Buyer Comparison Checklist

TigerConnect Alarm Management & Event Notification

Save Your Nurse Teams from Burnout

Nurses have stressful jobs. The vast majority of care that's delivered in a hospital is delivered through the hands of nurses and nurse-related roles. Even prior to COVID, nurses were leaving the acute care space at an alarming rate, retiring early or leaving the profession altogether. Today, health systems must do everything they can to preserve this vital workforce and attract new candidates to fill an estimated 2 million RN shortages nationwide.

According to the National Institute for Occupational Safety and Health (NIOSH), the top cause of nurse burnout is "work overload and time pressures". While no single technology today can address every aspect contributing to nurse stress, combining clinical collaboration platforms with modernized alarm management/event notification is an effective way to counter the most egregious obstacles related to alarm fatigue, unnecessary clinical interruptions and rigid, inflexible clinical workflow.

By filtering alerts and alarms, intelligently routing notifications, providing contextual information about different alert types, enabling voice calls via smartphones, and load-balancing patient assignments, organizations can remove some of the hidden friction that quietly contributes to burnout and help turn the tide on this troubling trend.

Buyer Considerations

This all-in-one checklist, key features, competitive comparisons and glossary was created to help you, the Healthcare technology buyer, to make a more informed buying decision when evaluating an alarm management software purchase. The cost of choosing the wrong solution can be high, both financially and organizationally.

Enterprise Alarm Management delivers notifications from the patient ecosystem to the right caregiver, at the right time, providing situational awareness for the medical staff, operational efficiencies for each unit of the hospital, and interoperability, flexibility and scalability for the IT and support teams.

While the technological scope of alarm management solutions is constantly evolving, there remain some constants. This feature list can help your alarm management committee evaluate vendor solutions based on clinical best practices, technological innovation and return on investment.

Hospitals considering alert and alarm management solutions should prioritize the following requirements:

- **Flexible Workflow Configuration** - Make sure your solution offers an easy-to-use, flexible workflow builder and a staff assignment client. You should not have to call your technology partner every time you wish to scale your deployment to other departments or adopt new use cases.

- **Part of a Clinical Communication & Collaboration (CC&C) Platform** - Alerts and alarms need to be delivered to the right caregiver in real-time. Make sure your solution is a component within your clinical collaboration platform to ensure responsiveness, patient safety and operational efficiencies.

- **Cybersecurity & FDA Compliance** - Ensure that your solution is FDA-cleared for secondary alarm notification and that it meets the stringent cybersecurity standards for privacy, connectivity, and reporting.

- **Robust Integrations Library** - Maximize your investment with an interoperability engine combining nurse call, physiological monitors, smartbeds, EHR, LIS, RTLS and more.

- **Establish a Partnership** - Recognize that your hospital will be forging a relationship with a technology partner. Alarm management is so much more than just a single use case. Look for an expert team that's responsive and that understands the variability of clinical systems and associated workflow, and that is committed to delivering time and again.

Buyer's Checklist

The below content compares TigerConnect's <u>Alarm Management & Event Notification</u> solution to the closest alarm management middleware platforms offered within the acute care marketplace.

<u>Please reach out to TigerConnect</u> to unlock the vendor names.*

*Capabilities attributed to competing vendors are based on publicly available information and from independent market research done by TigerConnect and are not guaranteed to be conclusive or complete.

Enterprise Alarm Management Capabilities				
	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Nurse Call Integration	☐	✔	✔	✔
Physiological Monitors	☐	✔	✔	✔
Critical Lab Alerts (EHR or LIS Integration included)	☐	✔	✔	✔
Smart Bed Integration	☐	✔		✔
Rounding System Integration Analytics (required)	☐			✔
Physician Scheduling System	☐		✔	✔
Workflow Analytics	☐			✔
Video & Voice	☐			✔
Future Integrations (elevators, ingress/egress, HVAC, etc.)	☐	✔	✔	✔

