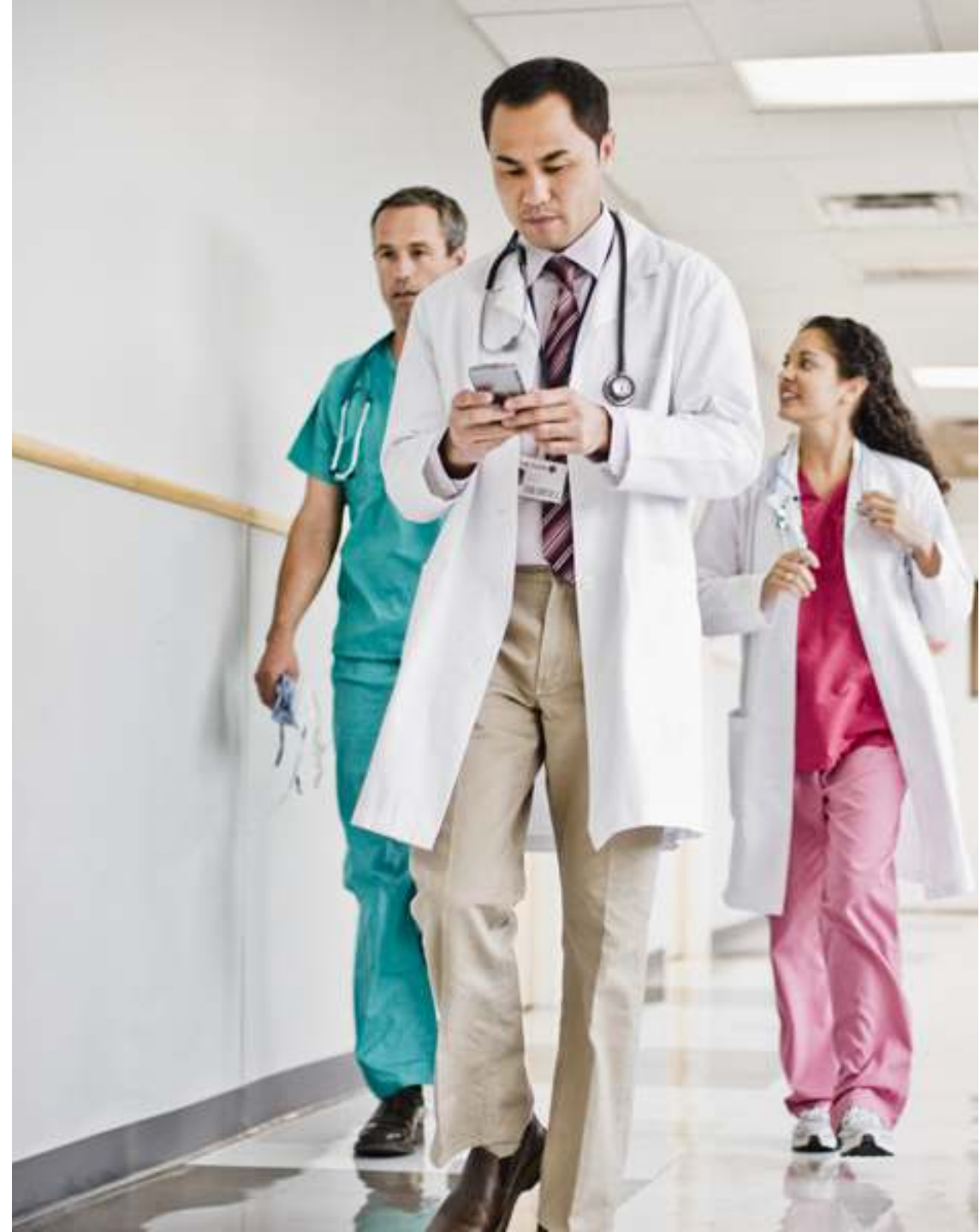
Key Steps to Growing Use & Adoption
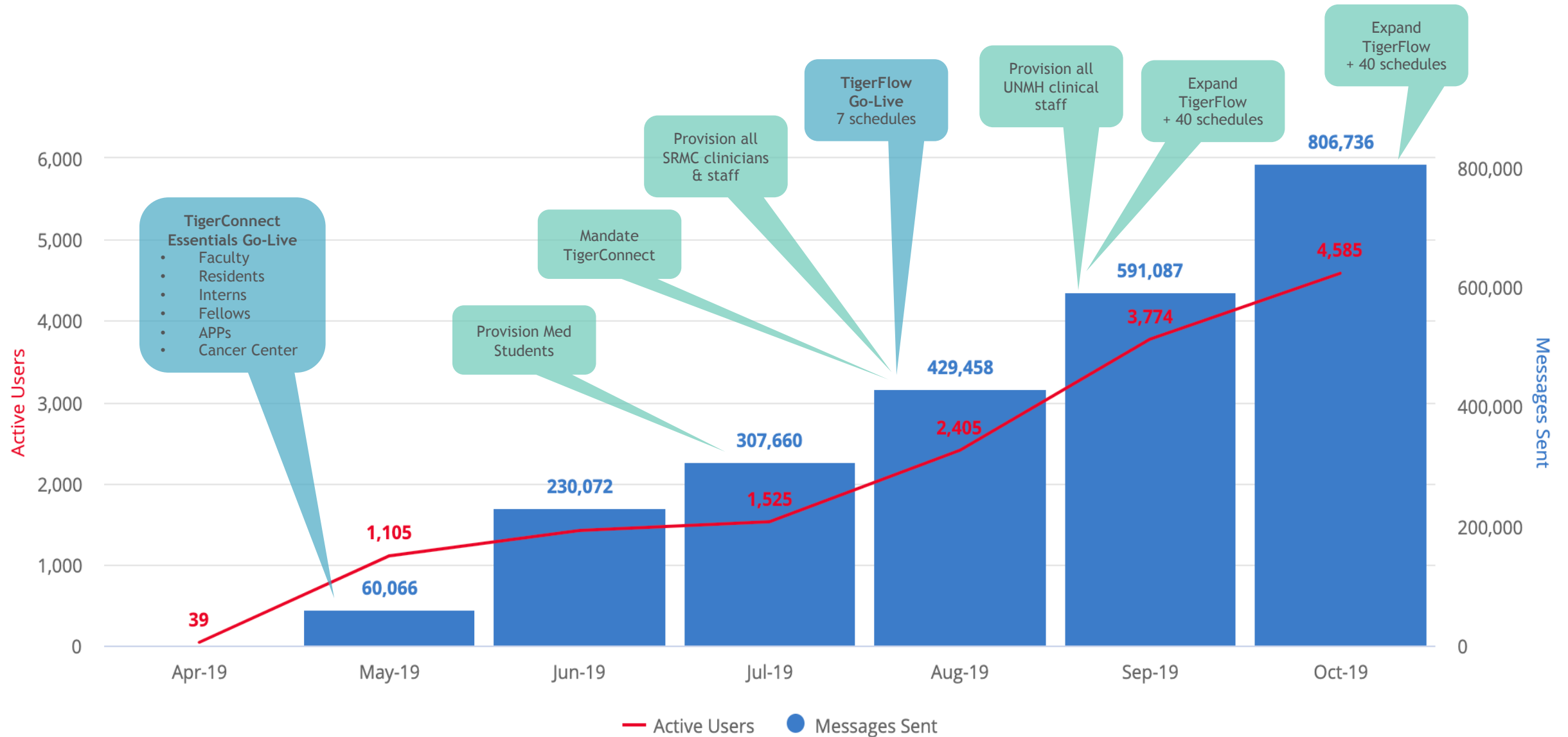
Implementing Roles to Drive Use & Adoption

