



## CONNECTING EVERY EMPLOYEE

With clinicians and corporate employees spread across the United States, TeamHealth needed a fast, reliable, mobile-friendly way to communicate and share valuable resources with their team members.

MangoApps was able to provide TeamHealth with a completely customized communication platform, specifically designed to address the challenges of a geographically dispersed health care organization.

“Communication with almost 20,000 different clinicians on multiple different topics is really

### COMPANY:

TeamHealth

### HEADQUARTERS:

Knoxville, Tennessee

### EMPLOYEES:

23,000 employees

### OVERVIEW:

TeamHealth is the leading physician practice in the United States. Covering a wide range of health care specialties, TeamHealth provides clinician services in 48 different states.

a challenging thing” shared Dr. Kevin Klauer, a TeamHealth Chief Medical Officer. “We set out great programs, great thoughts, and great ideas, but the penetration through normal email was limited at best. So we needed a way that was not only more up-to-date to communicate with them, but also compelled them to participate in the community that we were creating.”

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- Tom Perrine, TeamHealth Chief Information Officer

TeamHealth clinicians have the unique challenge of working in a local health facility, while also needing to communicate with TeamHealth leaders and associates across the country. All without a standard office or regular work station. “What we really needed was a way to help all of our clinicians work in their care team environment and communicate with people outside of their care team environments while they were constantly in the field, on the move, and taking care of patients,” observed Tom Perrine, TeamHealth’s Chief Information Officer.

For Stephen Brile, a TeamHealth Senior Engineer, the platform also needed to help clinicians feel interconnected and part of the overall organization. “[We needed to] reach out to our clinician base to help them engage and feel that sense of community and partnership with TeamHealth.”

So TeamHealth set out to find a modern, mobile-friendly, communication system that could incorporate their unique healthcare needs. “It was a lengthy process,” Brile explained. “We looked at nearly 40 different solutions that were out there in the market. We initially piloted four different products, but all the products that we had looked at were missing something. One would have a good social component, but they were missing static ability. One would have great web presence, but their mobile was lacking.”

What TeamHealth leadership soon discovered, was that existing collaboration systems were almost exclusively designed for traditional office employees or didn’t meet their specific organization requirements. The TeamHealth communication solution would have to be something completely new. Their commitment to customization and existing comprehensive suite made MangoApps the perfect fit. “While all of these different apps that we looked at had interesting characteristics to them, none of them had an integrated suite of tools, which is what we loved about MangoApps,” Perrine said.

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- Dr. Kevin Klauer,  
TeamHealth Chief Medical Officer



“Despite the fact that we had no one who had done this before, we saw enthusiasm with

MangoApps and a willingness to just go do it, to think creatively with us,” agreed Dr. Miles Snowden, TeamHealth Chief Medical Officer. “I think that our early impression was that this was an organization that had the energy, the creativity, and the wherewithal to take a journey with us.”

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- Dr. Miles Snowden, TeamHealth Chief Medical Officer



## BUILDING SOMETHING ORIGINAL

As a leader in the health care industry, TeamHealth took an incredibly innovative idea and created a communication and collaboration platform through MangoApps. While traditional corporate organizations have been using collaboration software for a while, nothing quite like this had ever been done within the medical field. “The first thing we found was that no one seemed to have tackled the issues of the disconnected and mobile physician and the workforce that represented health care facilities,” Snowden recalled. “There are challenges with WiFi access in hospitals, there are security issues, and everyone is tethered to an electronic medical record in a hospital that is largely browser-based and at a physical site in each nursing station. So the whole concept of contemporary, corporate communication seemed to be unaddressed by the physician community at large...this was an area that was largely understood to be a challenge and had largely failed to be tackled.”

With their unique medical requirements and remote clinical associates, TeamHealth needed something that worked beyond traditional company communication. They needed the personalized attention, custom creations, and attention to detail MangoApps could provide. “We weren’t quite sure how flexible [MangoApps] was going to be with us wanting to create customized functions, or white labeling, [or just] changing things around to meet our needs,” Perrine shared. “[But MangoApps has] been outstanding. Every single time we’ve asked for something [MangoApps] told us what [they] could and couldn’t do, how long it would take, how easy it would be, whatever the case may be. I would say we would rate MangoApps at the very top of our companies who we have a partnership with.”

“We reviewed a lot of vendors, and we actually beta tested quite a few,” Klauer agreed. “But every single time when we needed a function added, and we needed something modified, and we were trying to decide how this would be applied to the community we were building, MangoApps was always the right choice and the only one that was able to meet our needs.”

