TigerConnect

Starter Kit

tigerconnect

Brochures

Welcome

to the **New World of Modern Healthcare Communication**

Healthcare Communication
for the 21st Century

A New Way to Connect

If you're a doctor or nurse, or anyone else caring for patients, you are living in two worlds at once – the new and the old. The new world is cool, and your "phone" is at the center – you're sharing photos and videos, messaging friends, and even summoning a ride.

Then you arrive at work and the old world is very much alive, courtesy of old technology, systems, and protocols. Granted, they're critical to a business where lives are on the line. But when time spent on drudgery eclipses time spent actually caring for patients, you know the old world is not cool at all. At TigerConnect, solving this challenge is our mission.

To get there, we're modernizing the way doctors, nurses, allied health professionals, and patients communicate. We've combined the cool usability of instant messaging with the serious security, privacy, and workflow requirements of healthcare – a single platform where care teams and patients can connect instantly and easily.

> "We believe that clinicians should be able to focus on delivering care to patients, not sitting in front of a computer screen."

Seema Verma, MPH
Administrator of the Centers for Medicare and Medicaid Services (CMS)

Easy to Use, Quickly Adopted

TigerConnect is the first solution that brings the usability of consumer apps to enterprise healthcare systems. **In less than 60 seconds**, care team members are connected, proficient, productive, and communicating securely.

10 million Messages Sent Per Day

Stable & Reliable

TigerConnect is a trusted, reliable technology partner to our clients. Uptime is an **industry-leading 99.99%**, which we proudly publish. And continuous updates are pushed automatically with no disruptive maintenance.

99.99% Industry-Leading Uptime

Proven

The TigerConnect community is **6,000+** healthcare companies strong. More than **10 million messages** are sent via TigerConnect every day. And most importantly, customers enjoy quantifiable results and ROI.

6,000+ Healthcare Organizations

Purpose-Built for Care Teams

TigerConnect is more than just a communications tool; it's an advanced operations platform. Infinitely scalable. Agnostic to internal environments. And **HITRUST-certified** for HIPAA compliance and data security.

CSF

HITRUST CSF-Certified

Geisinger

We have looked at various solutions and it is TigerConnect that best balances user needs with the reporting and administration requirements that a larger organization like Geisinger desires.

Jonathan Slotkin, MD, FAANS
Medical Director

MWHC Mary Washington Hospital

After several months of using TigerConnect, I'm now convinced more than ever that TigerConnect was the right decision for us.

David Yi, MD
Chief Medical Information Officer

INNOVATION CARE PARTNERS

The single most powerful electronic tool we use for the care of our patients is TigerConnect.

Savas Petrides, MD
CEO

SEARHC SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM

Adapting TigerConnect has been a real timesaver...It's changed our workflow... It also helps with patient satisfaction..

Dr. Cate Buley
Primary Care Medical Director

One Platform for
the Entire Health System

When TigerConnect is used enterprise-wide, it becomes the single place where staff and patients can **share information instantly and easily,** regardless of location or role.

With access to anyone in the healthcare network, friction is removed at virtually every point in a patient's journey, leading to improvements in **throughput, patient outcomes, and staff satisfaction.**

TigerConnect modernizes the sharing of patient information and operational workflows by providing:

- A **fast and easy** way to reach on-call staff by role or by name across a health system

- **Video, voice, and text conversations** between specialists, primary care providers, and patients

- **Intelligent routing** of automated alerts through the EHR, nurse call, or PACS system

EHR Disconnect

44% of acquired hospitals never adopt the parent hospital's EHR according to a recent study.[1] With healthcare mergers and acquisitions commonplace, implementing a single communication platform across a health system can bridge the gaps where a hybrid of EHR types are in use.

[1]Health Affairs Blog – Does Electronic Health Record Consolidation Follow Hospital Consolidation? By A. Jay Holmgren Julia Adler-Milstein; March 7, 2019.

A Solution Focused on Outcomes

TigerConnect's technology and services deliver the highest value where it counts the most.

Lower Readmission Rates

Higher Patient Satisfaction

Fewer Medical Errors

Better Resource Optimization

Lower Transport Costs

Reduced Bed Days

Faster Discharges & Transfers

Higher OR Optimization

Staff Satisfaction

Workflows Made Better

Streamlined for Performance

With our accessible API and flexible architecture, TigerConnect addresses a wide range of workflows — clinical and non-clinical — giving you technology that works *with* your teams, not against them.

Real-Time Data, Mobile & Actionable

Patient data is often scattered across a handful of systems, making information notoriously difficult to access. TigerConnect solves this challenge by **bringing together the most necessary patient data** in an actionable way so it's instantly accessible from anywhere.

Data and Analytics for Better Insights

More users, more messages, better results. TigerConnect's sophisticated data tools let you track usage across a range of metrics to help optimize your utilization while industry benchmarking lets you compare your organization against top performers.

Implementation Success

From Day 1, our implementation experts, client success managers, and support professionals are actively involved in your success through best practices and custom-designed strategies **tailored to your organization**.

Integrations — The Right Information Intelligently Routed

EHR — Epic, Cerner, and More

- ADT notifications
- Smart Card alerts
- Care team management

IT / Administrative Events

- Real-time event alerts
- High and low urgency
- Audit trail for notifications

Paging / Answering Service

- Agent-to-clinician messaging
- On-duty confirmation
- Full paging redirects

Clinical Alerts

- Automated system alerts
- Lab / Imaging results
- Patient monitoring

Lab Information

- Intelligent results routing
- Smart Card format
- Fully configurable

Scheduling System

- Role-based alerts by shift
- 4-week shift calendar view
- Qgenda/Amion/Excel support

Nurse Call

- Two-way data exchange
- Accept/decline/escalate
- PBX / VoIP integration

Radiology

- Viewable hi-res images
- Zoom capability
- Image markup

VoIP

- Video calling
- Voice calls with # masking
- PBX call forwarding

TigerConnect's technology components work harmoniously to deliver a truly frictionless user experience across the most important areas, including:

Workflow Optimization

Faster, better team communication through a centralized directory, role-based messaging, clinical workflows, real-time shift schedules, dynamic and automated care team assignment, escalated messaging, and more.

Intelligent Alerting

Ensure real-time alerts and notifications go to the right care team groups and roles. Priority ranking can be set for urgent messaging and integration with the EHR, nurse call, ADT, and other systems to provide a 360° view into a patient's profile.

