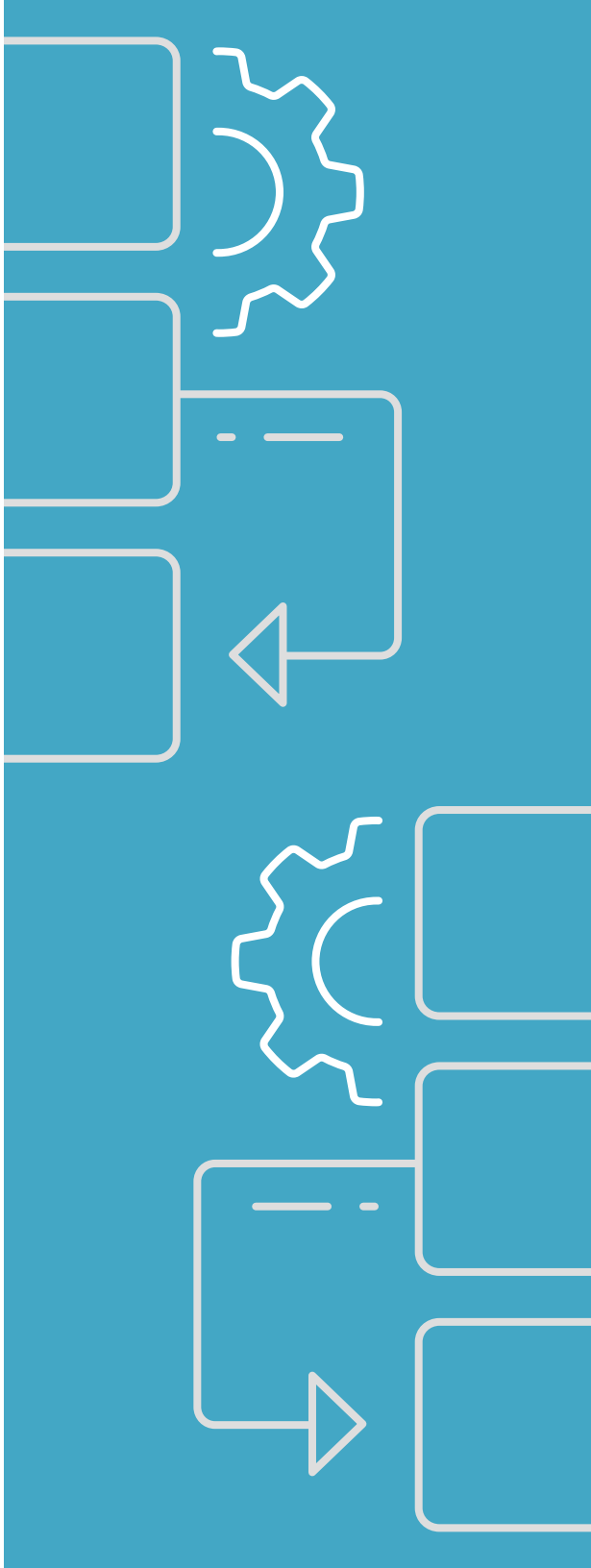
tigerconnect

Quick Start Guide

Case Management and Provider Communication Workflow



TigerConnect Proprietary and Confidential

Why this workflow is needed

Efficiencies in communications between the case managers and providers can impact time and salary savings for the case managers, as well as cost savings for the organization from reduction in LOS and decrease in denials related to reimbursement.

How TigerConnect enhances the workflow

TigerConnect Roles functionality, along with scheduling integrations to auto-fill provider roles, allows case managers and providers to quickly contact the right person, leading to efficient workflows that help to speed patient's throughput.

Recommended automations

- On-call provider roles automatically update according to the schedule with scheduling integrations. This improves utilization of TigerConnect Roles within the provider community, making it easier to find the right person to contact.

Best practices

- Roles filled via scheduling integration improves adoption of role-based communication with providers.
    - Message escalations can be set for both Case Manager and Provider Roles, so questions are routed to the most appropriate provider in a timely manner.

Clinical members to include in the project

- Case management leadership
- Physician representatives
- Additional members as needed

Future state considerations

- How will providers opt into their roles? Plan education for providers on either the manual or integrated process of role claiming.
- If escalations are deemed appropriate, what is the escalation process for when a message is not read by the provider? The case manager?
- Consider that all messages for that role will escalate.
- Will a different process be defined for an urgent vs routine message?
- Education needs to include using patient context or naming the group conversation with the patient's name and identifiers to make it clear which patient the message is about.

Technical considerations for your future state

Your technical support team can help identify available and necessary integrations in support of your goals for the new Case Management and Provider Communication workflow.

- Click to Call and/or PBX integration allows case managers and providers to quickly make phone calls to have clinical conversations.
- On-Call Scheduling integration allows physicians/APP/resident roles to automatically populate.

