

TA TA TIGER TEXT



**YOU WERE OUTSPOKEN, GOOD
LOOKING, LOVED TO PARTY AND HAVE FUN**

Secure Chat

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THE WORD OF THE DAY IS...

COMMUNICATION

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Objectives

1. Tata Tiger
2. Overview of Tiger Connect and Secure Chat
3. Push notifications
4. Availability
5. Auto-forward
6. Opt In groups
7. On Call groups
8. Sign In groups
9. Treatment team
10. Mobile apps
11. Etiquette & Policy
12. Future Features
13. Where to find help
14. Q&A



Unified Communication Needs

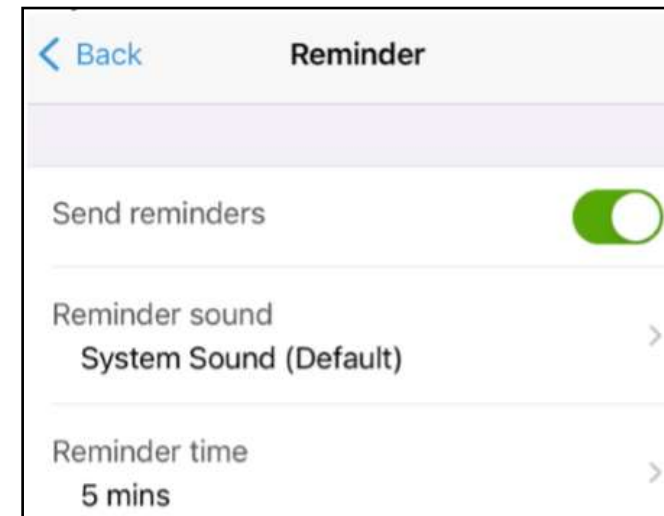
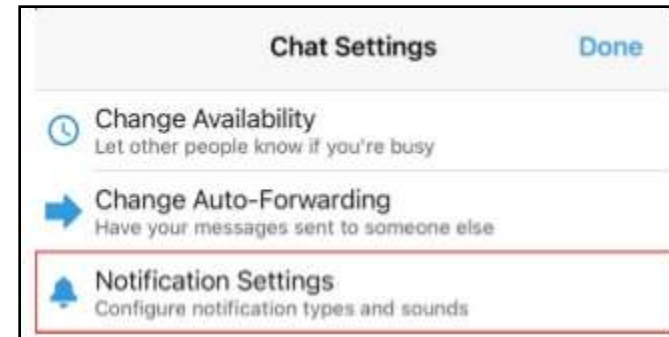
- Tiger did not provide enough licenses
- Tiger did not allow for Groups/Teams/Roles with our contract
- Tiger was not integrated with Epic
- AmlOn *edit* access is not widely available
- Current plan is for Secure Chat to replace Tiger and On Call to replace AmlOn – both integrated Epic features
- Mobile application for everyone

TigerConnect vs Secure Chat

	TigerConnect	Secure Chat
Notifications	1 every 2 minutes for 10 total – not user configured	1 then a “reminder” 5-60 minutes later – user configured
Licenses	Limited (not Enterprise)	Enterprise
Availability/DND	On or off	More options and automation
Integrates with Epic workflows	No	Yes
Use on shared devices	Yes	Yes
Use on personal devices	Yes	Yes
Log in with mobile	One time	Every 20 minutes (biometric now and PIN later)
Teams	Not with current license	Yes
Roles	Not with current license	Yes

Push Notification Madness

- There are many Haiku notifications that do not need to be “instant”
- I would recommend turning off the individual notifications that are not related to Chat
 - Chat Message – definitely
 - Chat Conversation Updates - maybe



Push Notifications (Alerts)

- Single alarm with 1 reminder
- Reminder can be 5 to 60 minutes later by the user
- System sound is controlled by IT but you can choose your own
 - Alert 3 is the most noticeable
- Normal vs Important messages
- Urgent notifications limited to certain users – “amber alert”
- Recommendation is to turn off push notifications for:
 - Case Events (mostly related to surgeries)
 - Patient Medical Advice Request (no need for instant notification)
 - Results (too many results are marked abnormal to be useful yet)
 - Staff Messages (no need for instant notification)

Availability

Auto Forward

- Don't Auto Forward Messages
- Auto Forward Messages

Availability


Clear

Available Busy Unavailable

Until

Date Time 1h 2h 4h 8h 12h


Message

 Once your availability status expires it won't appear to other users.

