tigerconnect

Nurse Workflows

for smarter care team collaboration

How clinical communication technology is
transforming workflow scenarios for nurses

Where Care Team Collaboration Happens

As healthcare's most widely adopted communication platform, TigerConnect has modernized the industry, improving communication and collaboration, and driving better outcomes across the entire health system.

Our solution helps you and your nurse teams realize time savings and productivity gains through intelligently routed nurse call alerts, as well as instant access to physicians, specialists, allied health professionals, and even patients.

We understand many of healthcare's biggest challenges and know the solution starts and ends with better communication and collaboration.

Happier nurses.
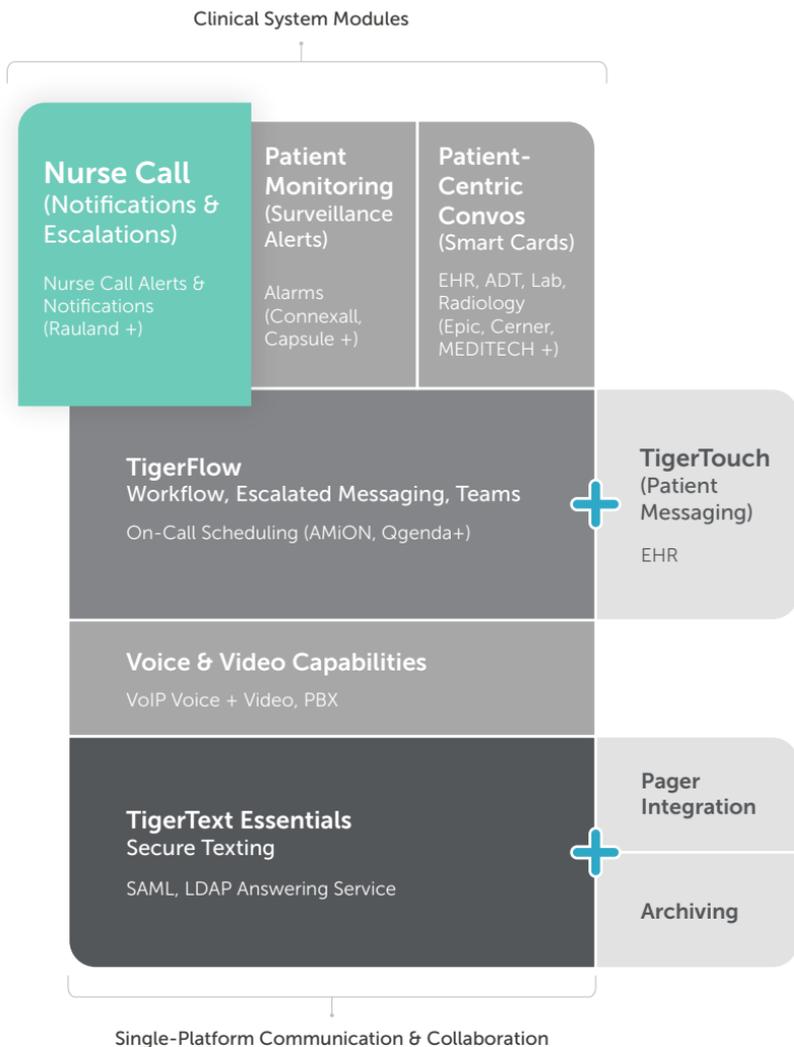# Healthier patients.
Connect better.

Among the biggest concerns of today's nurses and nurse leaders is delivering safe, cost-effective patient care. Inefficient workflows can cause delays, increase nurse burnout, and potentially result in unsafe care.

TigerConnect improves nursing processes, and produces more efficient, higher quality care.

TigerConnect integrates with your nurse call system, so alerts are mobile-friendly, fully integrated, and intelligently routed to the appropriate staff member's device. Nurses can quickly view alert context, loop in care team members, or call back to the patient's room. This reduces response times and alarm fatigue, while eliminating steps, keeping nurses happy, and keeping patients safe.