Video and Voice

Enhance your team and patient communication with VoIP-based group or 1-to-1 calling and video. Leverage your hospital's Wi-Fi connection to initiate voice calls and video sessions, or integrate with nurse call systems to speak with patients from anywhere on the hospital floor.
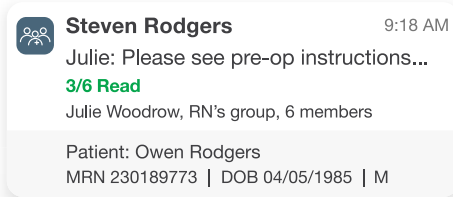
Secure Messaging

Cover the basics by sending and receiving secure, compliant messages with end-to-end encryption, delivery confirmation, priority messaging, group messaging, secure photo or video attachments, and administrative controls that let you enforce security policies and manage users remotely.

Patient Communications

Bring patients and family members into the care conversation through video, voice, or text. Securely text pre-visit and post-op instructions or answer patient questions related to medications or aftercare treatment following a hospital visit.

Easy-to-Use, Clean Design

Steven Rodgers   9:18 AM
Julie: Please see pre-op instructions...
3/6 Read
Julie Woodrow, RN's group, 6 members

Patient: Owen Rodgers
MRN 230189773 | DOB 04/05/1985 | M

Thursday, May 30

Hello, this is your Schedule Coordinator – Jenny Anderson from Santa Monica Orthopedic. We have a new opening available June 10 at 11:00am for your knee procedure.

Would you be interested in moving your appointment?

10:27 AM • 10 days left   Read

Patient-Centered Conversations

Conduct **secure, text-based conversations** with ease. No app for patients to download and session durations are set by the organization. Staff can easily switch between Patient and Provider networks within the TigerConnect app.

Cardiology Consult
Jonas Sanger, MD

Case Manager
Elizabeth Myrick, Case Manager

CC IPCU 223 A
Alana Aguilar, MD

Role-Based Messaging

Link your employee directory to your scheduling solution (yes, even spreadsheets). Integration rules intelligently route messages to the appropriate on-duty or on-call clinician by role assignment and shift.

Search and message by job function and/or title – **no name required.** Critical and on-call roles remain filled and reachable via text message, voice, or video calling. Shift changes happen automatically, alerting role owners.
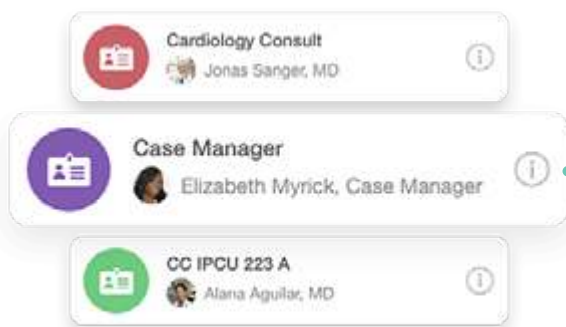
Video & Voice Calls

Episodically-focused virtual care sessions are **just a tap away**. Conduct VoIP-based, 1:1 or group voice and video sessions. Initiate calls from the conversation screen, a user's profile, or from the Inbox tab.
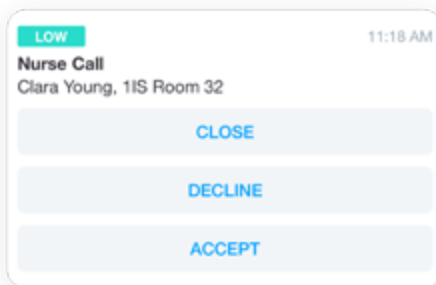
Nurse Call

Intelligently route bedside requests and alerts to the right on-duty nurse. Alert types include **nurse call requests, patient monitoring alarms, and shower station pull cords**. Nurses can prioritize request types and verbally respond to patients using VoIP.
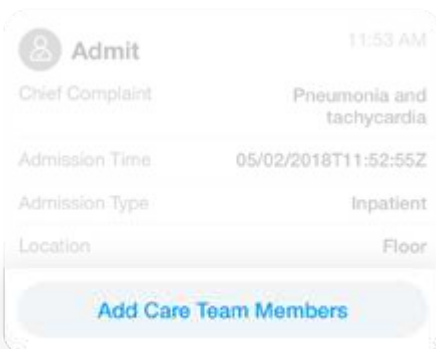
Action Buttons

Action buttons built into the Smart Card allow nurses to **accept, decline, or escalate requests** from anywhere on the hospital floor.
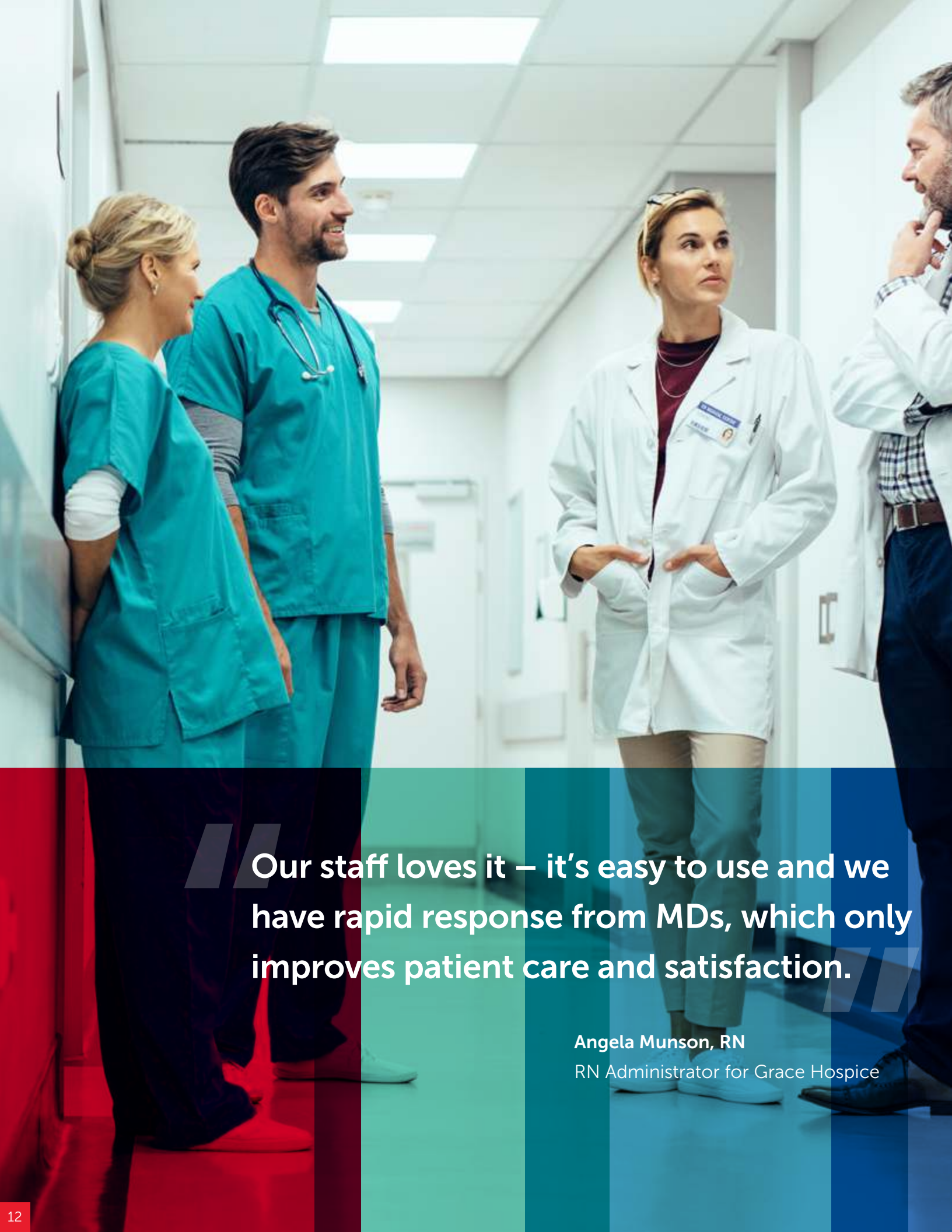
> **Our staff loves it — it's easy to use and we have rapid response from MDs, which only improves patient care and satisfaction.**