Buyer's Checklist

Workflow Configurability Capabilities				
	Fill In (Other Vendor)	**Vendor 1** (Actual Vendor)	**Vendor 2** (Actual Vendor)	**TigerConnect**
Configurable workflow builder	☐			✔
Configure unlimited workflows	☐	✔	✔	✔
Scale workflows across enterprise	☐			✔
Configurable staff assignment client	☐	✔	✔	✔
Accept staff assignments from 3rd-party	☐	✔	✔	✔
Workflow Prioritization	☐	✔	✔	✔
Auto-escalations/unlimited	☐			✔
Accept/reject workflow	☐	✔	✔	✔
Self-serviceable	☐	✔		✔
Automated Persona Management	☐	✔	✔	✔
Intelligent Shift-Based Routing	☐	✔	✔	✔
Shift-to-Shift Activity Handoff	☐			✔
Dynamic Care Team Assignment	☐			✔
Automated Care Team Assignment	☐			✔

Buyer's Checklist

Interoperability Capabilities				
	Fill In (Other Vendor)	**Vendor 1** (Actual Vendor)	**Vendor 2** (Actual Vendor)	**TigerConnect**
Nurse call (TAP, HL7 or manufacturer specific)	☐	✔	✔	✔
Physiological monitors manufacturers (HL7, IHE PCD)	☐	✔	✔	✔
EHRs for lab results (HL7, LIS)	☐	✔	✔	✔
Smartbeds (analog, manufacturer specific)	☐			✔
RTLS manufacturers (manufacturer specific)	☐	✔	✔	✔
Assignment sharing (HL7, Rest API)	☐	✔	✔	✔
LDAP/Active Directory (Microsoft, VoIP/SIP)	☐	✔	✔	✔
Email-Driven Workflows (SMTP)	☐	✔	✔	✔
Wireless telephony (WCTP, VMI, Spectralink OAI, CUCM 4.0 and above)	☐	✔	✔	✔
Centralized call center (VoIP/SIP)	☐			✔
On-Call Scheduling for Roles Integration	☐			✔
1-way simple message delivery from external systems	☐			✔
2-way messaging exchange w/ external systems	☐			✔

Buyer's Checklist

Collaboration Capabilities				
	Fill In (Other Vendor)	**Vendor 1** (Actual Vendor)	**Vendor 2** (Actual Vendor)	**TigerConnect**
Role-based Messaging	☐	✔		✔
Activation of Rapid Response Teams	☐			✔
Escalated Messaging	☐	✔	✔	✔
Priority Messaging	☐			✔
Auto-Forward Messages	☐			✔
VoIP/Voice & Video (Staff only)	☐			✔
Telephony (PBX/SIP)	☐	✔	✔	✔
Active On-Duty Dashboard	☐			✔
Priority Messaging	☐			✔
Message Anyone (Outside 4 walls of hospital)	☐			✔

Cybersecurity Capabilities				
	Fill In (Other Vendor)	**Vendor 1** (Actual Vendor)	**Vendor 2** (Actual Vendor)	**TigerConnect**
FDA 510k Compliance (class II for secondary alarm notification)	☐	✔	✔	✔
Secure, Encrypted Texts	☐			✔
HITRUST CSF Certified	☐			✔
End-to-end Encryption	☐			✔
Self-Destructing / Ephemeral Messages	☐			✔
User Authentication	☐			✔
Touch ID	☐			✔
PIN Lock Enforcement	☐			✔
Remote User Lockout	☐			✔

Buyer's Checklist

Total Cost of Ownership				
	Fill In (Other Vendor)	**Vendor 1** (Actual Vendor)	**Vendor 2** (Actual Vendor)	**TigerConnect**
Single Unified Platform for Clinical Communication & Collaboration	☐	✔		✔
Self-Serviceable	☐			✔
Cloud-Based	☐			✔
Saas-Based	☐			✔
High-Availability	☐	✔		✔
Mutli-Tenant	☐	✔	✔	✔
Open API	☐			✔

Highlights

The TigerConnect Alarm Management & Event Notification product is purpose-built for seamless collaboration and clinical communication in the acute care enterprise.

Mobile By Design

Offered as an integrated component of the TigerConnect Clinical Communication Platform, the alarm management solution combines event-driven notifications with the industry's most utilized secure, peer-to-peer messaging solution.

User-Friendly

A self-serviceable, easy-to-use workflow builder and staff assignment client enables administrators and support teams to configure clinical workflow and assignments and scale the solution-set across the enterprise.

