

The State of Healthcare Collaboration

TigerConnect partnered with Becker's Hospital Review to ask healthcare professionals about communication inefficiencies in the 2024 State of Healthcare Collaboration survey.

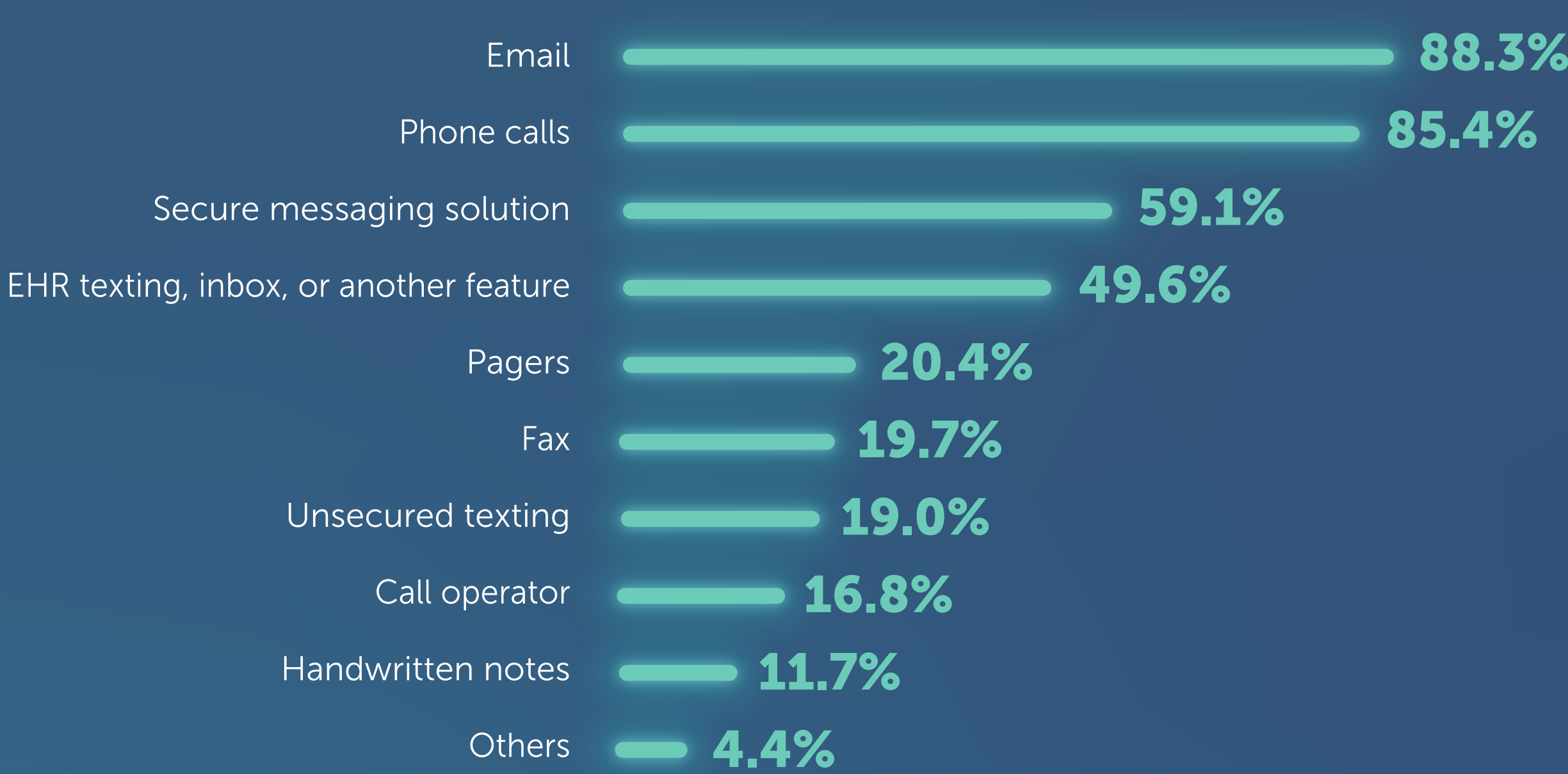
The results show that poor communication causes clinicians to waste time on non-value-added tasks that are negatively impacting staff morale, productivity, and patient satisfaction.

184

clinicians give their input on how communication inefficiencies affect care team productivity

Too Many Communication Tools, Not Enough Connection

Bedside staff are forced to use a wide variety of communication systems to coordinate care – creating confusion for care teams and strain on your IT department.