Desktop Notification Settings

- Notify me in Hyperspace when I receive new Chat messages
- Remind me when I log in if I have new Chat messages

Availability Settings

 Set your availability settings here. Even though other workflows can set your availability status for you, the status you choose will take precedence when it's newer or busier than the automatic statuses.

Automatically update my availability

When I'm logged into Hyperspace:

- Show me as Available
- Don't change my availability

When my status hasn't been set:


- Show me as Unavailable
- Don't change my availability

Availability

- An OR nurse signing a provider into a case will change availability to **Unavailable** right now
 - It should be **Busy – in OR X** (BEH or CH for example)
- If the provider is timed out of the case then availability should change back to neutral (no status)
- Some of this will be correct with the upgrade this weekend

Availability Settings

❓ Set your availability settings here. Even though other workflows can set your availability status for you, the status you choose will take precedence when it's newer or busier than the automatic statuses.

Automatically update my availability 

When I'm logged into Hyperspace:

Show me as Available

Don't change my availability

When my status hasn't been set:

Show me as Unavailable

Don't change my availability

Availability

- Currently Unavailable does not prevent users from getting messages but it does show the sender that should wait to message you
- Update *soon* to prevent messages while Unavailable
 - Will not prevent group messages
- Epic will be changing statuses
 - Available/Busy/Do Not Disturb/Offline
 - DND would likely prevent any message but Urgent ones
 - Offline would prevent all of them

Auto Forward

- Other users can clearly see that messages are being forwarded
- They can choose to NOT see notifications
- Can be changed by other users
- Near future this will be more automatic with workflows, like OR

Auto Forward

Don't Auto Forward Messages

Auto Forward Messages

Forward To

From

5/14/2021 12:20 PM

Until

1h 2h 4h 8h 12h

Don't send me chat notifications

Forwarding messages will add the selected recipients to all conversations that receive messages during the selected time range.

Groups

- Tiger allowed users to create groups and add other members and name the groups
- These groups were closed, meaning no one could opt in to them
- Tiger also had Broadcasts, example Dietitians
- Chat has different group types but functions differently
- A “group” may actually be just one person (role-based), like a Charge RN or Administrator On Call (AOC)
- **Conversations** can be started with Groups or Participants (or a combination)

Opt In Groups

- IT builds the group and can pre-populate the members
- Members opt in and out
- Can be a group of 1 (a Role like AOC)
- Useful clinic nurses, volunteers, or a surgical team
- Users have to remember to opt in/out

The screenshot displays a user interface titled "My Opt-In Groups". At the top right, there is a link labeled "Manage My Groups". Below the title is a search bar with the placeholder text "Join Opt-In Group". To the right of the search bar are two links: "Leave All" and "Join All". The main content area lists two groups:

- OP Ped Pulmonary Clinic Nurses** (Opt-In): This group is represented by a red icon of three people. It has a toggle switch that is currently in the "In" position.
- Ped Gastroenterology Procedure Nurses** (Opt-In): This group is represented by a gold icon of three people. It also has a toggle switch that is currently in the "In" position.

On Call Scheduler

- On Call Scheduler allows a user to edit an On Call group that the IT team has built

The screenshot displays the 'On-Call Scheduler' interface. On the left, there is a calendar for May 2021 with the 14th highlighted. Below the calendar are fields for 'Facility' (Erlanger Health System F...) and 'Provider Team' (Pediatric Pulmonology Provid...). The main area shows a table for 'Pediatric Pulmonology Providers' on 5/14/2021. The table has columns for Start Time, End Time, Provider, Role, and Notes. A single shift is listed for 05/14/2021 from 00:00 to 00:00 on 05/15/2021, assigned to Joel Ledbetter, MD, with the role of Physician. Below the table, there are input fields for Start Time (05/14/2021), End Time (0h, 12h, 24h), Provider (searchable), Role (searchable), and Notes (text area). A 'Create Recurring Shifts' button is visible in the top right corner.