Interoperable at Its Core

An ever-expanding integration library includes every nurse call physiological monitor manufacturer for alerts and alarms, EHR and LIS for critical lab results, smartbed manufacturers for fall prevention, RTLS for staff presence and an open API for any other clinical or facility systems.

Optimized for IT

High-availability, multi-tenant architecture creates a solid, yet flexible IT foundation for hospital IT teams.

Future-Ready

Cloud-based and SaaS-based, the solution empowers organizations with the ability to centralize, standardize and scale now and in the future.

Take the Next Step

By now you should have a good idea of the value that an alarm management and event notification solution can bring, why your organization needs it, and how it can help transform your organization.

You know what to look for – and what to look out for – but you might still have questions or want to learn more. There's an easy answer. Email us at info@tigerconnect or call 1-800-572-0470 to get a full demo of the product or simply speak with a friendly expert. Or, check out one of the other comparison guides below to enhance your purchase:

Comparison Guides

TigerConnect Clinical Collaboration Platform
TigerConnect Physician Scheduling (Hospitals)
TigerConnect Physician Scheduling (Clinics & Specialty Groups)
TigerConnect Patient Engagement

Definitions

Addressing Alarm Fatigue

Alarm fatigue is a result of many factors including higher acuity patients who require more medical devices —resulting in more alarms. In addition, these alarms are often highly sensitive and lack the specificity required to accurately inform caregivers whether an event is actionable.

The industry recognizes that 87% of device alarms are false. Of the remaining 13%, only 1-3% actually require caregiver intervention. With caregiver's patient ratios and mobility increasing, it is imperative that alarm and event notifications are properly routed, escalated, and that they provide situational awareness.

Centralizing Clinical Workflow

TigerConnect provides a unique approach, allowing the flexibility of nurse call notifications to be centralized on or off site, decentralized to the caregiver's device, or locally managed. The TigerConnect Clinical Services team partners with your hospital to identify key objectives such as reduced call light and emergency call quantities which impacts not only the ability for the caregiver to respond promptly, but also reduces noise.

The TigerConnect platform can centralize assignments or leverage assignments done in third-party systems like the EHR. In most cases, this eliminates the need for the clinical staff to assign themselves to patients in multiple systems.

Consolidating Vendors/Standardization

Hospitals are looking for ways to reduce the number of vendors and streamline processes for their clinical staff. The TigerConnect platform allows for one vendor to manage all alarm, alert, and event notifications through a single hub as well as on-call physician scheduling and patient engagement.

Decreasing Patient Falls

Patient falls are an ongoing problem at many hospitals. While the national average is four falls per thousand patient days, the issue is significantly higher at many facilities. The advanced integration with smart beds incorporates not only the alarm from the bed, but also the bed status including breaks, rails, position, and height.

Filtering Alarms

The TigerConnect platform provides 'filtering' of the alarms and alerts based on your clinical design and provides situational awareness to the notification that ultimately is delivered to the mobile caregiver's device (varies per output vendor capabilities). TigerConnect Workflow Analytics includes trending tools that enable hospitals to drill into which alarms are creating the highest volume of disruption.

Definitions

Improving Patient Safety

The TigerConnect platform coupled with our clinical expertise can help hospitals achieve better patient outcomes by facilitating the delivery of the right notification to the right caregiver at the right time.

Improving Patient Satisfaction

Over the past several years, a hospital's CMS reimbursement has been tied to patient satisfaction scores. There are many factors that contribute to HCAHPS scores, but perceived responsiveness to patient request or device alarms always tops the list.

TigerConnect Alarm Management & Event Notification provides visibility into alarm workload, satisfaction, and safety indicators from any connected nurse call platform, physiological monitors, event-driven workflow from EHR and more. The solution has been proven to improve patient experience domain scores by 18% and HCAHPS scores by 10%.

Increasing Staff Responsiveness

Many hospitals have implemented alert/alarm notification to mobile devices with the intention of expediting the response to the patient. This enables caregiver mobility to respond anywhere, but only when the organization has total control over the configuration and prioritization of the individual clinical workflows.

Reducing Caregiver Burnout

Caregivers are bombarded throughout their day with interruptions, both technology-driven and environmentally-driven. Caregivers desire to focus on patients and delivering care, not responding to or managing technology.

