

# San Joaquin General Hospital Uses TigerText to Improve HCAHPS Score by Reducing Overhead Noise



Significantly Reduced  
Overhead Noise



Improved  
HCAHPS Score



Enhanced  
Patient Care



Streamlined  
Clinical Workflow

## About the Company

San Joaquin General Hospital (SJGH) is a 196-bed general acute care facility providing a full range of services including General Medical/Surgical Care, High-Risk Obstetrics and Neonatal Intensive Care, Pediatrics and Acute Physical Medicine and Rehabilitation and has several specialty clinics. SJGH's physician residencies are affiliated with the University of California, Davis School of Medicine. The hospital also has a pharmacy residency, and is a teaching site for the University of the Pacific School of Pharmacy.

## Organization Information

- \$200 Million Facility
- 196 Inpatient Beds
- More than 190,000 outpatient clinic visits a year
- Trained over 3,000 physicians since their residency program began in 1932

## Three Major Goals

- Improve HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) score by reducing overhead noise
- Streamline staff communication
- Accelerate patient handoffs

## Communications Challenges

With hundreds of patients being admitted, seen and discharged on a daily basis at SJGH, nurses relied heavily on the overhead paging system to alert doctors and relay critical messages to staff. This was not only creating a disruptive environment for patients, but also negatively impacting the hospital's HCAHPS score. SJGH realized it needed a better way to quickly communicate with clinical staff without making so much "noise." They wanted an improved communication solution that was fast, easy to use, and would:



### Reduce Overhead Noise

SJGH wanted a solution that would improve its HCAHPS score and overall patient satisfaction by eliminating unnecessary overhead noise.



### Provide Message Delivery & Read Receipts

Staff needed to ensure messages were being sent, delivered, and read.



### Improve Clinical Workflow

Staff needed an easier and quicker way to send PHI and facilitate group messaging, specifically to notify and update their trauma teams which, in turn, would give them more time to see patients.

## Call to Action

SJGH sought a solution that could not only replace their overhead paging system, but could also improve communication among staff. They turned to TigerText to address these needs.



*A TigerText helped us significantly reduce overhead noise and streamline our everyday communication. We are enthused that our use of TigerText has been matched by a subsequent improvement in our HCAHPS scores regarding the noise levels in several patient areas of our hospital.*

— Don Johnston, CIO at SJGH



## Results

After implementing TigerText, LMC's daily communication improved significantly as it enables staff to use their priority communication channel — texting — in a safe, encrypted and HIPAA-compliant manner. Since deployment, LMC has seen the following results:



### Significant Reduction in Overhead Noise

No longer does SJGH need to rely on their paging system. Instead, they send secure texts.



### Improved Patient Satisfaction

With less noise, patients and their families feel more satisfied in SJGH's care.



### Faster Patient Hand Offs

With TigerText, staff can send secure text messages containing PHI, helping to accelerate patient hand-offs and streamline overall care coordination.



### Immediate Responsiveness

TigerTexts are received directly on staff's personal devices, alleviating any missed overhead pages, while delivery & read receipts ensure accountability.

## Conclusion

SJGH needed a solution that would address their communication challenges without affecting their overall workflow or distracting patients. TigerText has not only helped them reduce overhead noise, positively impacting patient care satisfaction, but has also helped expedite SJGH's everyday communication needs. With TigerText, SJGH can continue its commitment to creating a warm and personal environment — which is sensitive to both a patient's emotional and physical needs — and now do so in an even more efficient manner.

## About TigerText

TigerText is the leader in secure, real-time messaging for the enterprise. TigerText's encrypted messaging platform keeps communications safe, improves workflow and complies with industry regulations. Developed to address the security needs, BYOD policies, and message restrictions in the enterprise, TigerText is committed to keeping mobile communications secure, private and impermanent. More than 3,000 facilities have adopted TigerText, including leading organizations like Adventist Health, the University of Kentucky HealthCare, and Scottsdale Health Partners, which rely on TigerText to combat such challenges as the HIPAA Omnibus Rule changes, comply with industry standards and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.