CONNECT. EDUCATE. ENTERTAIN.

See how Tigr can optimize hospital patient care.
ABOUT TIGR

Tigr is the leading acute care, interactive patient engagement system. More than 450 hospitals nationwide are experiencing new levels of patient satisfaction, improved processes of care, and optimal outcomes through on-demand delivery and documentation of patient-specific education. The Tigr system engages patients in their recovery by providing on-demand health education and hospital information at the patient bedside. Tigr facilitates service satisfaction by allowing patients direct access to caregivers for proactive management of patient feedback and discharge planning. High-definition graphics deliver branded hospital messaging and education to help manage health behaviors and habits after the hospital stay.

<table>
<thead>
<tr>
<th>PATIENT BENEFITS</th>
<th>HOSPITAL BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>▶ Patient-Specific Education</td>
<td>▶ Engaged Patient Population</td>
</tr>
<tr>
<td>▶ Patient Engagement in Care</td>
<td>▶ Improved Nursing Efficiency</td>
</tr>
<tr>
<td>▶ Better Communications</td>
<td>▶ Improved Process of Care</td>
</tr>
<tr>
<td>▶ Enhanced Hospital Experience</td>
<td>▶ Increased Visibility Into Hospital Services</td>
</tr>
<tr>
<td>▶ On-Demand Entertainment</td>
<td>▶ Address the Continuum of Care</td>
</tr>
</tbody>
</table>
EMPOWERED PATIENTS

Alegent Health has deployed the Tigr interactive patient education solution system wide to deliver complex information in a consistent and interactive way to aid in engaging patients and family in the recovery process. Along with multimedia education, Alegent employs the “teach back method” by utilizing Tigr’s post-testing feature to assess patient recall and comprehension. Alegent Health and Tigr are creating empowered and educated patients, with thousands of assessments completed to date. Alegent facilities have experienced reduced readmissions, increased reimbursements, and improved outcomes through better condition management, increased medication adherence, and patient-specific discharge planning.

IMPROVED SATISFACTION

Southeast Hospital in Cape Girardeau, MO continues to achieve one of the top patient satisfaction scores in the country. By implementing a complete solution of patient-centered services, including a Tigr system, into their clinical workflow, they are exceeding all ten national and state patient satisfaction averages.

IMPROVED NURSING EFFICIENCY

After an analysis of their clinical workflows, Elmhurst Hospital Center implemented the automated service recovery function of their Tigr solution. Tigr helped them to remedy procedure cancellations, high call volume, and repetitive patient education efforts. Elmhurst is seeing immense value in increased quality of care through additional focus of their clinical staff. By routing non-clinical workflow to the proper departments, Elmhurst is experiencing enhanced workflow efficiencies and higher employee morale. Tigr allowed Elmhurst to customize question sets and target surveys by room and unit. The “question branching” capability allows the facility to elicit more detailed feedback on specific issues for the hospital to better manage quality, make proper health decisions, and increase staff retention.
As the cornerstone of TeleHealth’s interactive education solutions, Tigr AP gives patients and staff access to their entire library of educational content and hospital services. Tigr AP provides a robust and cost-effective method to deliver consistent, hospital-approved, condition-specific education around-the-clock. Tigr interactive experiences are tailored for all ages and educational backgrounds. With no additional in-room equipment required, the Tigr system ensures a rapid, affordable, and seamless implementation.

KEY FEATURES:

- On-demand access to education, information, and entertainment 24 hours a day
- Patient-specific education integrated with on-screen TV display
- Networked device navigation and education deployment
- Patient satisfaction surveys and comprehension testing
- Easy-to-use and secure web-based management and reporting tools for staff
- Service recovery capabilities for efficient response to patient concerns
- Optional ADT and EMR interfaces to specify and document patient usage
- Digital signage capability in every room

BEST PRACTICE: In less than one minute, a nurse can order a critical education video for a patient via any networked device.
THE TIGR PATIENT/STAFF EXPERIENCE

TIGR HOME CHANNEL:
Invites patients to engage in Tigr sessions and find out more information on hospital programs and services.