Angela Munson, RN
RN Administrator for Grace Hospice

Communication
Health Check

Just like a visit to the doctor, healthcare organizations need check-ups, too.

Led by TigerConnect's clinical experts, the Health Check team will spend time on site among your clinical and non-clinical teams noting current processes and identifying top workflows.

Our team then partners with you during implementation to leverage the Health Check findings. From there, they'll work with you to establish time-bound, actionable metrics and program governance to ensure your long-term success.

Clinical Solution Design

In this detailed, five-step process, our clinical team looks at your **clinical workflows, defines key metrics, and designs a custom plan** that maps to the way you work.

Steps include:

1) Expert analysis of strengths and areas for improvement, critical communication touchpoints, and priorities

2) Care team shadowing and technical systems analysis

3) Co-designed workflows, time-bound metrics, and governance

4) Integrations setup and onsite training

5) Engagement tracking and performance improvement

Financial Value Assessment

Getting healthcare communications right can have far-reaching effects across an organization, but identifying where these upsides will occur is complicated. More than a simple calculator, our in-depth ROI analysis is **prepared by experts** and provides the clearest snapshot of expected savings, all based on historical data from existing customers.

- **Calculate** estimated cost savings *before* you buy

- **Adjust** inputs to account for different variables

- **Identify** a breakeven timeline

Product Options

TigerFlow Enterprise

Connect across your health system with a fully-integrated, workflow-centric, voice- and video-enabled healthcare communications platform solution.

- Patient communication
- VoIP voice & video
- EHR integration
- Nurse Call integration
- Escalation rules

TigerFlow

Go beyond secure texting with role-focused messaging that's linked to real-time shift schedules. Quickly find and message staff by their role for consults and emergent cases.

- Role-based messaging
- Automated scheduling integration
- 4-week calendar views
- Intelligent message routing

TigerText Essentials

Standard secure messaging with end-to-end encryption and administrative controls that meet and exceed HIPAA compliance.

- HITRUST CSF-certified
- Sent/delivered/read confirmation
- Photo/video attachments
- Message recall
- Administrative controls

TigerTouch

Connect directly with patients using secure text messages. Set up group conversations with patients, specialists, and care team members.

- Secure PHI in conversations
- No apps or downloads for patients
- Group or 1-to-1 messaging
- Switching easily between patient and provider networks

Professional Services

Engage & Discover

Establish governance, create a stakeholder plan, conduct a communications audit and identify areas of focus.

Analyze & Design

Set up foundational integrations, map workflows, and finalize a communication training and go-live plan.

Implement & Monitor

Deploy with a plan in place. Increase usage through training, monitoring, and support. Transition to an ongoing customer account executive.

Put the experts in your corner from Day 1

Start off on the right foot with implementation and program design from TigerConnect's clinical and operational experts.

With **over 1,000 deployments** provisioning hundreds of thousands of users, you'll have a richly skilled and experienced team at your side from the start.

Our Professional Services team will work with you to:

- Identify the right implementation resources

- Establish a robust governance structure that includes clinical stakeholders

- Identify your most important communication workflows

Your team, consisting of a project manager, technical consultant, and clinical services expert, will work with you to establish benchmarks that include:

- Timeline/budget adherence

- Patient satisfaction

- Product adoption & engagement

- Evolving data requirements

tigerconnect

As healthcare's most widely adopted communication platform, TigerConnect uniquely modernizes care collaboration and communication among doctors, nurses, patients, and allied health professionals.

Trusted by more than 6,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime. To learn more about TigerConnect, **visit www.tigerconnect.com.**

Brochure

Connecting Your Care Teams

Use Cases for
Clinical Communication

Solving Healthcare's Biggest Communication Challenges

With so many complexities in healthcare today, communication shouldn't be one of them. To help, we've put together this handy guide that shows you how five critical use cases can be solved faster using TigerConnect's clinical communications platform.

"The hospital—altogether the most complex human organization ever devised."

Peter Drucker, Father of Modern Management

Discover how optimizing communication can streamline workflows and drive positive outcomes in these five areas:

EMS Transport

Heart Code

Stroke

Sepsis

Discharge

Driving Better Outcomes

TigerConnect's capabilities have been carefully designed to deliver positive outcomes across a broad range of categories that help care teams administer care in a fast, cost-effective way.

- True resource optimization
- Lower readmission rates
- Faster discharges & transfers
- Fewer medical errors

- Higher patient satisfaction
- Higher staff satisfaction
- Care team collaboration
- Reduction in bed days

Understanding TigerConnect's Technology

Task List
Intelligently assigns patient-specific tasks by clinical role and phase of care.

Active On-Duty Dashboard
See real-time views of who's on duty. Call or message colleagues right from the calendar.

Intelligent Shift-Based Routing
Use scheduling data to ensure the right message reaches the right role owner.

Automated Persona Management
Identify on-duty staff by auto-assigned role, driven by your scheduling system.