*“MangoApps was the best fit for us because of the scale of the platform, the extensibility, the capabilities of the platform, and where we could take it.”*

- Mike Gager, TeamHealth IT Vice President

As a company dedicated to each organization’s individual success, MangoApps was able to design a system tailored to TeamHealth’s specific circumstances, and then provide administrators with the tool they needed to adapt, add to, or adjust



their experience along the way. “MangoApps was the best fit for us because of the scale of the platform, the extensibility, the capabilities of the platform, and where we could take it,” said Mike Gager, TeamHealth IT Vice President. “We also found that the partnership with MangoApps was really strong in helping us build it into what we needed it to be. So we could make it and brand it to be the product of TeamHealth, versus it being another branded product that we implemented into TeamHealth.”

As both MangoApps and TeamHealth were able to successfully communicate and work well together, the perfect TeamHealth tool was put into place. “You know, I would say that our two to three year journey through this process has been one that I expected to have challenges. I knew we were building an application that had largely not been previously done in a similarly situated company across the country,” Snowden reflected. “I knew that our own clinicians, for example, were not accustomed to hearing from us on a mobile application. So no stakeholder in this effort had prior experience in what we were doing, other than the technical competence that MangoApps brought to the effort. So I expected some rough patches through this and I really didn’t have them.”

## CROSS COUNTRY COMMUNICATION

As TeamHealth assessed their unique communication criteria, they knew that contacting clinicians on the go was one of their most important needs. “I would say there are actually two aspects of it,” Snowden said. “One is that we’re now able to create communications that you would ordinarily see on an enterprise intranet...on the mobile application. And we’re finding that our physicians across the country are now clicking in

and seeing the enterprise news and information that formerly was only [available to] our nonclinical employees who were sitting at a desk in a TeamHealth facility. The second is that clinicians out in the hospitals and in other facilities around the country now can be communicated to by their peers, or by other leaders in the organization.”

As MangoApps introduced TeamHealth clinicians to their new interactive environment, clinicians and corporate employees were able to seamlessly interact for the first time. “This is the first time that we’ve had a product that is both on the clinical side of the house and the administrator side of the house where we can all talk to each other,” shared Jonathan Hensley, a TeamHealth Cloud Engineer. “It’s really aided in the collaboration...We’ve had great reactions and enthusiasm over finally having a mobile product for communication and really bringing in our clinicians together across the country.”

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- Jonathan Hensley, TeamHealth Cloud Engineer

For Snowden, increased company communication has provided him with valuable insight as well. “I like the ability to understand what topics seem to be of interest.... [For example,] we put a communication out that said that we were offering

clinical apparel. I was able to see in essentially real time what the level of interest was in that particular communication by the views, the comments, the likes... So you get a sense of if what you're delivering is of high interest," said Snowden.

But communication isn't just about connecting clinicians to the TeamHealth leaders. Clinicians are also using the platform to share clinical best practices and resources.

*"Now we've provided clinical resources for them to use at the bedside to make health care delivery easier, better, safer, and more effective."*

- Dr. Kevin Klauer, TeamHealth Chief Medical Officer

"It's given us a platform to reach all layers of our organization through one communication platform that is manageable," Gager said. "Whether the message needs to be instant or time-based, through a corporate based communication, or more organically driven through chat, feedback, or comments on a communication. It allows for interaction and participation that we've never experienced before."

"Having people engaged in your organization because they have a platform that creates a community and an opportunity to participate cannot be quantified," Klauer agreed. "There's an absolute return on investment and with MangoApps as our partner. We've been able to actualize our vision to make that happen."

## EASILY ACCESSIBLE INFORMATION

While chats and company collaboration are an essential element of TeamHealth's overall communication, the organization also realized the need to provide clinicians with up-to-date resources and important health information. "We had the obligation and responsibility to make sure we populated [MangoApps] with resources that were helpful," Klauer reflected. "It can't just be about communication... Communication is a piece of it, but we also have to make sure we created greater value. We've been able to do that with a lot of the clinical resources we've provided... We made sure that we weren't resolving only a communication issue for TeamHealth, but that we provided clinicians with educational resources at their fingertips that either weren't available before, or former resources were made more easily available."