Alarm fatigue is a key contributor to caregiver burnout. What seems like constant running around to address rings, dings, and buzzes coming from patient rooms is exhausting. It is especially frustrating since the majority of these alerts and alarms do not require caregiver intervention.

Scaling Your Solution

Over the past 20 years, vendors have tried to address missed medical device alarms resulting in a negative patient outcome. All of these vendors based their pros and cons on the technology that was available at the time. The current problem with these vendors is that their products are still based on 10+ year old technology and lack the ability to scale to today's market requirements.

The TigerConnect platform is a web-based solution built to scale for large IDN's (3,000 beds / server- with 3-5 integrations). As part of the Enterprise platform, TigerConnect offers high availability, significantly increasing the reliability required for mission critical deployments.

Definitions

TigerConnect is an alarm management and event notification platform that supports multi-tenant deployments and provides centralized system administration and scalability. The software includes user-friendly modules for assignment, routing/escalating notifications, and analytics that will enable your alarm management strategy and processes.

Critical Lab Alerts (EHR or LIS Integration)
Reduce the burden on nurse teams by prioritizing events from EHR (HL7) or Lab Information Systems (LIS), routing results to the appropriate care team member(s) in the TigerConnect Alerts tab.

Lab results and relevant metadata are presented as a Smart Card, with configurable datasets that are displayed in a table. Alerts are communicated by both a push notification and badge indicator. When sending to multiple recipients (e.g care team), alerts can be marked as read once accepted by an individual caregiver.

Future Integrations (call center, elevators, ingress/egress, HVAC, etc.)
Provide the ability to partner with a hospital to solve other patient care, safety and experience related integrations through API and clinical services offerings.

Leadership Rounding System Integration
Infuse both the patient's behaviors and perceptions using the patented Leadership Rounding tool in the TigerConnect Workflow Analytics component.

Nurse Call Integration
Integrate with any nurse call manufacturer to deliver actionable, real-time alerts to mobile caregivers via the TigerConnect app. Use a configurable workflow builder and easy staff assignment client to prioritize patient needs/requests and allow data to be passed back to the originating system that triggered the alert. Alert cards can include action buttons that support accepting, declining, or escalating a request. Alerts are indicated with both a push notification and a badge on the Alerts tab within the TigerConnect app.

Physiological Monitors
Prioritize and deliver secondary alarm notifications from physiological monitor equipment to the appropriate care provider assigned to that patient's room. These types of messages are delivered in the 'Alerts' tab, and can also include callback buttons that can relay messages back to the originating system or middleware applications.

Definitions

Scheduling System Integration

Link the TigerConnect Physician Scheduling system to IT-established role assignments within the TigerConnect app, allowing hospital staff to quickly look up on-duty personnel and see future shift assignments by user role or department. Staff can text or call on-duty/on-call colleagues from within the calendar view, thus reducing errant phone calls or text messages by confirming who's on-duty before reaching out.

Smart Bed Integration

Provide visibility of smart bed settings and alarms in real time via app or web-enabled device. Remotely monitor bed status with critical details like compliance, rails settings, height, Fowler angle, and more.

Video and Voice

Conduct voice and video calls for peer-to-peer and group conversations between two logged-in users with Wi-Fi or data connections that can be enabled by administrators for the entire organization or for individual users. Users can initiate Wi-Fi calls from the conversation screen or Inbox tab. In addition, PBX system integration is offered for specific SIP protocols and versions. VoIP capabilities are currently supported in the TigerConnect mobile app, versions newer than 7.3 for iOS and Android.

Workflow Analytics

Empower hospitals to identify risk patterns, adjust care models, and reduce risk. Gain visibility into the current-state alarm patterns enabling caregivers. TigerConnect leverages its Analytics platform for real-time analytics that can easily be monitored at the bedside by the care team to make decisions that impact safety and workload. The Analytics platform includes intuitive trending tools, real-time heat maps, and multifaceted alarm/alert visualizations. It is used for workload management, safety assessment, and patient satisfaction improvement.

Definitions

Accept/Reject Workflow
Accelerate care coordination and deliver the appropriate level of care faster with information from multiple types of solutions, such as nurse call, medical device gateways, and medical device aggregators. Then, based on who is assigned to the room/patient, TigerConnect routes the notifications to the appropriate mobile device. If the assigned individual is unavailable or declines, the application will automatically route the alert to his or her backup based on the customizable configured workflow.