When Hospitals Lack a Unified Communication System, it Creates Communication Inefficiencies

86%

of clinicians regularly switch between communication systems

76%

of clinicians have trouble identifying the right person to connect with

66%

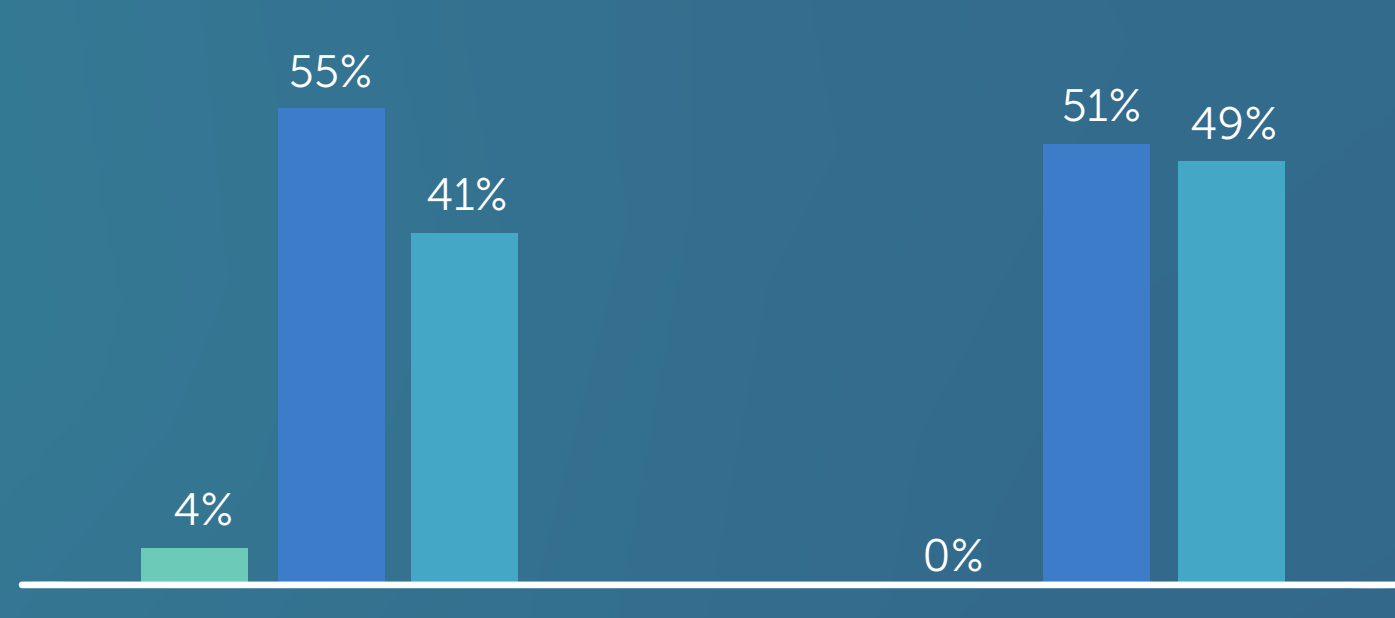
of clinicians receive incomplete alerts/messages that require clarification before they can make a decision

C-Suite and Bedside Staff Disagree

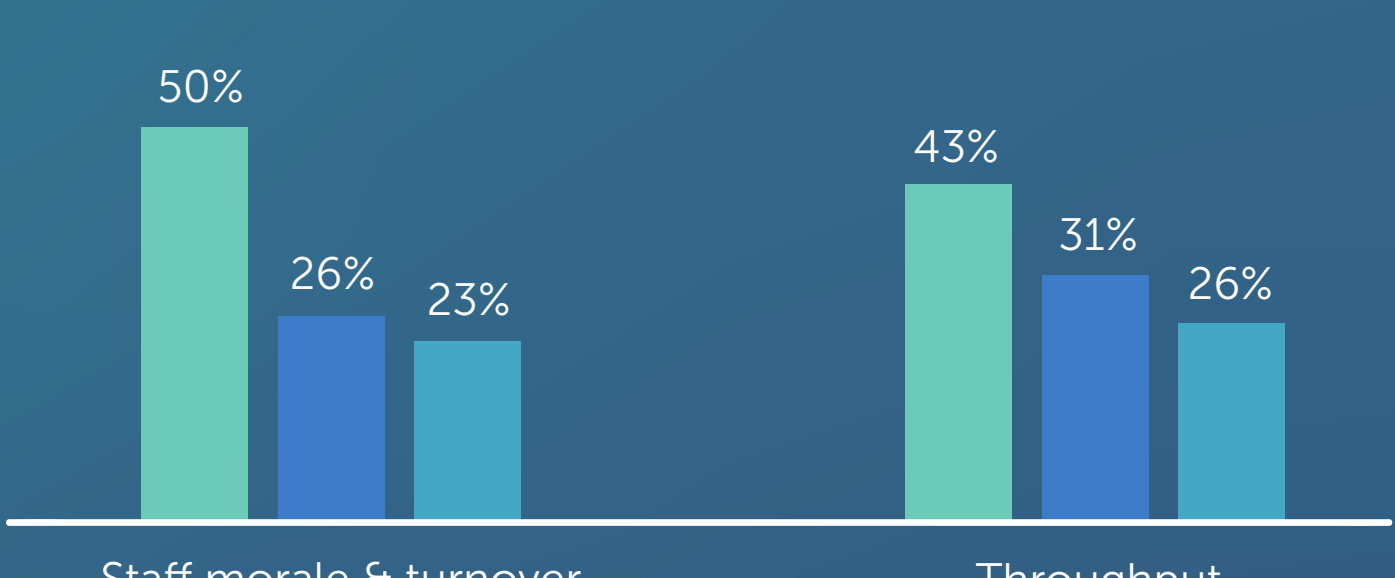
C-suite respondents don't think poor communication affects staff morale or patient throughput, but bedside staff disagree.

