Case Study

How Geisinger Delivers Better Care to More Than 3 Million Patients



Overview

Geisinger is an integrated health system worth $6.5 billion annually that provides quality, affordable healthcare coverage for 581,000 members through a network of 60,000 contracted providers/facilities. The Pennsylvania-based health system manages 13 hospital campuses, 216 clinic sites, and more than 2,500 providers. When Geisinger management noticed employees beginning to use their personal smart devices at work, they devised a Smart Device Strategy for their multidisciplinary providers and facilities in an effort to help its staff members better communicate and collaborate. Implementing the TigerConnect Clinical Collaboration Platform was an integral part of this strategy.

Challenge

In Need of an Enterprise-Wide Communication Strategy

"At Geisinger, communication is central to the delivery of quality healthcare, with an endless amount of small but critical details to coordinate for each patient," said Jonathan Slotkin, MD and Associate Chief Medical Informatics Officer at Geisinger.

> *We really started to see the value when everyone across the entire health system was able to communicate using this channel.*
>
> **Dr. Jonathan Slotkin**
> Associate Chief Medical Informatics Officer
> Geisinger

aws PARTNER

In this instance, Dr. Slotkin is referring to the high level of complexity that goes into coordinating care among 13 hospital campuses, 216 clinic sites, and more than 2,500 full-time providers.

On any given day, Geisinger coordinates routine appointments, planned and unplanned surgeries, emergency transports, and much more. The number of staff involved in each individual patient visit can easily be in the double digits including physicians, specialists, nurses, housekeeping, food services, lab technicians, transport staff and many others. Not to mention that many of these care team members are on the move, making mobile communication a must.

Solution

Building an Enterprise Connected Care Network with TigerConnect

Geisinger embraced TigerConnect as an enterprise-wide initiative, with an aggressive onboarding. Initial efforts centered on physicians and nurses, and then quickly expanded.

"We didn't lock down TigerConnect to physicians or advanced practitioners only," said Dr. Slotkin. "We really started to see the value when everyone across the entire health system was able to communicate using this channel."

To build a true connected care network, Geisinger included clinical support staff, both within and outside the walls of the hospital including – environmental services, food services, outpatient clinics, the Life Flight Program, ED triage teams, patient placement services, complex patient management programs and more. Geisinger also put a focus on systems – integrating with their Epic EHR as well as other critical systems, particularly a closed-loop critical lab alert integration that proved highly successful.

Results

Coordinating Care in Ways Never Imagined

Today, TigerConnect is actively used by more than 17,000 users who collectively send more than 175,000 messages per day. As Geisinger achieved a critical mass of usage across the enterprise, they began to bring care teams together in ways never imagined. A few powerful communication workflows to highlight include:

Near real-time delivery of critical lab values

Geisinger was also able to successfully integrate TigerConnect with its lab alert and acknowledgement process to allow for near real-time turnaround of critical values. Previously, laboratory staff relied on a manual call back process. With TigerConnect in place, any labs that meet the critically high threshold in the lab system trigger a workflow that ensures near real-time delivery to the appropriate provider. The provider can acknowledge the receipt of the critical value via TigerConnect and that automatically feeds back into the Geisinger systems meeting JCAHO accreditation requirements. These workflow improvements have yielded significant time savings. Prior to integrating TigerConnect with the organization's laboratory process, Geisinger's average turnaround time for critical lab values was 11.3 minutes. Since the integration, alerts for lab results take only 3 minutes on average.

Life Flight stroke assessment sent to the triage team prior to arrival

Geisinger's Life Flight program is using TigerConnect in many emergency scenarios. One example is

3 min
critical lab turnaround time

2,400 hrs
saved per month

8 min
reduction in average turnaround time

> *One of our strategic imperatives at Geisinger is to find innovative ways to improve patient care. TigerConnect is the fabric that ties all our communication together, it's helping us collaborate efficiently and make informed decisions to provide the best care for our patients.*
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when a crew was responding to a stroke call, they arrived on the scene and per their usual protocol, conducted the mRACE scale assessment to determine the severity of the stroke, only this time the Life Flight nurse suggested using TigerConnect to video message the assessment. He sent the video via TigerConnect to the stroke team who were able to see the video 30 minutes prior to the patient arriving, formulate a treatment plan, and better prepare for the patient's arrival at the hospital. Leveraging TigerConnect in this manner has become a best practice for the Life Flight team.

Reduction in unnecessary hospital admissions

Often patients present in the ED environment when more appropriate care can be provided outside the hospital. To address this challenge, Geisinger has developed programs to help specific patient populations get the quality of care they need in the right setting with collaboration and planning done through TigerConnect.

30-Day Readmissions - When a patient recently discharged from the hospital presents in the ED, a workflow is triggered that alerts a three-person group, including the ED provider, care manager, and specific on-call service line needed. This team has a goal to make an appropriate care plan within 30 minutes, and ideally prevent readmission.

LIFE Geisinger

This unique program offers specialized services to help seniors continue to live independently and often at home. To help this program prevent unnecessary ED admissions, when a LIFE Geisinger patient presents at registration an alert is sent via TigerConnect to the LIFE Geisinger role. This role is attached to the appropriate LIFE Geisinger care team member on duty based on an automated schedule. The goal is to prevent unnecessary ED visits when the patient can be scheduled to come into the clinic to receive more appropriate treatment from their LIFE Geisinger care team. Early results indicated a 41% decrease in unnecessary patient admissions over a six-month period.

Geisinger at Home

As baby boomers age there is a growing need for more access for home health care for patients with complex health conditions. The goal of Geisinger at Home is to improve access to primary providers and nurses and decrease unnecessary hospital admissions. To help reduce unnecessary admissions for this program, Geisinger is working with TigerConnect to deliver the right information from EPIC at the right time to inform the right person. Information shared will include the patient's name, medical record number, chief complaint, location and ED phone number. If the patient's needs can be better met elsewhere, the care team and the provider in the Geisinger at Home role will determine the best care plan for the patient.



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.

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