Dynamic Care Team Assignment
Add new members to a patient's care team on the fly.

Shift-to-Shift Activity Handoff
Preserve message threads from prior shifts for improved continuity of care.

Connection Hub
Set up triggered 'smart cards' from the EHR, patient alarms, and nurse call that route to the patient's care team.

VoIP - Video & Voice
Place VoIP calls from the directory by role or recipient name – phone number stays private.

Escalation Rules
Re-routes messages for non-responsive team members based on schedule.

Patient Access & Retrieval
Look up patient results and EHR data instantly, anywhere.

Automated Care Team Assignment
EHR-configured setting assigns and notifies care teams automatically.
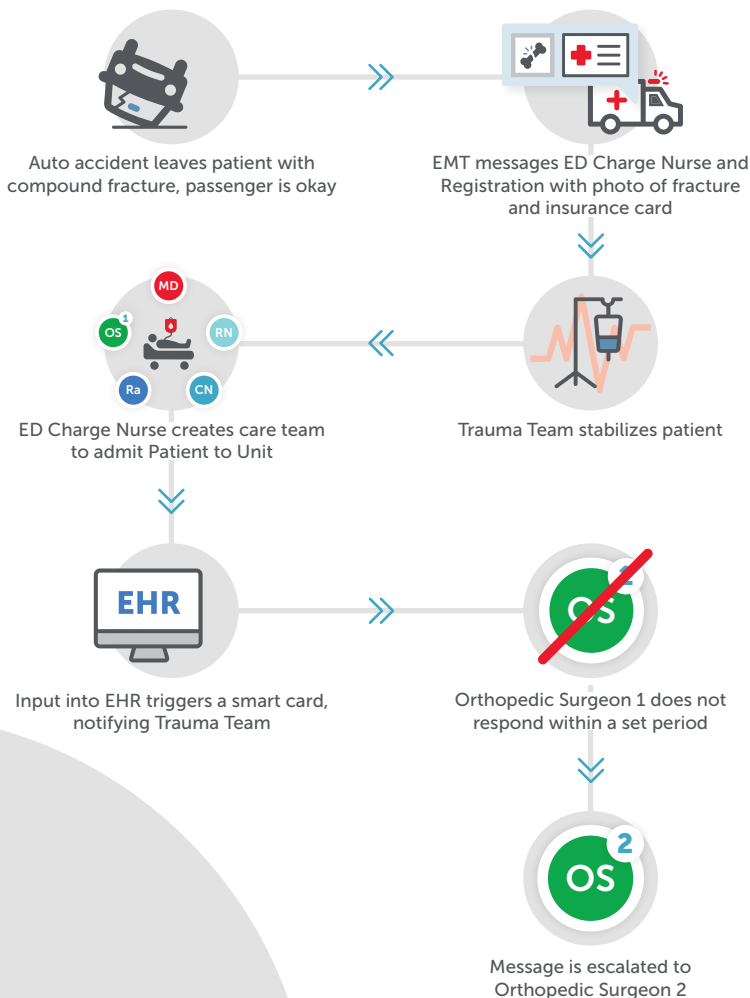
Dynamic Calendar
Automatically populate shifts by role using data from your scheduling app.

ED Transport

Auto accident leaves patient with compound fracture, passenger is okay

EMT messages ED Charge Nurse and Registration with photo of fracture and insurance card

ED Charge Nurse creates care team to admit Patient to Unit

Trauma Team stabilizes patient

Input into EHR triggers a smart card, notifying Trauma Team

Orthopedic Surgeon 1 does not respond within a set period

Message is escalated to Orthopedic Surgeon 2

ED Transport

Better Outcomes Achieved with TigerConnect

True resource optimization
Connection Hub adds functionality to EHR by preparing teams for incoming patients.

ED throughput
Seriously ill or injured patients see reduced ED wait times and faster case processing.

Higher patient satisfaction
Shorter ED wait times, high quality care, and higher HCAHPS scores.

Care team collaboration
Coordinated care delivery through EHR access & role-based messaging.

Better transitions of care
Admission and transfer details are shared with the care team in real time.

Fewer medical errors
Advanced preparation and more effective transfers of care reduce the risk of medical errors.

Platform Components

Automated Persona Management

Intelligent Shift-Based Routing

Connection Hub

Automated Care Team Assignment

Dynamic Care Team Assignment
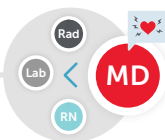
Escalation Rules

Heart Code

Patient on floor experiences cardiac event. Med Surg Nurse sends Broadcast message to Code Team, stat tests begin

Code Team arrives and begins prep

Priority alert "Rush Notice" ECG and lab results sent to Code Team and Cath Lab team

Patient prepped, angioplasty begins, balloon up

Heart Code

Better Outcomes Achieved with TigerConnect

ED throughput

Critical STEMI patients bypass the ED and experience faster door-to-balloon times.

True resource optimization

Connection Hub keeps Code Team in the loop at every phase from pre-door to balloon-up.

Better transitions of care

Real-time updates speed Code Team coordination for safer, more expedient handoffs.

Care team collaboration

Automated alerts and intelligent role-based message routing reduce steps for faster, more efficient outcomes.

Fewer medical errors

Advanced preparation, better communication and more effective transfers of care reduce the risk of medical errors.

Platform Components

Automated Persona Management
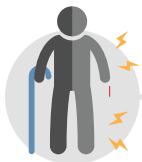
Intelligent Shift-Based Routing

Task List

Connection Hub

Clinical Alerts & Nurse Call Smart Card

Stroke

Patient at home starts slurring his speech, loses mobility in right arm and leg, calls 911

EMT arrives, texts ED Charge Nurse with Stroke Code and a short clinical story. She forwards message to Trauma Team

RN

Lab **MD** **Rad**

EHR

ED Physician enters Stroke Code into EHR, activating Stroke Team

Patient arrives, ED Physician is alerted and reassesses patient for tPA

Patient sent for STAT CT, ischemic stroke confirmed by Radiologist

ED Physician orders tPA, which is immediately sent by Pharmacy to the ED

RN injects tPA

Stroke

Better Outcomes Achieved with TigerConnect

ED throughput

Stroke patients bypass the ED for direct CT scans and faster door-to-needle treatment.

True resource optimization

Connection Hub alerts keep Stroke Team at the ready for potential tPA administration.

Better transitions of care

Real-time updates speed Stroke Team coordination for safer, more expedient handoffs.

Care team collaboration

Stroke Team notification and role-based message routing accelerate tPA administration.

