

Trinity Health: Enabling Collaboration to Improve Health and Ensure Success in a Changing Healthcare Landscape

THE CHALLENGES

- Trinity Health needed a way to optimize and advance the wealth of knowledge and experience available across its vast coast-to-coast health system. Leaders acknowledged the many opportunities available through increased and more efficient collaboration and sought a way to facilitate these conversations and partnerships.
- Trinity Health's Graduate Medical Education (GME) program directors sought a way to share best practices, a consistent message and learning opportunities across their residency programs.
- More efficient collaborations were needed to help all stakeholders rapidly adjust to the healthcare industry's ongoing evolution.

WHY JIVE

- Trinity Health's IT Innovation team considered a wide range of products and selected Jive for its ease of use, functionality and relative simplicity. They felt it was easy to set up and manage, and straightforward and engaging enough that clinicians could start using it immediately – on PCs, Macs, smartphones and tablets.

THE SOLUTION

- Today, Trinity Health's Jive instance powers a wide range of communications, collaborations and learning opportunities throughout the system. Users include clinicians, physicians, administrators, marketers, IT analysts, business teams and external partners, who use it to connect quickly, find information and collaborate.



Trinity Health is one of the largest multi-institutional Catholic healthcare delivery systems in the nation.

It serves people and communities in 21 states with 91 hospitals and 124 continuing care locations—including home care, hospice, PACE and senior living facilities—that provide nearly 2.5 million visits annually. Committed to its communities, it also returns about \$1 billion to its communities annually in the form of charity care and other community benefit programs.

"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. Our strategic stakeholders have been using Jive to work together more closely and more securely as they coordinate care."

DEBI KELLOGG
DIRECTOR OF MEDICAL EDUCATION,
TRINITY HEALTH

IMPACTS AND RESULTS

- Rapidly adopted by all of the clinicians and business teams invited to participate across Trinity Health.
- Provides on-demand learning to many of Trinity Health's 28 teaching hospitals, complementing traditional hands-on clinical practice and giving physician leaders the ability to share expertise across GME programs (i.e., a rural Internal Medicine GME program in Iowa can benefit from the resources of the other 18 Internal Medicine programs across Trinity Health).
- Keeps clinicians up-to-speed on evolving clinical best practices, operational concerns and critical systems such as electronic health records (EHR).
- Supports care coordination among internal clinical teams and external partner organizations
- Used by IT to support and communicate with employees.
- Helped introduce and unite employees from Trinity Health and Catholic Health East after their 2013 merger and during a long, continuing integration process.

"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

"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."

JEFF POINER
PROGRAM MANAGER, IT INNOVATION,
TRINITY HEALTH

"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."

AMY CASTILLO
SENIOR INSTRUCTIONAL DESIGN
CONSULTANT, TRINITY HEALTH

Interested in getting started
with Jive Interactive Intranet?

Learn More >