tigerconnect

Solutions Guide

TigerConnect

Healthcare's Collaboration Platform

Accelerate productivity, reduce costs, and improve patient outcomes, safely and securely.

The collaboration platform built for healthcare

Healthcare technologies are converging in ways we couldn't have seen a decade ago. Seemingly unrelated technologies around communication, bedside alarms, lab results, video conferencing, on-call scheduling, and more have merged into a single cloud-based, completely-connected collaboration platform.

At the crossroads of this convergence is TigerConnect – built to solve healthcare's biggest workflow challenges with solutions that are easy to implement, embraced by staff and patients, and cost-effective with a high ROI.

This guide explores the capabilities that modern care organizations of any size can apply to improve care communication and coordination between teams and with patients.
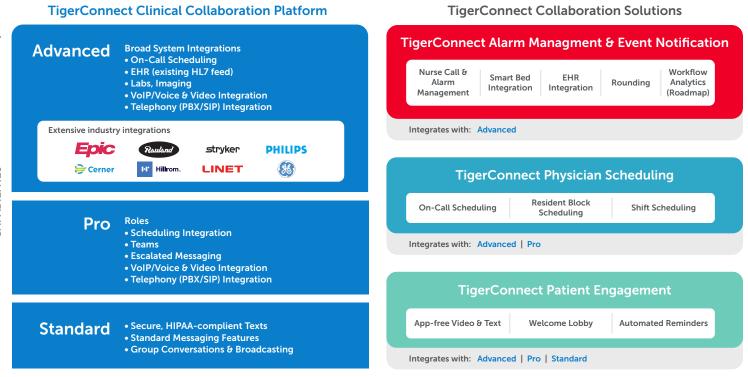
So whether you're an innovative organization looking to hone your edge or simply looking to learn more, TigerConnect is here to help support you at every stage in your journey.
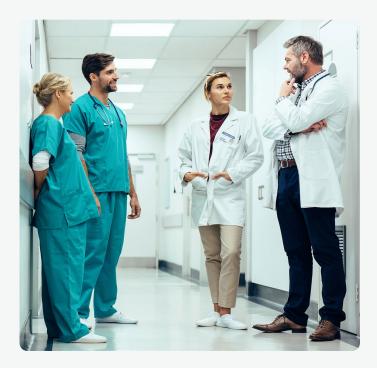
Top health systems run on TigerConnect

CommonSpirit

OPTUM
Good for the system.™

Geisinger

UNIVERSITY OF
MARYLAND

SOUTHWEST
HEALTHCARE SYSTEM
INLAND VALLEY MEDICAL CENTER
RANCHO SPRINGS MEDICAL CENTER

THE UNIVERSITY OF
NEW MEXICO

StLukes
UNIVERSITY HEALTH NETWORK

TEMPLE HEALTH

LIFEPOINT
HEALTH

Tufts Medical Center
Proudly wellforce

RWJBarnabas
HEALTH

Jefferson Health®

children'shealth℠

UCDAVIS
HEALTH

PennState Health
Milton S. Hershey Medical Center

7,000+
Healthcare Companies

700,000+
Active Users

10M+
Daily Care Team Interactions

TigerConnect Collaboration Portfolio

TigerConnect Clinical Collaboration Platform

Advanced
Broad System Integrations
- On-Call Scheduling
- EHR (existing HL7 feed)
- Labs, Imaging
- VoIP/Voice & Video Integration
- Telephony (PBX/SIP) Integration

Extensive industry integrations

Epic · Rauland · Stryker · PHILIPS
Cerner · H Hillrom · LINET · GE

Pro
Roles
- Scheduling Integration
- Teams
- Escalated Messaging
- VoIP/Voice & Video Integration
- Telephony (PBX/SIP) Integration

Standard
- Secure, HIPAA-compliant Texts
- Standard Messaging Features
- Group Conversations & Broadcasting

CAPABILITIES

TigerConnect Collaboration Solutions

TigerConnect Alarm Managment & Event Notification

Nurse Call & Alarm Management	Smart Bed Integration	EHR Integration	Rounding	Workflow Analytics (Roadmap)

Integrates with: **Advanced**

TigerConnect Physician Scheduling

On-Call Scheduling	Resident Block Scheduling	Shift Scheduling

Integrates with: **Advanced | Pro**

TigerConnect Patient Engagement

App-free Video & Text	Welcome Lobby	Automated Reminders

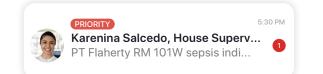Integrates with: **Advanced | Pro | Standard**

Collaborate better with healthcare's most powerful product suite

Coordinate care across teams and facilities with healthcare's most advanced, highly integrated suite of collaboration products. Improve communication across the organization and optimize resources using a portfolio of powerful solutions for collaboration, alarm management, event notification, physician scheduling, and patient engagement.