Fewer medical errors

Rapid stroke assessment and confirmation via CT scan ensure appropriate treatment.

Task list

Ensure every stroke task is properly assigned and confirmed complete.

Platform Components

Automated Persona Management

Connection Hub

Task List

Automated Care Team Assignment

Clinical Alerts

Intelligent Shift-Based Routing

Sepsis Alert

Patient doesn't feel well, presses nurse call button to alert nurse

Nurse responds, suspects sepsis, sends Broadcast message to Sepsis Response Team

Intensivist is non-responsive, Charge Nurse uses VoIP / Voice & Video calling to reach him

Sepsis Response Team is assembled and each member is automatically assigned a task list
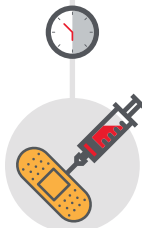
Six hours after treatment, Connection Hub alerts Sepsis Response Team to revisit patient, nurse redraws lactate

Sepsis Alert

Better Outcomes Achieved with TigerConnect

Patient safety

Faster response times and sepsis screening greatly reduce risks of worsening condition.

Improved quality of care

Improved core measure compliance due to patients receiving timely treatment.

Care team collaboration

Better coordinated care delivery through EHR access & role-based messaging.

Fewer medical errors

Coordinated effort minimizes errors, team informed at the 6-hour check-in.

Higher staff satisfaction

Improved communication with team and Pharmacy speed antibiotic drugs to patient.

Reduction in bed days

Early detection of sepsis prevents escalation and reduces length of stay.

Platform Components

Clinical Alerts & Nurse Call

Automated Care Team Assignment

Automated Persona Management

Task List

VoIP / Voice & Video

Patient Discharge

The night before, Resident sends internal teams a list of all patients expected to be discharged the next day

Next day, Patient presses nurse call button asking when he will be discharged

Physician uses Aiva to initiate the Discharge process, alerts Discharge Team with action list

Nurse receives Smart Card alert, informs patient that discharge will occur in the next couple of hours

Upon completion of list, automated message is sent to Transport and EVS

Patient is transported and discharged. Discharge Summary sent to PCP

Patient Discharge

Better Outcomes Achieved with TigerConnect

Faster discharges & transfers
Share discharge and transfer details with the care team in real time.

Lower readmission rates
Patient, family, and PCP are clear on follow-up plan and appointment(s).

Higher patient satisfaction
Patients leave the hospital in a timely, organized way with clear instructions.

Care team collaboration
Better communication ensures discharge tasks are completed quickly.

Reduction in bed days
Faster discharges ensure fewer patients remain past the cutoff time.

Fewer medical errors
Task lists and team communication reduce risks of medication or other issue.

Platform Components

Shift-to-Shift Activity Handoff

Automated Care Team Assignment

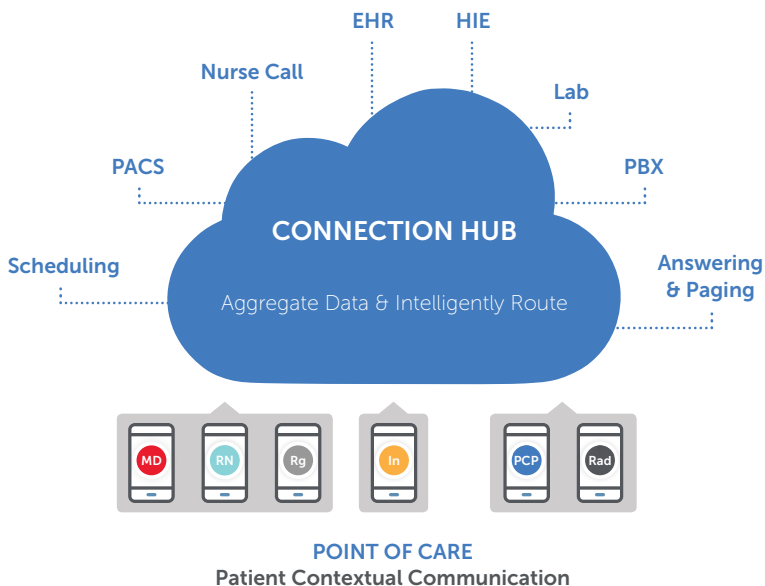Automated Persona Management

Task List

Patient Smart Cards

Escalation Rules

"TigerConnect is just the solution we needed to help us coordinate care in a seamless, effective manner and improve overall workflow, ultimately helping to enhance our patients' safety and satisfaction."

– Martin Fee, M.D., Chief Medical Information Officer at Hoag

EHR   HIE

Nurse Call

Lab

PACS

PBX

CONNECTION HUB

Scheduling

Answering
& Paging

Aggregate Data & Intelligently Route

MD RN Rg   In   PCP Rad

POINT OF CARE
Patient Contextual Communication

The Connection Hub is how TigerConnect makes information actionable at the point of care. It centralizes and intelligently routes patient data from hospital systems like the EHR or Nurse Call so patient contextual information is delivered to a clinician's smartphone in real time where it can be read, shared, and acted upon.

tigerconnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes.

Datasheets

Transform Your Healthcare Communications with TigerFlow

Benefits

- **Comprehensive communications solution**
  Leverage our combined suite of product, advanced integrations, support services, and data analytics

- **Fully integrated with hospital systems**
  Centralize data from the EHR, nurse call, scheduling and more on a single, mobile-friendly platform

- **Services-focused, success-oriented**
  Be supported at every phase, from implementation to best practices to technical support to ensure maximum productivity

- **Communications workflow mapping**
  Streamline communications among teams with a custom-designed optimization plan

- **Advanced reporting and data analytics**
  Track user activity, message volume, and more, benchmark against industry standards

TigerFlow Solution

TigerFlow is a comprehensive healthcare communication platform that optimizes hospital workflows for improved productivity, profitability, patient outcomes, and provider delight.

Product	Integration Platform	Services	Data & Reporting
Best-In-Class Product	**Advanced Integrations**	**Unparalleled Service**	**Performance Tracking**
Built with the simplicity of a consumer messaging app but with a flexible API, your care teams get the best of both worlds – a seamless user experience tailored to their preferences and workflows.	Centralize the data from your systems in a single app through a wide range of integration options that make real-time data and communications instantly accessible from a smartphone or desktop.	Success doesn't happen by accident. TigerConnect experts guide you at every phase from implementation, workflow optimization, and tech support to help you maximize productivity.	Adoption is a key driver of clinical communications success. Our customer success team tracks your engagement by user or department to help drive ROI or identify areas for improvement.

