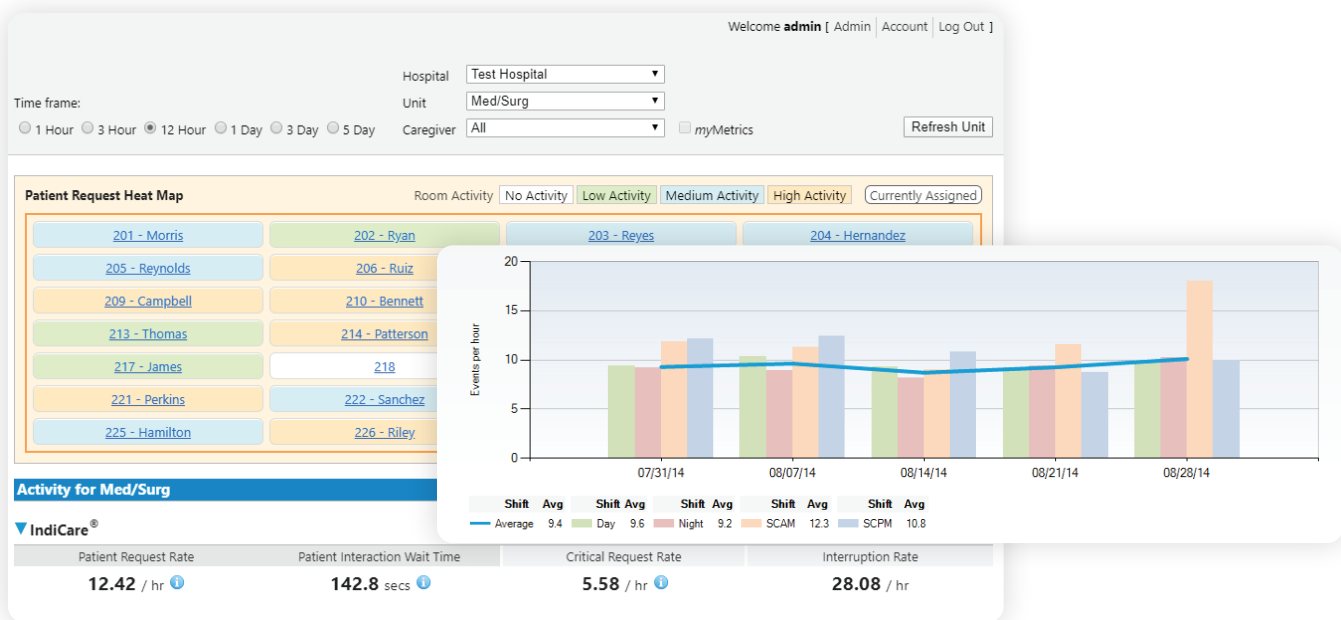


Clinical Workflow Intelligence for Deeper Insights

Build a 360° view of care delivery using real-time data collected and correlated from nurse call systems, medical devices, middleware, and RTLS solutions. Add patient perception feedback from rounding for insights into patient experience, responsiveness, safety, staff workload, and unit performance.



Advanced Analytics

Combine Patient Behavior and Patient Experience Metrics

Empower clinical leadership by providing real-time visibility and actionable insights into staffing workload, patient safety, and patient experience.

Real-Time, Unit-Based Activity

Capture and identify patterns of risky patient behavior such as multiple bed exits. Gather real-time metrics of staff workload and patient behavior by hospital, unit, and caregiver.

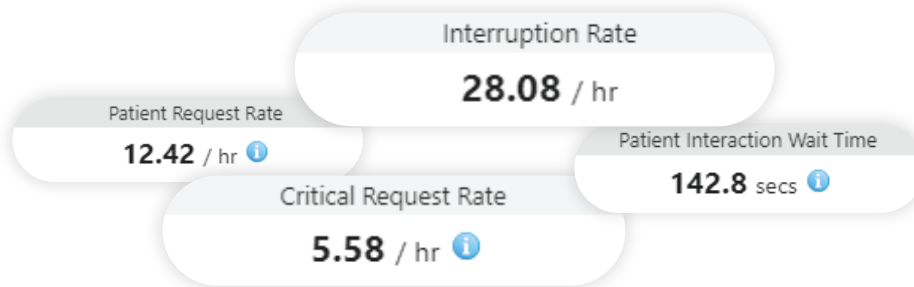
Root Cause Analysis

Conduct RCAs using data insights into incidents such as patient falls or responsiveness complaints to identify areas for improvement and to assemble a complete picture of associated clinical workflow.

Trending of Alert/Alarm Notifications

Conduct trend analysis using historical metrics based on key performance indicators such as responsiveness to patient calls, call volume, and notification escalations.

Use Actionable Insights That Enhance Collaboration Between Care Leadership, Clinical Staff, and Patients



Risk Assessment & Reduction

Custom-built rounding questions educate patients on fall precautions and behavior changes with documentation and trend analysis for continued improvement.

Root Cause Analysis

Following a complaint or sentinel event, use nurse call and time-based metrics to gain insight into what was happening at the time, and if the stories align.

Identify Peak Busy Hours

Document and qualify when units commonly experience high and low instances of call volume.

Personalized Care

Enhanced health and behavioral data about each patient lets nursing staff customize the care plan for those with an altered mental status or other special challenges.

Expedited Response Times

Decrease response times to call light by better understanding a specific patient's needs.

Caregiver Workload Assessment

For caregivers of high-volume rooms, select parameters to help assess whether other assignments have a high cumulative request rate in competing platforms.

Stronger, Smarter Teams

Track an individual employee's performance so leaders can recognize excellent work or offer coaching when necessary.

Balanced Staff Assignments

View integrated heat maps of call volume by patient for a top-down view of the unit to see how added volume is impacting responsiveness and fatigue.

Health System Benefits

- ✓ Greater insight into the patient experience
- ✓ Normalized data to save time and effort
- ✓ Accurate patient sentiment beyond HCAHPS
- ✓ Metrics-based performance assessments
- ✓ Assessment of high-risk/high-need patients
- ✓ Enhanced staff recognition, areas for improvement

About TigerConnect

As healthcare's most widely adopted collaboration platform, TigerConnect uniquely combines telehealth, patient texting, and clinical communications in a single, easy-to-use, cloud-based solution. Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year. To learn more about TigerConnect, visit www.tigerconnect.com.