tigerconnect

SEARHC
+ TigerConnect

Southeast Alaska Regional Health Consortium (SEARHC) receives a number of locum providers who may not be familiar with the hospitalists on call. Using TigerConnect's Role-based Scheduling integration, SEARHC regular and locum staff are able to better communicate across the entire health system, reducing the time between consults, improving care coordination and minimizing patient wait times.

SEARHC
SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM

CASE STUDY

Saves **$80,000** per unnecessary medevac transport

Role-Based Scheduling dramatically improves workflow efficiencies

Photo & Video Attachments simplify consulting with specialists

"We save a ton of time — a ton of time. Because we are an isolated hospital and our specialists are far away, TigerConnect saves me hours per patient of trying to get them the care that they need."

— Annie Nunley, Physician Assistant for the Hospitalist team at Mt. Edgecumbe Hospital, in Sitka, Alaska

Challenge

Southeast Alaska Regional Health Consortium (SEARHC) is contracted by the Federal government to provide healthcare for Alaska Natives and American Indians at facilities throughout Southeast Alaska. SEARHC's network of remote communities, tertiary hospitals and clinics, affiliate organizations, and distributed staff across Southeast Alaska meant that it was a challenge to identify and communicate with specialists and medical peers at its other facilities. Additionally, it would take a great deal of unnecessary effort, and cause frustrating delays when attempting to communicate with other care team members not connected to the electronic health record (EHR), as was the case with the Pharmacy Department.

Solution

TigerConnect initially helped SEARHC with a HIPAA-compliant solution. Once staff became familiar with TigerConnect and began actively using it, SEARHC implemented Automated Persona Management (Roles), Dynamic Calendars for automated shift scheduling, and Advanced Data and Analytics in an effort to help streamline workflows in a number of departments.

Additionally, SEARHC's IT Department and TigerConnect co-developed a custom integration with SEARHC's IT ticketing system that accepts incoming messages sent to the SEARHC Support Line by users. This has helped the IT department to better support all teams organization-wide.

Results

SEARHC's organization-wide adoption of TigerConnect has improved care, coordination, and collaboration across the entire health system. Through role-based scheduling, there's no more wasting time to find out who the on-call physician is or how to reach him or her. The ability to transmit photo and video attachments has greatly simplified consult with remote specialists. By including the pharmacy department, care teams see a faster medication reconciliation for patients.

One of the most impactful results for SEARHC involves the transfer of patients via medevacs. Now, the ability to consult with remote specialists can quickly determine whether or not a patient even needs a medevac trip to a larger hospital at a cost savings of $80,000 per trip.

As a result of TigerConnect's use in nearly all departments, even including in Financial Services, SEARHC has reduced patient wait times, improved care coordination, and vastly improved communication across the entire health system.

Website
www.tigerconnect.com

Sales & Product Demos
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