of Roles Created Week-Over-Week
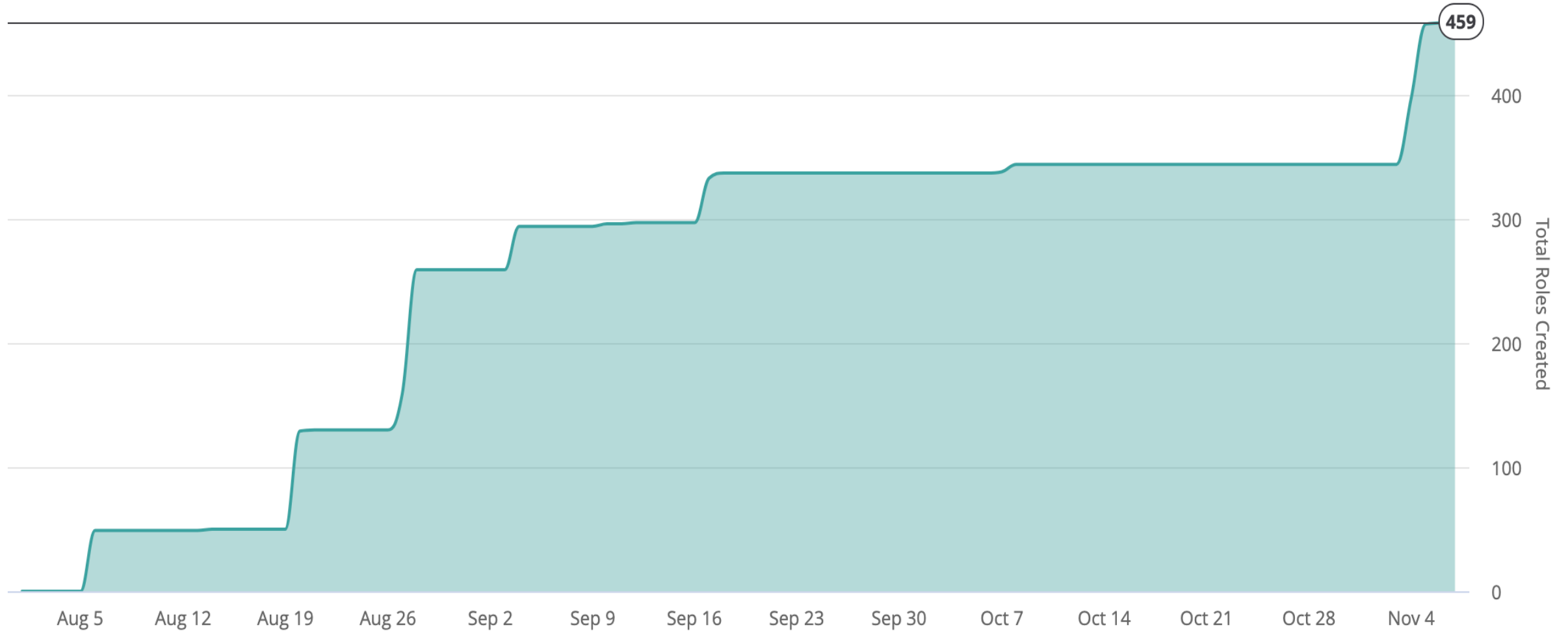
Continuing to Drive Value Through Integrations