Accept Staff Assignments from Third-party
Subscribe, auto-import as well as export assignments from other systems such as EHR.

Automated Care Team Assignment
Integrate with an organization's scheduling application to automate role assignments based on a user's shift schedule, eliminating the need for manual opt-in/opt-out for a role. Role owners have the ability to opt out of a role and assign it to a colleague or leave it vacant. (See description for 'Dynamic Calendar'.)

Automated Persona Management
Automate the assignment of roles by connecting an organization's employee database to its scheduling application(s) to produce a searchable directory of on-duty staff by job function and/or title. Critical roles remain filled and surfaced in the TigerConnect app. Active on-duty or on-call physicians, nurses and allied staff are instantly identifiable and reachable via text message, voice, or video calling. Shift changes happen automatically within the app at the appropriate times and users are alerted at the beginning and end of their shifts.

Configurable Staff Assignment Client
Allocate staff resources more effectively using the flexible staff assignment capability to ease the administration of assigning care team and ancillary staff to a patient/room.

Configurable Workflow Builder
Build workflows based on the information being communicated through nurse call and other systems. Assign routing by role, notification type, or globally by hospital, unit, or room assignment. Unlike most alarm management platforms, which escalate alarms/notifications based on call stops or in a single linear pattern, TigerConnect leverages this unique workflow builder to provide a greater level of flexibility.

Configure Unlimited Workflows
Create, copy, and edit unlimited clinical and ancillary workflows from a departmental/unit-level up to the entire organization.

Definitions

Dynamic Care Team Assignment

Allow a new member (e.g. specialist) to be added to an existing automated care team group with minimal effort. Notifications are then sent to each of the care team members – either individuals or role owners – informing them that a new member has joined the group for that particular patient.

Intelligent Shift-Based Routing

Deliver a message to the appropriate user that is currently assigned to a specific role as determined by the integrated scheduling system.

Scalable Workflows

Leverage the enterprise scalability of configured workflows that allow administrators to configure units based on organizational goals (responsiveness, compliance, cross-compare across multiple hospitals, etc.)

Self-Serviceable

Empower clinical and IT teams to support their own workflow deployments, scale workflow implementations across the enterprise and manage their own data sets, without needing to contact the vendor. This applies to features such as a configurable workflow builder, staff assignment client, the ability to accept assignments from third-party applications (EHR), and an intuitive user interface (UX).

Shift-to-Shift Activity Handoff

Preserve continuity of care at the shift handoff through role-based conversation threads that transition from one owner to the next at the shift change).

Workflow Prioritization

Prioritize alarms, alerts, and other events against one another and dispatch according to caregiver availability to help improve patient safety.

Definitions

One-way Simple Message Delivery from External Systems
Route external messages to TigerConnect through an SMTP integration with 3rd-party systems including answering services, paging, and email.

Two-way Messaging Exchange with External Systems
Route external messages to TigerConnect through a webhook integration with 3rd-party systems and allow for write-back.

Assignment Sharing
Synchronize assignment from the EHR and other systems using HL7 and rest API protocols. These synchronizations include the ability to subscribe, auto-import as well as export assignments.

Centralized Call Center
Centralize nurse call answering/triage from any nurse call manufacturer within an organization's call center using VoIP and SIP protocols, eliminating need for unit-based workflows.

EHRs for lab results
Consume Critical Lab Result events from any EHR or Lab Information System and intelligently route context-rich notifications to the TigerConnect platform using configurable, rules-based clinical workflow enabled by HL7 and LIS-specific protocols.

Email Driven Workflows
Initiate workflow by scanning an email input from a defined inbound message template that intelligently routes notifications to the appropriate employee or team using SMTP protocols. Examples: MEWS alerts or discharge orders from EHR, sepsis alerts from alerting systems, service/ticketing system requests, etc.

LDAP/Active Directory (Microsoft, VoIP/SIP)
Establish a secure Light Directory Access Protocol (LDAP) connection to your organization's Active Directory (AD) to enable user provisioning and authentication across multiple facilities using TigerConnect. This allows IT to manage users in multiple TigerConnect organizations via a single AD environment or multiple AD environments accessible over a single network. Users simply access TigerConnect using their AD credentials.

