

TigerConnect Physician Scheduling 2023

Streamlined Cloud-Based Organizational Scheduling



TigerConnect Physician Scheduling: Streamlined Cloud-Based Organizational Scheduling

Why This First Look?

In recent years, physician scheduling vendors have made great strides in providing scheduling solutions that drive tangible outcomes for provider organizations. This report takes a first look at the customer experience with and overall performance of TigerConnect's Physician Scheduling solution (formerly Call Scheduler).

What Does TigerConnect Physician Scheduling Do?

(a customer explains)

"The system provides an online platform for schedules to be entered and maintained with such options as automated scheduling with rules, schedule requests, integration with TigerConnect's messaging platform, and a wide variety of options for how to view the schedules." —Director

Bottom Line

Customer respondents tend to be satisfied or highly satisfied, and 93% report they would buy the cloud-based solution again, citing its reliability and customizability. The integration with other TigerConnect offerings is also highlighted for driving satisfaction. Reported opportunities for improvement include reducing the lift during implementation, delivering high-quality support after implementation, and meeting development timelines to keep pace with customer needs.

Key Competitors (as reported by customers)

Amion, Halo Health, Momentum, QGenda, QliqSOFT, PerfectServe, Spok, Vocera

Top Reasons Selected

Integration with existing TigerConnect solutions, high-quality demo, affordable solution

Number of Customers Interviewed by KLAS

16 individuals from 16 unique organizations (TigerConnect shared a list of 118 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

Survey Respondents—by Organization Type (n=16)

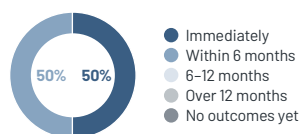


TigerConnect Physician Scheduling Customer Experience: An Initial Look

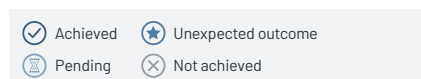
Overall Customer Satisfaction (n=16)



Time to See Outcomes (n=10)

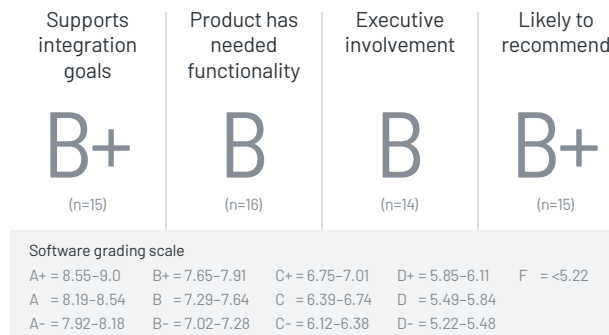


Outcomes Expected by Customers

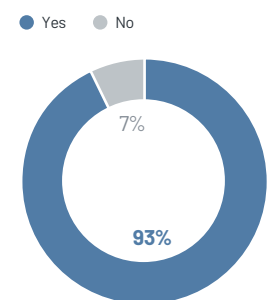


- Identify and fix scheduling inefficiencies
- Ensure messages reach the correct recipients
- Reduce paper and make schedules more accessible

Key Performance Indicators (1–9 scale)



Would you buy again? (n=15)



Adoption of Key Functionality—by Organization

Percentage of interviewed organizations using functionality (n=10)

Integration: Seamless integration with TigerConnect's Clinical Collaboration Platform to facilitate communication by role, helping staff always reach the right providers



Scheduling views: Microsite/merged department views help centralize schedules across enterprise to view daily on-call assignments; mobile app visualizes individual assignments by day and across groups



Cloud-based scheduling: Create/update schedules via rules-based automation, repeatable templates, or manual scheduling editor; leverage custom block and rotation tools to build resident schedules



Provider requests: Helps better manage provider requests in a centralized system (edit, reject, and accept time-off, CME, etc.)



