



TIGERCONNECT RESEARCH REPORT
A 2027 LOOK AHEAD

THE STATE OF CLINICAL CARE COORDINATION

What 200+ healthcare leaders and clinicians reveal about care coordination, technology fragmentation and the path toward more connected operations



A WORD FROM OUR CEO

Healthcare has never lacked technology. Health systems have spent decades investing in solutions across clinical care, operations and communication, yet more technology has not always created more connected care. Clinicians still move between systems to find colleagues, wait for information, respond to alerts and coordinate next steps. Individual technologies may work as designed, but the work between them is still too often left to people.

That is what stands out most in this research: the challenge facing healthcare today is bigger than communication. It is coordination. Our findings show that 86% of respondents switch between systems to initiate or receive communications at least sometimes, while 76% experience difficulty identifying the right person to connect with. Respondents also report waiting for information, managing unnecessary interruptions and receiving incomplete alerts that require additional clarification.

These moments of friction add up across thousands of interactions every day, affecting care coordination, patient satisfaction, patient safety, timely work and the clinician experience. Health systems do not need another point solution layered onto an already complex environment. They need a way to connect the people, systems and workflows involved in delivering care.

That is the opportunity for healthcare orchestration. At TigerConnect, we believe the next era of clinical care coordination will be defined by platforms that bring fragmented workflows together — connecting communication, scheduling, clinical events, alarms, patient engagement and other critical operations across the care journey.

Done well, this returns time to care for clinical teams, accelerates clinical response when it matters most, improves patient throughput, and reduces the technology spend and complexity health systems carry today.

The goal is not technology consolidation for its own sake. It is helping clinicians spend less time navigating the infrastructure of healthcare and more time acting on the information that matters.

Healthcare is extraordinarily complex. The technology supporting it should make that complexity easier to manage, not harder. This research shows how much opportunity remains.



Sean O'Neal

Chief Executive Officer
TigerConnect

KEY FINDINGS

5 shifts shaping the future of clinical care coordination

Healthcare organizations have invested heavily in technology, but care delivery remains fragmented across systems, workflows and communication channels.

The research points to five shifts that should shape how health systems think about clinical collaboration and technology strategy.

1

Fragmentation has become an operational problem.

86% of clinicians switch between systems to initiate or receive communications at least sometimes. Technology has proliferated across healthcare, but individual tools do not necessarily work together as a coordinated system.

2

Coordination breaks down at the point of action.

More than 75% of clinicians experience difficulty identifying the right person to connect with. Care delivery depends not simply on sending information, but on understanding who is responsible, who is available and what should happen next.

3

Coordination friction has enterprise-wide consequences.

70% of respondents say their top challenges affect care coordination. Clinicians also connect those challenges to patient satisfaction, patient safety, productivity and workforce experience.

4

Health systems need consolidation, not more point solutions.

Care teams report relying on email, phones, EHR communication, messaging applications, pagers, fax, operators and other channels simultaneously. The next opportunity is to connect workflows across the enterprise rather than continue adding isolated technologies.

5

The future of clinical collaboration is orchestration.

Improving coordination requires more than moving messages securely. Health systems need technology capable of connecting people, schedules, clinical events, alerts, systems and workflows across the care journey.

Healthcare does not have a shortage of tools. It has a coordination problem.

WHAT THIS MEANS: Health systems that reduce fragmentation and connect clinical and operational workflows through a common platform will be better positioned to improve care team efficiency, patient experience and operational performance.

KEY FINDING 1

HEALTHCARE HAS A FRAGMENTATION PROBLEM

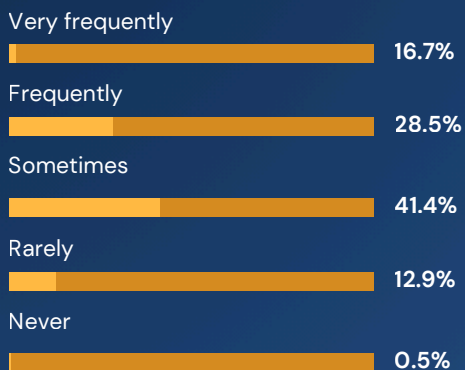
Care teams are working across systems that were never designed to operate as one.

