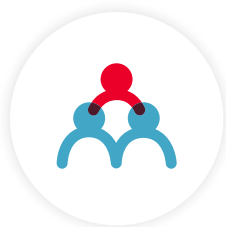# Hosparus Health + TigerConnect

Looking to replace its legacy secure messaging system, Hosparus turned to TigerConnect for a more robust HIPAA-compliant solution that could easily integrate with its existing systems and provide a more user-friendly interface for quick implementation and adoption.

HOSPARUS HEALTH®

Full staff adoption of 600+ users

Scalable for high volume
(12K+ messages per day)

HIPAA-compliant staff communication

"We implemented TigerConnect to 600+ users with a very tight schedule. We needed to get it implemented and fully functional in a short time to avoid having to re-sign the renewal contract with the legacy messaging system we were using. My staff loves it, and if you can text, you can use TigerConnect."

Josh Archibald
IT Director, Hosparus Health

Hosparus Health is a fully accredited, non-profit hospice and palliative care organization that provides medical care, grief counseling, pain management, and much more for people facing serious and life-limiting illnesses in Kentucky and Indiana. Hosparus Health is the region's leading hospice care provider, serving 8,000 patients a year by helping them face end-of-life issues.

Challenge

Hosparus was looking to replace its legacy messaging system due to integration and functionality issues. Its existing system was limited to a clunky web portal that provided only one-on-one or broadcast group messaging which didn't meet the demands of the organization. In addition, simple administrative tasks like provisioning or decommissioning users were difficult, and the system was challenging to use overall.

Solution

Hosparus had a very tight schedule to get a new solution implemented and adopted by its 600+ users. The platform needed to be user-friendly while meeting all of the functionality requirements and scalability demands. Some of the key features that put TigerConnect at the forefront were:

- Ease of use and reliability
- Full integration with Active Directory
- Click-to-call functionality
- Easy access to the archive

Hosparus Health selected TigerConnect Clinical Collaboration Platform – Standard based on it's value, security, ease of use, and short implementation time. The application met all its business objectives, and the staff felt empowered to use the technology.

Results

Organization-wide Adoption
"My staff loves it and if you can text, you can use TigerConnect," says IT Director, Josh Archibald. Working together, Hosparus Health and TigerConnect were able to implement the solution and have it fully functional and deployed to all 600+ users in two months from start to finish. The staff appreciates the reliability and functionality of the desktop client, and from an administrative perspective, it's made day-to-day tasks easier and more manageable.

Scalable and Reliable
A typical weekday at Hosparus Health can mean over 12,000 messages delivered, while a weekend can yield over 3,000 messages. With a 99.8% read-rate, it's clear that the staff depend on TigerConnect to communicate on a regular basis, and be available and running 24/7.

Secure and Beneficial
"TigerConnect met all our requirements and then some," says Archibald. "TigerConnect was less expensive than the solution we were using, and the other solutions we looked at didn't have near the security, benefits, and functionality.

About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely enables clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use, cloud-based solution. Built specifically for healthcare, TigerConnect 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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