UHS Southwest Healthcare System + TigerConnect

Overview

Universal Health Services (UHS) Southwest, one of the nation's largest providers of hospital and healthcare services, has 400 acute care hospitals, behavioral health facilities, and ambulatory centers across the U.S., Puerto Rico, and the United Kingdom. As a Fortune 500 organization, the leadership at UHS is responsible for taking an active role in enterprise-wide efforts of process management and solutions for reliable and compliant communication.

Challenge

UHS found that the majority of staff within their organization worked in silos without efficient communication. These workflow issues led to:

- Manual monitoring of the task queue for admissions
- Multiple phone calls to determine the correct provider
- Lack of notification at point-of-care
- Missed opportunities for coordination and quality

> *With TigerConnect patients get information quicker, the length of stay went down, and everything worked as a well-oiled machine.*
>
> **Sanjay Muttreja**
> Medical Director UHS
> Southwest Healthcare System

tiger connect®

Solution

Seeking a secure, HIPAA-compliant solution to manage their interactions, UHS began using TigerConnect as a means of communicating with core physicians and providers. Their main areas of focus included leveraging Roles, integrating with existing systems, managing their workflows, and ultimately unifying the entire care team. Their goals included:

- Secure communications from hospitalists and physicians across facilities
- Develop scheduling and Roles to enhance admission process
- User and workflow expansion for patient discharge process
- Integrations for EHR, emergency call panel, and alpha codes

After implementing TigerConnect's EHR integration with Cerner, the preferred EHR for UHS, platform adoption spread quickly throughout the organization. The piloted integration included "decision to admit" alerts as well as capacity management and key patient information.

"That was a dream come true for most of us because we use TigerConnect and Cerner every day," says Sanjay Muttreja, Medical Director for UHS. "When there's a need for a physician to be called from the ER and you can do it in a seamless way, that integration was loved by everyone. That was the driving force that everyone adopted right away."

Results

Following the success of the TigerConnect EHR integration, UHS began to further automate their workflows using various features of the TigerConnect platform. These include:

Alarms: Group, physician, hospitalist, and decision-to-admit alerts resulted in nearly 100% turnaround time and provided key patient information.

Roles: Over 300 TigerConnect Roles employed to provide accessible interactions immediately for all staff, regardless of shift.

Emergency Call Panel: Automated scheduling loaded monthly and dynamically converts to the appropriate on-call Role.

Groups: Coordinated care improvements are achieved through the team's connected hospitalist group.

As a result of their efforts, workflow improvements have not only helped UHS manage patient communication and admissions, but have also connected the entire care team internally, leading to significant progress in overall care quality.

"Once the team is together, patient care improves," notes Muttreja. "To give you an example, we always had this disconnect between the emergency room and hospitalists to admit patients. That went away. That was huge, and that's what the hospital wanted. Patient care improved automatically with that."

3.4
day reduction in
length of stay

300+
roles implemented
across the org

99%
staff adoption

> *On TigerConnect, everything is automated. The patients get information quicker, the length of stay went down, everything worked as a well-oiled machine people used to dream about, and now it's happening.*

Sanjay Muttreja
Medical Director UHS
Southwest Healthcare System

About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.

Contact us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, **contact us.**