7 Ways TigerConnect Keeps Care Delivery Flowing During System Outages and Downtime

Cyberattacks are on the rise. According to a recent Ponemon survey over 88% of surveyed healthcare organizations experienced at least one cyberattack last year. Healthcare organizations need to be prepared by having a plan to keep the lines of communication open during an outage or downtime to ensure patient safety doesn't suffer. In addition, this helps protect caregivers, as they're liable for negative outcomes that occur during system failures.

With 99.995% uptime reliability, TigerConnect provides a reliable and secure, cloud-based communication and collaboration solution to keep your communication flowing and care coordination aligned when service interruptions strike.

Let's look at the 7 ways you can leverage TigerConnect to keep your communication lines open:

1. Connect all employees with TigerConnect

- Provision all staff — clinical, ancillary, and administrative — with TigerConnect to ensure every member of your health system can receive broadcast message updates and alerts during outages or downtime.

- Rapidly add new TigerConnect users through the Admin Console.

- Use the Web Console to make TigerConnect immediately available to newly provisioned users on all mobile workstations and desktops.

2. Prepare for unplanned outages and downtime before they happen

Don't wait for a cyberattack or outage to protect yourself — take action now. As part of your business safety plan, create outage-support broadcast lists, roles, groups, forums, and teams so staff can quickly connect when crises occur.

- **Broadcast Lists:** Consolidate organization-wide communication on a single platform to avoid confusion and ensure every staff member receives the same information in real time. Recommended broadcast lists include:

  - Everyone (All Employees)
  - IT System Outage Response
  - Executive Crisis Planning

- **Roles:** Pre-assign relevant crisis roles to individuals to ensure all team members will know what's expected of them and how to respond. Create manual roles that will be available 24/7 throughout outages, such as:

  - Downtime IT Support Role
  - Downtime Clinical Administrator On-Call Role
  - Downtime ED Operations Role

- **Teams:** TigerConnect makes it possible to create teams that involve all the correct people in all the applicable departments. Set up searchable, public, rapid-response teams for emergency code situations or for staff that cross-cover requests, like Pharmacy. Teams can also be leveraged for Specialty Consult requests to ensure patient throughput is not affected by the outage. These could include:

  - EHR Outage Rx Orders Team (can be unit-based)
  - EHR Outage Surgery Consults Team
  - EHR Outage Request for Admit Team

- **Forums:** Create forums for ongoing conversations and discussions. Treat this as a bulletin board that any staff member can join for updates about the ongoing situation. Forums could include:

  - EHR Outage Announcements
  - EHR Outage Policies & Procedures
  - EHR Outage Staff FAQs

3. Set up a private channel for executive and clinical crisis planning

- Orchestrate a cohesive crisis response by collaborating with executive and clinical teams in a private, secure group that exists outside of interrupted systems.
- Reach any internal staff member by video, voice, or text with just a couple of taps or clicks.
- Coordinate broader communications to staff by team, department, or facility.

4. Utilize in-app calling to reach any staff by video or voice

- Securely text or call any TigerConnect-provisioned user using Voice over IP (VoIP) (voice/video) or cellular-based 'Click to Call' (voice only).
- Conduct group voice or video conversations using only TigerConnect for full care team collaboration.
- Continue to meet your clinical protocols for critical lab or order requests that may require a verbal acknowledgment or readback.

5. Turn on Message Archiving or increase your Message Lifespan

Use Message Archiving to ensure any patient-related communication is available at a later date for EHR documentation. Turn it on just for the outage or indefinitely. Simply contact your Client Success Manager.

If Message Archiving is not an option for your organization, consider increasing Message Lifespan so all messages are available for the full 30 days.

6. Remain connected to your patients' relatives or caregivers

TigerConnect can also be used to securely communicate with a patient's family so they remain continually informed about the patient's status.

7. Keep lines of communication with providers outside your four walls

Securely connect with other providers or facilities, such as skilled nursing, to maintain continuity of care and ensure patient safety isn't negatively affected.

By taking these 7 steps, you can protect your healthcare organization from the inevitability of system outages and downtime. Avoid this potential liability and guard your patients' safety by planning ahead and using the tools already at your disposal. Keeping the lines of communication open during a crisis is now possible — and easy — with TigerConnect.

You're already using TigerConnect...but are you using it to its fullest capacity?
Talk to your Customer Success Manager today.

Call Today