COMMUNICATION OPTIMIZATION FOR NURSE TEAMS

3 WAYS TO STREAMLINE CARE DELIVERY WITH A CLINICAL COMMUNICATIONS PLATFORM

tigerconnect

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INTRODUCTION

TigerConnect provides healthcare organizations with a proven, cost-effective way to solve the communication workflow challenges that routinely occur between physicians, nurses, support staff, and the multitude of systems they rely on to deliver quality care to patients. These communication challenges can result in longer patient stays, costly medical errors, underutilized capital, redundancies in labor, as well as dissatisfaction amongst nursing staff and patients. TigerConnect addresses these challenges head on.

Since defining the secure messaging market in healthcare, TigerConnect has evolved into a fully integrated, clinical communications platform. With its comprehensive solution and clinical expertise, the company provides an innovative yet easy-to-use product experience, best practices implementation solutions, success services, and integration with your clinical systems. TigerConnect is cloud-based and suitable for a 10-user private practice or a 10,000-user health system, delivering a high return on investment for any size healthcare organization.

TigerConnect is the market leader for implementation and adoption of clinical communications solutions for the healthcare industry. 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.

BETTER COMMUNICATION = BETTER OUTCOMES
NURSE SERIES

Anyone who manages nurse teams knows that today's nurses are being asked to take on more and more responsibilities in the care delivery process. Challenges like longer hours, shortages of skilled workers, ensuring cost-effective care, and increasingly complex systems are all formidable, but perhaps the most critical, pervasive drag on productivity lies in fragmented communication.

Reliance on outmoded methods such as voicemail, email, pagers, and fax machines, disorganized data, and waning staff engagement inhibit critical communication workflows, contributing to nurse burnout and decreased patient satisfaction. And while a clinical communications platform can't solve all of the challenges nurses face, it can help streamline common processes so that nurses can spend more time with the patient and less time trying to reach physicians and other care team members.

In this eBook, we'll share strategies for applying communication best practices using TigerConnect in ways that help nurse teams realize time savings, productivity gains, and improvements to quality of care.

ABOUT TigerConnect CLINICAL COMMUNICATIONS

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and healthcare executives communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes.

Look closely and you'll find that nearly every hospital suffers some degree of broken processes that waste time, erode staff morale, and delay patient care. Too often, the burden of these inefficiencies lands on the shoulders of the nursing department. That's where a clinical communications solution like TigerConnect's comes in. Our mission is to streamline the communication related to care delivery, eliminate the friction points, and help counter the skyrocketing cost of healthcare.

> *"The economic burden of communication inefficiency in U.S. hospitals is substantial. Information technologies and process redesign may help alleviate some of this burden..."*
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> Source: Journal of Healthcare Management/American College of Healthcare Executives, July, 2010

To help organizations, TigerConnect has mapped the communication workflows for over 200 common healthcare use cases across 7 categories that directly impact productivity. Because each hospital is unique, we begin by mapping the current state where process improvement could apply for your organization. Next, we work with hospital teams to reimagine a communication workflow that will significantly cut down the steps associated with everyday tasks, often producing dramatic results.

This translates into cost savings for the hospital through reduced length of stay and lower readmission rates for patients, but equally important, it leads to happier nurses.

In this guide, we'll cover communication strategies for:

- Critical Results
- Discharges and Transitions of Care
- Order Clarification
- Family and Caregiver Outreach

USE CASE #1: MANAGING CRITICAL RESULTS

ABNORMAL RESULTS

In a perfect world, the ordering physician would be notified the moment abnormal results are entered into the EMR. In the real world, nurses often end up flagging these results and must then track down the physician by paging him or her, with no way to confirm that the page was received, and worse, no way to communicate the critical information.

A comprehensive and easy-to-use communication tool addresses these concerns. A message status indicator lets nurses know when a message has been delivered and read, while automated alerts send physicians actionable information in a single, convenient, priority message so nurses spend less time on the phone relaying information and more time caring for patients.

➜ *Nurses know instantly when a message has been delivered, and read*

INSTANT ALERTS FOR CRITICAL LAB VALUES

When critical lab results are entered into the EHR, the patient can't afford to have them go unnoticed. Instead, results must be distributed the moment they're available – not easy when physicians and nurses are constantly in motion. By integrating a communications platform with the EHR, alerts for critical lab values can be instantly routed to each care team member's smartphone, allowing the team to rally quickly when minutes count.

➜ *Automatically alert nurses and physicians the moment a critical lab value is entered into the EHR*

REAL-TIME STAT ORDERS

When a stat lab is ordered, a chain of tedious back-and-forth phone calls and voice messages involving nurses, the unit secretary, the lab department, and the ordering physician is kicked off. Valuable time is wasted, potentially delaying critical care for the patient. With a comprehensive communication solution, all parties – including the lab – are instantly notified when a stat order has been placed, when the results are ready, and if any results require immediate attention, ensuring a timely intervention for the patient.

