Communications Challenges

For over 65 years, MHG has been dedicated to providing a wide range of health and wellness services to their community. With more than 1,000 employees consisting of physicians, care providers, nurses and part-time staff, MHG needed an efficient mobile-friendly tool to communicate across teams. Nurses were relying on paging and their answering service to contact doctors directly but had trouble reaching their contacts via these communication channels. Response times were lagging around 3-4 hours and causing severe communication delays.

MHG needed a better way to communicate patient health updates and other sensitive information with various teams. They wanted an all-encompassing communication solution that would be easy to implement and enable them to:

Integrate with Existing Systems
MHG wanted a solution that could integrate with 3rd party technologies like their EHR platform and answering service, helping to simplify their workflows and optimize their existing communication procedures for patient handoffs and diagnosis.
Case Study

The team was looking for an easy and quick way to notify and update their trauma teams, which would result in more time with patients.

MHG needed a combination of products and services that could connect their entire care team staff (doctors, nurses, case managers, and more) with one another and eradicate communication delays. TigerConnect addressed their needs by eliminating outdated technologies and providing staff with a fast, reliable and user-friendly solution. It has also saved them hundreds of thousands of dollars along the way.

Results

TigerConnect’s communication platform provided Memorial Hospital with a combination of product integrations, support services, and data insights that significantly improved workflows across teams. Additionally, TigerConnect’s TigerPage feature, a feature that sends a push notification to subscribers’ smartphones and enables them to directly view the call back number and listen to or read the transcribed voice message, is helping the team streamline their communication processes. Since deployment, MHG has seen the following results:

Saved Thousands of Dollars
By eliminating the need for pagers and encouraging a BYOD (bring-your-own-device) environment, MHG estimates they are saving hundreds of thousands of dollars using TigerConnect.

Tied In with Existing Technologies
TigerConnect easily integrated with MHG’s answering service and will integrate with their EHR, helping staff communicate and track patients via one unified platform.

Prior to using TigerConnect, our physicians would get a page and were unsure if that page was urgent – they had to make a phone call to find out. In many of these instances, the reason for paging was not urgent, and staff could’ve continued caring for a patient and responded later. With TigerConnect, we don’t have that issue. We have the information we need instantly. Since deployment, we’ve not only significantly improved our response times and workflow efficiencies, but from a cost savings perspective, we’re saving hundreds of thousands of dollars using TigerConnect.

Gene Thomas, VP and CIO at Memorial Hospital of Gulfport

Call to Action

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With a centralized clinical communication platform in place, staff can now provide patient status updates to corresponding nurses and physicians, getting them answers faster and delivering patient care more quickly.

MHG was able to eliminate legacy technology and instead, use TigerConnect and its TigerPage feature to communicate with nurses and physicians and alert them of patient changes or status updates.

Significantly Improved Staff Collaboration

Retired Outdated Forms of Communication

MHG sought a solution that would enable them to optimize workflow communications in the most efficient way possible. TigerConnect not only addressed these concerns, but also delivered definitive ROI. Staff is now able to collaborate in real-time and share detailed patient information in a single platform. This quick information exchange has not only sped up staff response times, but also significantly reduced costs, saving the hospital hundreds of thousands of dollars each year.

Conclusion

MHG was able to eliminate outdated pagers, which was a complete cost savings, while TigerConnect enabled us to converge all our communication tools and devices onto one platform.

Gene Thomas, VP and CIO at Memorial Hospital of Gulfport

TigerPage allowed us to eliminate our outdated pagers, which was a complete cost savings, while TigerConnect enabled us to converge all our communication tools and devices onto one platform.

About TigerConnect

As healthcare’s largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerConnect continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions.

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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