

Aegis Hospice Streamlines Care Team and Family Communication



Overview

Aegis Homecare and Hospice is a home-based healthcare and hospice service operating in Arizona, Utah, and Alaska offering a wide variety of post-acute care services to their patients. Teams of nurses, therapists, social workers, and others offer medical and non-medical care for the patients and families they serve. Aegis teams develop and implement individual care plans and coordinate with staff at a variety of health facilities to make a difference in the lives of their patients.

Efficient, timely, and secure communication is key to clinical workflows at Aegis. Patients receive care from multiple Aegis staff members who work as a team. Coordination and collaboration are key to providing care while avoiding any confusion for the family or overwhelming patients with too many people in their homes at one time. That collaborative mission extends beyond Aegis staff to include a patient's doctors and connect any needed services to the patient. Keeping the Aegis team and the extended team aligned on what's happening with a patient is crucial for meeting the ever-evolving needs of the people in their care.

"We really wanted to be a collaborative company," said Heapes. "Clear processes and communication are necessary to give patients the best care."



The amount of phone calls [TigerConnect] has reduced is just amazing, to be able to just send out a message and the whole team is notified in one second.

Kasandra Heapes

VP of operations at Aegis Homecare and Hospice

Challenge

Handling Many People, Multiple Workflows, and a Lot of Messages

The complexity of patients' needs and the variety of teams that serve those needs posed a challenge for the home health and hospice provider. Some of those teams are within Aegis, while others are at a hospital or another facility providing different services. Keeping track of the various teams and coordinating with numerous contacts was a laborious challenge.

"For instance, if a patient goes to the hospital, we need to be able to message the nurse there," Heapes said. "Then we have to message the social worker. Then we have to message the physical therapist and occupational therapist. We thought that a HIPAA-compliant messaging solution that enabled us to securely communicate with medical staff outside Aegis would save us time and effort."

That idea led Aegis to TigerConnect.

Solution

Communication Platform Supporting Complete Workflows

Aegis adopted TigerConnect in 2020 and quickly onboarded the entire organization, including clinical and ancillary staff. Processes and protocols were established, such as standardizing the initial information that all team members receive when a patient enters the Aegis system.

"When we switched to TigerConnect, we couldn't live without it," Heapes said. "We rely on TigerConnect for all of our care team, patient, and family communication."

Now, Aegis has group chats dedicated to each individual patient that includes their entire care team. When something happens regarding the patient, everyone can be informed at once. Communication topics can vary widely. Sometimes it's about technical points of care. Given the hospice and palliative

services provided, sometimes team members need to be informed that a patient has declined and family members may need some emotional support to adjust to any new realities. TigerConnect makes it simple to keep everyone informed.

Result

Streamlined Workflows, No Waiting on Returned Phone Calls

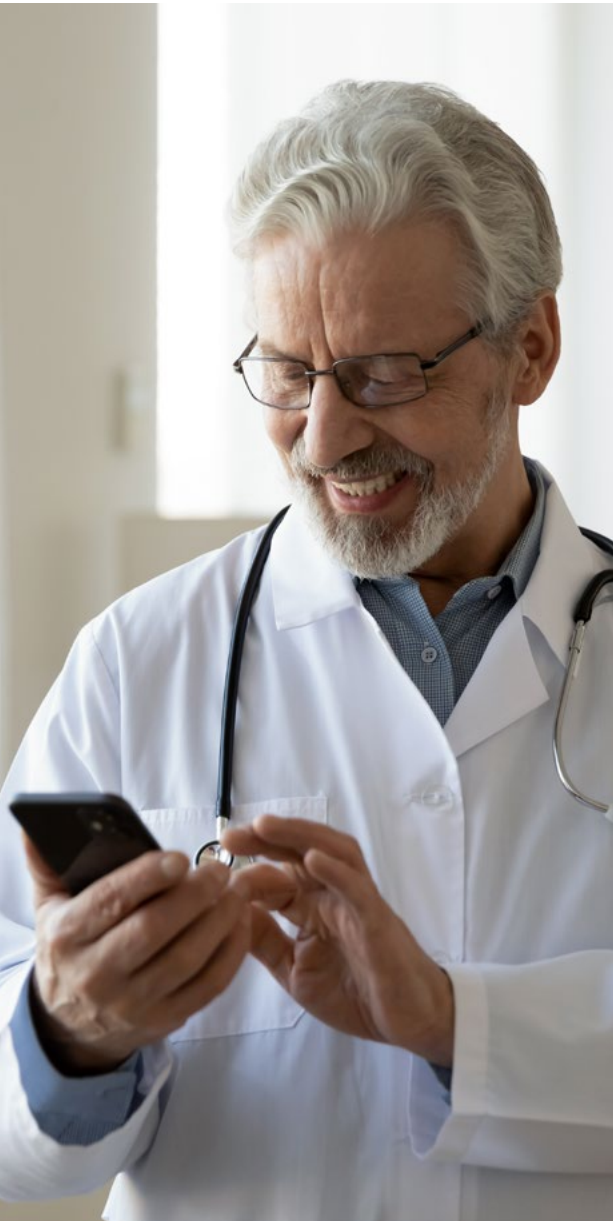
The various teams within and around Aegis can coordinate on patient care aspects both large and small through streamlined communication. For instance, social workers, nurses, and therapists all know who is seeing a particular patient and can plan observation meetups with a single message.

Although just one message can have significant impact, Aegis staff is utilizing TigerConnect messages at scale. According to their analytics, Heapes said Aegis had sent 138,797 messages to over 307 active users over a period of seven days.

Heapes also believes staff have been able to manage work-life balance more easily since adopting TigerConnect. Because the entire team, including anyone who might have to step in as a backup if someone gets sick, receives secure information, the burden of ensuring proper handoffs from one team member to another has eased.

"The amount of phone calls this has reduced is just amazing," Heapes said. "To be able to just send out a message and the whole team is notified in one second."

Additionally, staff now have an easier time keeping track of information that does not need to be in a patient's health record but can be important in a given situation, such as noting family dynamics around a given patient. Some family members can require a little more support than others, for instance.



Our HCAHPS scores, when families are called to ask, ‘Was everybody on your team on the same page and collaborative?’ have risen so much because we do know what’s going on.

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VP of operations at Aegis Homecare and Hospice

Family members feel more informed as to the care their loved ones receive. Any team member can easily check to see when another team member will arrive so the family can be present for key visits.

With TigerConnect, Aegis can take better care of its patients, patient families and its dedicated staff. Improving communication improves workflows and the lives of everyone involved.

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.

Contact us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, [contact us](#).