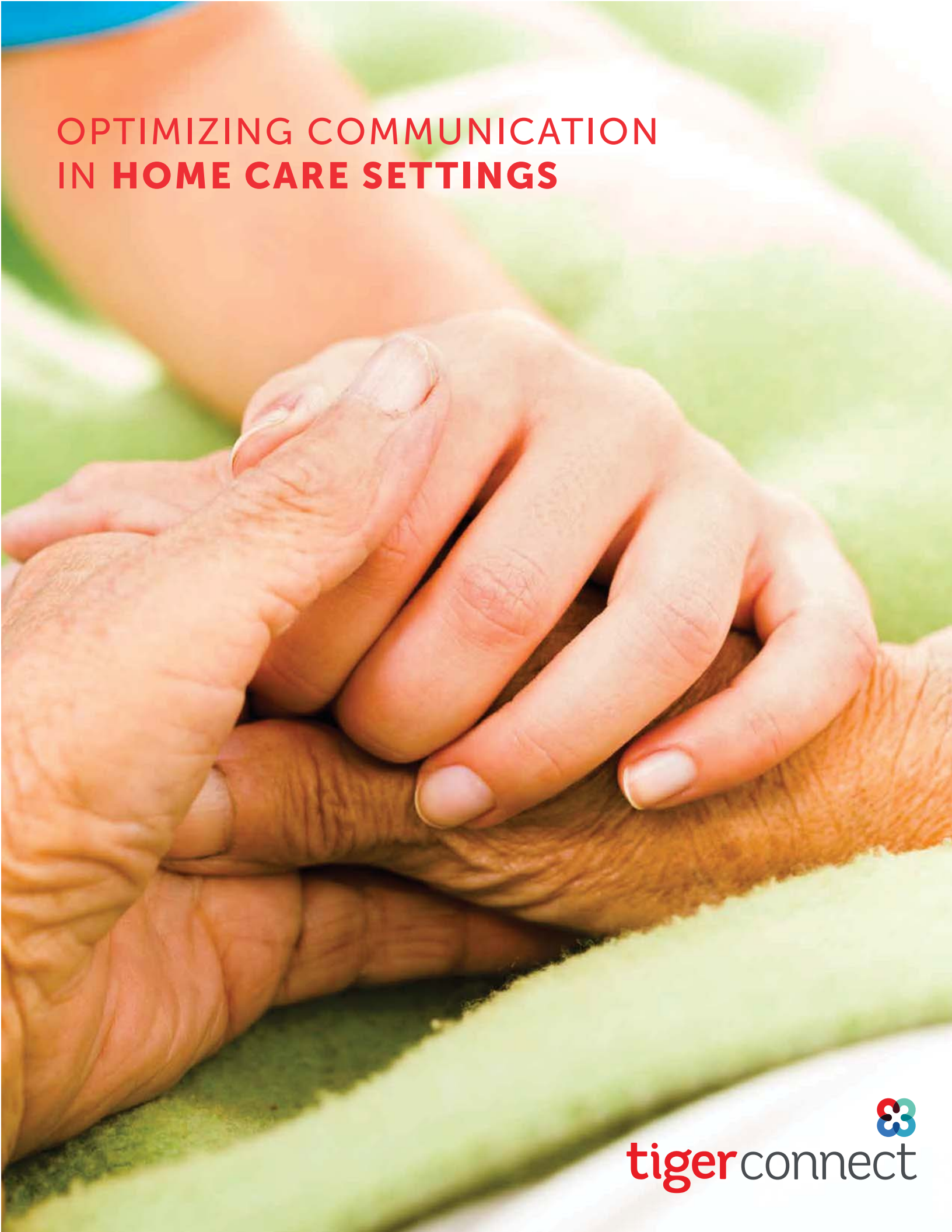


# OPTIMIZING COMMUNICATION IN HOME CARE SETTINGS





In modern home health scenarios staff are constantly on the move, so the ability to exchange critical patient information with physicians and the home office is of the utmost importance. However, most communication is still being done through phone calls, resulting in huge inefficiencies in the process. When multiple people need the same information, one person is often tasked with delivering that same information via individual, unnecessarily redundant phone calls. If team members are not available, more time is lost with repeated calls. This current process is frustrating and time consuming for all members involved—field staff, office staff, referral nurses, and case managers.

Integrating a secure messaging solution like TigerConnect into home care communication paths eliminates phone tag and provide a seamless, two-way communication channel that allows for real-time sharing of patient data, images and video. Collaboration among field staff, nurses, physicians and office staff happens instantaneously.

Here are examples of how TigerConnect customers are improving communication in home care settings.



## TRANSITION OF CARE

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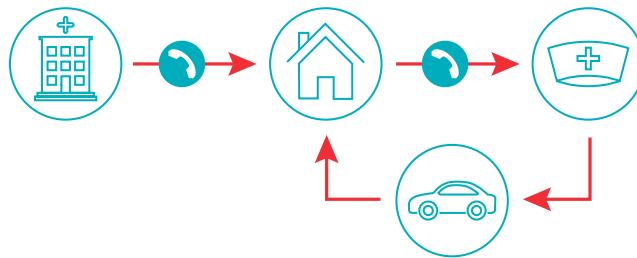
Transition of care (TOC) is a critical time in a patient’s healthcare journey. Efficient and accurate communication is essential to ensure proper care and follow-up. The process to successfully transition a patient from a higher level of care (inpatient care, inpatient rehabilitation) to home care poses a number of communication challenges, and if it is not executed properly there is significant risk of re-admission. The complexity of the TOC requires confirmation that all elements of the discharge plan—lab work, medications, durable medical equipment needs and other components—are well documented. This enables the agency to assign care providers for the patient.