➜ *Share stat labs instantly with the entire care team in a single message*

U S I N G TigerConnect:

⚠	📱	👥
Critical Lab Value is entered into the EHR	Care team members receive automated alert with results	Team mobilizes to deliver immediate care to the patient

USE CASE #2: DISCHARGE & TRANSITION OF CARE

AUTOMATED COMMUNICATION IS KEY

No secret here, patients look forward to going home. And though the discharge process is well-defined, each patient's needs – prescriptions, an interpreter, orthotics, etc. – are different, requiring assistance from other departments. The Discharge Planner may coordinate the logistics, but it's the nurses who provide vital support, coordinating medication reconciliation, sharing details to social workers or PCPs, and reviewing the care plan with the patient's family. A centralized communication tool provides a single resource for coordinating all of these communications, even those outside the hospital system.

➜ *Nurses can quickly and securely share patient data with case managers, hospitalists, attending physicians, charge RNs, and others*

COORDINATING TRANSFERS WITH EASE

When a patient needs to be transported, the logistics for that process can be tricky. Complicating things are conditions such as dementia or mental illness that require a nurse or other staff person to accompany the patient. A clinical communication platform eases coordination with transport technicians and others so patients can be transported safely and in a timely manner.

➜ *Coordinate patient transports in fewer steps, even for patients with special needs*

U S I N G TigerConnect:

| Discharge orders are placed in the EMR, automatically notifying the care team | Discharge Planner TigerConnect requests to nurses and other departments | Discharge Planner securely shares post-discharge plan with care team and PCP | Discharge Planner TigerConnects to arrange transportation |

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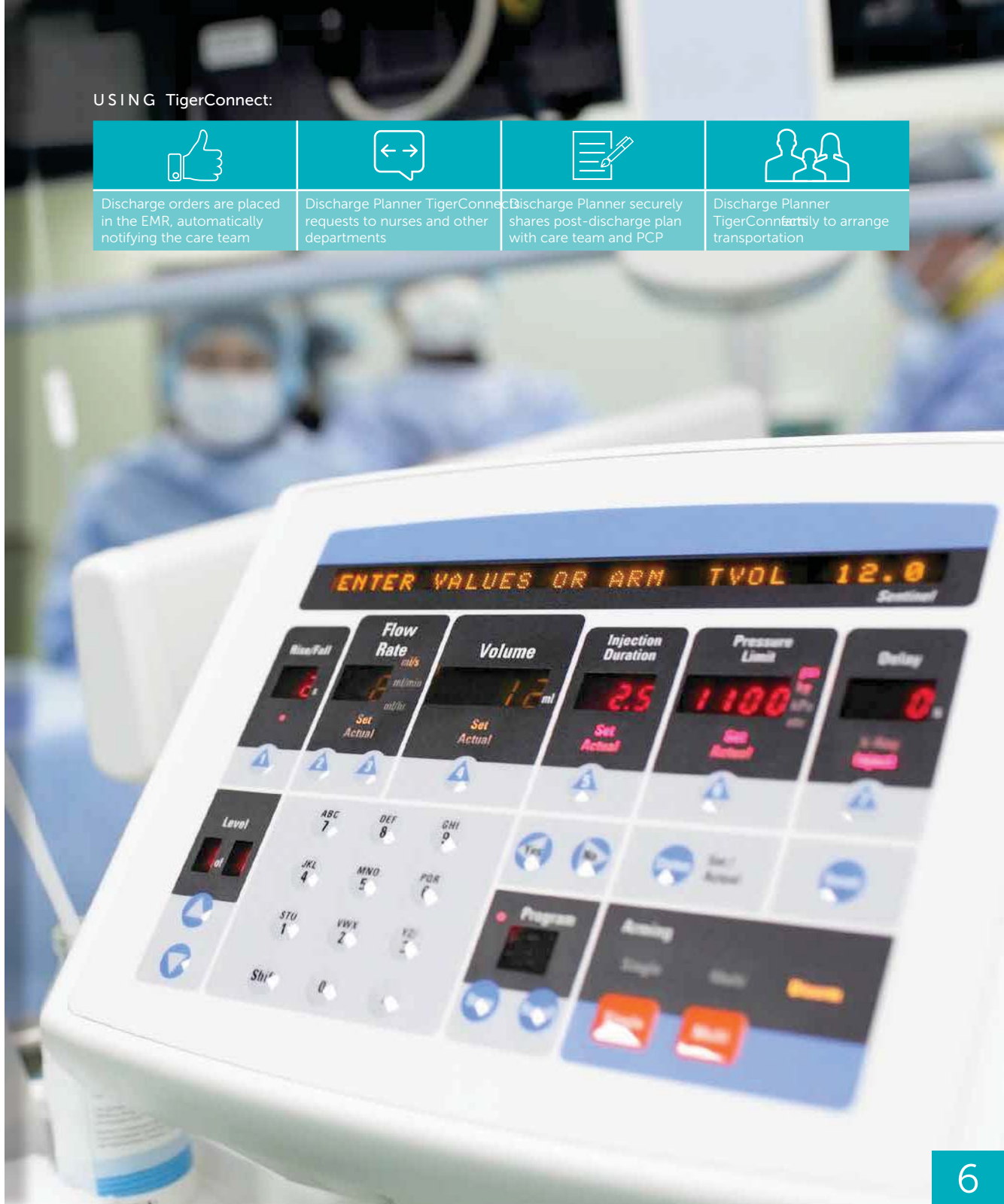
USE CASE #3: ORDER CLARIFICATION