For health care providers, access to trustworthy and reliable industry resources is essential for success. With MangoApps, TeamHealth was able to provide those resources in a fast and convenient way. "[For] example, continuing medical education is a critical process for physicians," Snowden shared. "You can't stay licensed if you don't complete continuing medical education. We do that now through our [MangoApps] application."

As TeamHealth has integrated countless resources into a centralized MangoApps, they've also been able to remove many of the old unitaskers from their corporate communication. "We've [incorporated] over a million files from Box.com into [MangoApps], and people are using that to share files just like they were with Box," said Brile. "We've been able to decommission one SharePoint site so far, we've also decommissioned another file sharing tool called WatchDox, and we will be getting rid of the existing company chat... in favor of [MangoApps] chat."

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- Dr. Miles Snowden, TeamHealth Chief Medical Officer

“It’s allowed us in some respects to put all of our sources online in a really easy manner,” Perrine agreed. “I would say that it exceeded our expectation in how much it would help us with document management, document sharing, and documentation.”

For Hensley, storing resources on MangoApps helps users transition into the platform and get started. “People find the one or two things that really speak to them and make their day easier,” Hensley said. “That really gets them in there and then they are slowly able to learn the other things that it has to offer.”

## CENTRALIZED COMPANY RESOURCES

Important resources also often come from the different health facilities where clinicians work. Integrating content in MangoApps makes it easy for everyone to stay informed and communicate effectively with these facilities. “The embedded apps is fantastic, I mean the fact that you can go to one place and find anything you want to look at,” Perrine remarked. “You plug into [MangoApps] and you’re now in any application in the company and you don’t have to re-login. That feature is phenomenal because the convenience of the embedded apps is really, really terrific... So it’s enhanced not only their

day to day communication but also our abilities to use other tools.”

“It just allows for that central point of communication and collaboration that extends outside the walls of the corporate office to wherever we are,” Gager agreed, “and that’s just been a tremendously helpful and successful piece for us.”

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- Tom Perrine, TeamHealth Chief Information Officer

## INSTANT SINGLE SIGN ON ACCESS

The last element TeamHealth needed was to improve their sign-on (SSO) experience. “In addition to our corporate requirements for a communication and collaboration app, we really... [needed] great SSO solution, so our users can access applications without typing in their passwords again,” Hensley shared.

As practicing clinicians, TeamHealth employees are constantly on the go, and regularly dealing with sensitive or medically significant information. For clinicians, seamless SSO abilities are about much more than just convenience. Access to the right information in an instant can be a medical necessity. “One thing that we wanted was a tighter

integration with our single sign-on products. When we logged into the mobile app we wanted that single sign-on session to flow through the mobile app similar to what it does in the web environment, and MangoApps was able to custom develop something to integrate with that and it works really, really well,” Brile said. “We were able to integrate all of our existing internal applications. We have over 200 company applications integrated into what we call MyApps inside of [MangoApps]... Clicks take [users] into their scheduling, into their payroll, into their learning management system, all integrated through the mobile app and web experience.”

“We haven’t given up anything,” Klauer agreed, “and we’ve gained a whole lot.”

*“We were able to integrate all of our existing internal applications. We have over 200 company applications integrated into what we call MyApps inside of MangoApps.”*

- Dr. Miles Snowden, TeamHealth Chief Medical Officer

have room for improvement, but now we have the fundamental pieces to make sure that happens... MangoApps has really created the opportunity to listen to the clinician and let them participate in the evolution of TeamHealth.”

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- Dr. Kevin Klauer, TeamHealth Chief Medical Officer

“I’m very happy that TeamHealth chose MangoApps,” Hensly agreed. “It was the IT recommendation after our long evaluation of products. I think everybody saw that [MangoApps] was the product that allows us to do everything that we want to do in a single app.”

“MangoApps has been a great partner in helping us think through how to take our experiences to the next level and how to provide our clinicians and our administrative staff with the right experience through a mobile-first platform,” Gager added. “It even opened our ideas of what is or isn’t working for us. It’s been exciting to see what we’ve been able to create through that partnership.”

“We hope this partnership continues for a really long time,” Perrine said. “[MangoApps] has definitely exceeded our expectations and given us great value for it...we look forward to a lot of good work in the future.”

## THE PERFECT PARTNERSHIP

Working together with MangoApps, TeamHealth was able to bring their vision of a modern, innovative, and personalized communication system to life. “This is a great step forward for us. It’s differentiating for our organization and [MangoApps has] been a great partner because we’re delivering what we want to for our organization and our clinicians,” Klauer said. “We