Optimize Communications Workflow

Purpose-Built for Maximum Workflow Efficiency

As the Healthcare industry evolves, the need for more advanced, more deeply integrated communication tools has understandably risen. TigerFlow was developed to specifically address this market need through its accessible API and a set of purpose-built features designed to reduce or eliminate the inefficiencies in healthcare communications.

Automated Persona Management

Finding the right on-call specialist or staff member can be difficult, especially in a larger hospital system. With, it's easy for staff to locate and message individuals or coordinate shift assignments and transitions of care. Staff can also build custom care team groups around a patient or room.

Scheduling and Calendar VIew

As whiteboards and spreadsheets give way to formal scheduling software, TigerFlow integrates with these systems to make lookups and staff changes easy to navigate from within the TigerConnect app. The calendar views provide staff with visibility into future shifts for more effective planning.

VoIP Direct Calling

Messaging is great, but sometimes a phone call is the best option. With Direct Calling, users can make calls to colleagues with a single tap from a message thread or company directory. This saves valuable time when trying to reach care team members. It even shields phone numbers for privacy.

Available TigerFlow Integrations

Advanced Integrations

- EHR integration
- Save conversations to the EHR/ patient record

Custom Integrations

- Clinical Notifications (EHR, ADT, etc.)
- Administrative / IT Notification Events
- Nurse Call Integration
- Interface Engine Integration
- Single Sign-On

Productized Integrations

- Answering Services
- Paging System Alerts
- Scheduling Integration with Amion
- Authentication (SAML)
- LDAP / Active Directory Sync

About TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. Trusted by more than 4,000 healthcare organizations, TigerConnect maintains 99.99% uptime and processes over 10 million messages each day.

Datasheet

Protect Patient Information, Improve Workflows, and Comply with Industry Regulations

TigerText Essentials is an easy-to-use messaging app for smartphones or workstations that helps organizations improve care team communications and collaboration while achieving HIPAA-compliance.
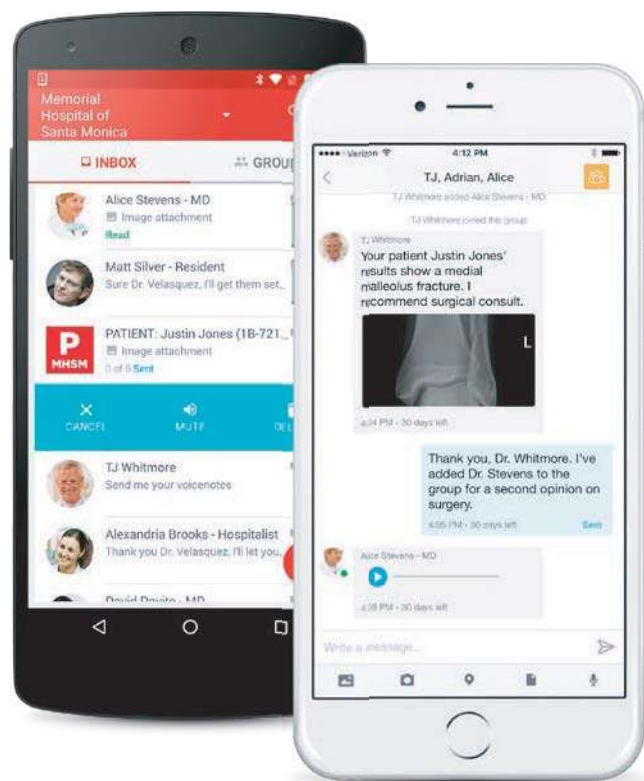
Secure, Accelerated Workflows for Care Teams

The best work happens when teams are aligned. TigerConnect ensures that the right information is instantly accessible at the point of care and helps care teams communicate in real-time, on any device, through a suite of messaging features tailor-made for healthcare productivity.

"The average physician wastes 45 minutes per day as a result of inefficient communication systems, costing the average hospital nearly $1 million annually."

Source: Ponemon Institute Study

Benefits

- **Achieve HIPAA Compliance**
  TigerConnect's secure, encrypted, HITRUST-certified application protects patient information and meets HIPAA guidelines, even guaranteeing your organization against fines.

- **Replace Outdated Technologies**
  Save time and improve communication efficiency by alleviating phone tag, unanswered pages, and disruption to patients and care team members.

- **Manage Users and Enforce Policies**
  Maintain full control with the administrative console for managing users and devices while setting and enforcing security policies.

- **Optimize Workflows**
  Enable staff to quickly communicate and coordinate with other departments for consults, transfers, medication reconciliation, and more.

- **Integrate with Existing Applications**
  Save time and reduce steps by integrating TigerText Essentials with paging systems, answering services, and LDAP/Active Directory.

TigerText Essentials Feature Set

Purpose-Built Features for Maximum Workflow Efficiency

TigerText Essentials gives you a wide range of secure messaging features to improve collaboration with co-workers and get more done in less time.

Secure Messaging	Keep messages private with a fully encrypted, end-to-end, secure texting solution.
Priority Messaging	Send high priority messages that stay at the top of the recipient's inbox and specify a unique alert for instant differentiation.
Auto Forward	Have messages automatically forwarded to another colleague when in Do Not Disturb Mode.
Forums	Have open and ongoing forum discussions with colleagues on specific topics. Join or leave a forum anytime.
Delivery Confirmation	Know instantly when messages have been sent, delivered, and read.
Message Lifespan	Set message lifespan to dictate when messages will be automatically deleted.
Message Recall	Recall a message and attachments before or after it has been read.
Group Messaging	Create groups to improve collaboration and see who has read your message and when.
Secure Attachments	Securely attach photos, voice notes, PDFs, and other files right from apps like Box, Google Drive, and more.

Add-On Integrations & Services

- Answering Services
- Paging System Alerts
- Scheduling Integration with Amion
- Authentication (SAML)
- LDAP / Active Directory Sync

- External Messaging
- Project Management Services
- Implementation Specialist
- Custom Training Programs
- Onsite Technical Support

About TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. Trusted by more than 4,000 healthcare organizations, TigerConnect maintains 99.99% uptime and processes over 10 million messages each day.

Advanced Packages

For organizations looking to optimize workflows, maximize healthcare ROI, and improve patient and provider satisfaction, contact us to learn more about **TigerFlow**, our most advanced, integrated offering.   .

Case Studies & Testimonials

Client Testimonials

Mary Washington Healthcare

" After several months of using TigerConnect, having gone through the implementation and looking at every secure messaging product on the market, I'm now convinced more than ever that TigerConnect was the right decision for us.