INSTANT ACCESS TO PHYSICIANS

A physical exam only tells part of the story. Orders for blood tests, ECGs, MRs, and other tests provide empirical data, but they sometimes require additional clarification, particularly when a patient's history is a factor or the patient's condition is in flux. That's where a clinical communication tool provides quick access and fast replies from physicians. With just a few taps, nurses can converse with the physician to clarify the order or at least know where to turn if the physician is unresponsive or unavailable with tools like Roles and Scheduling. This saves time and energy and keeps the patient's treatment on track.

➜ *Get fast answers from physicians or specialists whenever an order clarification is needed*

PHARM AID

From ibuprofen to cancer drugs, medications are a standard part of any hospital visit. For patients on multiple medications, a newly prescribed drug can bring risks. That makes coordinating with the pharmacy ever more important. With the stakes so high, trusting verbal communication is risky as many medications sound alike and have similar dosing regimens, not to mention variables such as dialects or accents among hospital staff. Further, there is no paper trail or group consensus to flag concerns.

A centralized tool accessible to the entire care team solves these issues by making quick questions about dosages or interactions fast and easy to answer. Nurses can also loop a physician into the conversation if there's a question so all parties are informed simultaneously and in real-time.

➜ *Quickly resolve prescription order issues by communicating in real-time with pharmacists, physicians, and specialists*

USING TigerConnect:

Order is placed for a colonoscopy	Nurse needs to know which of the patient's current medications to suspend and when	Nurse TigerConnects physician to inquire about the medications	Physician quickly sends a message to the nurse with instructions

PATIENT & CONCERNED PERSONS COMMUNICATION

FAMILY MATTERS

A patient's support team can play a critical role in the speed and quality of recovery. For young, elderly, or mentally ill patients, it can be especially critical that family members or caregivers understand the post-discharge plan fully. That can be a lot to expect of someone who may not have a medical background. Giving nurses a way to engage with family members after their loved one leaves the facility can be the difference between a readmission and a healthy recovery.

Because clinical communication extends beyond the hospital walls, it can be a gateway that lets nurses tap into a patient's care network — family members, primary care physicians, physical therapists, social workers, home care nurses and others. Care plans can be securely

shared, and post-visit questions can be answered, making patients feel safe and confident.

➔ *Securely share attachments and after-care plans with PCPs, family members, physical therapists, and others outside the hospital network*

WORKFLOWS & COMMUNICATION PATHS

7 HEALTHCARE COMMUNICATION PATH CATEGORIES

Because illnesses and injuries are overwhelmingly diverse, hospital organizations must be prepared for anything. To assist organizations, TigerConnect has mapped the workflows for over 150 common healthcare processes across 7 categories, each proven to accelerate care delivery.

DISCHARGE & TRANSITION OF CARE

Save time, increase Medicare incentive bonuses, and minimize penalties through better care team coordination and more efficient admissions, discharges, and transfers.

CONSULTS & ORDER CLARIFICATION

Place and track orders in real-time with direct, automated alerts to physicians and nurses. Request physician consults via text and send messages to specialists securely, even those outside the system.

RESULTS

Receive lab results and radiology images the moment they're entered into the EHR, leading to faster diagnoses and fewer redundant tests.

