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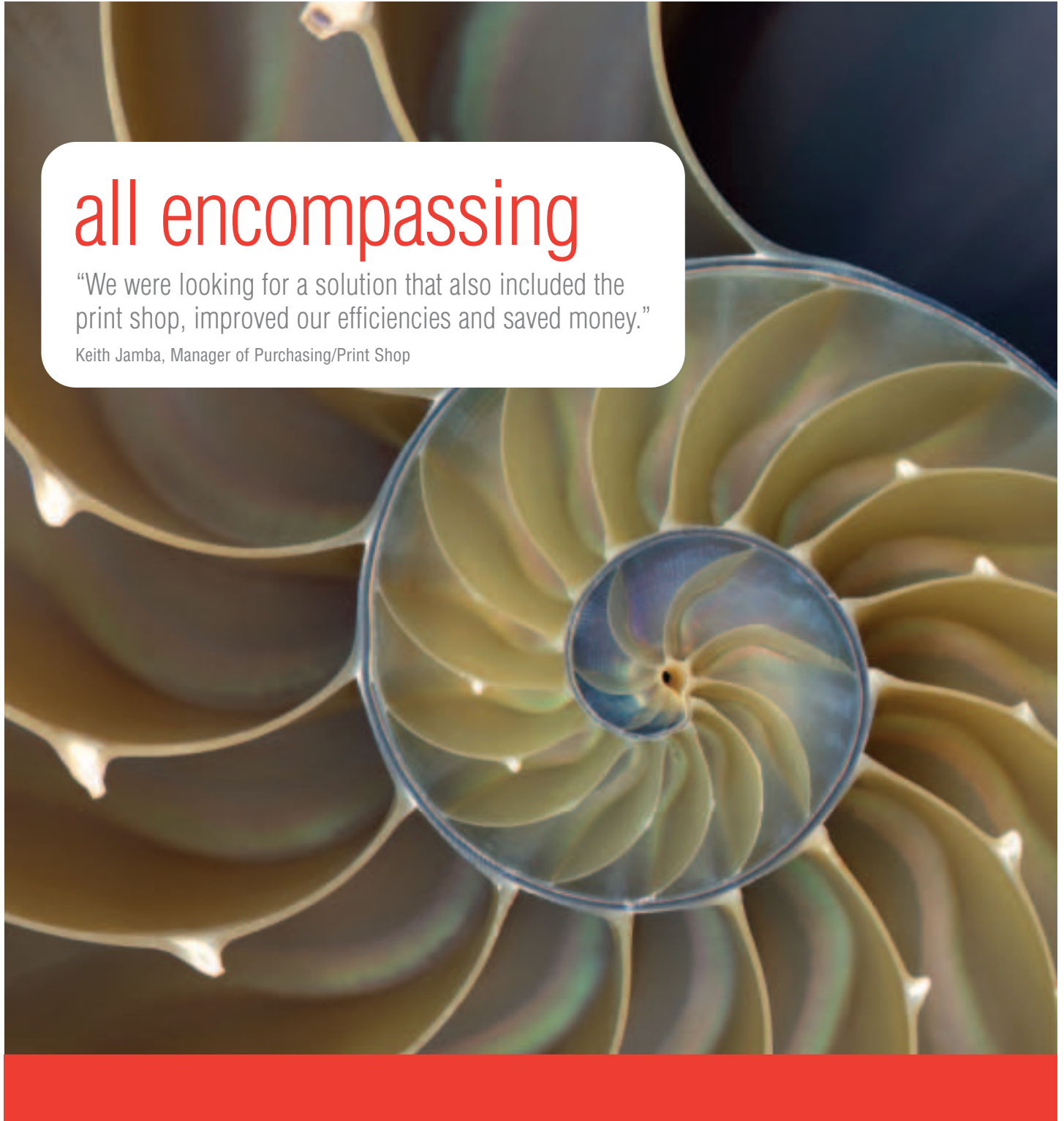
**United Health Services Case Study**

Xerox Healthcare Services

# all encompassing

“We were looking for a solution that also included the print shop, improved our efficiencies and saved money.”

Keith Jamba, Manager of Purchasing/Print Shop



# Streamlining forms processes helps UHS save time and lower costs.



## Client Profile

United Health Services (UHS) is a regional hospital and nursing-home network providing care for the people of Broome County, including Johnson City and Binghamton, NY. UHS Hospitals consolidates the administration of two existing facilities in the region: Wilson Memorial Regional Medical Center and Binghamton General Hospital. Industry research indicates that the total spend for documents for healthcare providers like UHS Hospitals equals up to 15 percent of their total budget.

## The Challenge

Like many healthcare organizations, UHS Hospitals must deal with rising costs in all areas of operations. One of the least visible, yet most costly, of these areas involved document management.

UHS Hospitals' managers wanted a partnership with a company that would focus more on document solutions than on the selling and servicing of equipment. Specifically, UHS Hospitals wanted to identify the costs and opportunities for process improvements associated with print and document management and technology enterprise-wide.

