

Five Essential Steps for Leveraging TigerConnect During EHR System Outages and Downtime

Healthcare collaboration is absolutely essential to keeping your patients safe. EHR outages and downtime jeopardize patient safety and create tremendous liability for hospitals. With 99.99% uptime reliability, TigerConnect provides a reliable external channel to keep your communication flowing and care coordination aligned when EHR service interruptions strike.

Ways to leverage TigerConnect during an EHR system outage:

1. Ensure all critical team members have access to TigerConnect

- Provision the full patient care team and ancillary staff to ensure all broadcast updates and alerts are received by those who need them most urgently.
- Use the Web Console to make TigerConnect immediately available to newly provisioned users on all mobile workstations and desktops.
- Rapidly add new TigerConnect licenses through your Client Success Manager.

2. Create outage-support broadcast lists, roles, groups, forums, and teams

Broadcast Lists: Consolidate organization-wide communication on a single platform to avoid confusion and ensure all staff members receive the same information in real time. Broadcast lists could be named:

- Everyone (All Employees)
- IT System Outage Response
- Executive Crisis Planning

Roles: Create manual roles that will be available 24/7 throughout the outage, such as:

- Downtime IT Support Role
- Downtime Clinical Administrator On Call
- Downtime ED Operations Role

Forums: Set up forums for ongoing conversations and discussions. Treat this as a bulletin board that any staff member can join for updates about the ongoing situation. Forums could include:

- EHR Outage Announcements
- EHR Outage Policies & Procedures
- EHR Outage Staff FAQs

Teams: Set up searchable, public, rapid-response teams for emergency code situations or for staff that cross-cover requests, like Pharmacy. Teams can also be leveraged for Specialty Consult requests to ensure patient throughput is not affected by the outage. These could include:

- EHR Outage Rx Orders Team (can be unit-based)
- EHR Outage Surgery Consults Team
- EHR Outage Request for Admit Team



3. Set up a private channel for executive and clinical crisis planning

- Orchestrate a cohesive crisis response by collaborating with executive and clinical teams in a private, secure group that exists outside of interrupted systems.
- Reach any internal staff member by video, voice, or text with just a couple of taps or clicks.
- Coordinate broader communications to staff by team, department, or facility.

4. Utilize in-app calling to reach any staff via video or voice

- Securely text or call any TigerConnect-provisioned user using **Voice over IP (VoIP)** (voice/video) or cellular-based 'Click to Call' (voice only).
- Conduct group voice or video conversations using only TigerConnect for full care team collaboration.
- Continue to meet your clinical protocols for critical lab or order requests that may require a verbal acknowledgment or readback.

5. Turn on Message Archiving or increase your Message Lifespan

- Use Message Archiving to ensure any patient-related communication is available at a later date for EHR documentation. Instantly turn it on just for the outage or indefinitely. Simply contact your Client Success Manager.
- If Message Archiving is not an option for your organization, consider increasing Message Lifespan so that all messages are available for the full 30 days.



Even though the computers and landlines weren't working, TigerConnect on my smartphone was. The care teams were informed about what was happening in real time, both with the weather conditions and our patients. Even with limited electric power, I believe we were able to deliver safer, better-informed care during a crisis situation because of TigerConnect.

— **Patricia Madden, RN**
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