Next Steps: Integrations
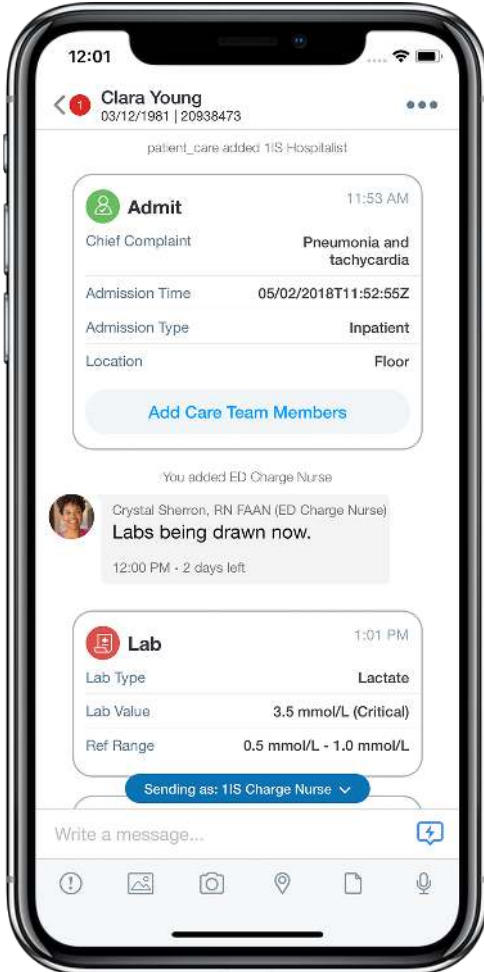
→ Cerner
  - ED admission request/order sent to Hospitalist
  - Order notification to RRT

→ TriCore – critical lab values

→ Paging - Stroke team activation

→ Teletracking

TigerConnect Streamlining Communication Throughout UNM's Cancer Center

UNM's Comprehensive Cancer Center

→ Only NCI Comprehensive Cancer Center in New Mexico

→ Five story building

→ 7,000 patient visits/month

Cancer Center Vast Layout Poses Communication Challenges

TigerConnect Improves Patient Experience
During Long Wait Times

Prolonged Patient Wait Times

Receiving 2-3 patient complaints/week

Challenges:

➜ Oncology appointments tend to run over

➜ Patients arrive and have to wait
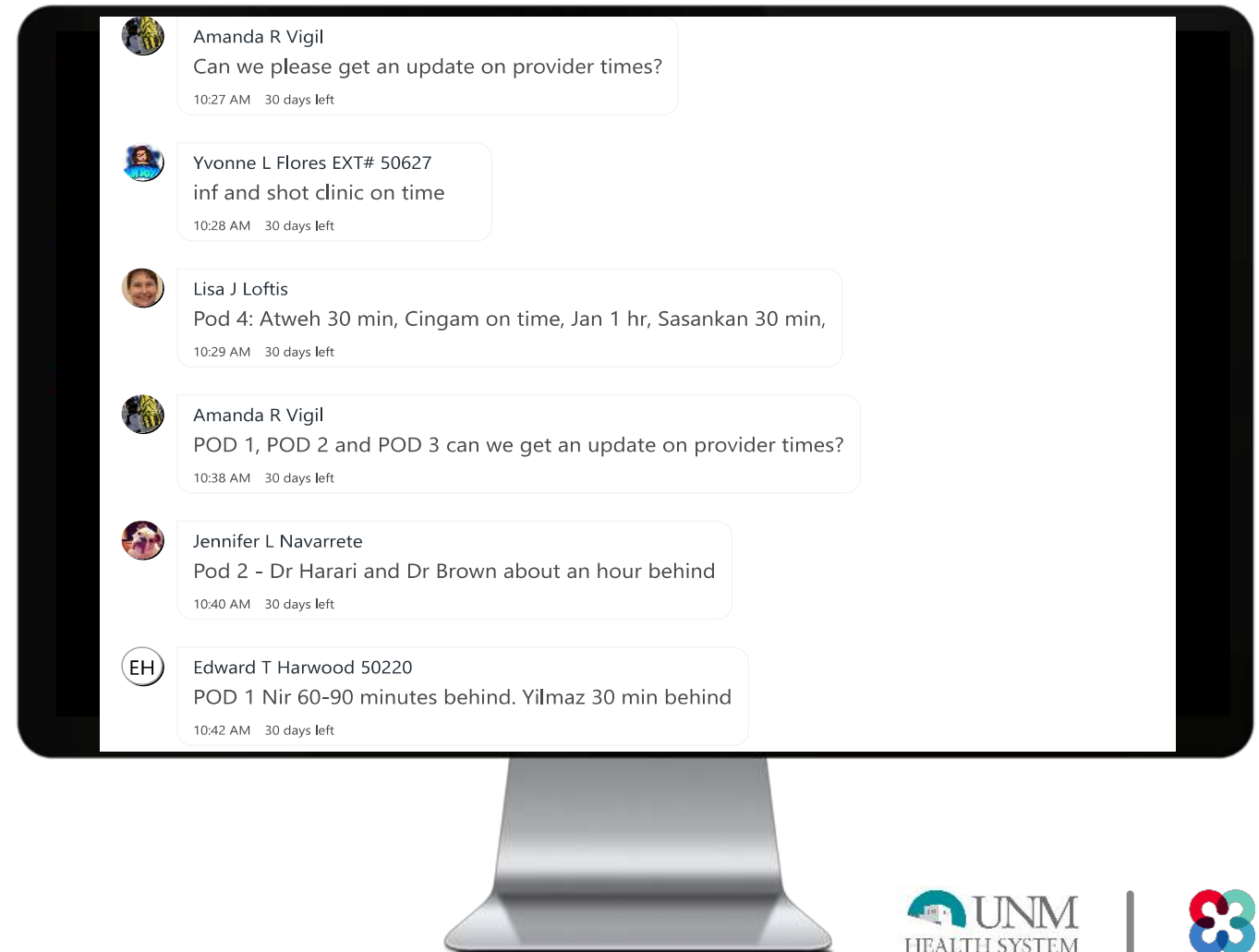
- Upwards of 2-3 hours

➜ Clinical staff failing to notify front desk schedulers if Oncologists running behind

➜ Front desk schedulers incorrectly telling patients Oncologists are on time

TigerConnect Streamlining Wait Time Communication

'UNMCCC Clinic Communication' Group Message

➜ Includes front desk schedulers, nurses, Quality, Nurse Managers, Scheduling Manager

➜ Schedulers initiate "pod update" 4 times/day

- Nurses respond with Oncologists' names and 'on time' / wait time

- If Oncologist running behind - nurse sends updates every hour

Amanda R Vigil
Can we please get an update on provider times?
10:27 AM   30 days left

Yvonne L Flores EXT# 50627
inf and shot clinic on time
10:28 AM   30 days left

Lisa J Loftis
Pod 4: Atweh 30 min, Cingam on time, Jan 1 hr, Sasankan 30 min,
10:29 AM   30 days left

Amanda R Vigil
POD 1, POD 2 and POD 3 can we get an update on provider times?
10:38 AM   30 days left

Jennifer L Navarrete
Pod 2 - Dr Harari and Dr Brown about an hour behind
10:40 AM   30 days left

Edward T Harwood 50220
POD 1 Nir 60-90 minutes behind. Yilmaz 30 min behind
10:42 AM   30 days left

Implementing Group Message

→ Scheduling Supervisor created group and invited necessary members

→ Senior leadership was included in group
- CMO and CNO

→ Scheduling Supervisor initiated pod updates first day
- Created schedule for Schedulers to initiate pod updates going forward

