

# Healthcare

## Global Case Studies



# Healthcare

Healthcare organisations are facing a huge range of challenges stemming from an ageing population, the growth in chronic diseases and increasing public expectations while working with constrained budgets. We are helping them respond to these challenges; they're outsourcing patient record management and digitising core systems to ensure that records are reliably available at the point of care when needed, that patient data is protected, and that they can more easily implement integrated electronic healthcare systems. They're also outsourcing their document management processes to create savings that they can reinvest in improving their medical products and services.

# Meet Multiple Document Needs with a Single, Efficient Service

Domus Medica – Netherlands Centre for Medical Associations



## 10%

Cost reduction

Country  
Netherlands

Key Customer Benefits

 Cost reduction

 Flexibility and scalability

## Challenge

- Provide a one-stop-shop for everyone working at the Domus Medica for graphic design, copying, printing in a variety of formats, mailings, internal and external mail and imaging.
- Support different service levels relating to total document care for each medical association.
- Improve document processes and reduce costs.

## Solution

- A single, managed in-house document service centre delivering all services within scope.
- Transfer of relevant Domus Medica staff to Xerox to ensure continuity of service, preserve knowledge about Domus Medica and further develop transferred staff.
- Customised service level agreements with each association.

## Results

- Improved document processes, for example in the areas of mail and postage.
- Continuing introduction of new document solutions for the associations, such as digital mail processing.
- High customer satisfaction.

# Secure information governance and auditing standards

Worcestershire Acute Hospitals NHS Trust – UK Group of Three Hospitals

“Our CEO and I used to receive complaints from medical staff about the records situation every single week. We've not had a single complaint since Xerox took over...”

Worcestershire Acute Hospitals NHS Trust – UK Group of Three Hospitals

## Country

UK

## Challenge

- Eliminate inefficiencies in paper-based patient record system of more than one million files.
- Avoid complaints and cancelled appointments due to unavailable files.
- Improve unsafe working conditions for records management staff.
- Cut record management costs to maximise tight operational budget.
- Improve security and control of patient records.

## Solution

- Ten-year records management outsourcing partnership.  
Breakdown of the project into phases that deliver value at every stage.
- Transformation of existing business processes before introducing technology.
- Full involvement of medical and union stakeholders throughout.
- Continually improving service aimed at electronic records rollout.

## Results

- 7,500 missing records found, leading to improved patient safety.
- Complaints eliminated as files available at point of need.
- Records staff transferred to Xerox, equipped with new skills and now working in safe environment.
- Expected savings of £2 million over ten years.

# Enhanced Patient Care with New Electronic Records Solution

Luton & Dunstable University Hospital

“With the electronic records system, the patient history will always be available, so there won’t be a period of delay. So [we expect to] see an improved accuracy of diagnosis, improved treatment plans (...).”

Mark England, Director for Reengineering and Informatics, Luton & Dunstable University Hospital

## Country

UK

## Challenge

- Department of Health’s quality, innovation, productivity and prevention program (QIPP) which aims to capture billions in savings through efficiency initiatives.
- Paper medical records have the potential to be misfiled or even lost, leading to delays at the point of care.
- Continuity of care can be a challenge because it’s difficult for paper records to follow a patient across a series of treatments and care sites.

## Solution

- Going Digital – An EMR was implemented and designed to provide clinicians, administrators and patients with reliable, flexible and secure access of patient information.
- Single Electronic Records System – On its way to creating a unified EMR system and phasing out its paper files, Xerox decided to minimize the risk and implement the digital system in stages starting by rationalizing existing records-management processes. The joint project with Xerox will steadily transition the hospital from a paper-based environment to a fully digital platform for managing medical records.

## Results

- Operational costs are expected to decline 15.7% or £2.2 million over the life of the contract.
- Significant cost savings in staffing optimization, paper storage, transportation and management expenses.
- Reduced instances of missing clinical notes to less than 0.5%.
- Enabled repurposing of about 750 square meters of real estate for new clinical uses.