Modern healthcare delivery depends on an enormous technology ecosystem. The EHR contains critical clinical information. Scheduling systems determine who is working. Alarm systems surface patient events. Phones, pagers, email, messaging applications and other tools connect people across departments and locations. Each serves a purpose.

The problem emerges in the space between them. Care teams are frequently required to move from one system to another simply to coordinate work.

Care teams aren't choosing one channel. They're navigating an ecosystem of them.

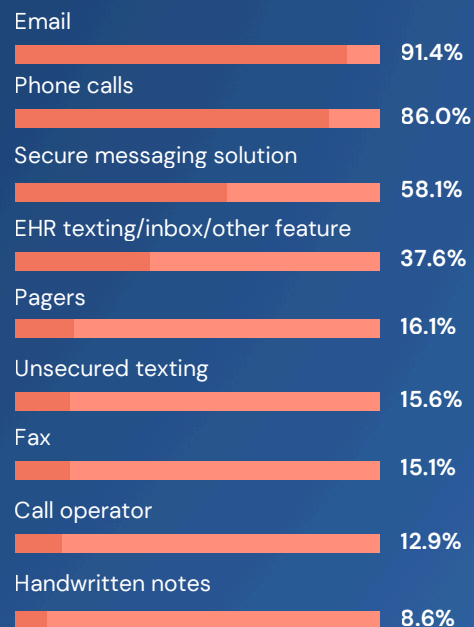
Nearly 9 in 10 are navigating multiple systems to coordinate care.



86%

switch between systems to receive or initiate communications at least sometimes

Clinicians communicate across a wide mix of channels, forcing them to track messages across systems, identify who they are from and determine who needs to act.



KEY FINDING 2

COORDINATION BREAKS DOWN AT THE POINT OF ACTION

Healthcare communication is often discussed as the exchange of information. Clinical coordination requires much more.

A clinician may need to determine who is covering a particular role, whether that person is available, what has already occurred, which information requires action and what needs to happen next.

The research reveals friction across nearly every step.



76%

Trouble identifying the right person



65%

Receive incomplete alerts or messages requiring clarification



66%

Interrupted by non-actionable notifications

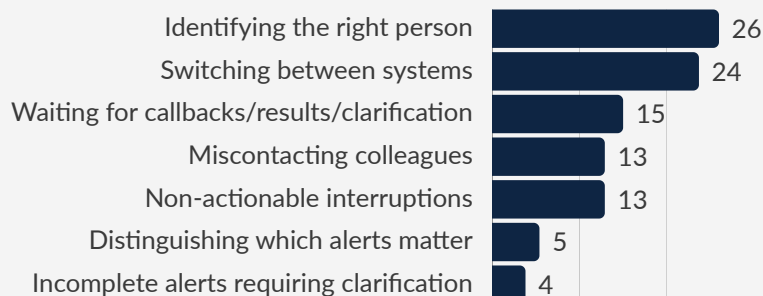


63%

Wait for callbacks, test results or clarification

When respondents were asked to rank the biggest barriers to efficiently delivering care, finding the right person and switching between systems were the two most common No. 1 challenges.

Respondents' No. 1 barriers to efficiently delivering care:



The finding changes how healthcare organizations should think about clinical collaboration. The objective should not simply be faster messaging. It should be less effort required to determine who should act, what context they need and how the workflow moves forward.

These are symptoms of disconnected workflows.

KEY FINDING 3

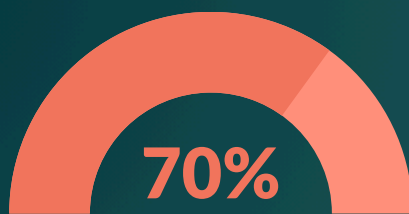
SMALL POINTS OF FRICTION CREATE ENTERPRISE-WIDE CONSEQUENCES

Coordination breakdowns do not stay confined to the workflow.

