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

**SIGNIFICANTLY IMPROVED STAFF COLLABORATION**

**INTEGRATED WITH EXISTING HOSPITAL SYSTEMS**

**RETIRED OUTDATED FORMS OF COMMUNICATION**

**SAVED HUNDREDS OF 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 INFORMATION

- 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, #1 out of the 116 hospitals that serve the residents of Mississippi.

## Communications 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 an efficient, mobile-friendly tool to communicate across teams. 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 better way to communicate patient health updates and other sensitive information with various teams. They wanted an all-encompassing communication solution that would be easy to implement and enable them to:

### Integrate with Existing Systems

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 handoffs and diagnosis.

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### Improve clinical workflow

The team was looking for an easy and quick way to send PHI and facilitate group messaging, specifically to notify and update their trauma teams, which would result in more time with patients.

### Connect with Remote & In-Field Staff

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

### Increase Productivity Without Violating HIPAA Regulations

Memorial needed to ensure secure delivery and transmission of all PHI (Protected Health Information). Ideally, they wanted to take advantage of a single communication platform that could be both efficient and secure.

## Call to Action

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*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, VP and CIO at Memorial Hospital of Gulfport**

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MHG needed a combination of products and services 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 outdated technologies and providing staff with a fast, reliable and user-friendly solution. It has also saved them hundreds of thousands of dollars along the way.

## Results

TigerText's communication platform provided Memorial Hospital with a combination of product integrations, support services, and data insights that significantly improved workflows across teams. Additionally, TigerText's TigerPage feature, a feature that sends a push notification to subscribers' smartphones 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:

### Saved 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.

### Tied In 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.

### Significantly Improved Staff Collaboration

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With a centralized clinical communication platform in place, staff can now provide patient status updates to corresponding nurses and physicians, getting them answers faster and **delivering patient care more quickly**.

**Retired Outdated Forms of Communication**
MHG was able to **eliminate legacy technology** and instead, use TigerText and its TigerPage feature to communicate with nurses and physicians and alert them of patient changes or status updates.

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*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, VP and CIO at Memorial Hospital of Gulfport**

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## Conclusion

MHG sought a solution that would enable them to optimize workflow communications in the most efficient way possible. TigerText not only addressed these concerns, but also delivered definitive ROI. Staff is now able to collaborate in real-time and share detailed patient information in a single platform. This quick information exchange has not only sped up staff response times, but also significantly reduced costs, saving the hospital hundreds of thousands of dollars each year.

## About TigerText

As healthcare's largest provider of clinical communication solutions, TigerText helps physicians, nurses and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs and improving patient outcomes. With 5,000 facilities, 99.99% uptime and over a million messages processed each day, TigerText continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call and scheduling solutions. The company's commitment to customer success is reflected in its broad support organization that works directly with customers at every stage to streamline communication workflows and achieve the highest possible ROI.

## Contact Us

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

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