

Innovation Care Partners + TigerConnect

Through TigerConnect, Innovation Care Partners (ICP) has successfully received more than \$19.5 million in shared Federal reimbursements through its Medicare Shared Savings Program (MSSP) and ICP's Care Management program. This resulted in reducing readmission rates and lowering healthcare costs, all of which improves the quality of care for the patient. "We fundamentally believe wholeheartedly that TigerConnect is a huge piece of our success," said Faron Thompson, Chief Operating Officer with ICP.



CASE STUDY



Ranked 3rd in the nation
for shared savings among
472 ACOs



Saved **16.9%** of spend in
shared Federal savings



Has over **80,000** messages
per month going through
TigerConnect

"TigerConnect definitely makes our lives easier, and it's very satisfying to know that we can communicate in real time, verified, and secure...the single most powerful electronic tool we use for the care of our patients is TigerConnect."

--Dr. Savas Petrides, CEO at ICP

Challenge

Innovation Care Partners is an Accountable Care Organization (ACO) which began in July of 2012 with approximately 1,500 covered lives. Initially, ICP had an issue with communication between physicians and needed to find a secure way for physicians to be able to communicate much easier. Additionally, ICP's shared goals with the MSSP sought to reduce readmission rates and lower overall healthcare costs, all to improve the quality of care for the patient.

Solution

ICP originally came to TigerConnect in 2012 for a secure text messaging solution. That solution served ICP well for years, but as the organization grew to 100,000 covered lives, ICP needed to expand communication beyond just physicians. It was time to connect the entire health system and upgrade to TigerConnect Clinical Collaboration Platform - Pro with its collaboration and enhanced workflow capabilities, including voice calling, video chat, role-based messaging, dynamic calendar, priority messaging, paging alerts, and premium support.

Results

As a result of using TigerConnect, ICP was able to cut their healthcare costs in half from each prior year. This has allowed ICP to save the Federal Government's MSSP by 16.9% of spend which translates to approximately \$19.5 million of shared savings. As a result, ICP was named third among the 472 ACOs in the country in terms of savings percentage, and sixth in the country in terms of shared savings return, which they attribute to the partnership with TigerConnect.

"[Choosing TigerConnect] is one of the easiest decisions that we made as an organization. It's a way to fix communication between physicians and to connect different parts of the medical system. It is completely cost-effective and I'm pretty convinced that it was one of the main reasons that we were successful in saving money and providing good quality care for our patients," according to Tiffany Nelson, Chief Strategy Officer at Innovation Care Partners.

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. With more than 7,000 healthcare organizations, 99.99% uptime, and over 10 million messages processed each day, TigerConnect continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions.

Website

www.tigerconnect.com

Sales & Product Demos

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For More Information

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