Individually, many coordination delays appear small:

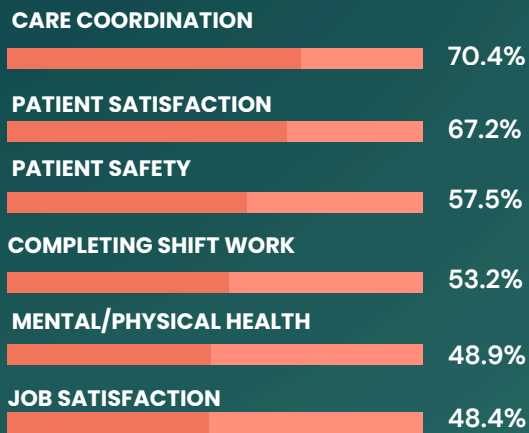
- A few minutes finding the correct clinician.
- Another interruption.
- A message that needs clarification.
- A callback that has not arrived.
- Another application that must be opened.

Multiplied across departments, facilities and thousands of patient interactions, those moments become an **enterprise issue**.



SAY THEIR TOP CHALLENGES AFFECT CARE COORDINATION

Where respondents say these challenges have an impact:



Additional reported impacts include:

Patients leaving without being seen at

34%

Staff morale and turnover at

38%

Readmissions at 33% and throughput at

32%

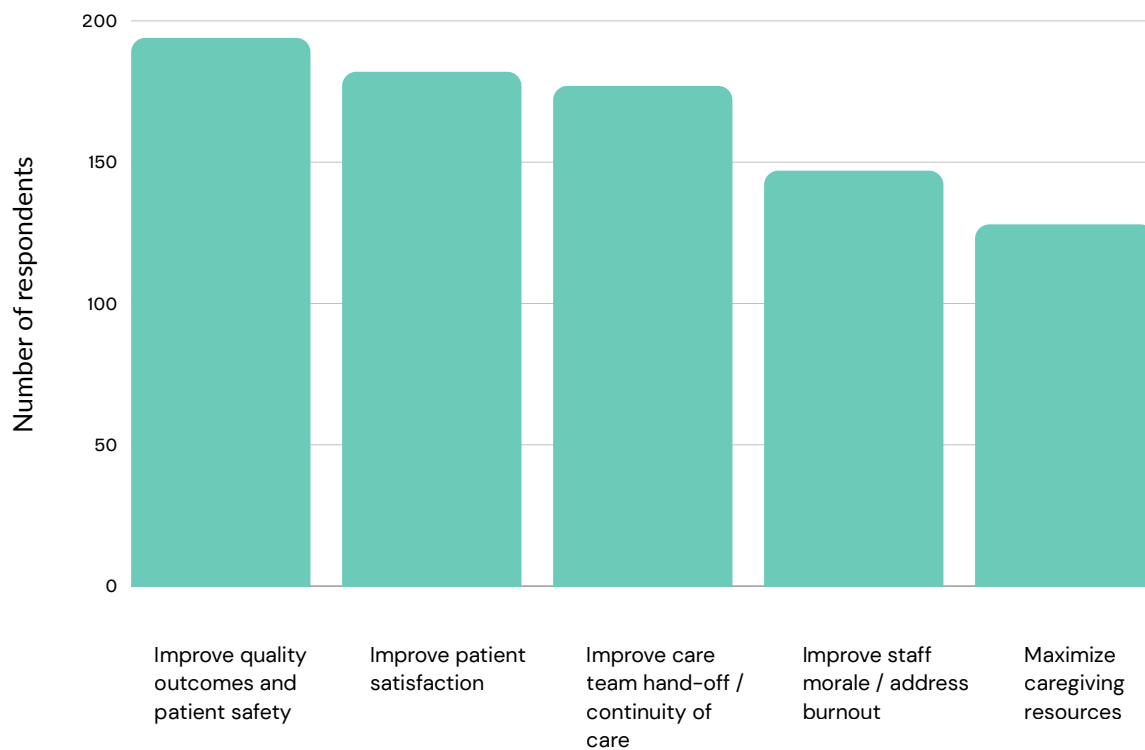
Quality of patient care at

33%

Coordination challenges touch the clinical experience, patient experience and workforce experience at the same time.

That becomes even clearer when respondents are asked why improving care collaboration matters.

PRIORITIES FOR IMPROVING CARE COLLABORATION:



Quality outcomes and patient safety emerge as the strongest overall priority, followed closely by patient satisfaction and continuity of care.

Better coordination is not simply a productivity initiative. Its highest-rated objective is improving quality and safety.