TigerConnect Product Suite

Clinical System Modules

Nurse Call
(Notifications & Escalations)

Nurse Call Alerts & Notifications (Rauland +)

Patient Monitoring
(Surveillance Alerts)

Alarms (Connexall, Capsule +)

Patient-Centric Convos
(Smart Cards)

EHR, ADT, Lab, Radiology (Epic, Cerner, MEDITECH +)

TigerFlow
Workflow, Escalated Messaging, Teams

On-Call Scheduling (AMiON, Qgenda+)

TigerTouch
(Patient Messaging)

EHR

Voice & Video Capabilities
VoIP Voice + Video, PBX

TigerText Essentials
Secure Texting

SAML, LDAP Answering Service

Pager Integration

Archiving

Single-Platform Communication & Collaboration

Workflow Scenarios in this booklet

Shift Activity Handoff

Maintains continuity of care through a virtual patient handoff at shift change

Nurse Call Alert

Lets nurses respond to a patient-initiated alert and coordinate treatment with care team

Rapid Response Team Activation

Alerts the Rapid Response Team of a critical, emergent situation and updates specialists on patient's status

Critical Lab Alert

Helps nurses follow up on critical lab results and update care team on treatment status

Home Health Post Discharge

Coordinates home health care for discharged patient, and messages after-care instructions to family

Nurse Call Alert

Step 1
Patient experiencing chest pain

Step 2
Med Surg RN assesses situation

Step 3
EKG is ordered

Step 4
Need for urgent cath procedure is determined

Step 5
Cath lab is prepared

Situation Overview

Responding to a patient-initiated alert and coordinating treatment with the care team

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Step 1   Patient is experiencing chest pain and presses the nurse call button for assistance.

Step 2   On-duty Med Surg RN receives the alert on her mobile device and goes to the patient's room to assess.

Step 3   RN completes an EKG. She adds the Cardiologist to the care team and shares the EKG results via text message.

Step 4   Cardiologist replies that patient requires an urgent cardiac catheterization.

Step 5   The RN adds the Cath Lab Supervisor to care team. They message Care Team On Call to come in.

Benefit: Better outcomes and lower costs

- Ensure real-time alerts are routed to the appropriate on-duty caregiver
- Easily add new team members on the fly
- Quickly mobilize staff at specific time of need

Rapid Response Team Activation

Step 1
RN receives elevated heart
rate alert from patient monitor

Step 2
Rapid Response Team (RRT)
is activated by RN

Step 4
RN messages ID MD
to update on patient status

Step 3
RRT attends to patient

Situation Overview

Activating the RRT for a critical, emergent situation and updating specialists on the patient's status
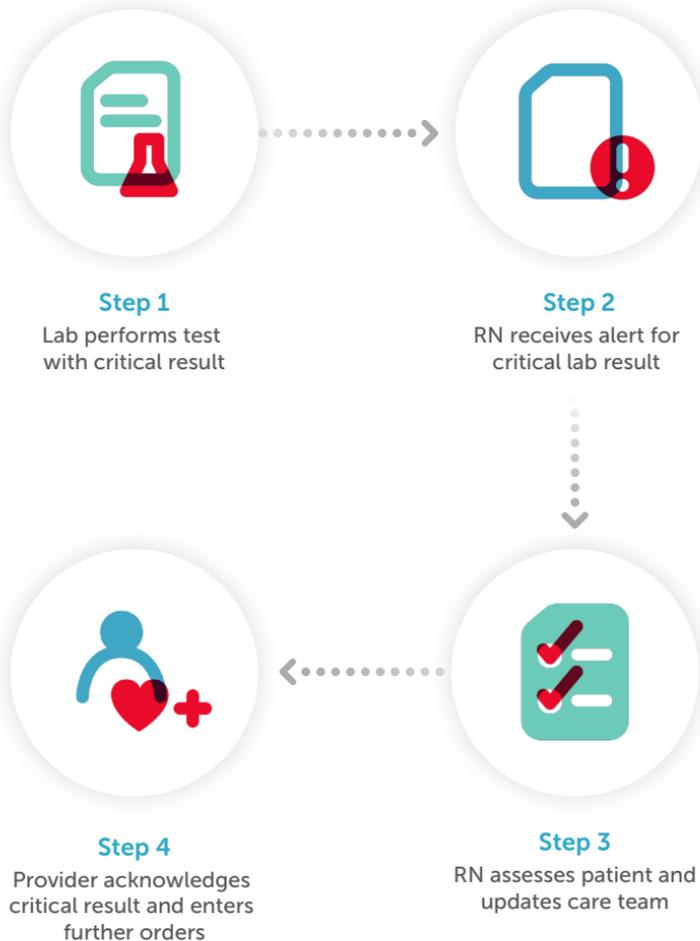

