

# Collaborative Communication Types in TigerConnect

TigerConnect provides flexible collaborative communication features that support your workflows and processes.

	Role-Based Messaging	Team-Based Messaging	Private Group Messaging	Broadcast Messaging	Forums	Event-Driven Notifications
Visual Icon	 Color can be customized	 Custom image can be uploaded	 Custom image can be uploaded		 Custom image can be uploaded	Appearance varies
Definition	Represents a single user that is on-call performing a specific duty. This ensures on-call and adhoc resources can be notified and mobilized efficiently and effectively.	A searchable, pre-defined cohort used to alert and mobilize within and/or across your directory.  Created by TigerConnect Admins.	An unsearchable, private conversation for communication and collaboration. Can be created by any user.	One-way communication to a targeted group. Recipients replies go directly to the sender.  Created by TigerConnect Admins.	A searchable and public conversation. Can be joined and left by any user within the network.  Can also be created, managed, and deleted by TigerConnect Admins.	Notifications consumed from 3rd-party clinical systems, contextualized with patient data ( <i>name/room/precautions</i> ), prioritized within rules-based workflow system and routed to assigned care team or ancillary staff member(s). Includes differing levels of prioritization and auto-escalation and the ability to broadcast to entire teams ( <i>ex: codes</i> ).
<b>Roles can be added to Broadcast Lists, Groups and Teams</b>						
Examples	<ul style="list-style-type: none"> <li>Weekend on-call RN</li> <li>Administrator on-call</li> <li>Supply Coordinator</li> <li>House Supervisor</li> <li>Cardiologist on call</li> <li>Wound care specialist</li> </ul>	<ul style="list-style-type: none"> <li>Trauma or STEMI Team</li> <li>Admission Team</li> <li>Scheduling Team</li> <li>EVS Team</li> <li>IT Team</li> <li>SEPSIS, Hip Fracture, etc.</li> <li>Research Referrals</li> </ul>	<ul style="list-style-type: none"> <li>Unit 4 Nurse Staff</li> <li>Surgery Charge Nurses</li> <li>Ad-hoc staff groups</li> <li>Patient-specific</li> </ul>	<ul style="list-style-type: none"> <li>All Staff</li> <li>IT Notifications</li> <li>Joint Commission Alerts</li> <li>Emergency: Infant abduction, active shooter, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Education/Knowledge Transfer (<i>ex: COVID</i>)</li> <li>Case Studies</li> <li>Evidence-based practice</li> <li>Social networking</li> <li>Celebrations</li> </ul>	<ul style="list-style-type: none"> <li>Alarm notifications (from physiological monitors)</li> <li>Alert notifications (from nurse call systems, codes, hospital beds)</li> <li>Event notifications (from EHR, LIS, TAP/SIP/IHE and other systems/protocols)</li> </ul>
Why is this important?	<ul style="list-style-type: none"> <li>Easily identify who is on call to allow message to get routed directed to the person assigned to that role</li> <li>Smooth hand-off at shift change as past conversations are captured within the role conversations</li> </ul>	<ul style="list-style-type: none"> <li>Essential for notification and activation of critical teams that must be accessible by all users in the directory</li> <li>Users can request access or remove themselves, as needed</li> <li>Promotes collaboration within Team activations</li> </ul>	<ul style="list-style-type: none"> <li>Perfect for ad-hoc, quick communication with multiple people</li> <li>Keeps communication private, only users that are in the group can add and remove users</li> </ul>	<ul style="list-style-type: none"> <li>Ideal for sending information to large groups of users</li> <li>Prevents alert fatigue by eliminating 'reply-all' communication</li> </ul>	<p>Helpful with sharing and knowledge transfer. Any user can find and join a Forum, Recommended for topics that do not discuss a specific patient's care or contain PHI.</p>	<ul style="list-style-type: none"> <li>Uses patient/room assignments to route prioritized notifications to assigned care team members, ancillary staff</li> <li>Notifications are contextualized with data from ADT/EHR, other integrated clinical systems (<i>alarm type, priority, patient name, room #, precautions</i>)</li> <li>Notification criteria and priorities are rules-based</li> <li>Notifications support multi-level escalation paths</li> </ul>