Start Time	End Time	Provider	Role	Notes	
05/14/2021	00:00	00:00	05/15/2021	Joel Ledbetter, MD	Physician

On Call Finder

- On Call Finder allows a user to view an On Call group

On-Call Finder

◀ Jul ▶ | ◀ 2021 ▶

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Facility
Erlanger Health System F...

Specialty
Search specialties

Provider Team
Search teams

- General Pediatrics
- Pediatric Cardiology
- Pediatric Critical Care**
- Pediatric Endocrinology Provi...
- Pediatric Gastroenterology

Currently on-call for Pediatric Critical Care [Chat With All](#)

PK **Paige Klingborg, MD**
1st Contact
07:00 - 16:30

Phone
610-297-2583

Notes
PICU 1: Secure Chat>Tiger Text>Cell

Chat

YK **Yuvraj Kalra, MD**
2nd Contact
07:00 - 16:30

Phone
423-309-6535

Notes
PICU 2: Secure Chat>Tiger Text>Cell

Chat

Others scheduled for Pediatric Critical Care today

MH **Marvin Hall, MD**
Physician
16:30 (7/19) - 07:00

Phone
423-827-3756

Notes
Monday NIGHT: Secure Chat>Tiger Text>Cell

Chat

SC **Stephanie Conrad, MD**
Physician
16:30 - 07:00 (7/21)

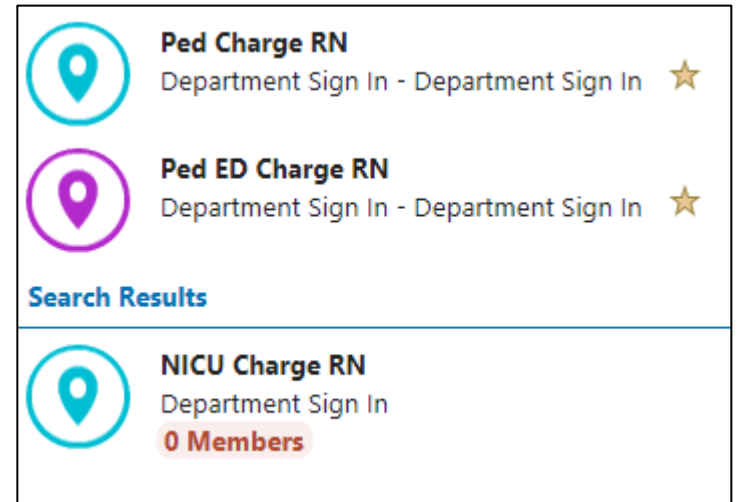
Phone
615-308-0066

Notes
Tuesday NIGHT: Secure Chat>Tiger Text>Cell

Chat

Sign In Group

- “Group” may just be one person like Charge RN CH Emergency
- Some units use the Sign In workflow heavily and others do not
- It works best for shift based staffing
- Sign In also populates the Treatment Team



The screenshot displays a list of Sign In Groups. Each group is represented by a location pin icon, a title, a description, and a star icon. The groups are:

- Ped Charge RN**: Department Sign In - Department Sign In ★
- Ped ED Charge RN**: Department Sign In - Department Sign In ★

A blue header labeled **Search Results** is positioned above the third group:

- NICU Charge RN**: Department Sign In
0 Members

Treatment Team


- The Attending is listed in Storyboard
- Hovering over this will show the whole team and clicking down will open the activity
- Users can also assign themselves or others from the Patient List
- Assignments can be started or ended with the whole list at once



Code: FULL (no ACP docs)
Privacy Status: No [2]
Patient Class: Inpatient
Coverage: CIGNA

Search

New Results (Last 36h): !! Lab (19), Micro (3), Imaging (1)
COVID-19: History 5/13/2021