Step 1   RN receives a patient alarm for an elevated heart rate from the telemetry monitor.

Step 2   RN examines the patient and activates Rapid Response Team (RRT) via the nurse call system.

Step 3   RN messages RRT with the patient's current vitals. The RRT Respiratory Therapist responds that he is on his way.

Step 4   RRT Hospitalist replies that the patient needs an Infectious Disease (ID) physician. RN forwards the message to the ID doc and adds to patient's care team group.

Benefit: Reduced alarm fatigue and medical errors

- Easily locate and activate teams for immediate response
- Configure alert types and sounds (e.g. emergent cases can be louder with more repetitions)
- Maintain continuity of care for RRT group regardless of who occupies the corresponding roles

Critical Results Alert / Lab

Step 1
Lab performs test
with critical result

Step 2
RN receives alert for
critical lab result

Step 4
Provider acknowledges
critical result and enters
further orders

Step 3
RN assesses patient and
updates care team

Situation Overview

Following up on critical lab results and updating care team on the treatment and status

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Step 1   Lab performs a test that yields a critical result.

Step 2   Lab enters a critical alert into the EHR, triggering an alert to the RN.

Step 3   RN assesses the patient's condition, completes the interventions, and updates the care team.

Step 4   Provider acknowledges critical result and enters further orders.

Benefit: Improved response times

- Automatically route alerts to the appropriate caregiver
- Establish levels of priority in alerting, flexibility, and configuration
- Provide additional alert context for EHR/LIS integration

Coordinating Home Health Post-Discharge

Step 1
Patient is discharged from hospital

Step 2
Home health support is requested

Step 3
Home health is approved

Step 4
Patient's family is updated with instructions

Situation Overview

Coordinating home health for a discharged patient and messaging family with instructions

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Step 1 RN receives a discharge order for 70-year-old patient with foot ulcer. She notifies the care team that the patient may require additional home health support.

Step 2 Case Manager (CM) agrees to arrange a home health nurse. CM messages Home Health Intake Coordinator with patient info.

Step 3 Home Health Intake Coordinator reviews the info and approves home health for patient. CM notifies the care team of approval.

Step 4 RN uses TigerTouch patient texting capability to update the patient's family of a scheduled home health visit.

Benefit: Lower readmissions

- Easily coordinate post-discharge care, meeting federal regulations for home health visit and care plan creation
- Communicate seamlessly with entire care team across the care continuum
- Ensure family has all information for a safe home transition

Shift Activity Handoff

Step 1
Agitated family
member observed

Step 2
Security team
is notified

Step 3
Incoming OB RN
reviews safety concerns

Step 4
Confirmation of
resolved situation

Situation Overview

Maintaining continuity of care through a virtual patient handoff at shift change

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Step 1   Anesthesiologist observes patient's husband at bedside appearing agitated. She messages her concern to care team.

Step 2   Obstetrician concurs with the observation. OB RN notifies care team that they have alerted security.

Step 3   Shift change takes place for assigned OB RN. Incoming OB RN reviews care team conversations for a safe handoff.

Step 4   Incoming OB RN requests an update on the situation. Obstetrician replies that everything is now fine.

Benefit: Improved patient safety

- Initiate instant communication with the security team
- Ensure better care context throughout the patient handoff
- Preserve continuity of care with the on-duty care team and treatment team

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