# Increasing productivity in an efficient and sustainable way

Oxleas NHS Foundation Trust

## £2M

Savings

Country  
UK

Key Customer Benefits

 Cost reduction

 End-user productivity



## Challenge

- The print infrastructure at this London NHS Trust was complex, featuring multiple different contracts across the 76 sites.
- Management of the contracts was time-consuming and support processes were fragmented over 8 different suppliers of equipment (c1,100 devices).
- The printing experience for staff was inconsistent across the estate.

The trust needed to reduce the consumption of paper and energy, and save money.

## Solution

- The RM1599 framework gave Oxleas access to government-approved suppliers.
- Developed by Crown Commercial Service in partnership with YPO and ESPO, the framework delivers efficiency savings through the aggregation of demand across the whole of the public sector.
- The new contract consolidated all previous contracts into one supplier.
- The contract includes the provision of new equipment against an agreed print policy, with improved functionality to enhance working practices.

## Results

- Reduction of devices from 1,100 to 361.
- Forecast savings of 47% on previous print spend, equating to a saving of £2m over the 5-year contract.
- Significantly increased security, with swipe authentication by users before print jobs can be released.
- Carbon emissions reduced by 43,000kg.
- 100,000 kWh electricity saved.

# Serve Patients Better & Free Staff from Frustrating Manual Work

Maidstone and Tunbridge Wells NHS Trust

“Outpatient care typically starts with an appointment letter - and suffers if the letter is late or doesn't arrive at all. It's not an exaggeration to say that Xerox is helping us deliver better patient care with its hybrid mail service.”

Ruby Dey, PMO Manager, Maidstone and Tunbridge Wells NHS Trust

## Country

UK

## Challenge

- Spend less time and money sending out more than a million outpatient appointment letters and reminders every year (thousands of letters every day).
- Improve patient address data so more letters arrive at the right place.
- Avoid delays in letter dispatch so more letters arrive on time.
- Continue to generate letters in the proprietary document format of the trust's patient administration system (PAS).

## Solution

- Highly automated outsourced hybrid mail service, including on-demand printing of the correct inserts and end-to-end letter tracking.
- Integration with the trust's legacy PAS system and the Docman system for communicating with GPs.

## Results

- >50% savings in direct costs.
- 3 FTEs worth of time redeployed to more fulfilling activities for staff.
- Fewer delivery failures (down from 60% to 2%) and missed appointments.

# Secure Prescription Forms and Reduce Print-Related Costs

NHS Business Services Authority

“Millions of people would be without medication if we couldn’t produce prescription forms. When we needed help at short notice, Xerox stepped in brilliantly. No breaks in production. And plenty of ideas for future improvements.”

Julie Hickling-Walker, Contract Performance Manager NHS Business Services Authority

## Country

UK

## Challenge

- Assure the supply of secure prescription forms, dispensing tokens and other critical documents, when the previous print supplier indicated its intention to withdraw from the NHS print contract.
- Complete a procurement and contract switchover process that would normally take a year and a half in just seven months.
- Look for new ways to make printing as affordable as possible for the NHS, to free up more money for front-line services.

## Solution

- Take over the NHS print contract for secure production of prescription forms and dispensing tokens using purpose-built litho presses, special inks and multi-layered printing.
- Build a secure online ordering portal for thousands of users.

## Results

- No interruption to prescription form supply.
- Accurate printing and timely delivery despite steep learning curve.
- Proactive advice on ways to cut print costs.



# Streamlined process transforms turnaround times

Allegiance Health, US



## \$20k

Annual savings

Country  
US

Key Customer Benefits

 Cost reduction

 Speed

## Challenge

- Multiple forms and versions in distribution that were sometimes inaccurate or outdated, conflicting with regulatory compliance.
- Differing designs and inconsistency hurt the organization's brand image.
- Excessive outside printing expenditures.
- Slow turnaround times for printing new forms.
- Printing and storage of obsolete forms wasted resources.