Solve your most critical workflows

Clinical Collaboration Platform

> **PRIORITY** 5:30 PM
> **Karenina Salcedo, House Superv...**
> PT Flaherty RM 101W sepsis indi... ●1

Standardize communication and collaboration on a single, secure, integrated, cloud-native platform that streamlines workflows and makes teams more efficient.

- Improve team communication across departments and facilities
- Save time and steps with role-based communication
- Ease the IT burden with cloud technology and easy management

Alarm Management & Event Notification

> **Normal** 10/25/19, 12:37 PM
> **Nurse Call**
> Patient Janice Kelley
> Room 335 has rung their nurse call bell

Stay ahead of patient needs with instant, intelligently-routed, patient-centric alerts. Receive and respond to nurse call requests, physiologic alarms, and critical results from anywhere on the hospital floor.

- Reduce alarm fatigue and distractions with prioritized alerts and intelligent routing
- Enhance decision-making with real-time analytics
- Lessen admin complexity with workflows

Physician Scheduling

> Cardiology - CARDIO ⌄
> **August 2020**
> | S | M | T | W | T | F | S |
> |---|---|---|---|---|---|---|
> | | | | | | | 1 |
> | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

Trade spreadsheets for a true, purpose-built, on-call scheduling system. Build a year of schedules in under a minute. Distribute call assignments fairly, swap shifts directly, and automatically block appointments for time off.

- Reduce time spent on tedious schedule creation through automation
- Ensure fairness with a customizable rules engine
- Streamline schedule changes through intuitive shift swaps and time-off requests

Patient Engagement

Text patients directly and quickly set up video calls. Use one app for both clinical and patient communication. Simplify the patient experience with a virtual welcome lobby and automated appointments.

- Ensure care plan adherence through pre- and post-visit education and follow-ups
- Conduct virtual visits and reduce no shows through auto-appointment reminders
- Ease the emotional burden on families with status updates throughout admission

TigerConnect Clinical Collaboration Platform
Smarter, Faster Care Team Collaboration

Modernize the way your care teams connect and collaborate. This reliable, secure, and easy-to-use solution makes communicating easy and part of the workflow so patients receive better care, faster. Role-based messaging provides instant accessibility while built-in Wi-Fi calling and paging integrations cut down on unnecessary hardware costs.

HIPAA-compliant messaging
Secure, encrypted messaging protects patient information and meets HIPAA guidelines.

Unmatched reliability
Verifiable 99.99% uptime keeps communication active even if other systems go down.

Full administrative control
Management tools to oversee user permissions across multiple sites.

Includes:

Secure Text Messaging
Protect patient data with an encrypted, HIPAA-compliant HITRUST CSF-Certified solution.

Role-Based Messaging
Quickly look up and message the right on-duty staff by role assignment and to ensure message continuity for shift handoffs.

Escalated Messaging
Automatically escalate unanswered messages after a set period of time by role or individual.

Paging Integration
Route external pages directly to the TigerConnect message feed.

Teams
Quickly activate pre-defined teams (Sepsis, Code Blue, etc.) for faster event-based response times.

Also available:
Wi-Fi Voice & Video Calling
Connect with staff using Wi-Fi video or voice, and conduct remote consults quickly and safely.

PBX Integration
Expedite nurse workflows by forwarding calls from a PBX system to the TigerConnect app.

TigerConnect Alarm Management & Event Notification
Highly configurable rules-based workflows

Help nurse teams stay ahead of patient needs with instant, intelligently-routed, patient-centric alerts and alarms that tie directly to existing systems. Receive and respond to nurse call requests, physiologic alarms, and critical results from anywhere on the hospital floor. Accept, reject, or escalate requests while reducing alarm fatigue using configurable rules.

Intelligently routed notifications

Deliver faster care confidently with an FDA-Cleared Class II medical device for secondary alarm and alert notifications.

Intuitive workflow design

Create customized clinical workflows with a rules-based interface & drag-and-drop functionality.

Analytics-based optimization

Connect patient behavior and patient experience metrics for actionable insights related to staffing and resource allocation.

Available options:

Nurse Call Software

Enhance nurse productivity, enable bedside communication, and reduce false alarms by integrating with existing nurse call systems.

Smart Bed Integration

Get instant visibility into patient bed status to centralize bed management and reduce fall risks.

Advanced Analytics

Create a holistic view of care delivery using real-time data from clinical systems.

EHR Integration

Intelligently route data and alerts like critical lab results from the EHR directly into TigerConnect.

Alarm Management

Redirect alerts and alarms to the appropriate nurse or care professional by alert type and patient or room assignment.