In the process, they hoped to achieve double-digit percentage savings in print and document output costs, and to improve productivity for tasks associated with print, copy, fax, scanning, mail and forms management.

### **Among the reasons driving the need to remedy its forms and other print needs were:**

- The hospital had a partial strategy in place for forms management. This affected forms quality, production turnaround time, version control, the forms-ordering process and waste management of outdated forms.
- Print Center equipment was not networked, impeding productivity.
- Office document output volumes and cost per page were high and utilization of equipment was not managed.

- Much office equipment was obsolete, negatively affecting productivity
- Supplies management and tech support of office equipment was complex, with 79 different models from 11 vendors

## The Solution

UHS Hospitals asked Xerox to conduct analytical assessments of UHS Hospitals' document management and forms creation and processing methods.

The purpose was to objectively appraise its documents, reveal particular areas of need and suggest practical solutions for meeting those needs.

### Document volume higher than average.

Among the key findings of the Xerox Office Document Assessment was that UHS Hospitals were paying substantially more than was necessary for document output.

The volume of documents produced by UHS Hospitals employees averaged 2,378 pages per employee per month. Office output alone came to 113 pages per employee per day.

Xerox introduced the Enterprise Print and Asset Management solution, which consolidated numerous printers, copiers and fax machines with digital multifunction technology.

One out of three machines now has scanning capability to help cut down the abundance of paper files. Convenience staplers and envelope trays on each multifunction device have also helped increase productivity.

### Actual number of forms triggers surprise.

In an understatement, Keith Jamba, Manager of Purchasing/Print Shop, noted that, "We found the number of forms was a lot higher than we thought."

UHS Hospitals' managers knew there were more than 500 forms, but they just didn't know how many. They were surprised when the number turned out to be approximately 1,700 system-wide. These included duplications, obsolete versions and many without numbers.

### Xerox trains UHS Hospitals employees in Web-based forms ordering.

According to Jamba, training had been a concern that was quickly laid to rest. "We wanted to make sure that somebody would be on site for ongoing training, as well as for timely response to service and help calls," he said.

In response, Xerox began instructing all appropriate UHS Hospitals personnel in how to initiate the new forms process. As its name implies, the Xerox ReqDirect Plus application lets them request desired forms directly from desktops throughout UHS Hospitals.

"Now, with all the forms in a single location, employees only have to go online to get whatever form they need," Jamba explained.

Users save time by accessing, viewing and retrieving documents conveniently and quickly for editing, reprinting or distribution.

## NEWS

### OF NOTE

#### Xerox ReqDirect® Plus software turns forms ordering into simple print-on-demand process.

The recommendation with the most immediate potential for savings, productivity and convenience was ReqDirect Plus, a Xerox Web-based forms management program. This included all hardware, software and service support.

Together, these components enable users to create, modify and order forms online. The forms are produced on demand at UHS Hospitals' print center. Users simply log in to the forms-ordering application and the system displays the order entry screen.

## The Results

In what is described as a “very conservative” estimate, UHS Hospitals expects to save \$98,000 yearly by centralizing forms production and introducing print on demand. This figure could potentially increase to \$250,000 in savings when UHS Hospitals moves forward with all the Xerox recommendations.

“In the back of your mind, there’s always the question of whether what looks good on paper will develop as you want it to,” said Keith Jamba. “We were comfortable that the assessment would give us useful information, regardless of who would eventually work with us.”

### **UHS Hospitals has cut costs and made forms easier to use.**

Today, the hospital’s forms are easier to access and order, and their improved “user-friendly” design has helped to maximize productivity, minimize redundant data capture and enhance legibility.

Warehousing costs have decreased significantly now that only small quantities of complex forms have to be stored in inventory. And online forms ordering has simplified accounting by tracking inventory and departmental costs via automatic charge back.

Additionally, to ensure that the installation keeps running smoothly, five Xerox employees are permanently on site to handle questions, service and maintenance. Xerox now has full access to any department within UHS Hospitals and plays an active role on the Form Committee, reviewing forms for acceptability or possible elimination.

“The on-site people have integrated so well that we treat them as UHS Hospitals employees,” Jamba said. “With the added efficiency and the elimination of confusion, we anticipate that more people will be able to spend more time on their main jobs.”

## CASE STUDY SNAPSHOT

### **The Challenge:**

- Identify costs and opportunities in print and document management processes and technology
- Achieve double-digit percentage savings in document production
- Improve productivity in all document-associated tasks

### **The Solution:**

- Conduct Xerox Healthcare Document Checkup<sup>SM</sup>, including Office Document Assessment and Forms Assessment
- Implement Web-based Forms Management Solution
- Propose Enterprise Print and Asset Management solution for replacing outdated equipment with network multifunction devices

### **The Results:**

- Conservatively projected annual savings of more than \$98,000 by centralizing forms production and introducing print on demand



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