MORE TECHNOLOGY IS NOT THE SAME AS MORE CONNECTED CARE

Health systems are reaching the limits of the point-solution approach.

Healthcare technology has often evolved one problem at a time.

A system for communication -> Another for scheduling -> Another for alarms -> Another for patient engagement -> Another for clinical documentation -> Another for a particular department.

Fragmentation exists at the enterprise level.

The research reflects that reality. Respondents report relying simultaneously on numerous channels and systems to coordinate clinical work. Adding another tool can solve a local problem while making the enterprise environment more complex.

Fragmented model:

EHR, phone, scheduling, messaging, alarms, nurse call, operator workflows and patient engagement operate separately, leaving the clinician to connect the pieces.



Orchestrated model:

Those systems remain in place, but an orchestration layer connects information, people and workflows across them.



From the clinician as the middleware layer.

A platform as the orchestration layer.

A connected platform can bring together capabilities that have historically lived in separate systems, allowing information and action to move more easily across workflows.

Health systems are looking beyond messaging alone to improve how care teams coordinate.

Solutions organizations have researched include:



Organizations are looking across multiple parts of the care coordination workflow.

The breadth of interest matters more than any single category.

Healthcare organizations are evaluating capabilities that span communication, patient engagement, clinical events and scheduling — reflecting a coordination challenge that is broader than messaging alone.

The strategic question is changing from:

“Which communication tool should we deploy?”

to:

“How do we create a connected environment for coordinating care across the enterprise?”

THE NEXT ERA OF CLINICAL COLLABORATION IS HEALTHCARE ORCHESTRATION

Health systems need a connective layer across people, systems and workflows.

For years, healthcare organizations have focused on improving communication. That work remains essential. But the research suggests communication alone is no longer a sufficient frame for the problem.

Clinicians do not simply need another way to exchange messages. They need technology that understands the operational context surrounding those messages.



Communication moves information. Orchestration moves work.

Healthcare orchestration does not mean replacing every system within a health system. The EHR remains essential. Medical devices remain essential. Departmental systems remain essential.

The opportunity is to implement an intuitive layer that allows those technologies to operate more cohesively across the workflows where people must act.

WHAT HEALTH SYSTEMS SHOULD EXPECT FROM A HEALTHCARE ORCHESTRATION PARTNER

The research points to a larger strategic question for healthcare organizations: not simply which technology should solve the next individual problem, but which partners can help create a more connected operating environment over time.

01

CONNECT WORKFLOWS, NOT JUST PEOPLE

Communication is one component of care coordination. The larger value comes from connecting communication with schedules, assignments, clinical events, patient information and downstream action.

That challenge extends beyond this research: 69% of clinical leaders rate the quality and effectiveness of their organization's communication processes during clinical workflows as neutral or unsatisfactory. Connecting the workflow around the communication — not simply adding another communication channel — is where the larger opportunity lies.

Becker's Healthcare. The State of Clinical Communications and Workflows, 2023.

02

SUPPORT THE ENTERPRISE

Technology should extend across departments, roles, facilities and care settings rather than solving a single isolated use case.

The burden of disconnected work also reaches across the workforce. Physician burnout alone is estimated to cost U.S. health systems \$4.6 billion annually through turnover and reduced clinical hours. Enterprise coordination strategy should reduce that friction across roles and workflows rather than shifting it from one part of the organization to another.

Khullar. JAMA Health Forum, 2023.

03

INTEGRATE WITH THE SYSTEMS ALREADY RUNNING THE HEALTH SYSTEM

Orchestration depends on connectivity with the EHR and other clinical technologies, without adding more complexity to the tech ecosystem.

04

BE BUILT FOR HEALTHCARE

Shift-based staffing, on-call schedules, escalation paths, patient context and high-acuity events create demands that generic collaboration tools were not designed to solve.

Nowhere is that more apparent than in clinical alerting. **Between 85% and 99% of clinical alarms may not require intervention**, which is a major contributor to alarm fatigue. Healthcare technology must account for urgency, role, availability and escalation — helping the right signals reach the right people without simply creating more noise.

The Joint Commission. Sentinel Event Alert, 2013.

05

GROW WITH THE ORGANIZATION

A strategic platform should allow health systems to address immediate priorities and expand into additional workflows over time as the care team adopts new ways of working.

