

eBook:

10 Ways Managed Print Services are Restoring Vitality for Healthcare Organizations



With smart approaches to printing, today's healthcare facilities drive significant changes to reduce costs, streamline paper-intensive workflows and safeguard patient information.

NWN

10 Ways Managed Print Services are Restoring Vitality for Healthcare Organizations

Choosing between patients and paperwork is a growing epidemic for today's healthcare professionals. In many hospital settings, paperwork adds an additional hour of work for every hour of patient care, costing facilities well over \$1 million dollars on print related expenses annually. Think about that for a moment. One million dollars of your hospital's already tight budget and half of your staffs' time dedicated to hospital authorization forms, medical results, patient notes and receipts.

This snapshot of excessive spending each month on print and document handling is especially alarming as new legislation (such as the Affordable Care Act) are projected to drastically increase print volumes even further.

As a result, hospitals and administrators are using this information as a catalyst for change – turning to Managed Print Services (MPS) as a way to reduce costs, improve productivity and, most importantly, improve patient care.

What are Managed Print Services?

Designed to make the most out of staff, processes and technology, Managed Print Services are an integrated solution that puts the right devices in place to meet and adapt to the growing requirements of patients and physicians alike. It optimizes all aspects of the print environment (printers, copiers, scanners, fax machines and toner), resulting in fewer and more energy efficient machines. Through MPS, the average healthcare organization can cut costs by as much as 27% without significantly changing office procedures.



Understanding the Process

Step 1: Audit Your Print Fleet

In a typical clinic or hospital setting (without MPS), it's easy to end up with a diverse mix of devices in a printing fleet. Not just a variety of equipment but a variety of capabilities, brands, and vendors, each one with service agreements, configuration settings and features that have to be managed typically by the IT department.

The result is an optimized fleet with similar capabilities, settings and support. Each device features the same proactive supply replenishment, preventative care and onsite maintenance. This unified user experience:

- Makes every second count with more reliable and easy to use document production
- Dramatically cuts printer maintenance and IT support, ensuring healthcare staff spend more time with patients and less time fixing printer jams and troubleshooting printer problems
- Features dashboard technology that allows hospital staff and administrators to remain in control of the print environment
- Reduces energy usage

Step 2: Add Another Layer of Control with Print Strategies

Print strategies are a simple way for healthcare organizations, from small clinics to large hospital systems, to regain control of the print environment. Similar to a blueprint document, print strategies help identify the ideal technology mix to lower costs, reduce paper consumption and improve workflows.

For example, administrators can direct specific print jobs to the most cost-effective device, send reminders when toner is running low and require users to print double-sided documents or restrict color printing. Additionally, they can enable healthcare workers to share documents, ranging from purchase orders to medical records, across the healthcare institution, as well as to third-party agencies. All of these incremental - technology driven pieces - are important in a print strategy and work together to boost employee satisfaction and save hidden costs, like time and resources.

Benefits of Adding MPS At Your Healthcare Facility

Effortlessly Manage Print Environment	Lower Total Cost of Printer Ownership	Automate Work Processes	Enhance Security and Meet Compliance Regulations	Boost Productivity and Staff Satisfaction
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10 Reasons Today's Healthcare Organizations Need Managed Print Services

- 1. Streamline Document Processes.** To accommodate the sheer volume of paperwork that a single clinic generates let alone a multi-campus organization, it is paramount that healthcare facilities have the ability to manage and route their documents throughout the healthcare system. MPS devices like Samsung multifunction printers can convert paper-based documents to electronic formats (with built-in Electronic Medical Record Management technology), giving staff anytime access to view and print documents such as insurance claims, clinical tests, results and prescriptions. As a result, facilities can not only reduce printing, storage and management costs, but also improve the efficiency of communications and reduce manual labor.
- 2. Enhance Security and Compliance.** To comply with HIPAA regulatory requirements, healthcare organizations must proactively protect against privacy invasion, identity theft and hacking. By implementing security-rich authenticated print access as part of the MPS process, sensitive documents are temporarily and securely stored in printers through an encryption process. Documents are only released when the authorized users provide authentication.
- 3. Establish Cost Predictability.** One of the goals of MPS is to make print costs easier to manage with fixed, monthly costs and straightforward billing. These strategies make it simpler for hospital boards and administrators to forecast future costs and stay organized.
- 4. Immediate Cost Savings.** Healthcare organizations typically fall into one of two categories, either they order too many supplies or too few. When staff orders too many supplies, they end up creating unnecessary overhead costs and storage concerns. When there is a lack of supplies, there is a productivity cost due to forced downtime. MPS from NWN can monitor devices and automate shipment of toner based on the facility's needs, eliminating staff frustration and cutting costs.
- 5. Gain Visibility.** Knowledge is power, especially when it comes to document printing. Hospitals who establish usage reports can see the actual costs of printing broken down by department, location and user. This data helps both identify medical staff members who may be printing too much and determine whether policies need to be added to make duplex or black and white printing the default setting.
- 6. Effortless Printer Maintenance.** Printer maintenance is often at the bottom of most hospital IT department's to do list. As a result, irregular maintenance can cause equipment breakdowns and shorten the lifespan of devices. Fortunately with MPS from NWN, every aspect of preventative care and onsite repair are included at no additional cost. Hospitals no longer have to pay when a printer goes down or manage service calls. MPS devices, like Samsung multifunction printers, just work.
- 7. Free Up IT Resources.** In a hospital setting, the majority of IT calls are print related including paper jams, toner requests and network issues. MPS provides the opposite experience with devices that run well without demanding support from IT, such as Samsung's MultiXpress multifunction printer line. This frees up tech support to work on more pressing responsibilities, or strengthening defenses against security breaches and cyber-attacks.