### Customer Example

The example illustration below calls out the inefficiencies in communication that both impact staff productivity but also the ability to admit a patient into service in a timely manner.



Without TigerConnect, the process by which a patient transitioned from the hospital to a home health setting was beset with a number of communication inefficiencies. First, hospital discharge planners were required to call home health admission staff with referral information for each patient being discharged to home health. The patient’s discharge documentation was then faxed to admission staff at the main office location. Admission staff reviewed the nursing staff schedules to assign each new patient for an intake evaluation and then called the assigned nurse to inform them of their new assignment. At that point the nurse would have to drive into the office and pick up the patient’s paperwork, which meant time away from serving other patients. Due to the time spent traveling and doing paperwork, it could be a while before a nurse is able to meet with their new patient to verify key aspects of the discharge plan (medication reconciliation, vital signs, delivery of durable medical equipment/supplies, etc.). If any updates to the discharge instructions are made, it would require additional trips to the main office and/or wasting time trying to reach the discharge planner at the hospital.



With TigerConnect, the entire transition of care process is streamlined with robust, timely communication. Hospital discharge planners can attach comprehensive referral documentation to a TigerConnect and send it to the home health admission staff. They will see confirmation when their message is delivered and read. The home health admission staff can simply forward this information directly to the assigned nurse. The nurse is able to review this documentation immediately from their current location and reply, in real time, with any order clarification requests. Updates or order clarifications can then be communicated directly between the discharge planner and the nurse, resulting in timely admissions and reduced time frames to complete the initial home visit. TigerConnect helps caregivers prevent problems such as incomplete documentation, improper equipment order, missed communications, and delays in evaluating the patient—which in turn reduces the risk of the patient being readmitted to the hospital.



## ADMINISTRATIVE SERVICES

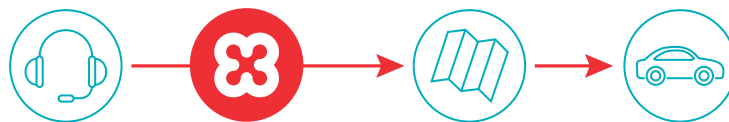
Administrative services for a patient often begin before that patient even enters the facility. These critical pre-admission communications can involve many members of the health care organization: the admissions staff member who verifies patient benefits, answering services staff who help make critical connections, the billing staff who ensure services are paid for, and many others.

### Customer Example

Before TigerConnect, the only way to notify field staff of the location of their patients or team members was through a phone call, which often required painstakingly spelling out patient names and addresses. Field staff would then transcribe the address into a map application to navigate to this location. This manual process was cumbersome and left plenty of room for errors. Staff sometimes arrived at wrong addresses, which not only wasted time but also caused frustration for both patients and staff members.



Now with TigerConnect the office staff simply enters the patient's address into TigerConnect, and TigerConnect creates a preview of the map with the patient's home location in the message. Field staff can tap on the map preview to open the map application on their device and begin navigation to that location. Additionally, TigerConnect group messages are used among field staff when coordinating schedules and alerting one another about traffic or weather events.

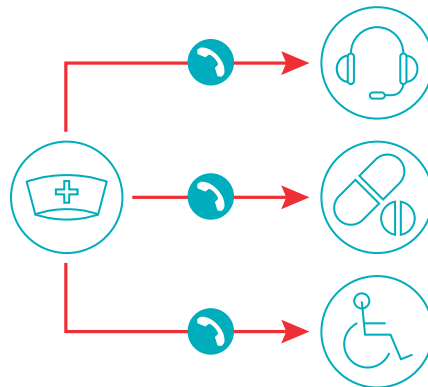


## CASE MANAGEMENT

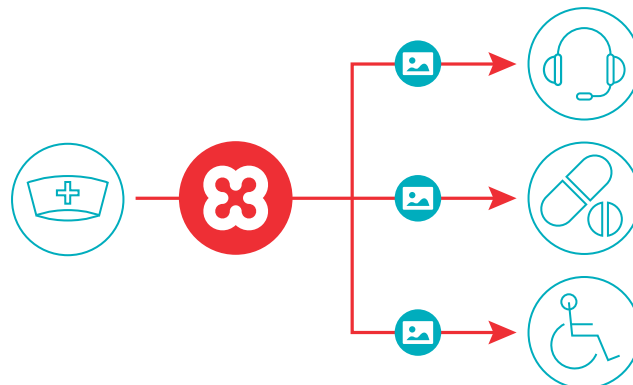
Effective case management ensures a patient receives the care and services he or she needs, when they need it. All members of the care team must be able to coordinate and communicate to ensure all guidelines are followed. Improper coordination could put the patient at risk, and the provider could face financial penalties or miss out on financial incentives.

### Customer Example

Before TigerConnect, nurses were only able to give verbal descriptions of wounds and wound changes to physicians and care team members. Ordering the proper treatments and supplies was also difficult task because nurses would have to call office staff, pharmacies, or durable medical equipment suppliers to relay medical supply information verbally. Misunderstandings led to improper supply delivery, which in turn delayed patient care and increased costs.



With TigerConnect, nurses can take photos and videos of wounds from multiple angles and share them with physicians or care team members as attachments in a TigerConnect message. These rich images are enabling faster team collaboration and proper care interventions, resulting in improved patient outcomes. Furthermore, nurses are leveraging image capture to reorder supplies, which both expedites the reorder process and mitigates the opportunity for replenishment errors.



## About TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerConnect continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions.

The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.

Learn how clients like RWJBarnabas, Geisinger, and LifePoint are using TigerConnect to solve healthcare's biggest communication challenges.



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