Nurse Call
Consume patient alert/alarm data from any nurse call manufacturer, and prioritize the alert data by delivering contextualized notifications to the assigned care team and ancillary staff using TAP, HL7 or the manufacturer's specific protocol. TigerConnect enables this through its configurable, rules-based clinical workflow.

Definitions

Physiological Monitor Manufacturers
Consume alarms data from any physiological device manufacturer and intelligently route context-rich notifications to the assigned care team using HL7, IHE PCD protocols. TigerConnect enables this through its configurable, rules-based clinical workflow.

Real-Time Location Services (RTLS) Manufacturers
Consume RTLS data from any manufacturer to enrich deployed nurse call functionality and analytics capabilities. Examples include automatic cancellation of nurse call alerts based on role, staff duress, staff location and sentinel event retrospective reporting.

Smart Beds
Consume bed compliance alerts from Stryker or Linet smartbeds and provide intelligently route context-rich notifications through TigerConnect to care teams using analog and manufacturer-specific protocols that can post real-time bed status parameters on any web-enabled platform.

Wireless Telephony/Mobile Solutions
Use TigerConnect to route contextualized, actionable notifications from nurse call, physiological monitors, events from EHR/LIS, etc. to any third-party clinical communication solution or edge device manufacturer using WCTP, VMI, Spectralink OAI, and CUCM 4.0 and above.

Definitions

Activation of Rapid Response Teams
Quickly look up and mobilize preconfigured code teams (e.g. RRT, Sepsis, Code Blue) for event-based collaboration. Teams can be composed of roles, individuals or both.

Active On-Duty Dashboard
Use the TigerConnect mobile app to access a real-time view of every role currently active in the hospital as well as any vacant roles up to four weeks into the future. The Dashboard includes role owners' names to provide added context and the ability to message the role.

Auto-Forward Messages
Automatically forward all messages to an assigned colleague for a period of time determined by the user.

Escalated Messaging
Automatically forward unanswered messages to back-up role assignments after a preconfigured period of time.

Message Anyone (Outside of the organization)
Allow users to securely send text-based messages to recipients without TigerConnect accounts or those outside the organization such as primary care physicians or a patient's family member. End-to-end, encrypted, two-way messages remain accessible to recipients via a secure web browsing session and are active for a very short window of time. Recipients may reply and receive attachments in their secure messages.

Priority Messaging
Emphasize the most urgent messages and encourage quicker response times from recipients. Priority messages remain at the top of the Inbox and have unique alert sounds and message color to ensure they stand out.

Priority Messaging Status
Identify the most urgent messages and encourage quicker response times from recipients. Unique audible alert format and message color ensure these important messages stand out. Priority Messages remain at the top of the inbox so they can't be missed.

Role-based Messaging
Easily locate and message staff by role assignments and shifts. Roles can be populated through self-assignments or a scheduling system integration.

Definitions

Telephony (PBX/SIP)
Connect TigerConnect users with staff on an existing telephony system using a SIP PBX integration.

VoIP/Voice & Video (Staff only)
Initiate Wi-Fi-based voice and video calls and consults with internal staff, (not patients – see Patient Engagement product) individuals, roles, or groups on TigerConnect.

CYBERSECURITY

Client-Hosted Archiving
Capture and store all TigerConnect messages for legal discovery and HR purposes using an IT-hosted solution that automatically creates a copy of outgoing messages and routes to an SMTP email through TLS.

End-to-end Encryption
Ensure all message data that could contain ePHI remains encrypted, including the body of the message, and any optional attachments. All data is encrypted prior to storage using AES 256-bit encryption, on the server and on local storage in our mobile apps. All encryption is done using encryption keys that are computed from the message's metadata, including the randomly generated token representing the unique messageID of the message being encrypted.

FDA 510k Compliance (class II for secondary alarm notification)
Section 510(k) of the Food, Drug and Cosmetic Act provides clearance for registered device manufacturers to market as a Class II Medical Device. TigerConnect AM&EN solution brings convergence to physical requests from the patients with physiological needs communicated by connected medical devices on the same modern and cybersecure platform.

