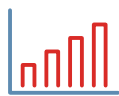


# San Joaquin General Hospital Uses TigerText to Improve Patient Satisfaction

Customer Case Study



REDUCED OVERHEAD  
NOISE



IMPROVED HCAHPS  
SCORES



ENHANCED BETTER  
PATIENT CARE



STREAMLINED CLINICAL  
WORKFLOWS

## ABOUT THE ORGANIZATION

San Joaquin General Hospital (SJGH) is a 196-bed general acute care facility providing a full range of services including



General Medical/Surgical Care, High-Risk Obstetrics and Neonatal Intensive Care, Pediatrics and Acute Physical Medicine and Rehabilitation and has several specialty clinics. SJGH's physician residencies are affiliated with the University of California, Davis School of Medicine. The hospital also has a pharmacy residency, and is a teaching site for the University of the Pacific School of Pharmacy.

## ORGANIZATION QUICK FACTS

- \$200m facility
- (19) inpatient beds
- Over 190,000 outpatient clinic visits per year
- More than 3,000 trained physicians since 1932

## Communications Challenges

With hundreds of patients being admitted, seen and discharged on a daily basis at SJGH, nurses relied heavily on the overhead paging system to alert doctors and relay critical messages to staff. This was not only creating a disruptive environment for patients, but also negatively impacting the hospital's HCAHPS score. SJGH realized it needed a better way to quickly communicate with clinical staff without making so much "noise." They wanted an improved communication solution that was fast, easy to use, and would:



### Reduce Overhead Noise

SJGH wanted to improve HCAHPS score and overall patient satisfaction by reducing overhead noise.



### Provide message delivery and read receipts

Staff needed an efficient tool to ensure messages were being sent, delivered, and read.



### 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.



*TigerText helped us significantly reduce overhead noise and streamline our everyday communication. We are enthused that our use of TigerText has been matched by a subsequent improvement in our HCAHPS scores regarding the noise levels in several patient areas of our hospital.*

**Don Johnston, CIO at SJGH**



## Results



### Reduction in Overhead Noise

SJGH no longer needs to rely on their paging system and instead can communicate across teams using mobile devices.



### Improvement in Patient Satisfaction

With less noise, patients and their families feel more satisfied in SJGH's care.



### Faster Patient Handoffs

With TigerText, staff can send PHI to the right people quickly and easily.



### Immediate Responsiveness

Because communication now takes place on mobile devices, pages and calls are not missed plus delivery and read receipts can ensure accountability.

## Conclusion

SJGH needed a solution that would address their communication challenges without affecting overall workflow or distracting patients. TigerText has not only helped them reduce overhead noise, positively impacting patient care satisfaction, but has also helped expedite everyday communication needs. With TigerText, SJGH can continue its commitment to creating a warm and personal environment – which is sensitive to both a patient's emotional and physical needs – and now do so in an even more efficient manner. TigerText facilitated an environment with efficient clinical collaboration plus maximum throughput.

## 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.

### Call

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