

# 7 Types of Collaboration Waste



## Did You Know?

**Collaboration Waste** is the delays, confusion, and errors that stem from the use of poor communications tools and practices among care teams. These inefficiencies are hiding in plain sight, negatively impacting patient safety and clinician satisfaction while burdening healthcare organizations with unnecessary costs.

### SEARCHING

Clinicians often waste valuable time searching for the right contact due to outdated or inaccurate schedules, leading to frustration and delays.

#### Example Scenario

A hospitalist determines a consult is needed and searches for the on-call schedule to determine who is on-call. They then have to search for the provider's phone number.



### MIS-CONTACTING

Efforts spent contacting a person only to discover it's the wrong person due to unclear or incorrect information.

#### Example Scenario

A physician attempts to contact an on-call specialist, but due to the outdated call schedule, they end up reaching the wrong person. This leads to delays in addressing the patient's condition.



### WAITING

Delays in receiving callbacks, lab results, consults, patient transport, etc., which stall patient care processes.

#### Example Scenario

A nurse pages the physician to update them on a patient's status. The nurse waits upwards of one hour for a return phone call.



### SWITCHING

Constantly toggling between different platforms and applications slows down workflows and reduces efficiency.

#### Example Scenario

A physician stops transcribing a note to answer a call from a nurse, only to find out that it was a routine request and could have been handled with a simple text message.



### INTERRUPTING

Frequent alerts and pages, especially from outdated systems, significantly disrupt focus and increase cognitive load.

#### Example Scenario

A nurse call request for a patient that needs water is routed to the RN. This request takes the RN away from another patient, when a nurse tech is available and could have handled it.



### FILTERING

The challenge of sifting through vast amounts of patient data, alerts, and notifications to prioritize care needs, leading to inefficiency and frustration.

#### Example Scenario

A physician receives 3 messages at the same time without context of which ones are urgent. They must then decide which message to prioritize.



### DECIDING

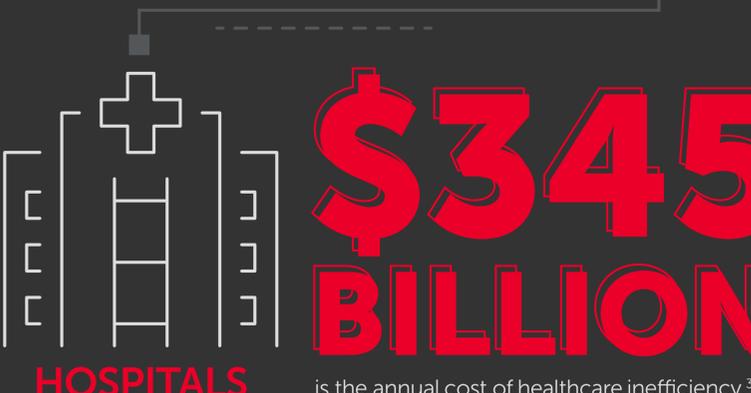
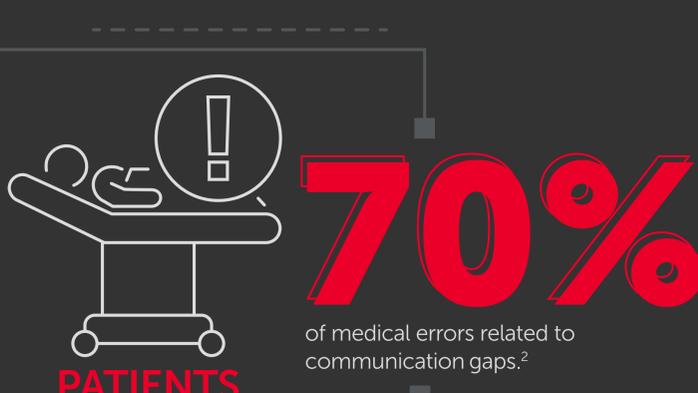
Receiving incomplete alerts, notifications, or messages that require clinicians to seek clarification before they can make a decision.

#### Example Scenario

A nurse starts their shift and has a patient that needs medication, but the chart shows differing dosages, so they need to contact the doctor to clarify which is correct.



## Who is affected by Collaboration Waste?



## Eliminate Collaboration Waste by empowering care teams to drive the flow of care

Learn how TigerConnect connects care teams with contextual information to help improve care team experiences, safety, and quality of patient care. With a robust clinical communication and collaboration platform, roles and teams, scheduling and alarm management solutions, TigerConnect integrates with your hospital systems to break down information silos and push patient data to care teams the moment it becomes available. Get a demo to discover how TigerConnect can eliminate Collaboration Waste by improving productivity at your healthcare organization.

[Get a Demo](#)

<sup>1</sup> tigerconnect.com/state-of-clinical-communication-and-workflows/  
<sup>2</sup> www.himss.org/news/technology-and-cost-care-convergence  
<sup>3</sup> www.aha.org/costsofcairing