

## Yukon-Kuskokwim Health Corporation (YKHC) + TigerConnect

Yukon-Kuskokwim Health Corporation (YKHC) serves a region of 30,000 people and provides healthcare services to a network of a hospital and 50 different clinics located in remote villages of western Alaska. As part of the Tribal Health Organizations, YKHC's primary challenges were its lack of timely communication across the entire health system, and its difficulties collaborating with its remote clinics. By eliminating a large number of alphanumeric pagers and implementing several of TigerConnect's features, YKHC was able to improve communication across the entire health system as well as improve patient safety.



### CASE STUDY



Improved communication  
across the Health System's  
50 remote clinics



Increased workflow  
efficiencies by adopting  
role-based scheduling



Identified conditions  
faster, using photo &  
video attachments

"TigerConnect allows our providers to be better communicators... It facilitates better communication corporate-wide which trickles down to the patient. The patient receives care faster, receives more thorough care, more complete care."

—Lukas Vanasse, Director of IT at Yukon-Kuskokwim Health Corporation (YKHC)

## Challenge

YKHC suffered from fragmented communications between its many remote clinics. Before TigerConnect, Anna Komulainen explains the admission process: “If I had to admit somebody, I would have to pick up the phone, call down to the inpatient department, ask who the doc is, figure out the correct pager number, hang up the phone, then page them, and then wait for them to call me back.”

In addition to cumbersome communications, physicians were carrying as many as five different pagers per physician and often, those pagers were unreliable. Equally difficult was the ability to share information and coordinate care efforts both within the main facility at Bethel as well as with health aides at remote clinics and specialists, making system-wide communication a clear challenge.

A specific use case included communication between YKHC’s Community Health Aides (CHAs), based at clinics in small villages across Alaska, and Radio Medical Traffic (RMTs) and hospital-based specialists located at larger hospitals.

Before TigerConnect, CHAs would call an operator, transfer to an RMT and sit on hold while the patient is waiting, or go into voicemail oblivion. Critical information – such as the appropriate medications, or patient transfer requests – was being delayed.

## Solution

TigerConnect helped YKHC on several fronts, speeding the exchange of information, reducing case manager workloads, and providing a pager replacement solution, all of which have dramatically improved communication and efficiency within the health system. Through the use of Automated Persona Management (Roles) and a Role-Based Scheduling integration with AMiON, YKHC created Broadcast Lists for a number of roles and departments to replicate and improve former pager groups.

## Results

In addition to improving communication across the entire health system and elevating patient safety, YKHC was also able to save tens of thousands of dollars by determining whether or not it was necessary to medevac patients from remote locations within the health system. Regarding CHAs, implementing TigerConnect achieved a seamless, real-time successful communication between CHAs and RMTs, saving valuable time and money and improving patient outcomes.

### About TigerConnect

As healthcare’s largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With nearly 5,000 healthcare organizations, 99.99% uptime, and over 10 million messages processed each day, TigerConnect continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, scheduling solutions and patient-facing/virtual care..

### Website

[www.tigerconnect.com](http://www.tigerconnect.com)

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1-800-572-0470

### For More Information

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