## Solution

- Comprehensive, cost-effective print-on-demand solution.
- Streamlined process for forms and other printed documents.
- On-site print shop equipped with digital technology for fast, high-quality document production.
- An easy, intuitive, web ordering portal to streamline the forms and management process.
- Digital archive gives management more control of the process.

## Results

- Turnaround times for forms reduced from weeks to one day.
- Eliminated document storage and obsolescence.
- Improved branding and compliance.
- More management control.

# A right-sized fleet provides more efficiency and greater savings

Allina Health

“Xerox felt more like a partner rather than ‘We want to sell you something ’or ‘We want you as a customer.’ They came across as more than just another vendor.”

Grant Logan, Senior Buyer, Supply Chain Management, Allina Health

## Country

US

## Challenge

- Reduce operational and overhead costs and improve workflow efficiencies.
- Ensure document security of patient records.
- Thousands of outdated and non-networked devices were eating into staff productivity.

## Solution

- Better efficiency and focus with a right sized fleet across 82 clinics and 11 hospitals with over 24,000 employees.
- Multifunction devices with hard drives that are automatically wiped clean every night.

## Results

- \$750,000 savings in the first year.
- Reduction in office fleet resulting in only 1,400 multifunction devices gaining efficiency, simplicity and uptime.
- More time for doctors, nurses and staff to be patient focused.

# New document management system becomes center of excellence

Baptist St. Anthony's Health System

## 90%

Print-related costs reduction

Country

US

Key Customer Benefits



Cost reduction



End-user productivity



## Challenge

- Sprawling multivendor print environment after a series of mergers with multiple in-house printing operations, contracts, leases and overlapping capabilities.
- Excessive external print costs and inefficient, paper-intensive and forms-based document processes.
- No standard method for document and form management or clear plan for maintaining compliance and migrated to Electronic Medical Records.

## Solution

- Enterprise-wide approach to document production and management.
- Replaced expensive document inventory system with a fast, efficient print-on-demand solution.
- Single, reliable sources for document device management.
- Accurate system. for tracking and managing paper and supplies.
- EMR bar coding system that simplifies the indexing, tracking and filing of documents.

## Results

- Launched an Electronic Medical Records system that uses bar coding to track, index and file forms and clinical documents.
- Enterprise-wide document management becomes a center of excellence for Baptist St. Anthony's and benchmark cost-per-impression saves \$200,000 in Year One.
- Reduced outside printing costs by 90%, saving more than \$300,000 per year.

# Access all important files from a central repository improves productivity

Kaiser Permanente, US

Xerox® DocuShare® Platform helps knowledge workers be more efficient every day focusing on the intersection of people, paper and processes – the lifeblood of today's work environment.

Kaiser Permanente, US

## Country

US

## Challenge

- Ability to publish and find policy and procedural information easily.
- Ensuring the latest, most-up-to-date versions are available.
- Maintain secure, readily accessible records.

## Solution

- Xerox® DocuShare document management capabilities allowed Kaiser to create a central repository for all policy, procedures, forms and other documents in a secure, web-based enterprise content management system.
- Portal supports 5K registered users with an additional 30K viewers.

## Results

- Estimated cost savings of \$500,000 per year.
- Saves up to 80% of time it takes to find information.
- Improved content security and reduce risk around disaster or intellectual property theft.

# Meeting challenges of healthcare reform

Methodist Healthcare System

“We have to find new and unique ways to cut down on expenses and continually increase the clinical delivery of care. Our relationship with Xerox is an example of that.”

Geoffrey Crabtree, Senior Vice President, Methodist Healthcare System, US

## Country

US

## Challenge

- Improve document management services while decreasing overall costs across 9 hospitals and 17 health-related facilities.
- Improve quality and turnaround times.
- Expand internal print production capabilities.
- Automate time-consuming work processes for end users.
- Reduce warehousing costs and inventories of pre-printed forms.

