

# Waterbury Hospital Saves Over \$2,200 Per Patient By Integrating TigerText With Its EHR

Customer Case Study



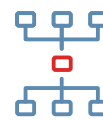
**DECREASED CONSULT TIME FROM 37 HOURS TO 16**



**SAVED THE HOSPITAL MORE THAN \$2,200 PER PATIENT**



**SPIKED USER ADOPTION**



**INTEGRATED TIGERTEXT WITH CERNER EHR PLATFORM**



**SENT TEST RESULTS TO STAFF VIA MOBILE DEVICES**

## ABOUT THE ORGANIZATION

Waterbury Hospital is a 357-bed mid-sized community and teaching hospital in Waterbury, Connecticut. Each year, they care for approximately 15,000 patients in their hospitals, treat more than 170,000 people in their outpatient medical clinics, and handle more than 55,000 emergency department visits. Waterbury Hospital's guiding principle is "Caring Makes A World of Difference," and it is their mission to provide compassionate high quality health care services through their family of care professionals and services.

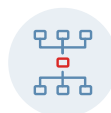


## ORGANIZATION QUICK FACTS

- Waterbury Hospital is the second-largest employer in Waterbury, after the city of Waterbury itself, with over 2,000 employees.
- The hospital's Behavioral Health Center is one of the largest in the region and logs more than 23,000 outpatient visits per year.
- Orthopedic Services at Waterbury Hospital is among the busiest joint replacement centers in the state, with more than 700 hip and knee replacements and revisions performed annually.

## Organizational Challenges

Waterbury Hospital deployed TigerText in early 2014 to provide their physicians with an efficient tool to communicate patient care in a HIPAA compliant manner, but after deploying the solution, they saw the potential for TigerText to further improve their overall care coordination process by integrating it with their Cerner EHR platform. Staff members were looking for a way to receive exam reports, test results and critical alerts on their mobile devices. They required an easy-to-use solution that would:



### Seamlessly Integrate with their EHR System

Staff needed a way to receive critical alerts from their Cerner EHR directly to their mobile devices.



### Receive Lab, Imaging and Radiology Results In Real-Time

Staff wanted to receive patient test results in real-time and on their mobile devices, without disrupting their daily workflows.



*We needed a way to notify physicians of important clinical information when they are not actively interacting with the electronic medical record. Our community physicians do not carry hospital issued beepers so we needed something more mobile and intuitive. We identified TigerText as an important application to improve clinical care as it incorporates asynchronous clinical alerts into our community physicians' mobile devices.*

**Don MacMillan, Assistant Director of Information Systems at Waterbury Hospital**



## The Integration

Waterbury Hospital uses Cerner's EHR to manage their patient files and data as well as aggregate clinical data. Because staff relies heavily on this data, they wanted a way to send lab and radiology results logged in Cerner to the TigerText app, versus sending the results via email, which can go unchecked for hours and sometimes even days. With automated results being delivered to their mobile devices, physicians could make faster and more informed decisions to treat their patients, helping improve overall patient outcomes.

A dropdown menu was created in Waterbury Hospital's EHR interface that would enable physicians ordering a lab or radiology test to indicate if they'd like to receive the results via TigerText. When a lab test is completed, the system would be able to securely send the test results to the physician's smartphone. Additionally, they created Cerner-based rules around the forwarded results. For example, if the doctor is not on call, he or she is automatically listed

in TigerText as 'Do Not Disturb.' These rules helped them form an overall workflow for sending and receiving test results via TigerText.

### Waterbury Hospital's Cerner EHR + TigerText Alerting

#### Use Cases:

- Notification of potential septic condition
- MMD notification of placed consult order
- Notification of critical results
- Notification to primary care physician of patient admission
- Notification of results of stat labs

## Results

After implementing TigerText, Waterbury's care coordination improved significantly. Physicians are now getting relevant information via TigerText to ensure timely action is taken on changing patient statuses. Additionally, coordinating care became significantly easier as TigerText provides staff with a unified communication tool across their entire physician network. With the support of TigerText, Waterbury Hospital has seen the following results:



#### Saved Hospital More Than \$2,200 Per Patient

With exam reports and test results now being sent via mobile, Waterbury was able to reduce a patient's length of stay by nearly two days helping them save \$2,208 per patient.



#### Spiked User Adoption

After the integration, more physicians began using TigerText, helping spike adoption while also engaging the hospital's community of physicians in a compliant manner.



### Improved Physician Consultation Process

Physicians are now notified instantly after a consult is placed. With test results being sent via TigerText, staff no longer has to rely solely on email notifications or phone calls, which was delaying Waterbury Hospital's care process up to three hours or more.



### Improved Consult Turnaround Time

The time from when a consult was ordered to the time it was transcribed was reduced from one day and 13 hours to just 16 hours – a decrease of 21 total hours.

## Conclusion

With the ability to communicate over one enterprise platform, Waterbury Hospital physicians are now able to connect and coordinate care with one another instantly. Their consult turnaround times have drastically decreased while overall workflow efficiency increased. Additionally, by utilizing TigerText's integration capabilities, Waterbury Hospital has significantly improved user adoption, reduced patients' length of stay, and saved thousands of dollars.

## 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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