



A SOLUTION FOR CLINICAL COMMUNICATION ACROSS THOUSANDS OF HEALTH SYSTEMS

TeamHealth gives their physicians instant mobile access to all the digital tools they need through MangoApps



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- Dr. Kevin Klauer, Chief Medical Officer, TeamHealth

CONNECTING EVERY EMPLOYEE

TeamHealth is a clinical staffing firm that has tens of thousands of clinicians working in health systems around the US, as well as a large corporate team. Before MangoApps, they communicated mostly over email.

“Communication with almost 20,000 clinicians is a challenging thing,” says Dr. Kevin Klauer, a TeamHealth Chief Medical Officer. “Penetration through normal email was limited at best.”

“What we really needed was a way to help our clinicians communicate with people outside of their care team environments while on the move serving patients,” says Tom Perrine, TeamHealth’s Chief Information Officer.

After evaluating over 40 providers and running pilots with four, they found that most wouldn’t work outside of a traditional office environment. They chose MangoApps due to the team’s demonstrated ability to think outside the box, and went on to launch a customized communication platform specifically designed to address the challenges of a wide-spread health organization.

“Despite the fact that no one had done this before, we saw enthusiasm with MangoApps and a willingness to think creatively,” says Dr. Miles Snowden, TeamHealth Chief Medical Officer. “Our early impression was that this was an organization that was ready to take a journey with us.”

COMPANY:

TeamHealth

HEADQUARTERS:

Knoxville, Tennessee

EMPLOYEES:

23,000 employees

OVERVIEW:

TeamHealth is the leading physician practice in the United States. Covering a wide range of health care specialties, TeamHealth provides clinician services in 48 different states.

“MangoApps has created the opportunity to listen to the clinician and let them participate in the evolution of TeamHealth.”

- Dr. Kevin Klauer,
Chief Medical Officer, TeamHealth



BUILDING SOMETHING ORIGINAL

Making mobile collaboration work for clinical staff was a new challenge for the industry, and one that remains unsolved in many health systems.

“No one seemed to have tackled the issues of the disconnected mobile physician,” says Snowden. “In hospitals, there are challenges with WiFi access and security, and everyone is tethered to electronic medical records that are largely browser-based and only available at a physical site in each nursing station.”

“Every time we’ve asked for something, MangoApps has told us what they could do and how long it would take. We would rate MangoApps at the very top of our partners.”

- Tom Perrine,
Chief Information Officer, TeamHealth



MangoApps designed a system tailored to these specific circumstances, and provided administrators inside TeamHealth with the tools to adapt to changing needs over time. “This hadn’t been done before,” says Snowden, “so no stakeholder in this effort had prior experience in what we were doing, other than the technical competence that MangoApps brought to the effort. I expected some rough patches, but we really didn’t have them.”

“We weren’t quite sure how flexible MangoApps was going to be with changing things around to meet our needs,” says Perrine. “But they’ve been outstanding. Every time we’ve asked for something, MangoApps has told us what they could do and how long it would take. We would rate MangoApps at the very top of our partners.”

The end result of this deep collaboration was an implementation that truly felt like an in-house tool. “The MangoApps team helped us build it into a product of TeamHealth, rather than another branded product that we implemented into TeamHealth,” says Mike Gager, TeamHealth IT Vice President.

MOBILE COMMUNICATION

MangoApps has made it possible for TeamHealth clinicians to be reachable by leadership and their peers, regardless of where they are at any given moment. They’ve found that with this solution in place, clinicians actively click on and engage with the kind of enterprise news and information that was formerly only available to office employees.

“It’s really aided with collaboration, and has brought our clinicians together across the country,” says Jonathan Hensley, a TeamHealth Cloud Engineer. “We’ve had great reactions and enthusiasm over finally having a mobile product for communication across the clinical and administrative teams.”

Furthermore, MangoApps gives their team crucial data on content engagement, allowing them to understand who’s consuming what information and helping them improve over time. “I like the ability to understand what topics seem to be of interest,” says Snowden. “You get a sense of what you’re delivering that is of high interest.”

