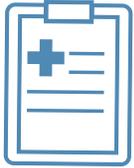


# Leading ACO, Scottsdale Health Partners, Reduces Care Coordination Costs by 10% with TigerText



Significantly Reduced Readmissions



Cut Costs by 10%



Improved Patient Outcomes with Critical Mobile Alerts



Now Coordinating Care More Efficiently

## About the Organization

Scottsdale Health Partners (SHP) is a physician-led Clinical Integration Network and Accountable Care Organization (ACO) aiming to transform care delivery in the Arizona community. It is a joint venture formed by Scottsdale Lincoln Health Network (SLHN) and the Scottsdale Physician Organization, which is comprised of over 600 community physicians. SHP's network offers a world-class healthcare network of hospitals, physicians and clinicians that provides patients with a comprehensive, cohesive and integrated experience from their doctor's office to the hospital to ongoing care settings.

## Organization Information

- SHP consists of three hospitals and over 620 primary care physicians and specialists.
- The physician participants are spread among nearly 200 practices.
- SHP currently serves over 30,000 patients.

## Communication Challenges

A Clinical Integration Network formed in 2012, Scottsdale Health Partners aims to provide high quality, timely coordinated care and deliver positive patient outcomes. SHP initially selected TigerText in early 2012 to provide their physicians with a tool to efficiently communicate patient care in a HIPAA compliant manner, but after deploying the solution, they saw the potential for TigerText to further improve SHP's overall care coordination process and specifically help reduce patient readmission rates and costs of care by leveraging TigerText's API platform, TigerConnect.

## Call to Action

When first deployed, SHP's Transition Care Managers (TCMs) had been using TigerText to quickly communicate patient and emergency admissions with the the Primary Care Physicians (PCPs). Additionally, the PCPs were using TigerText on a regular basis to directly connect with Emergency Physicians or Hospitalists. Upon the organization's success in using TigerText, SHP looked to leverage the TigerConnect API to get even more robust benefits from the TigerText application. They had recently implemented a Health Information Exchange (HIE) system and were looking to automate the initial notifications that were sent out to staff. SHP required an easy-to-integrate solution that would enable them to:



### Seamlessly Integrate with their HIE System

Staff needed a way to receive critical alerts from the hospital's Orion Health HIE system directly to their mobile devices via TigerText.



### Improve Provider Communication for Patient Admissions, Discharges, and Handoffs

With critical alerts being routed to their phones, staff hoped to improve the sharing of important clinical information around admissions and discharges, while also reducing readmissions.

## The Integration

Because SHP staff relies heavily on using Orion Health's HIE software to aggregate clinical data from their community of clinical data sources, they wanted a way to forward their HIE alerts to the TigerText app, versus email, which can go unchecked for hours and sometimes even days. With automated alerts being delivered to their mobile devices, physicians could make faster and more informed decisions to treat their patients, helping improve overall patient outcomes. Additionally, the automation would help to reduce the burden on busy Care Coordinators who were manually typing out and initiating the messages and alerts. With faster care coordination and response times, SHP would be able to avoid unnecessary costs and reduce readmissions, helping them become a more successful ACO.

“We deployed TigerText to give our care providers a more efficient, secure communication tool, and quickly realized that we had a powerful care coordination solution,” said Faron Thompson, CIO at Scottsdale Health Partners. “TigerText improves our care team approach within our ACO and helps us take a more patient-centric approach by allowing our providers to quickly identify and communicate with the correct specialists within the ACO. We’ve not only reduced costs, but we’ve also maintained below average industry readmission rates.”

- Faron Thompson, CIO at Scottsdale Health Partners

## Results

After implementing TigerText and routing their HIE alerts to TigerText, SHP's daily communication improved significantly. Physicians are now getting relevant information via TigerText to ensure timely action is taken on changing patient statuses. Additionally, coordinating care has become significantly easier as TigerText provides staff with a unified communication tool across their entire physician network. Due to improved care coordination, SHP was able to avoid unnecessary costs, reduce readmissions and improve overall patient outcomes. With the support of TigerText, they have seen the following results:



### Decreased Costs by 10%

Supported by TigerText, SHP's Care Management Program has achieved reduced readmissions and timely correspondence, enabling a **10% cost reduction for some patient populations**.



### Significantly Reduced Readmissions

Staff uses TigerText to notify care teams and nurses of patient admissions, discharges, and emergency room visits. **This timely correspondence has contributed to SHP's Care Management staff reducing their patient readmission rate within 3 – 5%, versus the industry average of 12%**, helping them achieve the lowest readmissions rates in the area.



### Improved Patient Outcomes with Mobile Alerts

With HIE alerts now being sent to their TigerText app, physicians can take immediate action on patient status changes, improving overall patient outcomes.



### Coordinate Care More Efficiently

With the ability to communicate and receive alerts containing PHI through TigerText, care teams are now able to connect and coordinate with one another instantly.

## Conclusion

SHP sought a secure and unified communication tool that could connect their entire network of physicians, while ultimately delivering ROI. With the ability to send messages, and photos, as well as receive critical alerts containing sensitive PHI with TigerText, SHP's physicians are not only saving time, but they're now able to get answers to patients even faster. Additionally, TigerText has helped SHP reduce patient readmissions, significantly reduce costs, and improve overall patient satisfaction and outcomes, helping them achieve their goals of ramping up a successful Clinical Integration Network and ACO.

## About TigerText

TigerText provides secure, real-time mobile messaging for the enterprise, empowering organizations to work more securely. TigerText's encrypted messaging platform keeps communications safe, improves workflows, 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 and four of the top five largest for-profit health systems in the nation, including Universal Health Services, rely on TigerText to comply with HIPAA and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.