Suggested goals and outcomes

Monitoring monthly is recommended. Outcomes may be seen within 3 months, but it is recommended to give 6-12 months for maximum benefit. If goals are not being met after this time, consider re-engaging the clinical team members or pulling in performance improvement to assist in identifying areas for opportunity.

- Decrease in communication response time
- Decrease in denials related to reimbursement
- Improve physician and case manager satisfaction

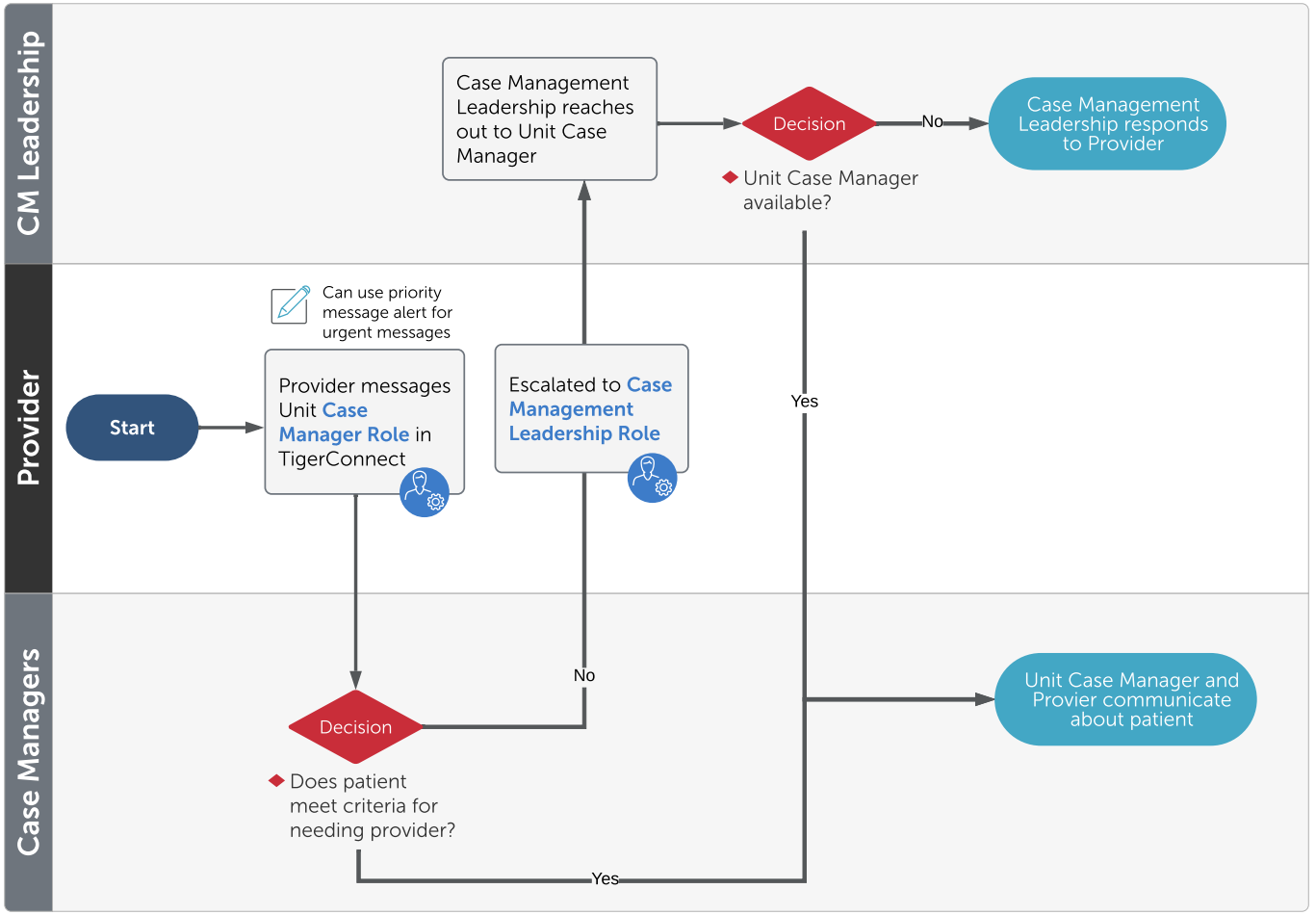
TigerConnect Roles to build

- (Unit) Case Manager
  - Each unit covered by case managers would need a role.
  - Be specific in the role name, you may need more than one for a unit.
- (Unit) Hospitalist or (team) Hospitalist
  - Providers may cover based location or by a team color/letter/number. Use this to name the role.
- On-Call Provider
  - Use an on-call role if that provider is taking calls for all that service line.
- Case Management Manager or Director

Additional resources

- TigerConnect Implementations and Workflows
- TigerConnect Roles video
- TigerConnect Teams video
- TigerConnect Community - Onboarding

Case Management Provider Communication Optimal TigerConnect Workflow



About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.

tigerconnect

2054 Broadway
Santa Monica, CA 90404
800.572.0470
www.tigerconnect.com

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