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CASE MANAGEMENT

Manage a patient's care throughout the hospital visit by giving case managers instant communication access to physicians and care providers.
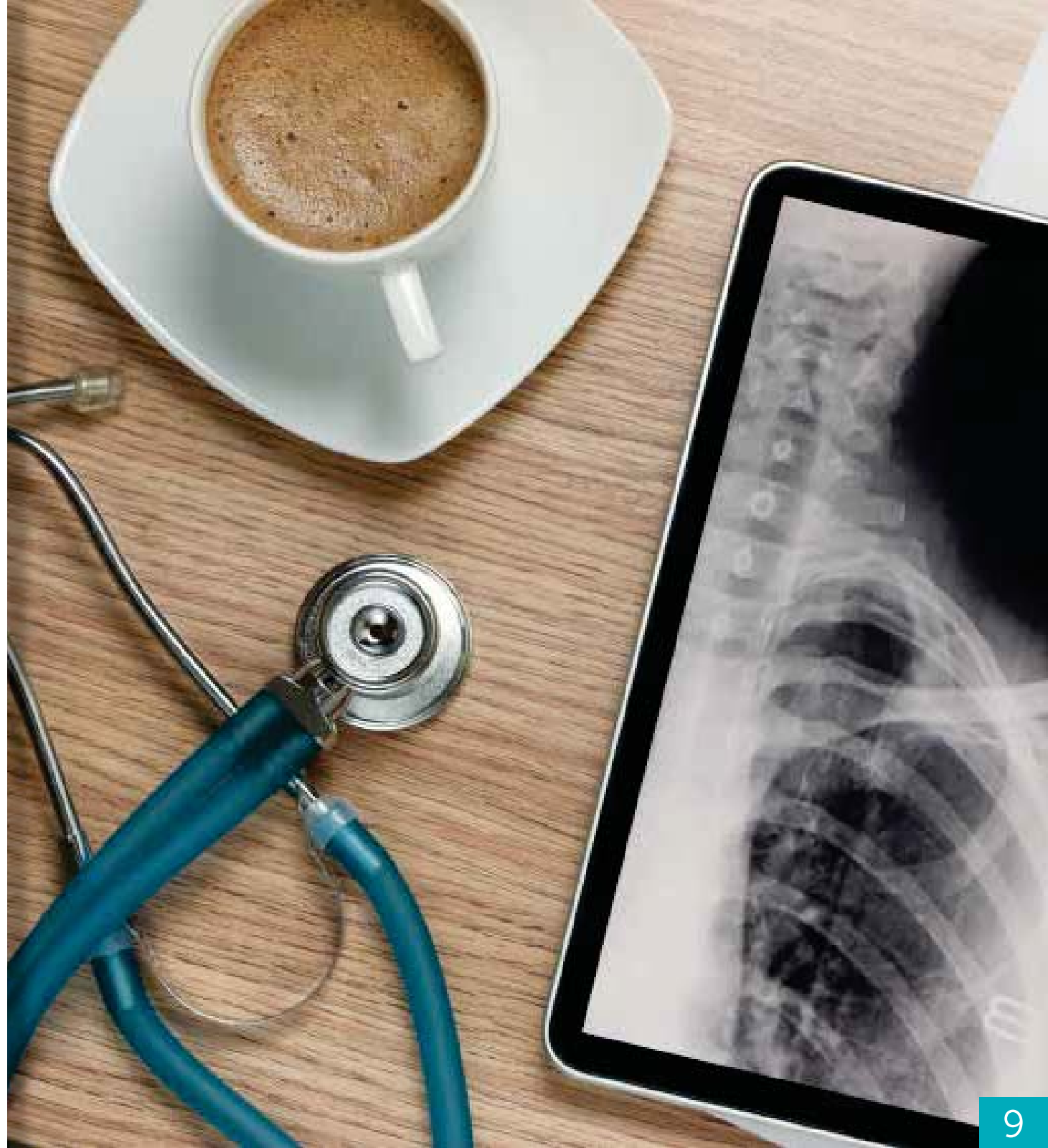
PATIENT & FAMILY COMMUNICATION

Communicate securely with a patient's family and primary care physician to ensure proper after care plans are followed and follow-up appointments are scheduled to maximize incentives.

ADMINISTRATIVE SERVICES

Leave outmoded technologies behind by routing pager alerts, faxes, and answering service calls directly to the TigerConnect platform.

IT SUPPORT

Maintain full IT control and visibility over end users, security policies, integrations, and archiving to ensure patient information remains protected.

CONCLUSION

CLINICAL COMMUNICATIONS FOR NURSE PROFESSIONALS

The quality of care that a patient receives can come down to a team's ability to communicate effectively. TigerConnect provides nurses with a proven way to reach physicians, coordinate with other departments, and query information like patient records and on-call schedules.

With communication paths mapped out for hundreds of healthcare workflows, TigerConnect optimizes a broad range of hospital processes so nurses can spend more time caring for patients and less time tracking down physicians or engaging in redundant tasks.

As your clinical communications partner, TigerConnect works with you to define a clear path to delivering higher patient satisfaction, building stronger team morale, and maximizing nurse productivity. Ultimately, it's better communication that leads to better outcomes for everyone.

Want to learn more strategies for optimizing nurse productivity? Email us at info@TigerConnect.com to schedule a demo, or give us a call at 1-800-572-0470 and we'll be happy to answer your questions.