STAFFCONNECT DASHBOARD:
Track education compliance and service recovery analytics with the easy to navigate StaffConnect Dashboard.

MY TO-DO LIST:
Patient-specific care plans help hospitals meet Meaningful Use requirements.

ON-DEMAND:
Provide on-demand education content to reach patients at the optimal teachable moments.

TALK TO US:
Tigr enables patients to supply feedback and allows hospital staff to respond in real-time with automated service notifications.

HOSPITAL SERVICES:
Integrated hospital services create revenue-generating opportunities.

CUSTOM GRAPHICS:
Customizable graphics for various patient populations help to drive utilization.

IN-ROOM DIGITAL SIGNAGE:
Drive your hospital brand, services, and messages directly to patients and visitors.
StaffConnect provides a robust set of user-friendly, web-based controls for staff. Tigr easily integrates into your current clinical workflows, with bring-your-own-device availability of StaffConnect. From any networked device, StaffConnect enables clinicians to prescribe education curricula, monitor service requests and survey responses, as well as directly initiate video education for patients. StaffConnect also provides full reporting and analytics capabilities to help you benchmark and monitor performance.

**KEY FEATURES:**
- Utilize your existing technology to manage the patient education experience, from COWs, WOWs, nurse station/ in-room computers, tablets, and mobile devices
- Receive notifications and monitor service recovery requests in real-time to increase patient satisfaction and staff efficiency
- Track education compliance and comprehension to increase engagement and discharge planning

**PATIENTCONNECT**

PatientConnect enables patients and families to access hospital education content from any networked mobile device. Patients and families can review their patient-specific To-Do List, medications, and care team information, as well as the hospital’s entire library of health and entertainment content.*

*Requires ADT and custom integration
Patient-centered care and support throughout the healthcare process is key to today’s value-based healthcare delivery model. Tigr helps hospitals educate and engage patients and family by providing consistent and timely health education and information throughout the continuum of care. With Tigr@Home, hospitals and health systems can deliver meaningful, patient specific information pre-admission through post-discharge. Utilize Tigr@Home to integrate with your existing hospital portal and help meet Meaningful Use criteria, connecting with your patients throughout the care continuum.

TigrCon: Tigr’s user conferences bring together client hospitals to share best practices and strategies to improve the patient experience.
Tigr patient engagement solutions are designed for enterprise-wide implementation. Tigr Enterprise enables hospital systems to install one host system with enterprise level software, with remote systems for other hospital locations, and PatientConnect-enabled devices at clinics and networked physicians’ offices. Tigr Enterprise allows health systems to reduce total capital investment while providing approved education and engagement throughout the continuum of care. Tigr’s enterprise solution provides standardization and consistency that health systems desire, while allowing individual facilities to highlight special areas of interest.

**BENEFITS:**
- Reduce costs associated with additional sites
- Increase efficiency with single-point administration
- Deploy unique content at each location or standardize content system-wide
- Analyze usage through enterprise-level reporting
- Increase educational opportunities for staff at remote locations

**SERVICE RECOVERY:** Achieve measurable improvements in patient satisfaction with Tigr’s proactive service management capabilities.
FULL SOLUTION PROVIDER

TeleHealth sets ourself apart from the competition with our focus on the patient experience and dedication to providing fully integrated technology solutions. TeleHealth Services has an exceptional commitment to listening to our clients and understanding their vision. Through this process we are able to provide solutions that reflect our clients’ immediate needs, while leveraging the most cost-effective, efficient, and adaptable technologies available to ensure that future needs are met as well. We are committed to developing solutions that deliver value through superior care with a complete service-based approach. Our dedicated, experienced implementation team follows rigorous schedules and are achieving equipment and performance levels unsurpassed in the industry. Our dedicated account management team works with our clients in the days, months, and years ahead to exceed expectations, concur goals, and fulfill outcomes.
WE BELIEVE SOLUTIONS CAN BE LESS ORDINARY.

WELCOME TO TIGR.