David Yi, M.D., Chief Medical Information Officer
Mary Washington Healthcare

WMCHealth
Westchester Medical Center Health Network

" You never want your technology to invent a new process. You want your technology to make your process work better, which TigerConnect does.

Jonathan Berkowitz, M.D., Medical Director, Interfacility Transfer, Regional Emergency Services, and Disaster Medicine
Westchester Medical Center

GEISINGER
HEALTH SYSTEM

" We have looked at various solutions — it is TigerConnect that best balances user needs with the reporting and administration requirements that a larger organization like Geisinger desires.

Jonathan Slotkin, M.D., FAANS, Medical Director of Geisinger in Motion
Geisinger Health System

Jefferson Health.

" When we started using this tool, we were able to decrease the number of times these patients were presenting to the emergency room by at least 70 percent.

Maryann Lauletta, M.D., Vice President of Medical Operations
Jefferson Health-New Jersey (formerly Kennedy Health)

Lake Wales MEDICAL CENTER

" As a nurse, I know how difficult it is to wait for a consult and wonder if the physician has even seen your page or listened to your voicemail. With TigerConnect, not only has there been a huge reduction in our consult request times, but now our nurses can see when their messages are being read, which means they can spend more time with patients and less time on the phone.

Emily Stutz, RN, Clinical Informaticist
Lake Wales Medical Center

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hoag

" TigerConnect is just the solution we needed to help us coordinate care in a seamless, effective manner and improve overall workflow, ultimately helping to enhance our patients' safety and satisfaction.

Martin Fee, M.D. & Chief Medical Information Officer
Hoag Hospital Foundation

Client Testimonials

Meritus Health

"By integrating with our scheduling system, patient handoffs are getting smoother and consult requests happen faster. Most importantly, now we have a tool that gives us confidence that our messages get to the right physician securely and easily.

Shaheen Iqbal, M.D.
Meritus Health

EL RIO COMMUNITY HEALTH CENTER

"Immediate delivery means immediate action, yet missed pages left 5% of patient concerns unattended. TigerConnect eliminated lost message errors which translated to increased patient satisfaction.

Robert T., Chief Information Officer
El Rio Community Health Center

SAN JOAQUIN GENERAL HOSPITAL

"TigerText helped us significantly reduce overhead noise and streamline our everyday communication. We are enthused that our use of TigerText has been matched by a subsequent improvement in our HCAHPS score regarding the noise levels in several patient areas of our hospital.

Don Johnson, CIO
San Joaquin General Hospital

Hartford HealthCare

"With TigerText, our physicians are now able to communicate patient information in a secure and protected environment across all of our organizations, enabling us to provide consistent, high quality care.

Dr. Rocco Orlando, Sr. Vice President & Chief Medical Officer
Hartford Healthcare

tigerconnect

Used in over 5,000 facilities, TigerConnect has established itself as the leader in secure messaging for healthcare. From large hospital networks to small private practices, healthcare organizations use TigerConnect as their preferred method of secure communication to comply with HIPAA, HITECH and other industry standards.

To see more customer testimonials please visit www.tigerconnect.com/customers

Case Study:
Westchester Medical Center

tigerconnect

Westchester Medical Center Health Network **+** TigerConnect

Westchester Medical Center Health Network significantly reduced the transfer time between its emergency department and its 10 hospitals by eliminating the call center intermediary and allowing providers to directly share patient information on a secure, HIPAA-compliant mobile clinical communication platform.

WMC Health | Westchester Medical Center
Westchester Medical Center Health Network

13.3 minute average reduction in transport time between facilities	72 % of hospitals decreased transport time by at least 11 minutes	34 minutes was the maximum time savings experienced at one hospital	Improved patient satisfaction due to faster response times	Improved provider satisfaction thanks to direct care team communication

"TigerConnect mimics the existing workflow of a hospital. We strongly feel that we're not inventing anything new. You never want your technology to invent a new process. You want your technology to make your process work better, which TigerConnect does."

--Jonathan Berkowitz, M.D., Medical Director, Interfacility Transfer, Regional Emergency Services, and Disaster Medicine

Challenge

Westchester Medical Center Health Network (WMCHealth) is a 1,700-bed healthcare system headquartered in Valhalla, New York, with 10 hospitals, including a level 1, level 2, and pediatric trauma center, on eight campuses across 6,200 square miles. WMCHealth needs to transfer patients from its emergency department to another facility about 10,000 times a year. Historically, transfers would require attending emergency physicians to leave a message with an internal call center that would notify physicians at other facilities via their pagers requesting a return call. This inefficient process led to care delays that dissatisfied physicians and patients, especially in emergency situations when every minute is critical. Likewise, reaching on-call specialists was also a challenge because the emergency physician would often not know the name of the colleague who was working during a particular shift. This led to more time on the phone, or "handle" time, which frustrated physicians and led to additional delays affecting care and transfers.

Solution

WMCHealth had been utilizing TigerConnect, a secure, HIPAA-compliant mobile clinical communication solution, at select hospitals for care team collaboration for several months. With the addition of the TigerConnect's Automated Persona Management capability, which allows providers to contact on-call colleagues simply by their clinical role, without needing to know their name or phone number, enterprise-wide implementation was expanded. With these new capabilities and broader deployment, transfers between facilities could be conducted without involving the call center. Physicians and nurses across facilities using their own smartphone, a desktop computer or a hospital-owned mobile device, could use group messaging to directly collaborate on the transfer, securely exchanging important patient information to ensure all providers were updated and prepared. Automated Persona Management also allowed for more efficient communication regarding non-urgent patient care discussions. Physicians could simply look up the specialist on-call by their discipline to discuss care plans, sending data, images and other information. Thanks to TigerConnect's message confirmation notifications, the sender can see on their device when messages are received and read.

Results

Since January 2017, WMCHealth has already experienced significant delay reductions in transfers between the emergency department and hospitals. An average of 13.3 minutes has been saved on transports between facilities, with 72% of hospitals improving by at least 11 minutes. The maximum average time reduction at one hospital was 34 minutes. Combined, that time savings translates to improved productivity and labor cost reductions by eliminating physician and other clinicians waiting for orders, information or patients. Most importantly, that time savings means life-saving interventions can be performed sooner, while patients and their families feel more satisfied with the promptness of their care. WMCHealth has expanded implementation to radiology with plans for laboratory and specialty practices as well. WMCHealth has also integrated with its Amion provider scheduling platform, automating shift assignments.

