

Group Communication - Feature Definitions



TigerConnect provides flexible group communication features that support your workflow and processes

	<i>Not available</i>	<i>Distribution List</i>	<i>Teams</i>	<i>Teams</i>
TigerConnect	Roles	Broadcast Lists	Private Groups	Teams
Definition	Represents a single user that is on call performing a specific duty. This ensures on-call and adhoc providers can be notified and mobilized efficiently and effectively.	One-way communication to a targeted group with no reply-all functionality. Created by administrators.	An unsearchable, private conversation for communication and collaboration. Can be created by any user. Deleted after 30 or 90 days if unused.	A public, pre-defined cohort used to alert and mobilize within and / or across your directory. Created by Administrators.
<i>Roles can be added to Broadcast Lists, Private Groups and Teams</i>				
Why is this important?	<ul style="list-style-type: none"> ✓ Easily identify who is on call to allow message to get routed directed to the person assigned to that role ✓ Smooth hand-off at shift change as past conversations are captured within the role conversations 	<ul style="list-style-type: none"> ✓ Ideal for blasts of information to large groups of users ✓ Prevents alert fatigue by avoiding 'reply-all' communication 	<ul style="list-style-type: none"> ✓ Perfect for ad-hoc, quick communication with multiple people ✓ Keeps communication private, only users that are in the group can add and remove users 	<ul style="list-style-type: none"> ✓ Essential for notification and activation of critical teams that must be accessible by all users in the directory ✓ Allows for fluid movement in/out of Teams as users can request access or remove themselves, as needed ✓ Promotes collaboration within Team activations
Examples	<ul style="list-style-type: none"> • Trauma APP1 • House Supervisor • Cardiologist on Call • Surgical Resident 	<ul style="list-style-type: none"> • All Staff • IT Notifications • Joint Commission Alerts 	<ul style="list-style-type: none"> • Unit 4 Nurse Staff • Surgery Charge Nurses • Ad-hoc staff groups • Patient: Georgia Lane 	<ul style="list-style-type: none"> • Trauma Team • STEMI Team • Scheduling Team • EVS Team • EPIC Team