



Memorial Hospital of Gulfport Improves Collaboration & Saves Thousands of Dollars with TigerText



Retired Outdated Forms
of Communication



Significantly Improved
Staff Collaboration



Integrated Secure Texting
with Existing Technologies



Saved the Organization
Thousands of Dollars

About the Organization

Memorial Hospital of Gulfport (MHG), located in Gulfport, Mississippi is a multispecialty medical complex, supporting a comprehensive range of health and wellness services. It is one of the most comprehensive healthcare systems in the state with 445-beds, and is comprised of an inpatient rehabilitation unit, a behavioral health facility, satellite outpatient diagnostic and rehabilitation centers. Memorial offers several of the region's most comprehensive clinical programs, such as emergency medicine, women and children services, orthopedic services, medical rehabilitation, cardiovascular services, neurosciences, oncology and more.

Organization Quick Points

- MHG has more than 16,000 patient admissions and approximately 72,000 emergency room visits each year.
- The hospital has nearly 1,100 part-time and full-time staff including over 260 physicians.
- It was ranked as the best hospital in Mississippi, according to U.S. News & World Report. It was ranked #1 out of the 116 hospitals that serve the residents of Mississippi.

Organization Challenges

For over 65 years, MHG has been dedicated to providing a wide range of health and wellness services to their community. With more than 1,000 employees consisting of physicians, care providers, nurses and part-time staff; MHG needed a fast and HIPAA compliant way to communicate. Nurses were relying on paging and their answering service to contact doctors directly, but had trouble reaching their contacts via these communication channels. Response times were lagging around 3-4 hours and causing severe communication delays.

MHG needed a more efficient way to communicate patient health updates and other sensitive information in a HIPAA compliant manner. They wanted a secure messaging solution that would be easy to implement and enable them to:



Comply with HIPAA

Memorial needed to ensure secure delivery and transmission of all PHI (Protected Health Information). Ideally, they wanted to take advantage of the speed of texting PHI without violating HIPAA regulations or patient privacy.



Improve Real-Time Nurse/Physician Communication

MHG wanted a solution that could integrate with 3rd party technologies like their EHR platform and answering service, helping to simplify their workflows and optimize their existing communication procedures for patient hand-offs and diagnosis.



Connect with Remote & In-the-Field Staff

MHG needed a communication tool that would enable them to quickly chat patient care needs and other approvals with offsite or in-the-field team members.

Call to Action

MHG needed a secure, unified and HIPPA compliant communication tool that could connect their entire care team staff (doctors, nurses, case managers, and more) with one another and eradicate communication delays. TigerText addressed their needs by eliminating the need for outdated pagers and provided staff with a fast, reliable and user-friendly solution. It has also saved them hundreds of thousands of dollars.

“ Prior to using TigerText, our physicians would get a page and were unsure if that page was urgent – they had to make a phone call to find out. In many of these instances, the reason for paging was not urgent, and staff could’ve continued caring for a patient and responded later. With TigerText, we don’t have that issue. We have the information we need instantly. Since deployment, we’ve not only significantly improved our response times and workflow efficiencies, but from a cost savings perspective, we’re saving hundreds of thousands of dollars using TigerText. ”

– Gene Thomas, Vice President and Chief Information Officer at Memorial Hospital of Gulfport

Results

After implementing TigerText, MHG’s daily communication improved significantly as it enables staff to use their priority communication channel – texting – in a safe, encrypted and HIPAA compliant manner. Care teams are able to easily coordinate with one another around patient statuses and updates, helping to foster staff collaboration. Additionally, TigerText’s TigerPage feature – a feature that sends a push notification to subscribers’ smartphone and enables them to directly view the call back number and listen to or read the transcribed voice message – is helping the team streamline their communication processes. Since deployment, MHG has seen the following results:



Retired Outdated Forms of Communication

MHG was able to eliminate their pagers and instead, use TigerText and its TigerPage feature to communicate with nurses and physicians and alert them of patient changes or status updates.



Significantly Improved Staff Collaboration

With secure texting, staff can now send patient status updates to corresponding nurses and physicians. With a centralized platform for communicating, staff can get answers faster and deliver patient care more quickly.



Integrated Secure Texting with Existing Technologies

TigerText easily integrated with MHG’s answering service and will integrate with their EHR, helping staff communicate and track patients via one unified platform.



Saved the Organization Thousands of Dollars

By eliminating the need for pagers and encouraging a BYOD (bring-your-own-device) environment, MHG estimates they are saving hundreds of thousands of dollars using TigerText.

Conclusion

MHG sought a solution that would enable them to send sensitive information in a HIPAA compliant manner and also help address their communication barriers. TigerText not only addressed these concerns, but also delivered definitive ROI. With secure texting, staff is now able to send detailed patient information in a secure and timely manner. This quick information exchange has not only sped up staff response times to save time, but it has also helped them significantly reduce costs, saving the hospital hundreds of thousands of dollars each year.

“ TigerPage allowed us to eliminate our outdated pagers, which was a complete cost savings, while TigerText enabled us to converge all our communication tools and devices onto one platform.

– Gene Thomas, Vice President and Chief Information Officer at Memorial Hospital of Gulfport



About TigerText

TigerText is the leader in secure, real-time messaging for the enterprise. TigerText's encrypted messaging platform keeps communications safe, improves workflow and complies with industry regulations. Developed to address the security needs, BYOD policies, and message restrictions in the enterprise, TigerText is committed to keeping mobile communications secure, private and impermanent. More than 5,000 facilities have adopted TigerText, including leading organizations like Adventist Health, the University of Kentucky HealthCare, and Universal Health Services which rely on TigerText to combat such challenges as the HIPAA Omnibus Rule changes, comply with industry standards and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.

CONTACT US

Call Us:

310 401 1820

Email Us:

sales@tigertext.com

On the Web:

tigertext.com

Like Us on Facebook:

facebook.com/TigerText

Follow Us on Twitter:

@TigerText

Connect With Us on LinkedIn:

linkedin.com/company/tigertext

