

St. Luke's University Health Network + TigerConnect

St. Luke's University Health Network partnered with TigerConnect to improve their overall communication strategy while simultaneously exploring new opportunities and use cases for their teams, operations, and workflows.



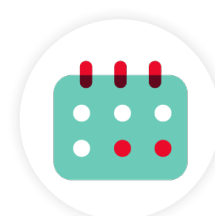
15,000 employees
in 350 locations



Automated
integration with
700 roles



Ability to service
significantly more
patients



Full AMiON
scheduling
integration



There's always opportunities to scale and leverage the platform to facilitate additional workflows. I don't think it's ever going to end on how we continue to leverage TigerConnect.

— **Matthew Fenty**

*Director of Innovation and Strategic Partnerships
St. Luke's University Health Network*



St. Luke's University Health Network of Lehigh Valley in Pennsylvania required a solution for streamlining their workflows and processes through new advancements in technology. Their main priority was to eliminate pressing points of concern, such as long operator hold periods, reliance on hallway conversations, and other inefficient practices. Above all, St. Luke's wanted a self-service model for professional-level communication throughout the organization.

Solution

After experiencing rapid growth over several years, St. Luke's University Health Network began receiving an influx of internal communications within their facilities. Matthew Fenty, Director of Innovation and Strategic Partnerships for St. Luke's, realized that a healthcare communication solution that fostered better care team collaboration could become excellent opportunities for efficient technological growth and expansion throughout the organization.



"We made the decision to partner with TigerConnect to drive the strategic discussion of clinical communications across the board," says Fenty. He continues, "to identify use cases and opportunities where we could use technology to improve clinical operations, improve workflow, and support our clinical team."



Providing full integration with St. Luke's scheduling software, AMiON, TigerConnect helped standardize on-call processes through various strategic initiatives. With St. Luke's key goals in mind, TigerConnect worked with key stakeholders to provide a tailored solution that met St. Luke's communication needs while leveraging best practices around intelligent, role-based messaging to help optimize workflows and improve a range of key metrics.

Results

TigerConnect's Roles functionality proved to be useful and advantageous for St. Luke's as it allowed clinical end-users to effectively reach the right specialty services without knowing a specific staff member's name or phone number. By linking the hospital's directory and AMiON schedule to over 700 roles, clinical and non-clinical staff could be reached instantly across departments and facilities for faster, more efficient care coordination. Additionally, TigerConnect's



Improved care coordination



Efficient workflows



Secure offsite communications/
messaging



100% cloud-based single communication platform simplified new practice onboarding, allowing these affiliated practices to deliver the best results.

“As soon as we started enabling roles, we had a massive uptick in the utilization of TigerConnect,” recalls Fenty. “We could eliminate why people are calling the operator. It’s a seamless transaction between who’s working with the AMiON schedule and how those roles are populated within TigerConnect.”

As they face new challenges and continue to evolve, St. Luke’s University Health Network recognizes new ways to further enhance communication among teams, departments, and across facilities. They have found this to be true specifically during conferences and meetings where they initially did not anticipate the full value of secure messaging and engagement.

“The value of TigerConnect is everyone’s on it, and it’s convenient for how our clinical staff communicates with each other,” says Fenty. “There’s always opportunities to scale the platform to facilitate additional workflows. I don’t think it’s ever going to end on how we continue to leverage TigerConnect.”

About TigerConnect

As healthcare’s most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use solution. Cloud-native and mobile-friendly, TigerConnect delivers a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

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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