→ Quality Manager supervised group membership
- Added back nurses who removed themselves
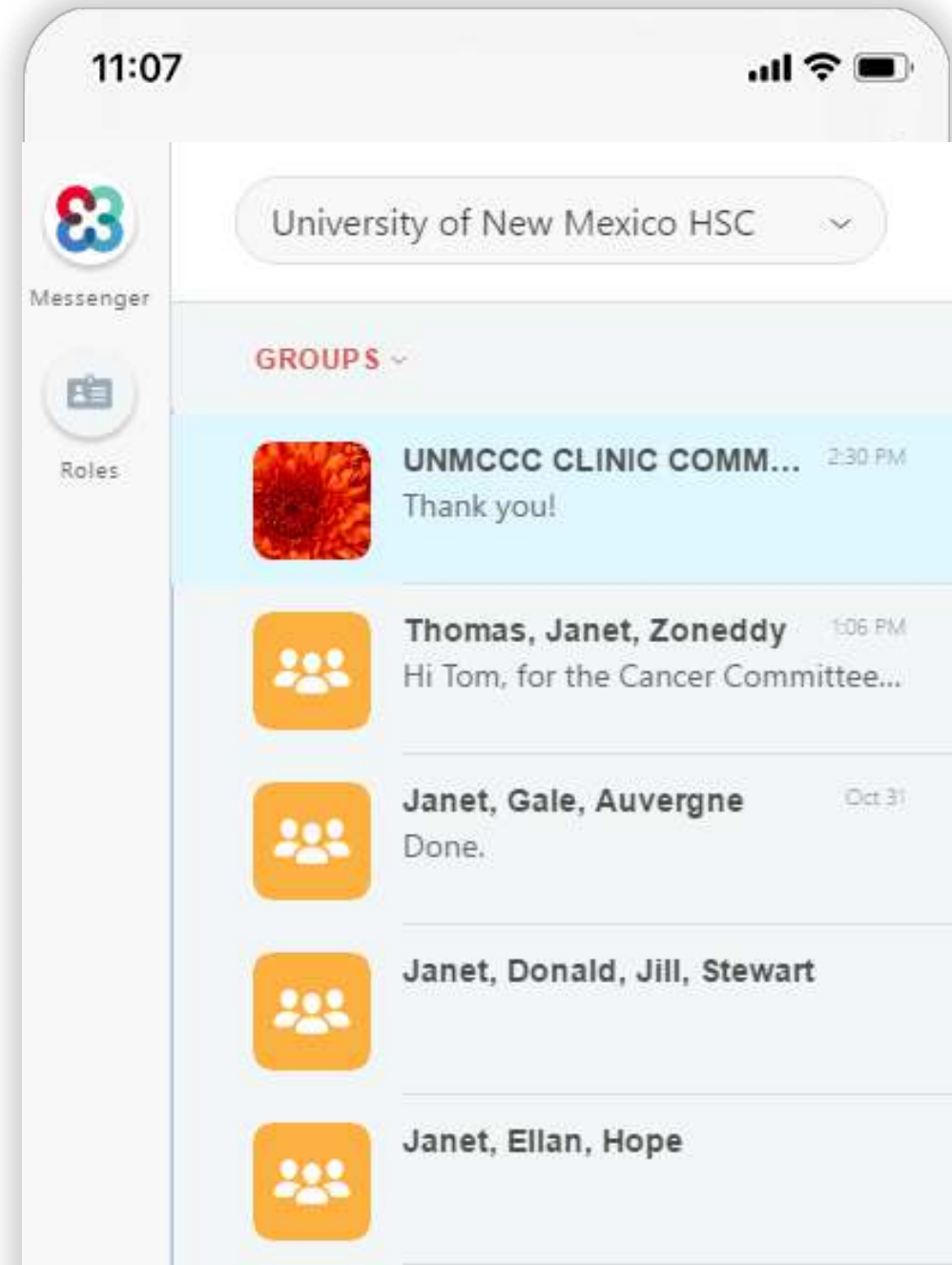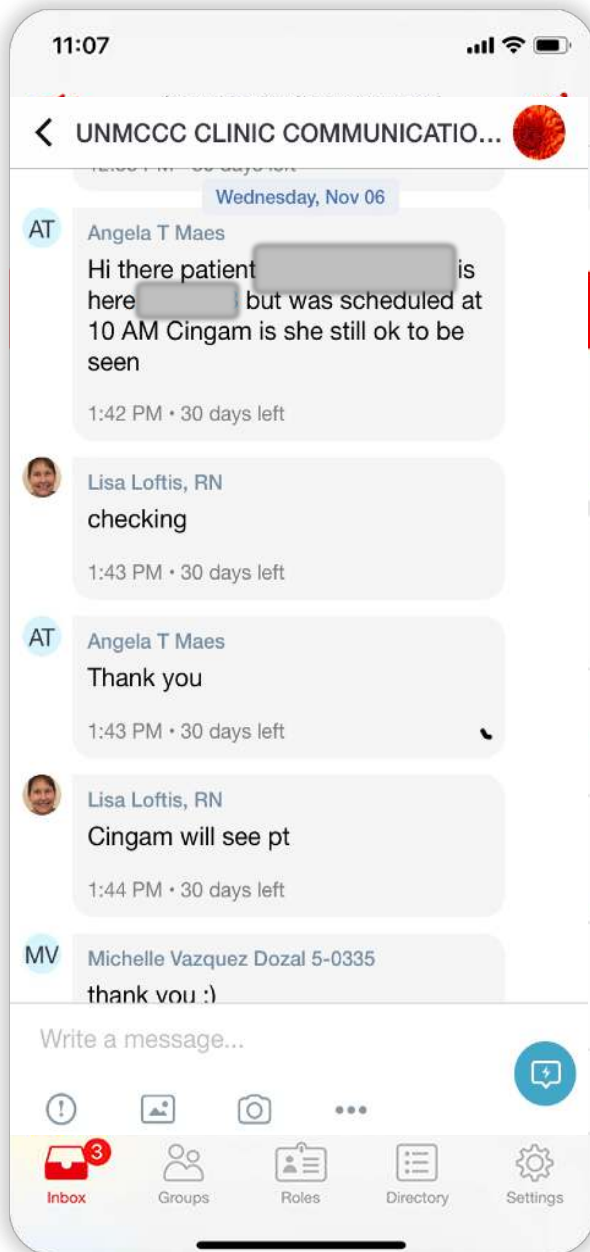
TigerConnect Improving Patient Wait Time Experience

