tiger connect

RWJBarnabas Health
+ TigerConnect

TigerConnect helps drive RWJBarnabas Health's management of time-sensitive substance use disorder recovery workflows and interventions. Through full EHR integration and effective trigger automation, they've worked together to increase total patient referrals and minimize response times.

RWJBarnabas
HEALTH

Automated EHR triggers: new patients & workflows

<10 minute response time

24x referral increase
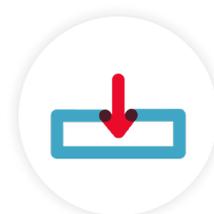
Full EHR integration

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TigerConnect is the one constant. We're able to have all of our groups formatted the exact same way, our staff can work one day at one hospital and one day at another hospital. It's relatively seamless.

— **Elliott Liebling**
Assistant Director, Research and Development
RWJBarnabas Health

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As New Jersey's largest healthcare system, RWJBarnabas Health maintains 11 acute care hospitals and treats over 3 million patients per year. This includes its Peer Recovery Program for all substance use disorder services throughout the system.

> "We would deploy a recovery specialist who would go bedside within one hour and have a conversation with the individual about considering their recovery," says Michael Litterer, Director of Prevention and Recovery Assistant Director, Research and Development.

Fast intervention and information accessibility are vital for quickly setting patients on the road to recovery. However, transitioning from a per-case basis to full-time recovery specialists brought several challenges that included managing increases in call volume, alerting teams when readmissions occurred, and sharing information about new patients.

Solution

When first introduced to TigerConnect, RWJBarnabas Health quickly recognized the value that came from having staff within a facility connected on a single communication platform. It was not long before they rolled out the solution across their entire system. RWJBH's initial goals for TigerConnect included:

Identifying eligible patients	Tracking patient outcomes (onsite and off)	Enhancing recovery workflows

"The Peer Recovery Program is integrated with our EHRs, Cerner and Allscripts," says Elliott Liebling, Development, RWJBarnabas Health Institute for Prevention and Recovery. "If I ever need data and the report I have in the EHR is missing information, I can go right into TigerConnect and pull what I need."

In cases of substance disorder recovery and intervention, time management is of the utmost importance. Parallel to time sensitivity is building trust and relationships with patients.

"With our program, timing is everything," says Litterer. "Someone coming into an emergency room with a substance disorder — we want to engage with the client before they leave. We have to build a rapport with them very quickly, so the amount of time we've been given increases the likelihood that the connection will be made."

Results

In order to intervene sooner, RWJBH created automatic triggers using TigerConnect and their EHRs. These triggers instantly provide readmission alerts, patient information, and the appropriate workflows to result in faster, improved interventions.

"Those new triggers increased the numbers of referrals we received by close to a third," states Liebling. "When the program started in 2016, we saw under 1,000 referrals per year, and now we see that number twice per month."

"Our response time is under 10 minutes, really thanks to TigerConnect," Liebling continues. "We're one of the first interactions that a patient will have in the hospital, so to know that they can come in and see a recovery specialist and get the help they need is an amazing part of the patient experience."

About TigerConnect

TigerConnect is healthcare's most widely adopted communication platform – uniquely modernizing care collaboration among doctors, nurses, patients, and care teams. TigerConnect is the only solution that combines a consumer-like user experience for text, video, and voice communication with the serious security, privacy, and clinical workflow requirements that today's healthcare organizations demand. TigerConnect accelerates productivity, reduces costs, and improves patient outcomes.

Trusted by more than 6,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and processes more than 10 million messages each day. To learn more about TigerConnect visit **www.tigerconnect.com.**

Contact Us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, contact us.

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