

Baptist St. Anthony's Health System generates major savings from document management improvements.



"With Xerox, we're getting quality work and phenomenal customer service. I really didn't dream it could go this well."

– John McKissack
Director of Facility Services
Baptist St. Anthony's Health System

Background

Baptist St. Anthony's Health System—a MedAssets member—is an award-winning healthcare organization based in Amarillo, Texas. The organization—which includes a 475-bed acute care hospital and 16 locations—prides itself on patient satisfaction and high quality care.

The Challenge

A few years ago, following a series of mergers, it decided to take action to streamline and improve its enterprise-wide approach to document management and production.

At the time, Baptist St. Anthony's relied on a sprawling infrastructure of copiers, printers and fax machines provided by many different manufacturers. As a result, it was difficult to arrange for service and supplies. In fact, it sometimes took weeks to get malfunctioning equipment running.

It was hard to control costs, too, because there was no centralized system for tracking paper and supply volumes and changes in usage trends.

It also operated several in-house print shops with overlapping capabilities. Baptist St. Anthony's wanted to consolidate its operations into a world-class printing operation that would dramatically reduce the need for expensive outside printing.

In addition, Baptist St. Anthony's wanted to make dramatic improvements in its paper-intensive and forms-based business processes, eliminate unnecessary document inventories, and build a strong foundation for an Electronic Medical Records (EMR) system that would improve productivity and HIPAA compliance.

Initially, the health system simply wanted a convenience copier solution to deal with the document confusion, but after meeting with us, it realized it needed a more strategic document services solution to meet these challenges and rein in its costs.

Boosting productivity and efficiency. Driving down costs.

The Solution

- We worked closely with Baptist St. Anthony's to improve its enterprise-wide approach to document production and management.
- We provided expert, day-to-day management of our client's fleet of copiers, printers and fax machines. Our responsibilities include maintenance, service and supplies.
- We implemented a system that allows Baptist St. Anthony's to carefully track paper and supply volumes and usage trends.
- We decreased its reliance on costly, standalone document devices by directing more jobs to efficient, cost-effective multifunction systems.
- We established a centralized, state-of-the-art Document Center that utilizes streamlined work processes and new digital printing technology, including an iGen3® Digital Production Press.
- Prior to our partnership, the print shop staff received little, if any, outside training. As part of the implementation process, we provided staff with training and required certifications on digital printing and print shop management to six Baptist St. Anthony's employees who joined our team.
- We helped our client standardize forms and other documents, automate paper-intensive business processes, and replace an expensive document inventory system with a fast, efficient print-on-demand solution.
- We worked with a strategic partner to implement a timesaving bar coding system that simplifies the tracking, indexing and filing of forms and other clinical documents.

The Results

In the first year of our partnership, we helped Baptist St. Anthony's save nearly \$200,000 by maximizing the use of multifunction systems throughout many locations. Baptist St. Anthony's cost per impression is now one of the lowest in the industry.

We improved the uptime of its critical document devices with on-site service provided by our highly skilled DocuCare service professionals.

We reduced the average service response time from days or weeks to 30 minutes. Since hospital staff members are no longer involved in equipment troubleshooting, they have more time to focus on patient care.

Our system for tracking paper and supplies volumes improved our client's ability to evaluate usage trends, plan accurate budgets and manage costs.

The world-class Document Center reduced outside printing costs by 90% and gave the client more quality control of branding. The Center even produces high-quality marketing materials for the nationally renowned Harrington Cancer Center, which is now an affiliate of Baptist St. Anthony's.

We reduced the need to inventory forms and other documents with a fast, efficient print-on-demand solution. The solution saves money on printing and storage costs.

We helped busy health system employees get more done by standardizing documentation, digitizing forms and automating inefficient, paper-intensive work processes.

We helped Baptist St. Anthony's launch an Electronic Medical Records system that uses bar coding to track, index and file forms and clinical documents.

Case Study Snapshot

The Situation

- Multivendor printing and copying environment
- No standard method for tracking volumes and usage
- Service delays interfered with productivity
- Multiple in-house printing operations with multiple contracts and leases
- Inconsistent quality and training
- Excessive external print costs
- Inefficient, paper-intensive work processes
- Need to improve compliance and migrate to Electronic Medical Records

The Solution

- Single, reliable source for document device management
- On-site DocuCare service
- Accurate system for tracking and managing paper and supplies
- State-of-the-art Document Center with high-quality Xerox® iGen3® color capabilities and highly trained employees
- Enterprise-wide print-on-demand solution for standardized forms and other documents
- Automated work processes
- EMR bar coding system that simplifies the indexing, tracking and filing of documents

The Results

- Benchmark cost-per-impression saves \$200,000 in Year One
- Service response time reduced from days and weeks to 30 minutes
- Reduced outside printing costs by 90%, saving more than \$300,000 per year
- Standardized forms improve HIPAA compliance
- Automated work processes and print-on-demand improve productivity and efficiency
- Added reporting and control over document spend
- Improved quality and consistency of branding
- Achieves outstanding satisfaction rating from internal customers
- Enterprise-wide document management becomes a center of excellence for Baptist St. Anthony's

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