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The right prescription for fleet management, improved information flow, efficiency and compliance.

ABOUT THE CUSTOMER

This large Arizona based healthcare system has been serving its patients for over 100 years. The health organization provides healthcare for both inpatients and outpatients. The organization employs thousands of healthcare professionals, who rely on fast and access to accurate information to care for patients.

CHALLENGE

Healthcare workers were surrounded by paper but unable to find anything. Like at many organizations, printing devices, fax machines and scanners were scattered throughout their offices, facilities and clinics. Mounds of paper piled up, waiting for someone to sort through them to find the documents they need and leave the rest behind.

The problem: Processes were all paper-based. The effort spent looking for missing items, finding the right forms and sending hardcopy documents to other departments was wasting time and money. The healthcare system needed to replace burdensome paper workflows with a modern digitized information workflow.

Like the stacks of paper, security and privacy compliance was another concern. The healthcare system was struggling to protect confidential patient data, because patient information and prescriptions were at risk of being left in plain sight, unattended on output trays — resulting in potential non-compliance with HIPAA requirements.

CHALLENGE

- Refresh an aging device fleet and reduce print costs
- Automate manual processes
- Improve HIPAA compliance and patient privacy
- Enable better information sharing between departments
- Reduce paper costs
- Govern content and streamline workflows

SOLUTION

- Ricoh multifunction printers (MFPs)
- Enterprise Output Management
- Enterprise Output Managed Print Services
- Enterprise Point Of Service Scanning
- Ricoh Plain Paper Prescription Printing

RESULTS

- TCO reduced by nearly half a million dollars annually
- Reduced paper costs by $55K annually
- Productivity, security and availability costs were cut by more than half — from $659,000 to $312,000 per year.

Complicating matters, the healthcare system had no visibility, traceability or governance over their information workflow. There was no way to track who was sending jobs to what devices, to whom the information was being sent or whether it was received.

A big frustration for users: The software only allowed server site printing — meaning the server only released the print job to a specific, single printer.

If multiple jobs were running and the next in line got stuck, healthcare associates couldn't send their job to another device. If the printer went down, productivity stopped.

The healthcare system's fleet was aging, which meant frequent break-downs and continual maintenance. The fleet of nearly 2,000 aging devices — which had no uniformity — rang up a hefty price tag in maintenance and management costs, skyrocketing to $2 million annually.

Prescriptions brought another challenge. They were printed on costly specialty paper and forms that required specialized laser printers. Expenses were escalating to the tune of $55,000 annually.

Yet another challenge was sharing information throughout the organization, which is spread across multiple locations. In healthcare, information is always on the move. Instant access to information is critical for excellent patient care.

Unfortunately, processes don't get more manual than what was happening at this healthcare system: Drivers were manually delivering paper health information and patient records to and from the various office locations.

Despite being faced with budget and resource constraints, they needed a way to solve for many challenges. They needed to refresh their aging fleet, reduce print costs, improve compliance, streamline processes and improve information sharing. And so the healthcare system put out an RFP.

SOLUTION
As part of the RFP process, we had the opportunity to learn more about the healthcare system's operations. By doing a thorough walkthrough and assessing the environment, we gained a true understanding of the challenges and uncovered additional areas where they could address workflow efficiency and information management.

Our RFP response proposed a true partnership and designed a solution that would meet all of the system's needs — even some they didn't know they had.

Since the partnership began, we have been extremely responsive in finding solutions to the healthcare system's unique situations. We took the time to sit down with the healthcare system and understand their challenges.

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With many diverse goals on the roster, we decided to implement the solutions in three phases. First, solve for the lack of efficiency and high costs of the printing process.

Reducing the number of different types of devices helped the healthcare system achieve economies of scale, saving on the costs of purchasing ink and toner, and significantly reducing the cost of repairs and maintenance on aging devices.

Pain relievers: Digitization and automation

With the fleet under control, we focused on minimizing inefficiencies to maximize savings. We introduced Enterprise Output Management to control print management costs, while at the same time increasing efficiency and securing their most sensitive documents.

Enterprise Output Management saves time and money by providing effective controls over all output. Critical documents print to the right place at the right time — a key factor because the availability of printed documents can often make the difference between business moving and business stopping.

Data is now captured and print jobs redirected to the most cost-effective device. By automating the printing of sensitive documents and tracking print behaviors, the healthcare system added a level of accountability, reducing the risk of manual errors or misuse.

Output management tools support user mobility while helping to reduce waste and protect patient information. These tools can hold documents in a secure print server until users authenticate themselves at the networked printer of their choice. Freed from reliance on a single printer, users can output documents when and where they are needed, and avoid the inconvenience of printers that are busy or out of service.

This helps reduce the amount of paper piled around printers and fax machines. In turn, HIPAA and other potential compliance violations are greatly reduced. By accounting for and reporting all document output activity, output management tools make it easy to keep confidential materials out of the wrong hands and comply with privacy requirements.

We also tackled printing on specialty paper. Our Plain Paper Prescription Printing solution applies CMS-compliant security features using regular paper. Costly prescription paper is replaced with a simple, affordable and equally secure alternative. The healthcare system can track print jobs and store data in a central location, making it possible to trace the origin of each prescription.

Tackling the long-term

With the infrastructure for secure enterprise fax also implemented, incoming and outbound data will be more secure. The healthcare system now has visibility and an audit trail showing when faxes are sent, when they were received and who received them.

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The next order of business is to address advanced capture intelligent workflow and content management, because healthcare hinges on how quickly and accurately providers can share information and collaborate. Whether printing patient records, prescriptions or discharge orders, managing output efficiently is critical and requires automation.

Driving paper records between locations is no longer acceptable. With Enterprise Point Of Service Scanning, healthcare workers will get close-to-real-time information and be able to share information almost instantly throughout the health system. This will lead to faster, better decision making and more successful patient outcomes.

Governance: What data is making the rounds?
Content governance is another challenge to be addressed. User rights will be assigned, with credentials and privileges that limit who has access to sensitive information. Meanwhile, streamlining document workflows will improve timeliness and productivity.

RESULTS
With enterprise printing output as a business solution, we helped the healthcare system automate many manual processes, move information securely and efficiently, improve compliance, cut printing costs and reduce the fleet:

- Total cost of fleet ownership was reduced by nearly half a million dollars annually.

- The healthcare system reduced their fleet by more than half, cutting the number of devices from 2000 to 957.

- Costs associated with productivity, security and availability were cut by more than half from $659,000 to $312,000 per year.

- Specialty paper costs were reduced by $55,000 annually

- Clinical flow efficiencies will enhance physician and patient experience through streamlined patient flow from admission to discharge.

The Ricoh partnership has changed the way this healthcare system operates and takes the pain out of managing enterprise output.

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