Survey respondents' reflections on the impact of communication inefficiencies ►

C-Suite Cohort



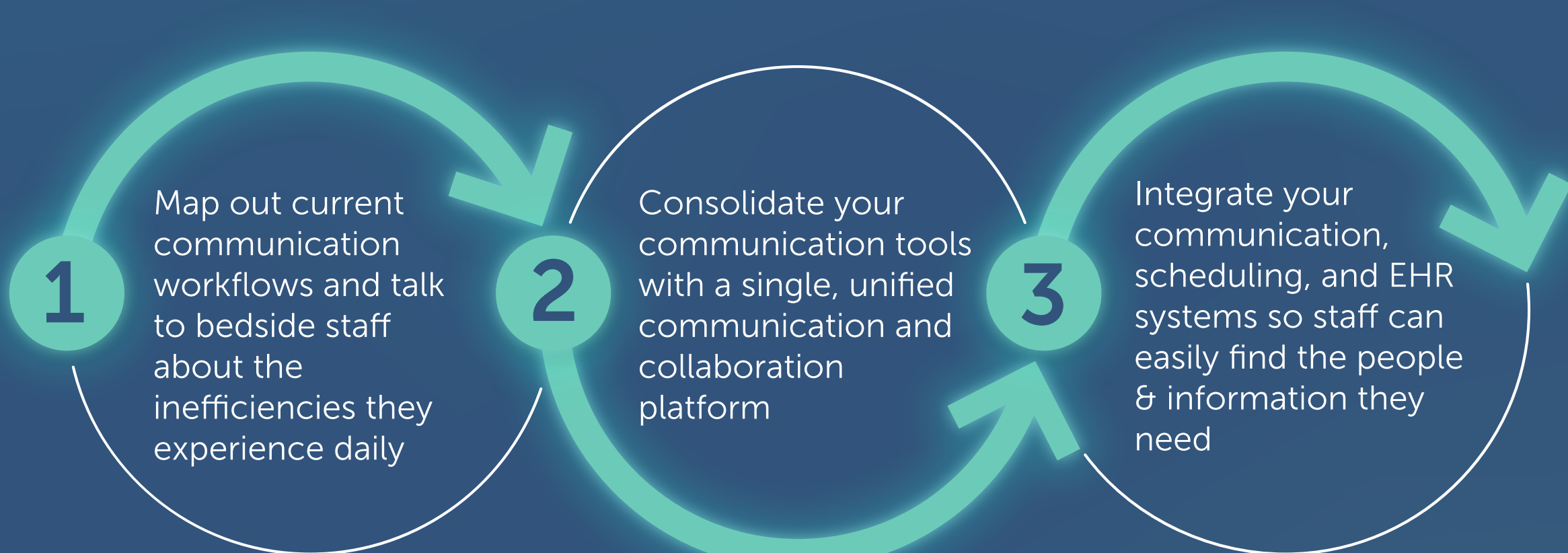
Bedside Staff



Yes No Unsure

What Can Healthcare Leaders Do?

When addressing the challenges your teams face with care delivery and productivity, healthcare leaders need to be strategic about clinical communication.



Top 3 Reasons to Improve Communication Efficiency

#1



Streamline care team handoff & continuity of care

#2



Improve quality outcomes & patient safety

#3



Enhance patient satisfaction

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