→ Zero complaints from patients since August 2019

→ Increase in patient satisfaction

→ Increase in clinician and staff satisfaction

→ CCC Clinic Communication group also being used for other scheduling issues

- Faster patient care
- Decrease in staff and patient toil

TigerConnect Improves Sensitive Care Team Process

Special Handling Patients (SHP)

Patients who want to keep a low profile

→ High profile government officials

→ High risk inmates

→ Celebrities

Challenges

→ Disrupt normal patient care processes

→ Requires time sensitive care coordination

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Lack Of Planning Leads To Patient & Staff Dissatisfaction
SHP Process
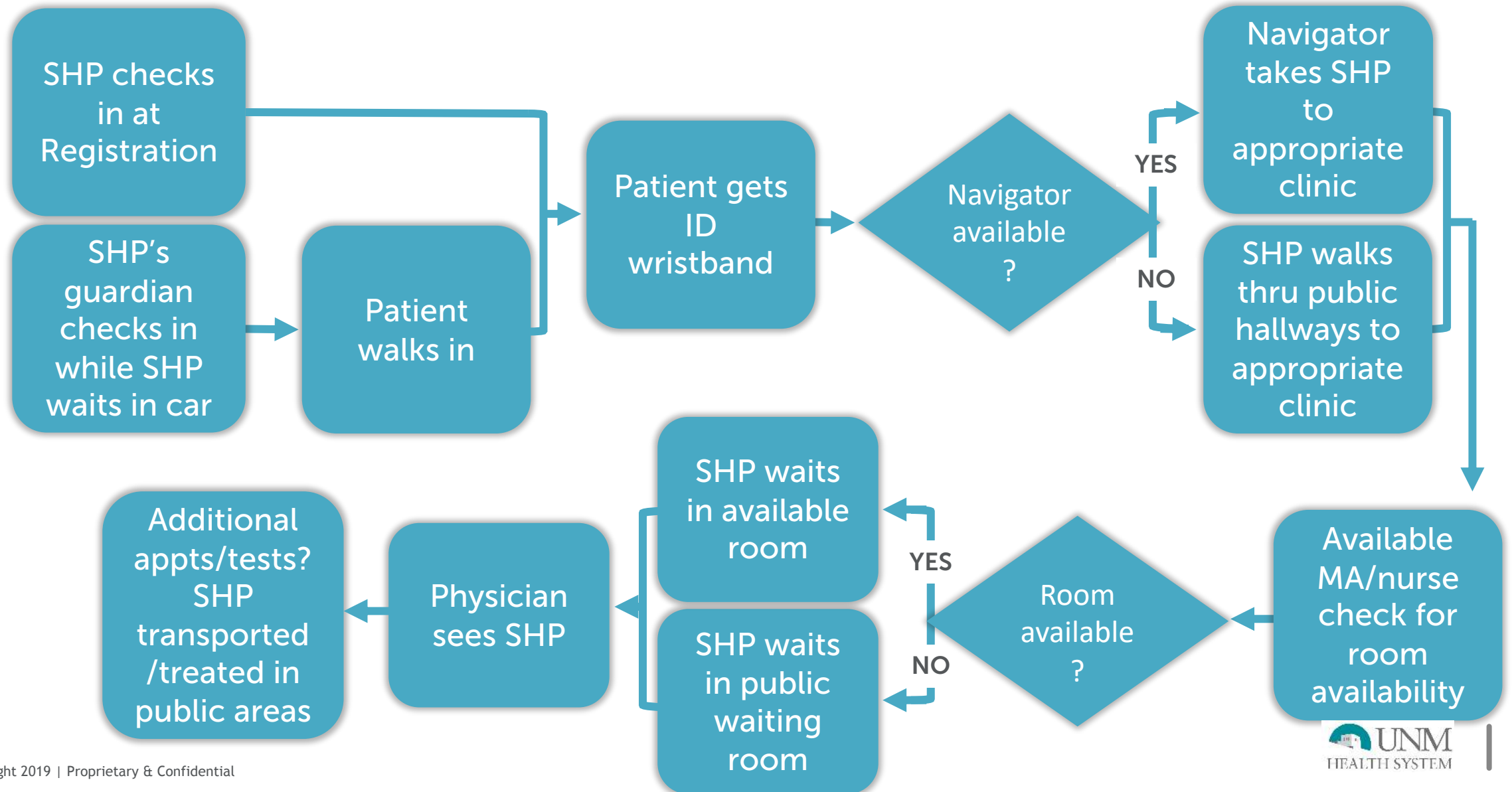
Optimizing The SHP Processes With TigerConnect