Tally reports: View assignment distribution by job or provider to help verify scheduling fairness



0% 100%

Strengths

Reliability



"One strength of the TigerConnect solution is that it works. It is always up and reliable; we don't have downtime. We got rid of our previous, less expensive product because we felt like it was letting us down fairly frequently, but the TigerConnect solution works." —CMIO

Strong, convenient integration with TigerConnect's Clinical Collaboration Platform

"I love that the product communicates with TigerConnect's product for clinical collaboration. When a nurse is on call, that information is already populated into the other product. The staff always knows who their contacts are. That is wonderful." —VP/other executive

Customizable, cloud-based solution

"The vendor's strength is their ability to understand what providers need. We ask TigerConnect to help us integrate new schedules and tweak them to a specialty's needs. The product is a great online scheduling system that has unique features that can be customized for each specialty." —Analyst

Opportunities

Innovation and feature delivery timeliness



"The vendor still has some old functionality that was not well developed originally that really could use an overhaul to be more robust and functional. I also think the vendor sometimes underestimates the time they need to complete a project or timeline for the implementation of something new. I would like to see better app-based functionality and better visuals in the scheduling system." —Director

Cumbersome implementations

"TigerConnect Physician Scheduling is a pretty cumbersome, burdensome system to get started with. . . . Because our system and some of our needs are a little bit different than a usual community hospital's, neither we nor the TigerConnect people were really sure about how to set the product up. It is fine now, but there were just some growing pains initially. TigerConnect was very patient with us as we were working things out, but I think it would be pretty cool to have something on the front end when first getting started that was a little bit more simple or intuitive." —Director

Meeting customers' support needs

"The vendor's weakness is their responsiveness. Before the acquisition, we got help right away. Then TigerConnect bought the vendor out, and now, we don't get responses nearly as much. . . . We no longer feel like we are a priority. We are bitter because we don't get responses from the vendor when we need them. The vendor has changed a lot, and that has become frustrating." —Analyst

Points to Ponder

What does a customer need to do to be successful with this solution?

Customers explain

- **Encourage complete buy-in:** *"To be successful with the TigerConnect platform, it helps if customers can get the right buy-in to get started, especially as it relates to the physician scheduling piece. There was quite a bit of resistance, initially, to replacing our previous scheduling solution with the TigerConnect solution. But once we had the buy-in that we needed, the product took off, and people started interacting with it and seeing its abilities." —CMIO*
- **Establish clear plans and goals:** *"To be successful with the product, customers need to have a plan and some goals. Customers can't just try the product and see whether it works. When we got the product, we knew what teams and broadcast lists we wanted to establish. We had a plan for how we wanted the product to work." —VP/other executive*
- **Ensure all users are trained:** *"Customers need to communicate and train with the functionality across their organization." —Analyst*

Other relevant commentary

Development

"The vendor is growing with us, and we are pushing them to do better. We have certainly given them ideas to improve their services, and they have taken those ideas and built on them. They are hearing our needs and are actively working on them. They are just slow to deliver solutions. They take our suggestions and visions and put them on their road map. An improvement might be a year out, but the vendor is listening to us, and I appreciate that they are trying to make headway." —Manager

"TigerConnect Physician Scheduling is not very mature, but if the vendor stays at their current rate of putting in suggestions and improving the product, it will be very good in a year or two. TigerConnect has a lot of potential ideas to make the product better. If clients give TigerConnect feedback, TigerConnect will take that feedback and improve the functionality of the product as often as they can. When we have suggestions, things get implemented quickly. TigerConnect is very responsive, and they have every intention of meeting customers' needs and keeping their promises." —CMIO

Training

"I would like hands-on training. I would like the training to be more one-on-one with more interaction instead of looking at a screen. The vendor used to do one-on-one training, but now they send us videos." —Analyst

Outcomes

"We see the positives of having a real-time, accurate call schedule, even on weekends when people make changes. The outcomes from the product have been mostly positive. Our physicians like it. They can access their schedules electronically and see when they are on call." —Analyst

What is the long-term viability of the vendor's solution?