79% of healthcare workers say paperwork cuts into time spent with patients.

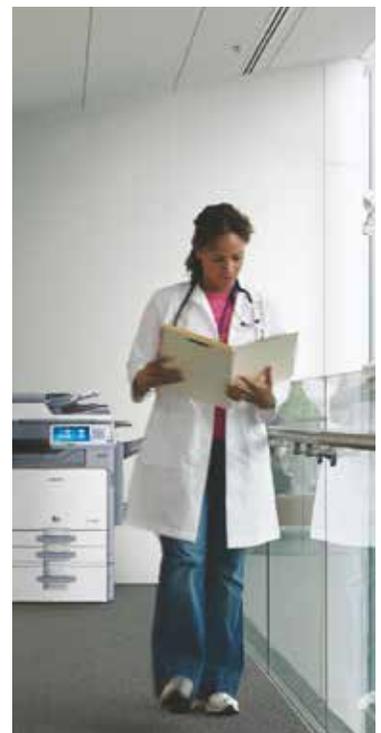
US hospitals will spend approximately \$120 billion to comply with new Federal regulations.

For every dollar a hospital spends on printing, it takes another \$9 to maintain it.

Security breaches cost healthcare providers \$7,000,000,000 annually.

94 percent of hospitals have experienced data breaches over the past two years.

17,000 patient records are compromised per day.



8. **EHR/EMR Integration.** Healthcare providers must have access to patient information -- from any device, anywhere, anytime. With Samsung mobile solutions and multifunction printers, hospitals and clinics can seamlessly connect providers with critical, up-to-the-minute patient records while also streamlining secure print functions. At patient registration, tablets capture medical record information to unify with the EMR and HIS-certified Samsung multifunction printers, saving facilities countless hours of manual data entry and increasing print functionality from any tablet or location.
9. **Direct Printer Workflows.** Changing simple processes, such as routing specific print jobs to designated printers, can dramatically improve document management and workflows. This is especially true for healthcare facilities with multiple printers and capabilities. By integrating printer workflows as part of a MPS strategy from NWN, hospitals and clinics can automate everyday operations and work more efficiently.
10. **Deliver True Mobility Alongside Enterprise Security.** As one of the most security-sensitive industries, healthcare organizations must constantly search for robust yet cost-effective methods to strengthen their security levels and push the boundaries for print mobility. For multifunction printers enabled with Samsung's suite of Device Management solutions, security and mobility are taken to the next level with secure release printing, user authentication (compatible with PIN entry, bio metric scanning and magnetic, proximity and SMART cards or two-factor authentication processes) and driverless printing available with Google Cloud Print and the Samsung Mobile Print App.

Summing it Up

Across the country, healthcare professionals and administrators are struggling to both control document print volume and costs and keep up with regulatory requirements. They are often unaware of how simple fixes, like optimizing printers and being more conscience and purposeful about printing, can significantly stretch their budget each month and safeguard patient data.

Today's powerful MPS devices not only pave the way for hospitals to become more efficient with their time and resources but also help restore vitality, energy and patient-focused care to their facilities.

About NWN

NWN is a leading expert in managed print services, network infrastructure solutions and mobile access management. Serving health systems, clinics, and professional practice groups across the country, we understand the key technology trends in healthcare such as telemedicine, medical home, accountable care, and the security and confidentiality standards necessary for transparent data in a BYOD world. To learn more about we can help you make the most of your print environment, visit our Managed Print Services overview page or contact us directly. We're here to help!

The Samsung logo is displayed in white, bold, uppercase letters against a blue background.The NWN logo is displayed in blue, bold, uppercase letters against a blue background.