TigerConnect Physician Scheduling

Automated scheduling for on-call and work assignments

Replace spreadsheets for a true, purpose-built, on-call scheduling system. Build a year's worth of schedules in less than a minute. Equally distribute call assignments with a fairness algorithm. Swap shifts from a mobile device without engaging the scheduler and automatically block out in the EHR to account for vacation or time off.

Simplified swaps and time-off requests

Allow providers to request and approve assignment swaps right from a smartphone or computer.

Reduced workload for managers

Free up hours of toil caused by manually building and updating the daily call roster.

Automated, easy-to-modify calendars

Carry over custom rules and role assignments month-to-month and build fair, repeatable, easy-to-manage schedules related to staffing and resource allocation.

Includes:

Automated Scheduling

Reduce burnout and improve provider satisfaction via automation that generates fair and evenly distributed schedules.

Custom Rule Builders

Leverage sets of custom rules and templates to accommodate any and all staff needs.

Time-Off Requests

Manage vacation and time-off requests directly from the mobile app.

Patient Reschedules

Integrate Physician Scheduling with your EHR to automatically block, freeze, and cancel patient appointments when time-off requests are approved.

Swaps and Changes

Make it easy for providers to easily request assignment swaps with colleagues.

TigerConnect Patient Engagement
A faster, more efficient way to reach patients

Text patients directly or set up voice and video calls quickly and easily. Switch seamlessly between clinical and patient communication, all within the same app. Patients simply open a text message to start the conversation. Manage patient intake with a virtual welcome lobby and automated appointment reminders, and import patient lists right from the EHR.

One app to connect with patients and staff
Communicate with hospital staff, patients, and their families in a single, easy-to-use app.

Text, voice, or video
Connect with colleagues, patients, families, and specialists in a way that best fits the situation and needs of the patient.

Easy for patients - No apps or passwords
Ensure higher response rates with browser-based accessibility through text or email.

Includes:

Pre- and Post-Care Outreach
Address patient concerns hours or days after a hospital stay to identify potentially serious issues.

Family Communication
Keep family members updated on patient's status and involved in follow-up care conversations.

Virtual Patient Engagement
Conduct virtual visits with patients from anywhere using video or voice options.

Automated Appointment Reminders
Send automated messages to remind patients of upcoming appointments including directions to your location.

Broadcast Messaging
Let patients know about office closures, flu shot reminders, or status changes.

EHR Integration
Pull in patient lists from the EHR for quick lookup and outreach.

Features & Services

MESSAGING FEATURES	Clinical Collaboration Platform		
	Standard	Pro	Advanced
BASELINE FEATURES			
Secure, Encrypted Texts (HITRUST CSF Certified)	✔	✔	✔
Group Conversations and Broadcasting	✔	✔	✔
Message Recall, Do Not Disturb, Forwarding, Attachments	✔	✔	✔
Broadcast Messaging	✔	✔	✔
Message Status (Sent/Delivered/Read)	✔	✔	✔
Push Notifications	✔	✔	✔
Searchable Directory	✔	✔	✔
Multiple Inboxes	✔	✔	✔
Do Not Disturb (Basic)	✔	✔	✔
Message Anyone	✔	✔	✔
Priority Messaging	✔	✔	✔
Integrated Facility Directories	✔	✔	✔
Delivery Escalations (SMS & email)	✔	✔	✔
Photo/Video/Voice Note Attachments	✔	✔	✔
Other File Type Attachments	✔	✔	✔
Cloud Storage Integration	✔	✔	✔
Pending User Queue	✔	✔	✔
User Management	✔	✔	✔
Automated & Customizable Welcome Email	✔	✔	✔
End-to-End Encryption	✔	✔	✔
Self-Destructing / Ephemeral Messages	✔	✔	✔

Features & Services

MESSAGING FEATURES	Clinical Collaboration Platform		
	Standard	Pro	Advanced
BASELINE FEATURES CONTINUED...			
User Authentication	✔	✔	✔
Touch ID	✔	✔	✔
PIN Lock Enforcement	✔	✔	✔
Two-Factor Authentication	✔	✔	✔
Remote User Lockout	✔	✔	✔
Trends	✔	✔	✔
Data Analytics & Internal Benchmarking	✔	✔	✔
Click to Call	✔	✔	✔
LDAP/Active Directory	✔	✔	✔
Paging Integration	$	$	$
AVAILABLE TO ADD	**Standard**	**Pro**	**Advanced**
Ability to Add: Patient Engagement	✔	✔	✔
Ability to Add: Message Archiving	$	$	$
Insights & Transactional Reporting		✔	✔
Ability to Add: Physician Scheduling		✔	✔
Ability to Add: Alarm Management & Event Notification			✔
Ability to Integrate 3rd Party Middleware			✔