## Solution

- Streamlined workflow after thorough Lean Six Sigma assessment was performed.
- Full-time, on-site print center management, plus graphic design, forms, production, finishing and courier services.
- Standardized and upgraded technology platform to provide high-quality marketing documents with extremely high efficiency.

## Results

- Annual costs savings of approximately \$2 million.
- Greater operational and financial efficiencies to help address healthcare reform.
- Improved quality, efficiency and turnaround times, including 2 million monthly impressions.
- Enhanced branding, marketing, development and communication.

# Maximizing patient care by reducing administrative costs

Thompson Health



## \$5k

Savings per month

Country  
US

Key Customer Benefits

 Cost reduction

 End-user productivity

## Challenge

- Reduce costs and maintain high level of service.
- Support sustainability goals and reduce printing waste.
- Establish hospital-wide office security management strategy.

## Solution

- Conducted office print device assessment and documented print costs.
- Phased in replacement of multiple outdated devices with multifunction technology
- Provided training hospital-wide on the new equipment.

## Results

- Realized savings of over \$5,000 per month. Streamlined records management processes.
- Helped digitize patient records for regulatory compliance.
- Reduced energy and consumables usage.

# Transforming operations by streamlining processes.

Top Ten US Health Network

Xerox helps world-class health network build 21st century document services infrastructure to improve speed, efficiency, compliance and cost.

Top Ten US Health Network

## Country

US

## Challenge

- Better operation and utilization of in-house print shop.
- Improve uptime and service quality.
- Reduce information security and regulatory compliance risks.
- Forms management and internal mail services needed enhancement.

## Solution

- Designed a more efficient floor plan and optimized in-house print shop equipped and managed by Xerox.
- Web-based portal automates print shop job submissions.
- Mail services provided by Xerox with guaranteed turnaround times.

## Results

- Improved quality, reliability and speed, Increasing utilization of in-house print shop by 3X.
- Reduced use of outside printing vendors by almost 80%.
- Improved office device uptime.
- Reduced paper-based work processes, increased productivity.
- Faster, more efficient forms management process.