06

EARN TRUST FOR MISSION-CRITICAL OPERATIONS

Reliability, security, healthcare expertise, implementation support from clinical and technical experts, and proven enterprise scale matter.

The stakes are significant. One in five diagnostic errors has been linked to process and communication breakdowns, and “delay in treatment” was the fourth most reported sentinel event type in U.S. hospitals in 2024. Technology supporting these workflows has to be trusted not only to communicate information, but to support the timely action that follows.

The Joint Commission. Sentinel Event Data 2024 Annual Review.

HEALTHCARE DOESN'T NEED MORE WAYS TO COMMUNICATE.

IT NEEDS A BETTER WAY TO COORDINATE.

Today, clinicians still absorb much of the complexity created by fragmented infrastructure. They search for the right person. They move between systems. They interpret alerts. They wait for missing information. They determine which channel to use and manually connect pieces of a workflow that technology should increasingly coordinate for them.

The research makes the opportunity clear.

86%

switch between
systems

76%

experience difficulty
identifying the right
person

70%

say their biggest
challenges affect
care coordination

The next phase of healthcare technology strategy should focus on reducing that burden.

Not by adding another point solution.

By connecting the systems already responsible for delivering care and implementing an enterprise platform capable of coordinating the people, information and actions around them.

WHAT THIS DATA REALLY SIGNALS

Healthcare organizations have made substantial investments in technology, but much of that technology was designed to solve individual problems. The resulting ecosystem often leaves clinicians responsible for connecting workflows manually.

That model cannot scale indefinitely.

As healthcare becomes more distributed and operationally complex, health systems need a more connected approach.

That means moving beyond communication as a standalone capability and toward orchestration across people, systems and clinical workflows.

When schedules inform routing, clinical events reach the appropriate role automatically, patient context moves with the workflow and teams can coordinate across departments without navigating multiple disconnected systems, technology begins to remove complexity rather than contribute to it.

That is what healthcare orchestration should accomplish.



**Return Time
to Care**



**Accelerate
Clinical
Response**



**Improve
Patient
Throughput**



**Reduce Tech
Spend and
Complexity**

Care coordination is becoming a system-level challenge.

For health systems rethinking how communication, workflows and operations fit together in 2027, reach out to the TigerConnect team.

Continue the conversation →

ABOUT THE RESEARCH

This report is based on survey responses from over 200 healthcare professionals representing clinical, nursing, physician, IT, and executive leadership roles across hospitals and health systems.

Respondents represented organizations ranging from community and rural hospitals to academic medical centers and large health systems.

The research explored:

- barriers to efficient care coordination
- frequency of common workflow challenges
- technologies used for clinical communication and collaboration
- organizational impact of coordination challenges
- priorities for improving care collaboration
- technologies organizations are evaluating to address these challenges

ABOUT TIGERCONNECT

TigerConnect is the AI-powered healthcare orchestration platform that automates care coordination, communications, and workflows across the patient journey. **Trusted by more than 1 million care team members at nearly 6,000 healthcare organizations**, TigerConnect helps health systems improve patient flow, clinical quality, and operational efficiency.

TigerConnect's EHR-agnostic platform connects people, systems, and information from emergency transfer and admission through inpatient care and discharge. Its suite of solutions spans scheduling, alarm management, nurse call, operator console, smart room, patient engagement, clinical communication, transfer operations, and more. At the core of the platform is CareConduit™, TigerConnect's workflow automation foundation. CareConduit connects signals from EHRs, devices, and clinical systems to intelligently route information and helps ensure the right person takes action at the right time.

Healthcare organizations using TigerConnect **achieve an average of \$1.5M in annual ROI** while delivering measurable clinical and operational outcomes, including reduced length of stay, faster response times, improved patient throughput, and millions of dollars in annual savings through automation and technology consolidation.

TigerConnect has been recognized as a Best in KLAS® winner for Clinical Communications, a Leader in the Gartner® Magic Quadrant™ for Clinical Communication and Collaboration Platforms, and a Representative Vendor for Resource Scheduling for Healthcare in Gartner's Hype Cycle for Healthcare Providers, 2026. Learn more at tigerconnect.com.