Features & Services

COLLABORATION	Clinical Collaboration Platform		
	Standard	Pro	Advanced
Role-based Messaging		✔	✔
Teams		✔	✔
Escalated Messaging		✔	✔
Priority Messaging		✔	✔
Auto-Forward Messages		✔	✔
Wi-Fi/Voice & Video (Staff only)			$
Telephony (PBX/SIP)			$
INTEGRATION OPTIONS	Standard	Pro	Advanced
On-Call Scheduling (Amion, Qgenda) for Roles Integration		✔	✔
1-way simple messaging delivery from external systems (i.e. answering service; paging; email) - **SMTP Integration only**		✔	✔
2-way messaging exchange w/external systems (via webhook)[1]			$
Alerts notifications from 3rd-Party systems/middleware (i.e. Alarms, Labs, Imaging, IT, etc.)			$

Features & Services

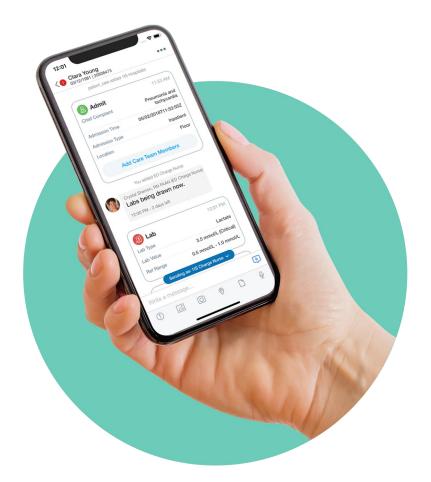| FEATURES	Alarm Management & Event Notification
INTEGRATION OPTIONS	
Alerts notifications from 3rd-Party systems/middleware (i.e. Alarms, Labs, Imaging, IT, etc.)	✔
PROPRIETARY MIDDLEWARE	
Nurse Call Integration and/or Alarm Mgmt and/or ADT Feeds	✔
Smart Bed Integration	✔
Critical Lab Alerts (EHR Integration included)	✔
EHR Integration (Critical Alert; One-way HL7; co-dependent above)	✔
Rounding (Hourly)	✔
Future Integrations (Elevators, egress, HVAC, etc.)	✔
Workflow Analytics (Nurse call integration required)	✔
Rounding (Leadership; Analytics required)	✔

Features & Services

FEATURES	Physician Scheduling
TigerConnect-Integrated	✔
Template Scheduler	✔
Auto-Schedule Generation	✔
Excel Import / Export	✔
Custom and Merged Views	✔
Instantly Viewable Schedule Changes	✔
Assignment Change Notification	✔
Online Form for Staff Changes/Requests	✔
Custom Provider Protocols	✔
Two-Way Messaging (Scheduling)	✔
Call Schedule Synchronization	✔
Time-Off Holds – Epic and athenahealth Integration	✔
Calendar Updates	✔
iCal Synchronization	✔
Custom Rule Builders	✔
Rules-Based Automated Scheduling	✔
Assignment Filtering	✔
Scheduling Tools	✔
Shift Flexibility (Split shift)	✔
Multiple Schedule Views	✔
Shift Tallies to Validate Fairness (Holidays, All Jobs, Custom)	✔
Text Notifications	✔
EHR Integration – Epic, athenahealth, etc.	✔

Features & Services

FEATURES	Patient Engagement
Welcome Lobby	✔
Broadcast & Scheduled Messaging (Premium May Apply)	< 10,000 msgs/month included; 10,000-49,000: $399/flat fee Over 50,000: $1,299/fl *Pricing per facility
Auto Appt. Reminders (Premium May Apply)	< 10,000 msgs/month included; 10,000-49,000: $399/flat fee Over 50,000: $1,299/fl *Pricing per facility
Patient and Provider Inboxes	✔
Batch Upload Patient Lists	✔
No App Required for Patients	✔
Customizable Patient Details	✔
Multimedia Support	✔
EHR-Integrated	$
Fast Patient Lookups	✔
Delivery Confirmation	✔
Archived Conversations	✔
Group Conversations	✔
Manage Virtual Appointments	✔
Secure Patient Conversations	✔
Remote Check-In for Patients	✔
Preliminary Intake	✔
Patient-Initiated Outreach	✔
Patient Assignments to Staff	✔
Provider Notification of Ready Patients	✔
Multiple Welcome Lobbies by Facility	✔
Form Collection	✔

About TigerConnect

TigerConnect is transforming healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing the way 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 organizations** for user-friendly, yet enterprise-ready solutions, TigerConnect delivers 99.99% verifiable uptime for more than **10 million messages each day**. To learn more about TigerConnect, visit **www.tigerconnect.com**