Day **Before** The Appointment
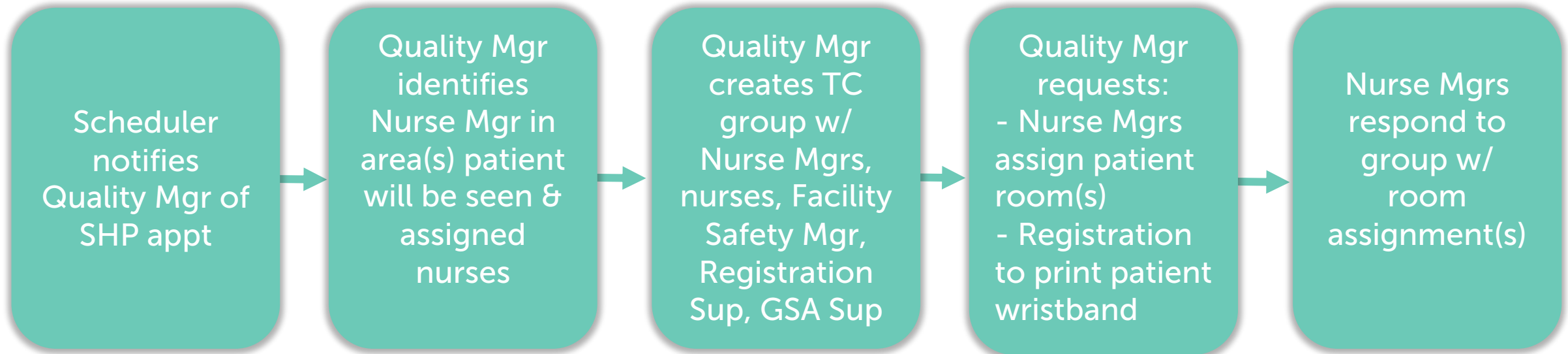
| Scheduler notifies Quality Mgr of SHP appt | → | Quality Mgr identifies Nurse Mgr in area(s) patient will be seen & assigned nurses | → | Quality Mgr creates TC group w/ Nurse Mgrs, nurses, Facility Safety Mgr, Registration Sup, GSA Sup | → | Quality Mgr requests: - Nurse Mgrs assign patient room(s) - Registration to print patient wristband | → | Nurse Mgrs respond to group w/ room assignment(s) |

GSA: General Services Aide (handle patient transport)

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Optimizing The SHP Processes With TigerConnect

