

Temple + TigerConnect

In order to modernize communication and reach HIPAA-compliant encryption requirements, Temple University Health System implemented the TigerConnect platform as its official messaging solution. Temple selected TigerConnect for its advanced system integration, reliability, and ease of use.



Higher ROI -
\$11,000/month in
reduced costs



Contributed to
30% to 40% drop
in sepsis mortality



Epic integration
with alerting



Reduction in
downtime and
wait-times



100% full staff
integration



We've noticed a drop of 30 to 40 percent of our mortality rate due to our ability to predict early and to get the message out as soon as it's identified. I don't think any of us expected results that dramatic.

— **Tony Reed, MD**
Chief Medical Officer
Temple University Hospital



Located in Philadelphia, Pennsylvania, Temple University Hospital is the chief clinical training facility for the Temple University School of Medicine. Data integrity, care quality, and effective communication are all top priorities for the academic medical center. As a result, Temple University Hospital sought to revolutionize their communication systems with a solution that would secure their data and maximize efficiency while meeting HIPAA encryption compliance.

Solution

Using the secure and HIPAA-compliant TigerConnect platform, workflows and communication between the various departments at Temple University Hospital became instantly unified.



"We started to see some other use cases," says Joe Alfonsi, Director of Temple Access Center. "We began to quickly move out of that HIPAA checkbox into more workflow discussions; a great assist from TigerConnect to get us thinking of other ways to use it."

The TigerConnect platform also fully integrates with Temple's own EHR, Epic, for sepsis alerts, which further consolidated and streamlined the teams' response times and processes.

During a recent email outage, Tony Reed, Chief Medical Officer at Temple University Health System recounts, "Everybody had TigerConnect. We were able to communicate through a five-day email downtime using TigerConnect as the primary vehicle, giving people updates, talking about shift changes, talking about patient statuses, incoming, outgoing admissions discharges. It's all connected."

Results

TigerConnect has been widely implemented as the primary healthcare communication tool throughout Temple University Hospital, and management believes that the platform ultimately pays for itself, both financially and through its efficiency and reliability.

"We were able to bring our monthly paging bill down from over \$12,000 a month to just a little bit over \$1,000 a month," says Alfonsi. "So right there, we had a big financial impact." The decrease in monthly pager costs yields a total annual cost savings of around \$55,000.



Single communication platform



Increased medical insights



Decrease in mortality rate



The true accomplishment for Temple, however, is that the overall TigerConnect implementation has led to some incredible medical insights.

"The technology is smart enough that it looks for some of the clinical syndromes that precede sepsis," says Reed. "And then Epic is able to generate the message out to our sepsis coordinator, down to the emergency department, to identify it a bit earlier."

Reed continues, "We've noticed a drop of 30 to 40 percent of our mortality rate due to our ability to predict early and to get the message out as soon as it's identified. I don't think any of us expected results that dramatic."

About TigerConnect

TigerConnect is healthcare's most widely adopted communication platform – uniquely modernizing care collaboration among doctors, nurses, patients, and care teams. TigerConnect is the only solution that combines a consumer-like user experience for text, video, and voice communication with the serious security, privacy, and clinical workflow requirements that today's healthcare organizations demand. TigerConnect accelerates productivity, reduces costs, and improves patient outcomes.

Trusted by more than 6,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and processes more than 10 million messages each day. To learn more about TigerConnect visit www.tigerconnect.com.

Contact Us

To schedule a demo or to discover how TigerConnect can streamline clinical communication for your organization, contact us at info@tigerconnect.com or by phone at 1-800-572-0470.

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