HITRUST CSF Certification
Be confident when implementing TigerConnect knowing that the TigerConnect solution has undergone rigorous third-party evaluation by the HITRUST organization. TigerConnect meets and exceeds robust encryption and security requirements set by the Joint Commission regarding HIPAA, providing organizations with full control over security policy enforcement and remote user management for compromised devices. MDM-compatible and backed by a $1 million dollar guarantee against HIPAA breaches, TigerConnect offers a host of configurable security settings.

PIN Lock Enforcement
Make device access more stringent by requiring a 4-digit PIN after time-out to access the TigerConnect mobile app.

Definitions

Multi-Factor Authentication (MFA)

Add a robust layer of security to your TigerConnect instance with multi-factor authentication that uses a two-step authentication process to securely authenticate the users on the application. MFA can be set up for individual users or the entire organization.

Remote User Lockout

Give IT administrators full control over user accounts through the ability to remotely lock out users who may no longer be with the organization or whose devices have been lost or stolen.

Secure, Encrypted Texts

Replace unsecure SMS and keep protected health information (PHI) safe with text-based messages that are encrypted end-to-end including attachments using AES 256-bit encryption on the server and storage on mobile apps.

Self-Destructing / Ephemeral Messages

Ensure every message is automatically and permanently deleted from every instance of the app after a maximum of 30 days (unless archived) using patent-protected technology.

TigerConnect-Hosted Archiving (3rd party)

Save TigerConnect messages through a cloud-hosted archiving service that meets eDiscovery requirements for FINRA, FERPA, FRCP, SOX, SEC and HIPAA.

Touch ID

Add an optional layer of security by requiring a fingerprint identification to access the TigerConnect mobile app.

User Authentication

Restrict access to TigerConnect by requiring a username and password authentication.

Definitions

Cloud-Based Platform

Reduce the burden on IT, minimize scheduled downtime, and access new features instantly with a 100% cloud-based platform. Assign administrator rights and support a wide range of capabilities from user onboarding and management, roles configuration, premium feature enablement, trend-tracking, and security policy enforcement from a web-based console.

High-Availability

Ensure systems remain up and running with 99.99% or greater reliability to keep patients safe and teams productive. High-availability and auto-failover for nurse call, alarm management and event monitoring, and caregiver communications help to reduce downtime, streamline serviceability, and ensure the safety of patients and caregivers.

Multi-Tenant Architecture

Gain real-time access to the latest capabilities without software upgrades or downtime for maintenance with multi-tenant architecture that enables sharing of IT resources across your enterprise/IDN. Streamline IT load-balancing between larger and smaller facilities and, when it's time to upgrade, only do it once on a single instance of software for all deployed locations.

Multi-tenancy dramatically lowers overhead and maintenance costs in terms of time needed for upgrade, server hardware and scalability. Clinical leadership can centrally manage and measure workflow and assignments across the enterprise to drive consistent care protocols, centralize call answering and enable more robust data for their continuous improvement processes.

Open API

Integrate across a broad range of systems using an advanced, open API that allows data from disparate systems to be integrated into the clinical collaboration application for improved care quality, lower risk and costs, and a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

SaaS-Based Model

Reduce the IT spend over time with an operating expenditure (vs. capital expenditure) that lowers financial risk by eliminating hardware server costs and delivering shorter-term commitments to vendors. The SaaS model also offers more flexible budgeting options for infrastructure projects, allowing the hospital to reallocate their freed-up capital budget to other purchases.

Self-Serviceable Design

Optimize team workflows using an intuitive workflow builder and staff assignment client that allows for easy administration of roles, rules, prioritization, staff/device assignments, and escalations of notifications. Easy-to-use, cloud-based system administration tools allow IT and support teams to access the administrative console and support users from any location.

Definitions

Single, Unified Platform

Centralize communications within a single integrated, collaboration platform and uniquely combine clinical communication, workflow and alarm management, virtual care, and on-call scheduling to maximize clinical throughput. Cloud-native, mobile-friendly solutions like TigerConnect deliver higher uptime and lower TCO for a consumer-grade user experience with an enterprise-grade infrastructure built specifically for healthcare.

About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use solution. Cloud-native and mobile-friendly, TigerConnect delivers a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

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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