



OVERVIEW

INDUSTRY:

Hospital & Health Care

COMPANY SIZE:

10,000+ employees

LOCATION:

Livonia, MI

SOLUTION:

Jive Cloud

BENEFITS

- ✔ Improved patient care coordination
- ✔ Rapid user adoption
- ✔ Increased ability to share consistent messaging
- ✔ Reduced time spent searching for information

CASE STUDY

Jive Helps Trinity Health Improve Patient Care

CHALLENGES

Trinity Health serves people and communities across 21 states with 91 hospitals and 124 continuing care locations. The problem was that these facilities were disconnected from each other. All their employees were struggling to collaborate and find information. Beyond that, they were lacking an efficient way to communicate with external partners.

Leaders at Trinity Health knew they needed to improve communication and collaboration across locations. However, they weren't sure how to make this a reality for their vast coast-to-coast health system.

"With Accountable Care Organizations, and the need to better manage at-risk patient populations, we need much more collaboration with partner providers beyond our own organization," says Debi Kellog, Director of Medical Education at Trinity Health.

Trinity Health's Graduate Medical Education (GME) program directors were also looking for a way to improve their learning opportunities across their residency programs. At the time, the organization wasn't providing consistent messages to all participants.

To combat these problems, Trinity Health began searching for an intranet solution to facilitate better communication.

SOLUTION

Trinity Health's IT Innovation team considered a wide range of products. However, once they discovered Jive, they knew it was the right choice. The intranet's ease of use and functionality made it a great fit for the organization.

Upon selecting Jive, the IT department found that set up was simple. This allowed them to quickly launch the platform and make it available to all employees on any device. That flexibility has transformed the way Trinity Health communicates with clinicians.

"We have many initiatives aimed at making the most of changing reimbursement models, and that means keeping our frontline clinicians informed and educated. Jive lets us get content out to them quickly and on devices they really use. They can respond and ask questions, and we can get reports from Jive Impact Metrics to be assured our communications are getting through," says Amy Castillo, Senior Instructional Design Consultant at Trinity Health.

Now, clinicians can quickly access up-to-date information. This includes clinical best practices, operational concerns and electronic health records (EHR). Thanks to Jive's PeopleGraph, all the content users need is right at their fingertips, making it easy for Trinity Health to provide quality care.

Today, Jive powers communications and collaboration across the Trinity Health organization. The organization also uses Jive to provide on-demand learning to Trinity Health's 28 teaching hospitals and Graduate Medical Education (GME) programs.

"Our physicians and hospitals can help each other when it comes to addressing operational or patient care issues. The opportunity for close communication through Jive lets everyone take part and contribute," says Jeff Poiner, Program Manager of IT Innovation at Trinity Health.



Sharing best practices and consistent messaging across our organization in a central collaboration and communication space is helping our physicians and residents rapidly adjust to the transformational changes in healthcare."

*Amy Castillo,
Senior Instructional Design
Consultant, Trinity Health*



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