 Elwyn Clark, DO
Attending

ALLERGIES (3)

Target Arousal: RASS 0 to -2

COVID-19: Travel Screened
7/19/2021

Infection: **Norovirus**

Isolation: **Contact**

 **Larry Cary, MD**
Attending

ALLERGIES
No Known Allergies

NEW RESULTS (LAST 36H)

-  Lab (4)
-  Micro (1)
-  Imaging (2)

ACTIVE MEDS (1)

Treatment Team


[New chat with all](#)




 **Larry Cary, MD**

-  Attending
-  Since 7/20/2021
-  423-778-2998
-  [Chat](#)

 **Caroline Hawes, MD**

-  Resident - Pediatrics
-  Since 7/20/2021
-  423-778-6217
-  [Chat](#)

 **Amy Perrin, RN**

-  Charge Nurse
-  Since 7/20/2021
-  [Chat](#)



 **Jennifer Wild, RN**

-  Registered Nurse
-  Since 7/20/2021
-  [Chat](#)

 **Kimberlee Hammond, RN**

-  Charge Nurse
-  Since 7/20/2021
-  [Chat](#)

 **Madeleine Fox, RD**

-  Dietitian
-  Since 7/20/2021
-  [Chat](#)

 **Megan Wander**

-  Nurse Graduate
-  Since 7/20/2021
-  [Chat](#)

Primary Care Provider

 **Kathy Philyaw, MD**

-  General - Pediatrics
-  423-228-4159

Mobile Apps

- Anyone that wants to use Chat on their personal device can have access
- Providers use Haiku which has tools for notes and orders
- Nurses use Rover which has tools for flowsheets and patient lists
- Chat also works in Canto (providers)
- There is a mix of Haiku (preexisting) and Rover (new) users, even on the same team
- If you log in to the mobile app within 40 days you will still get Push Notifications



Unified Communication Policy & Etiquette

- Rethink how you communicate
- Communication Matrix as a *guideline*
- No Thank You necessary
- Orders cannot be sent by Chat
- Sender closes the loop
- Mind the availability

Mode of Communication	Priority of Message Being Relayed				
	FYI	Normal	Important	Urgent/Critical	Emergency Team Activation
Action Required	N/A (None Required)	Within your shift	Within 1 hour	Immediate response of action	Immediate action
Emergency Team Activation	Do not use	Do not use	Do not use	Do not use	
Verbal (Phone or in-person)					Do not use
Secure Chat				Do not use	Do not use
In Basket Message			Do not use	Do not use	Do not use
Clinical Correspondence (Note Routing, hand off tools, fax, etc.)			Do not use	Do not use	Do not use
Clinical Communication Orders			Do not use	Do not use	Do not use
Epic Sticky Note		Do not use	Do not use	Do not use	Do not use
Nurse to Nurse/Care Team Communication (Summary Reports)		Do not use	Do not use	Do not use	Do not use
Personal Text	Do not use				
Email					

Future Features

- WiFi upgrade
- Nested groups (combine Sign In, Opt In, On Call roles into one like STEMI)
- Floating window (like Notes) for Chat
- More automation – auto-forwarding from surgeon to circulating RN
- Queue up an Order
- Hide or Archive old messages (they will still purge at 5 days)
- Search in Conversations

What do to right now?

- Try out groups and different alerts
- Ask for Tiger groups to be reproduced in Chat
- Make sure each department has a **Downtime Procedure**
 - Chat not available during eChart downtime – like the upgrade this Sunday
- Give feedback about the content and appropriateness of messages you receive to the CMIO
- Keep Treatment Team more up to date

Help

- Help Desk is the best place to start
 - servicedesk@erlanger.org
 - Phone: x8324 (TECH) / x3699 (EWCH/Murphy locations) / 423-778-8324 / toll-free 877-424-8511
 - Web (eChart Support Ticket): on the <http://ehsintranet> page under Employee Tools
- Intranet home continues to have a section with links FAQ, tip sheets and videos

Q & A