BUILDING SOMETHING ORIGINAL

Building community among their employees has been invaluable to TeamHealth, and improved employee engagement across the board.

“There’s an absolute return on investment with MangoApps as our partner,” says Klauer. “We’ve been able to actualize our vision to make community participation and employee engagement happen.”

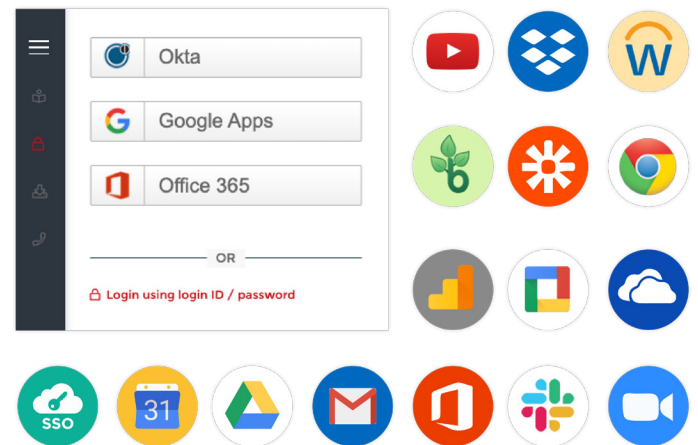
EASY ACCESS TO INFORMATION

Outside of just communication, a big piece of TeamHealth’s strategy around MangoApps revolves around content management and training. “We made sure that we weren’t resolving only a communication issue for TeamHealth,” says Klauer, “but that we provided clinicians with educational resources at their fingertips that either weren’t available before, or former resources were made more easily available.”

They are able to handle all of their continuing education—a crucial program for physicians to be able to stay licensed—through MangoApps’ training portal.

Being able to put intranet, training, and communication into a single mobile app has been a huge win, especially given that TeamHealth grows through mergers and acquisitions, all of which come with systems that need to be consolidated. Furthermore, because the clinicians are housed in different health facilities, they have to be able to interface with the systems from those external organizations.

All told, MangoApps has allowed TeamHealth to integrate with over 200 applications via SSO, all of which can be accessed with one click from the mobile app’s dashboard.








Integrated with 200+ applications via SSO

“You plug into MangoApps and you’re now in any application in the company and you don’t have to log in again,” says Perrine. “That feature is phenomenal. It enhances not only day-to-day communication but also our ability to use other tools.”

They also have replaced several applications entirely with MangoApps modules, including team chat, their old learning management system, and business workflows across the organization. They were even able to eliminate expensive email accounts for the bulk of their workforce.

WITH MANGOAPPS, TEAMHEALTH HAS REPLACED:

-  Two expensive file sharing tools
-  SharePoint
-  A company chat solution
-  Email licenses for the bulk of their employees
-  A custom-built learning management system

GIVING EVERYONE A VOICE

TeamHealth has created deep changes in how they communicate over their long-term partnership with MangoApps. It's improved efficiency, eliminated cost centers, and boosted engagement and feelings of community.

"MangoApps has created the opportunity to listen to the clinician and let them participate in the evolution of TeamHealth," says Klauer. This shift in dynamics ensures that the clinical workers—the true backbone of their business—have a voice, feel valued, and can play a role in the higher-level strategy of the company.

“MangoApps has been a great partner in helping us think through how to take our experiences to the next level through a mobile-first platform.”

- Mike Gager, IT Vice President, TeamHealth

OTHER RESOURCES

- [A 5-step strategy for successful intranet launch](#)
- [How A Digital Work Hub Can Reduce Employee Burnout In Your Healthcare Organization](#)
- [Kelly-Moore Paints Case Study](#)
- [Mango Intranet Data Sheet](#)
- [Mango Intranet Use Case](#)
- [Digital Workplace Platform for The Modern Workplace Whitepaper](#)

**TRANSFORM HOW YOUR COMPANY COLLABORATES,
COMMUNICATES & GETS WORK DONE.**

Contact us for a more detailed capabilities demo
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