# Delivering real results with Green Office Initiative

WellPoint

## \$3M

Savings per year

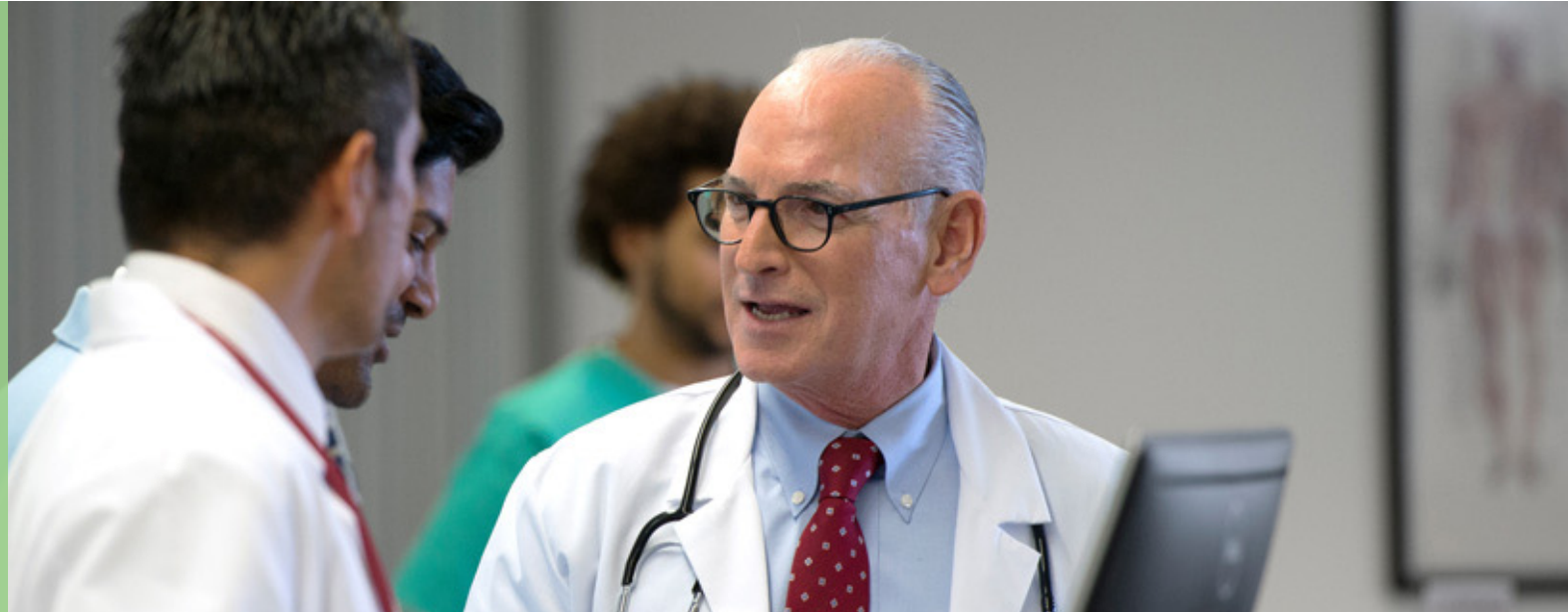
Country

US

Key Customer Benefits

 Cost reduction

 End-user productivity



## Challenge

- Create an energy-efficient work environment for 37K employees.
- Reduce greenhouse gases and enhance recycling efforts.
- Simplify and personalize communications with 34 million members of affiliated health plan.
- Decentralized printing infrastructure with over 5000 different models – each with its own supply and support needs - needed to gain control.

## Solution

- Adopted greener business practices and Implemented an education campaign and conducted surveys to continuously improve the program.
- Replaced old, unreliable environment with faster, more efficient, feature-rich multifunction devices without a major capital investment.
- Provided visibility into managing network print resources more efficiently.

## Results

- Implemented the Green Office Initiative the provides Managed Print Services (MPS) for 90+ sites.
- Reduced paper expenses by \$282K –even before full MPS deployment.
- Eliminated approximately 9,000 devices.
- Reduced print-related energy usage by 59% and total greenhouse gases by 60%.
- Estimated to save approximately \$3 million in printing costs each year.



# Improved operational efficiency and increased client satisfaction

Sírio-Libanês Hospital (HSL)

HSL has been seeing the patient satisfaction increase. Processing of all patient information has become a lot faster and more secure with Xerox® MPS solution on board making patients get their treatment quicker

Sírio-Libanês Hospital (HSL)

## Country

Brazil

## Challenge

- Sírio-Libanês Hospital (HSL) serves more than 120 thousand patients annually. To be able to serve more patients in the new hospital wings, HSL needed to revise the workflow system, which has become costly and a burden on Human Resources. The workflow system also needed improvements
- The Hospital was looking for a supplier that could take on the task while following their long-standing sustainable principles.

## Solution

- Under the MPS contract, Global Delivery Center (GDC) will manage all printing devices that would handle 2.5 million pages per month produced by users in all Hospital facilities, including the new wings.
- The equipment fleet was optimized and reduced. Now it consists of around 700 Xerox® printing devices. Many of them were enabled with Xerox® ConnectKey® – the technology that provides enhanced productivity, security, cost control and mobile solutions. The MFPs were also equipped with smart printing meters which can generate a saving of up to 60% on document related costs.

## Results

- Easy monitoring and control over the entire print system with reports provided by the new accounting and print control solution.
- 20% less devices.
- 60% reduction in the cost of color printing.
- Ability to communicate, process and share patient information in the most secure way.
- IT staff can focus on their core business and can react quickly to avoid down times.