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Website
www.tigerconnect.com

Sales & Product Demos
1-800-572-0470

For More Information
Follow TigerConnect on Twitter **(@tigerconnect)** and visit **www.tigerconnect.com** to learn how clients like RWJBarnabas, Geisinger, and LifePoint are using TigerConnect to solve healthcare's biggest communication challenges.

Case Study:
Jefferson Health-New Jersey

Jefferson Health
+ TigerConnect

Jefferson Health - New Jersey's (JHNJ) (formerly Kennedy Health) use of an integrated, mobile, and unified clinical communication platform has helped it drastically reduce Emergency Department (ED) overutilization, readmissions, and wasted care.

KENNEDY HEALTH

CASE STUDY

| 73% reduction in ED utilization among targeted population | 22.2% decrease in Congestive Heart Failure (CHF) readmissions | 8.8% decrease in COPD readmission rates | 2 full-time employees reallocated to other assignments | Reduction of unnecessary tests and medications |

"When we started using this tool — and *really* tracking these patients — we were able to see that with these real-time interventions beginning in the waiting room, we were able to decrease the number of times these patients were presenting to the emergency room by at least 70 percent."

--Maryann Lauletta, M.D., vice president of medical operations, Jefferson Health

Challenge

JHNJ is a three-hospital, 607-bed integrated healthcare delivery system providing a full continuum of healthcare services in southwest New Jersey. In 2013, JHNJ discovered that in one six-month period, just 21 patients accounted for 903 visits to its emergency departments. With this discovery, the organization began an initiative to reduce the number of repeat emergency department (ED) visits and readmissions among this population of patients, as well as enterprise wide.

Solution

JHNJ's population of ED "super-utilizers" typically presented with pain-related complaints. Concerned that the patients were exhibiting drug-seeking behaviors, JHNJ developed a diversion protocol within the ED to prevent an unnecessary readmission and deliver the type of care these patients truly need. For this protocol to be effective, interdepartmental and multi-location communication was crucial. Fortunately, in 2014, the organization had implemented TigerConnect, which allowed clinicians to securely text and share clinical data with care teams at all three of JHNJ's hospital campuses.

Through a joint collaboration with TigerConnect, JHNJ was able to integrate their electronic health record (EHR) system so that automated alerts would be triggered when a patient in this population, or one with a history of frequent ED visits, checks into any JHNJ ED enterprise wide. Multi-campus integration was essential since these patients tended to seek care at multiple locations. Once alerted, a nurse navigator stationed in the ED intervenes with that patient. From his or her smartphone, the nurse navigator engages behavioral health specialists or substance-abuse rehabilitation facilities to begin pursuing other treatment courses.

Results

Mobilizing care teams using TigerConnect has significantly reduced readmissions as a whole, but particularly among the ED super-utilizer population. The number of visits among these patients decreased 73 percent, while also reducing the utilization of CT scans and certain medications, all of which reduce costs and provide more effective care. Simultaneously, improved clinical communication among care teams combined with better care coordination helped JHNJ decrease congestive heart failure readmission rates by 22.2 percent and chronic pulmonary obstructive disease readmission rates by 8.8 percent.

Finally, JHNJ was able to reallocate two of their 10 case managers to other campuses to conduct face-to-face interventions with patients.

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Case Study:
Mary Washington Healthare

Mary Washington
+ TigerConnect

Mary Washington Healthcare improved physician collaboration, workflow efficiency, and care quality by switching from inefficient, antiquated pagers and landline phones to a unified, mobile clinical communication solution.

Consolidated physician communication tools	Faster consult request and question response times	Faster clinical decisions/ fewer care delays	Streamlined, physician-wide information sharing	Eliminated pager rental fees

"After several months of using TigerConnect, having gone through the implementation and looking at every secure messaging product on the market, I'm now convinced more than ever that TigerConnect was the right decision for us."

--David Yi, M.D., chief medical information officer, Mary Washington Healthcare

Challenge

Mary Washington Healthcare is a not-for-profit regional health system with two hospitals, 28 facilities and approximately 1,000 physicians in Fredericksburg, Virginia. Spread over numerous locations, physicians' communication was largely driven by in-hospital overhead announcement systems and antiquated handheld pagers. Pages would be delivered through a unit clerk intermediary who would need to identify the correct physician, look up their contact information and then communicate the message—without the ability to share the necessary patient context. The requesting physician would then be uncertain if the page had been received by the other physician, and he or she would have to wait for a return phone call. This cumbersome communication process led to slow responses, patient care delays, wasted time, and ultimately inconvenient and inefficient workflows.

Solution

With more physicians using their personal smartphones for clinical communication, Mary Washington Healthcare transitioned its physicians from pagers to TigerConnect's mobile clinical communication platform. The health system vetted several vendors, but quickly realized that TigerConnect delivered the security, integration, scalability and advanced features that could drive more efficient and effective clinical communications.

Physicians now communicate with each other directly and engage in secure, one-on-one and group text messages to collaborate and ask questions regarding consults, EHR documentation, patient discharge and so on. With TigerConnect's Automated Persona Management, physicians can look up physician contact information on their own, eliminating the need for unit-clerk involvement.

Results

Although pager-use was ingrained in physician workflows, TigerConnect was rapidly adopted and message volume has continued to climb since implementation—metrics Mary Washington Healthcare has been able to track through TigerConnect's reporting and analytics capabilities. Clarity and promptness of communication has improved thanks to physicians being able to contact each other directly and communicate in real time, enhancing collaboration and the delivery speed of patient care.

Apart from communicating about patient information, hospital clinical leaders and executives are also leveraging the tool to share updates about new evidence-based protocols and to create an open dialogue around new areas of opportunity. Historically, this information was delivered through meetings or email. Meetings, however, became unrealistic due to physicians' increasingly busy schedules, while emails were often overlooked due to volume. Physicians now receive new clinical guidelines as well as other vital information, which also automatically confirms and tracks who has read each message. Executives can also maintain ongoing conversations with physicians and other members in the hospital to collaborate on future integrations and additional workflow improvement areas.

Due to the success with physicians, Mary Washington Healthcare is planning to integrate TigerConnect with its electronic health record (EHR) system and expand the clinical communications platform to include nurses and other clinical staff for larger care team-based group collaborations.

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The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.

For more information, follow TigerConnect on Twitter (@tigertext) and visit www.tigerconnect. com to learn how clients like RWJBarnabas, Geisinger, and LifePoint are using TigerText to solve healthcare's biggest communication challenges.

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