Case Study

healthcare

University of Louisville Hospital

Saving Money through Managed Document Services

The financial savings over the contract term was in excess of $1.6 million, increasing substantially over five years.

ABOUT THE CUSTOMER

University of Louisville Hospital is a modern 400-bed acute and trauma care hospital that is part of University of Louisville Health Care, the region's leading academic medical center — a comprehensive medical treatment, research and services organization. University of Louisville Hospital is a general medical and surgical hospital located in Louisville, Kentucky. The hospital employs over 3,400 clinicians and staff, and provides non-reimbursed services to the community in excess of $60 Million.

CHALLENGE

University of Louisville Hospital was undergoing an enterprise-wide implementation and transition of its health information management system while at the same time looking to better utilize its printing and faxing capabilities in a way that complemented their electronic health record (EHR) strategy. The health information management (HIM) department was inundated with a backlog of paper patient records. They saw the need for a more efficient solution for not only the faxed medication orders, but also for the multifunction device downtime that was significantly impacting the information technology department's workload and adversely affecting staff satisfaction. Forms were being handwritten and lacked consistency.

SOLUTION

IT Department — Ricoh worked with the hospital IT department to assess the situation to determine the best optimization of the hospital's print and fax devices, keeping in mind the opportunity to better utilize their capabilities in support of the healthcare IT and EHR initiatives. The hospital and the Ricoh team took a look at workflow and opportunities to improve efficiency and return on investment of their printer and fax fleets. Staff time, printer and fax device utilization, downtime and placement were reviewed. The team also determined opportunities for upgrading devices with software solutions to improve multifunction capabilities and complement the needs of the hospital information system in order to contribute to EHR initiatives. Through the assessment, a plan was developed to optimize multifunction device management and outsource fleet management to Ricoh.

CHALLENGE

- Better management of paper-based pharmacy orders
- Standardized forms management
- MFP issues, printer management, and downtime
- High volume of paper and high staff turnover

SOLUTION

- Document management solution
- Outsourced MFP and printer management to Ricoh staff
- Imaging of the final patient record
- Print on demand solution

RESULTS

- Total contract term savings of more than $1 million
- Increased customer satisfaction with MFP and printer fleet management and HIM staffing

HIM Department — In the HIM department, Ricoh and the HIM management team lead by the Director of HIM, developed standardized processes and procedures to improve workflow and turnaround of patient record management. Prior to the launch of the EHR, Ricoh provided services such as file room management that provided efficiencies to a paper intensive world, tackling such projects as loose sheet filing. As a trusted partner, Ricoh was selected to assist in the imaging efforts for the launch of the EHR. The HIM department was set up with staff available 24/7 with three shifts and a total of 22 FTEs. Ricoh's record management solution was implemented and electronic patient records documents are included in the final electronic medical record in the hospital's information system.

Service Center and Fleet Management Solution — Ricoh staffs and manages mail services and the hospital service center which produces all hospital forms. The multifunction devices and printers are covered seven days a week by Ricoh staff, freeing hospital IT staff to manage the EHR implementation and operations. A contingency plan was created for the Critical Care departments and other nursing floors to keep patient care and patient documentation flowing. This includes "Hotswap" units and rerouting document printing and scanning to alternate areas in the hospital if a device is not working properly. In the event of the hospital information system being down, patient information can still be accessed and printed.

Pharmacy Department — A new workflow process was created in the pharmacy for medication orders. Instead of printing paper faxes which were later converted to electronic documents, an electronic scan solution captured the medication orders electronically, storing the electronic documents in folders to be accessed by the pharmacy information system. This process complements the hospital's computerized provider order entry (CPOE) which is still gaining adoption by physicians. The process also serves as a backup when the CPOE system is down.

RESULTS

The new processes and addition of Ricoh staff increased staff satisfaction, allowing them to focus more time on patient care. The hospital describes Ricoh as "out of the box" thinkers and continues to maintain a collaborative partnership to evaluate continuous improvement. In working together, University of Louisville Hospital and Ricoh used in-depth analysis which combined both companies expertise to find the best solutions for the hospital. This brought greater efficiency in hospital operations and an improved workflow in many areas of the hospital.

The financial savings over the contract term was in excess of $1.6 million, increasing substantially over five years. The hospital and Ricoh continue to track processes and improve workflows wherever possible.

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