Day **Of** The Appointment

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┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐
│ SHP         │   │ Quality Mgr │   │ GSA Sup     │   │ GSA Sup     │   │ Patient     │   │ Assigned    │
│ /guardian   │   │ sends out   │   │ meets Reg   │   │ meets SHP   │   │ taken to    │   │ nurse greets│
│ notifies    │ → │ arrival time│ → │ Sup to pick │ → │ in parking  │ → │ assigned    │ → │ SHP & ID    │
│ Quality Mgr │   │ via TC      │   │ up patient  │   │ lot and     │   │ room        │   │ wristband   │
│ of arrival  │   │ group       │   │ wristband   │   │ enters clinic│  │             │   │ procedure   │
│ time        │   │             │   │             │   │ from back   │   │             │   │             │
│             │   │             │   │             │   │ entrance    │   │             │   │             │
└─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘
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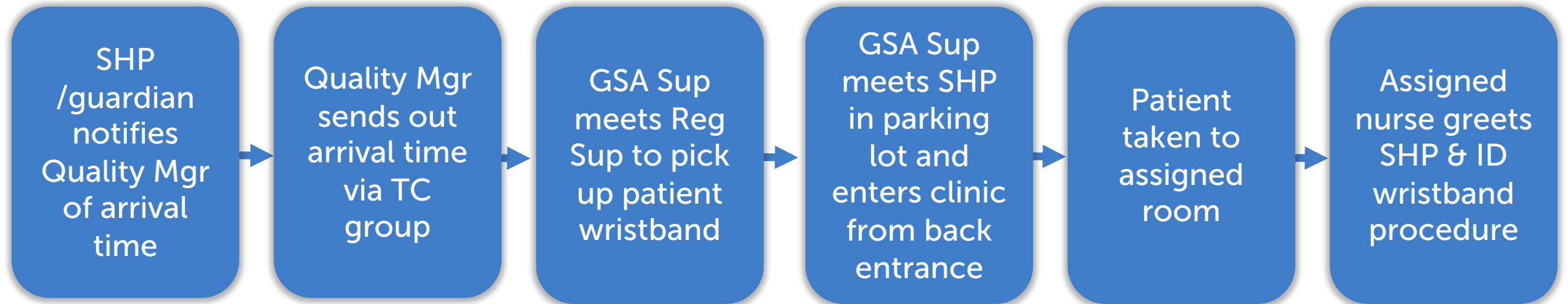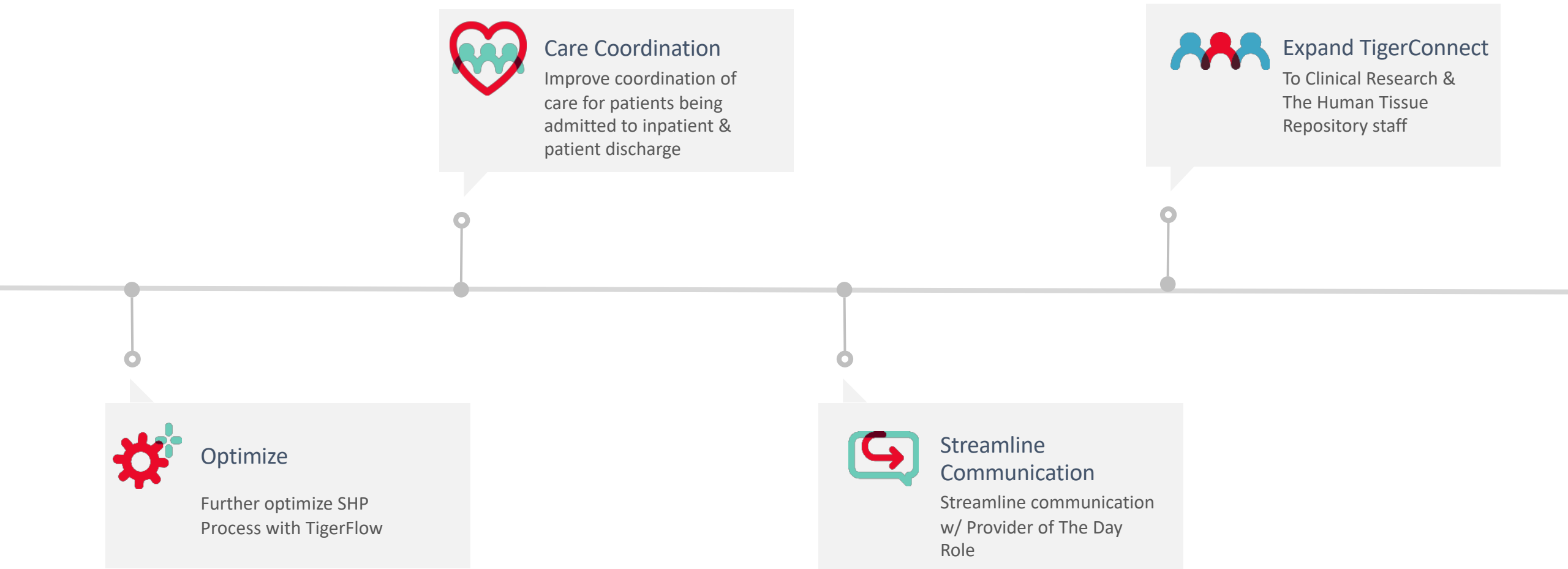
TigerConnect Making A Difference

Outcomes

→ Increase in patient and staff safety

→ Faster and more efficient patient care processes

→ Increase in patient / patient guardian satisfaction

→ Increase in clinician and staff satisfaction across Cancer Center

Expanding TigerConnect To Address Other Communication Challenges

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What's Next?

Care Coordination
Improve coordination of care for patients being admitted to inpatient & patient discharge

Expand TigerConnect
To Clinical Research & The Human Tissue Repository staff

Optimize
Further optimize SHP Process with TigerFlow

Streamline Communication
Streamline communication w/ Provider of The Day Role

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Q&A