Respondents are generally confident in the solution's reliability and predict that it will be around for a long time. Some report that TigerConnect needs to stay ahead of EMR vendors who may offer scheduling tools to avoid being replaced by a more convenient and potentially more integrated solution. Customers feel that the future durability of TigerConnect Physician Scheduling will be based on the vendor's willingness to listen to customers and align development with their needs.

"At some point, an EMR might be able to provide a tool like the solution, but there are so many different EMRs out there, and physician practices within a healthcare organization may be on different EMRs. TigerConnect Physician Scheduling works really well and keeps everything centralized for hospitals." —Analyst

"We have been generally much more satisfied with this product than our prior one, and TigerConnect continues to add features and functions, so putting all that together, I would say that we are in this for the long haul." —CMIO

TigerConnect: Company Profile at a Glance

CEO

Brad Brooks

Year founded

2010

Headquarters

Santa Monica, CA

Number of customers

7,000 (across all products)

Number of employees

300

Target customer

Acute care, post-acute care, and ambulatory organizations



Healthcare Executive Interview

Brad Brooks,
CEO

What is your background?

I am the co-founder and CEO of TigerConnect. I previously ran DIC Entertainment as president for six years after working for Donaldson, Lufkin & Jenrette as an investment banker. After acquiring the company with Bain Capital from the Walt Disney Company in 2000, I helped grow the company from less than \$10 million in revenue to over \$80 million in 2005 when I took the company public on the London Stock Exchange at a \$200 million valuation. I received my BA from UC Berkeley and an MBA from the University of Chicago.

Why was TigerConnect started?

In 2010, TigerConnect was founded on the vision of creating a better, more modern way for healthcare organizations and caregivers to connect and communicate. We saw that traditional methods such as pagers and faxes were outdated and inefficient. We believed there was a need for a secure, real-time communication platform that would allow healthcare professionals to connect with each other quickly and easily. Today, the TigerConnect platform includes a comprehensive product suite that helps streamline clinical communication and workflows. TigerConnect is now one of the most trusted communication platforms for healthcare organizations.

What is TigerConnect's biggest differentiator?

TigerConnect helps streamline clinical workflows by delivering the right information to the right person at the right time. TigerConnect offers a suite of solutions that covers the full spectrum of healthcare communication needs, from secure messaging and patient engagement to alarm management and physician scheduling. TigerConnect is one of the most trusted and reliable healthcare communication platforms with an uptime of 99.99% and is used by more than 7,000 entities.

Report Information

TigerConnect Performance Overview

All standard software performance indicators

Culture		
Keeps all promises (percent of respondents who answered yes)	(n=15)	80%
Proactive service (1-9 scale)	(n=13)	C+
Product works as promoted (1-9 scale)	(n=16)	B
Loyalty		
Forecasted satisfaction (1-9 scale)	(n=16)	A-
Likely to recommend (1-9 scale)	(n=15)	B+
Overall satisfaction (1-9 scale)	(n=16)	B+
Part of long-term plans (percent of respondents who answered yes)	(n=16)	100%
Would you buy again (percent of respondents who answered yes)	(n=15)	93%
Operations		
Ease of use (1-9 scale)	(n=16)	B
Quality of implementation (1-9 scale)	(n=16)	B
Quality of training (1-9 scale)	(n=15)	B

Product		
Delivery of new technology (1-9 scale)	(n=14)	B
Overall product quality (1-9 scale)	(n=16)	B+
Product has needed functionality (1-9 scale)	(n=16)	B
Supports integration goals (1-9 scale)	(n=15)	B+
Relationship		
Executive involvement (1-9 scale)	(n=14)	B
Quality of phone/web support (1-9 scale)	(n=15)	B+
Value		
Avoids charging for every little thing (percent of respondents who answered yes)	(n=14)	93%
Drives tangible outcomes (1-9 scale)	(n=15)	B
Money's worth (1-9 scale)	(n=14)	B+

Software grading scale				
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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