

TigerConnect COVID-19 Communication and Collaboration **Best Practices Guide**

TigerConnect has supported critical communications within health systems and has ensured continuity of service and care even in the most catastrophic situations. These include active shooters, widespread power outages, disaster preparedness protocols, sepsis, and other infection control protocols. As such, TigerConnect customers are turning once again to a proven solution to execute protocols and preparedness for coronaviruses like COVID-19.

You have likely already started thinking about how to integrate TigerConnect into your COVID-19 communication strategy. Beyond person-to-person texting, key TigerConnect features are designed to support the type of communications that a COVID-19 outbreak will require. Based on the experiences of other health systems using TigerConnect, we've detailed several effective best practices for communication and collaboration in these scenarios.



Broadcast Messaging Examples

COVID-19 Employee Updates

- **Purpose:** HR/employee health team to provide critical updates to employees regarding protocols and policies. These may include notification of use of occupational medicine services, information about exposure risk, policy regarding masks for employees, handwashing, etc.
- Allow new questions or concerns to be raised and answered, as appropriate.

COVID-19 Command Center

- **Purpose:** Provide a secure, private channel for sharing critical updates with leadership and those with organizational leadership responsibility to manage COVID-19 protocols.
- Distribute status reports, census reports, staffing reports, etc.
- Support the timely receipt of these key reports using Attachments in TigerConnect.



Group Messaging Examples

COVID-19 Unit-Based Requests for Supplies

- **Purpose:** Formulate groups by unit to get isolation-specific supplies needed to care for COVID-19 patients.
- **Members:** Supply chain resource delegated to supporting COVID-19 supply needs via Group role-based messaging.
- **Member Roles:** Charge Nurse, Nurse Manager, Supply Team Lead, Pharmacist, etc.
- Expedite the process and ensure that the correct supply is delivered by attaching photos in TigerConnect.

COVID-19 Unit-Based Requests for EVS

- **Purpose:** Formulate groups by unit to communicate specific COVID-19 environmental services needs or information, such as a cleaning process clarification.
- **Member Roles:** Charge Nurses, Nursing Manager, Infection Disease Nurse, EVS Lead, EVS Manager on-call, etc.

COVID-19 Command Center Group

- **Purpose:** Support operational command center communication and collaboration.
- **Member Roles:** Operational Leaders, Disaster Preparedness Team, Infection Control, etc. via role-based messaging and/or individuals.

COVID-19 Patient-Specific Messaging

- **Purpose:** Organize care team collaboration for a specific patient.
- **Member Roles:** Care team for specific infected patients (e.g., Resident on duty, Attending on-call, Charge Nurse, Nurse Manager, Pharmacist, Chaplain, etc.)



Patient Messaging Examples

COVID-19 Quick Patient Messaging

- **Purpose:** Contact existing or new patients quickly and easily without admitting or seeing patients on site.
- Provide a secure and simple texting experience with no apps to download or credentials to manage.

COVID-19 Patient Self-Isolation Messaging

- **Purpose:** Contact patients who are in self-isolation to monitor status.
- Allow patients who are not displaying urgent symptoms to monitor status at home.
- Securely communicate with patients and family members, and reduce contamination and patient office visits.
- Communications can include video, pictures, file sharing and click-to-call directly from the app which masks caregiver's phone number.

COVID-19 Instant Patient and Provider Messaging

- **Purpose:** One platform for messaging within the organization and with patients
- Seamlessly switch from providers to patients.
- Increase efficiency and quickly be able to bring all essential parties into the conversation.

Specific Role Creation Examples

For those on advanced TigerConnect functionality, you may also find it helpful to create specific roles for your COVID-19 plan. For example:

- COVID-19 Administrator On-Call
- COVID-19 Infectious Disease Physician On-Call
- COVID-19 Infection Control Nurse On-Call
- COVID-19 EVS On-Call
- COVID-19 Supply Chain On-Call



Other key features that improve overall communications include:

- **Click to Call and VoIP in-app calling** to team members for additional discussion, placing verbal orders, etc.
- **In-App Video** with individuals and groups to expedite consults, review of patient symptoms, etc.

Additional considerations:

- Clinical/department leaders direct staff to TigerConnect to ensure a consistent means of communication; clearly define that TigerConnect is the preferred/required means of communication for all COVID-19 related communications.
 - Consider adding all staff to the TigerConnect platform to streamline communications and ensure all staff have easy access to pertinent information regardless of their role.
- Remember that isolation protocol and personal protective equipment prevents users from using mobile devices in COVID-19 patient rooms; desktop/laptop computer stations with TigerConnect need to be available in isolation rooms.
 - Using TigerConnect messaging from isolation rooms to communicate needs (patient condition, needed food, medications, supplies, etc.) can decrease the number of entries/exits from the room, which also decreases supply utilization (availability of isolation supplies may be a concern).

Please contact your Customer Success Manager to learn more about how TigerConnect can support your COVID-19 preparedness initiatives.