



# Kadlec Regional Medical Center **Significantly Improves Workflows** by Integrating TigerConnect with Its EPIC EMR Platform



**Quickened Response Time**



**Improved Workflows**



**New Patient Admission Workflow**



**Less Phone Tag**



**New ICU Workflow**



**Improved Care Coordination**

## About the Organization

Located in Tri-Cities, Washington, Kadlec Regional Medical Center is a progressive 270-bed, not-for-profit medical center. The nationally recognized center offers a comprehensive scope of health services including the region's only open-heart surgery program, interventional cardiology and the area's only Level 3 neonatal intensive care unit. Other hospital services include inpatient and outpatient rehabilitation, an advanced breast care center, oncology services, genetic counseling, the Diabetes Learning Center, Cardio Pulmonary Rehabilitation and one of the Northwest's most advanced digital outpatient imaging centers.

## Workflow Needs

Because Kadlec is often short on beds, one of its major concerns is preventing unnecessary admissions, or delaying non-critical admissions. Because patients sometimes only need basic tests to determine admission they desired a mobile solution that could notify doctors and nurses when the test results were populated, helping alleviate unnecessary admissions. In addition, Kadlec also had concerns surrounding its lab result notification process. If a patient lab result was logged and noted as "critical" within the EMR, a nurse would be notified via phone call and he or she would have to pass the call along to the appropriate doctor – a process that could take several hours. To alleviate these challenges, Kadlec's Senior Systems Analyst hoped to use TigerConnect's secure API, TigerConnect, to bring mobility to their care coordination processes.

## Organization Challenges

With hundreds of patients being seen every day, Kadlec Regional Medical Center is routinely at 90% or higher patient occupancy. To manage patients, Kadlec uses EPIC's EMR system to admit, discharge, log and track all patients' health information. They also use their EMR for entering patient lab results into the system. Because of this, Kadlec staff relies heavily on their EMR, but must routinely login to check new patient statuses and updates. While this process worked, it proved to be slow, time consuming and tedious. Additionally, with doctors constantly on the go, it was often difficult for nurses to reach them via phone to pass along critical lab and test results.

Kadlec needed a solution that would provide them with mobile alerts in real-time. The solution needed to be able to route data automated from their EPIC EMR through their Infor Cloverleaf Integration Suite and push them out directly to staff's mobile devices. In order to do so, they required a solution that could:



### Seamlessly Integrate with Integration Suite and EMR Platform

Staff needed a solution that offered a robust API that could connect and transmit data from their EPIC EMR system and Infor Cloverleaf Integration Suite with ease.



### Deliver Lab, Imaging and Radiology Results In Real-Time

Staff wanted to receive critical patient test results in real-time and on their mobile devices without it disrupting their daily workflows.

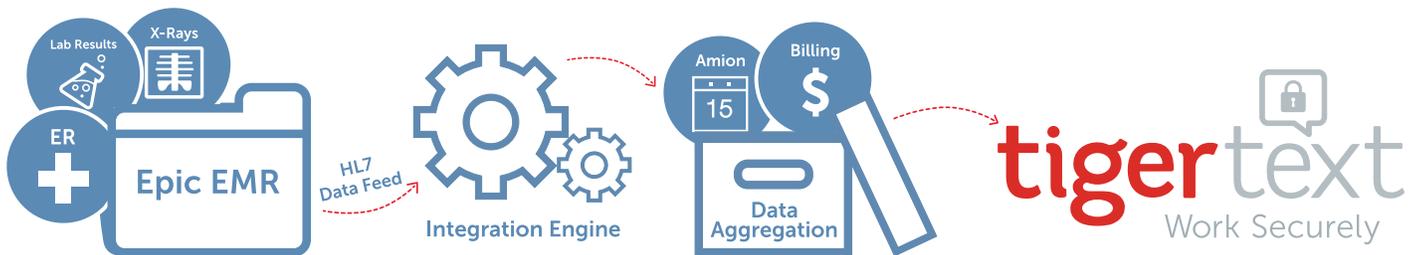


### Streamline Kadlec's Workflows

Instead of having to rely on emails and phone calls, Kadlec hoped secure texts would quicken staff's response times and shorten patient wait and admission times.

## Integration Overview

Currently, HL7 data – including patient PHI, demographic information, lab and radiology results and more – is being pulled from Kadlec’s EMR by an integration engine, Infor Cloverleaf. Infor Cloverleaf acts as a transmitter and passes this data to a custom application that Kadlec created. Kadlec developed a process to handle each HL7 data feed, while rule-based triggers, also created by Kadlec, help the system know what type of data to handle. Kadlec’s application also interacts with scheduling data – daytime schedules are pulled from the EMR, and nighttime and on call schedules are pulled through their AMiON scheduling service. This scheduling data dictates which clinicians to send alerts to at any given time of day. The scheduling information also finds the correct recipient(s), while the results data grabs the content of the message(s), and the demographic data then provides details of the patient(s) involved. All data is then routed through Infor Cloverleaf and pushed out to the necessary recipients via the TigerText mobile app. Doctors can subscribe to critical lab alerts and receive text alerts when a patient’s blood pH, Sodium, or Potassium levels drop or heighten. Additionally, they can be notified via TigerText when a critical lab result is logged into the EMR, enabling them to inform the patient immediately.



## Results

Prior to integrating TigerConnect, Kadlec’s patient admission and lab notification processes were very time consuming and manual. While everything was being logged into their EMR, the doctor wouldn’t know the statuses unless he or she actually logged into the system regularly. By using TigerConnect to push out critical alerts, Kadlec has achieved the following:



### Quickened Response Times

Instead of having to constantly login to the EMR all day, doctors can get patient status updates directly on their mobile devices, helping to quicken response times and patient wait times.



### New Patient Admission Workflow:

When a new patient arrives, nurses often run basic tests to determine if their admittance status is urgent. The test results are entered in the EPIC EMR, and appropriate doctors are now notified of the patient’s test results through the TigerConnect integration. Doctors can then make an informed decision to release the patient, or to delay admission for non-urgent patients until the next day, if Kadlec is at capacity, helping alleviate unnecessary admissions.



### Less Phone Tag

With critical alerts now being routed to staff’s mobile devices, doctors are already on their way to notify a patient of his or her lab results before having to receive a phone call from the lab technician or nurse.



### New ICU Workflow:

ICU doctors can now subscribe to critical lab results. If blood pH levels and/or sodium/potassium levels indicate a patient is in imminent danger, doctors will be immediately notified via text can quickly respond in the event of urgent results.



### Improved Care Coordination

Doctors are now notified instantly on their mobile device after a critical lab alert is logged into the EMR. With test results being sent via TigerConnect, staff no longer has to rely solely on email notifications or phone calls which were delaying Kadlec’s care process.



### Improved Workflows

By integrating TigerConnect, staff’s workflows around patient admissions, discharges, and lab and test result notifications have been streamlined.

## 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. The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.

## CONTACT US

Call Us:  
310 401 1820

Email Us:  
sales@TigerConnect.com

On the Web:  
www.TigerConnect.com

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