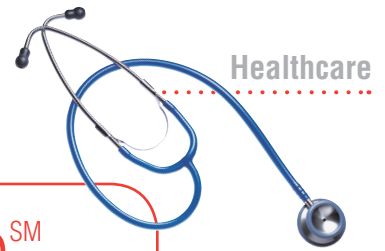


Healthcare Assessments

Industry Offering Brief



Xerox Healthcare Document CheckupSM unmasks concealed costs and inefficiencies.

Our objective analysis can help you find opportunities for improvement.



"Many healthcare organizations have only a vague idea of the inefficiencies and costs of producing and managing their documents. The first step to developing a road map for the future of your organization is an assessment of where you are today."

*John B. Jones
VP Healthcare/Health Insurance
Xerox Global Services*

The Xerox Healthcare Document Checkup is a consulting study that combines expertise and automated tools to analyze your capabilities for all processes leading to the creation and distribution—and every step in between—of critical documents.

Xerox's dedicated Industry Consultants specialize in healthcare. They are uniquely able to combine their document knowledge and industry expertise to provide an in-depth look at your total enterprise: the Xerox Healthcare Document CheckupSM

THE RIGHT SOLUTION FOR YOUR CHALLENGE.

Challenge: Determining exactly how much you're spending on documents.

The first step of the Xerox Healthcare Document Checkup is to find out just how much you're spending to get the job done now. Our automated tools can help.

Challenge: Current forms may not be cost-effective.

A customized Forms Assessment reviews all aspects of your current forms management program, including creation, revision, inventorying, ordering and distribution. We help you reduce costs and enhance patient care or member satisfaction through better forms.

Challenge: Up to 40% of documents in inventory may be obsolete.

We can help your staff create, store and manage the documents they need digitally, allowing them to be ordered online from any location and printed on demand at a centralized facility.

Our Approach

For many healthcare organizations, recommendations from the Xerox Healthcare Document Checkup have streamlined processes, eliminated inefficiencies and reduced costs. The assessment can take one or both of these key approaches:

1. Forms Assessment

The Xerox Forms Assessment is designed to objectively analyze the current state of your forms management program, the costs associated with it and the requirements of the people who actually use the documents.

2. Office Document Assessment

The purpose of the Xerox Office Document Assessment (ODA) is to objectively analyze, on an enterprise level, the current state of your document output production efforts.

Critical to this assessment is establishing the number of document output devices you have per employee, where and how they are deployed, and how much volume each produces.

Results

We define your actual operating expenses and then compare these metrics against healthcare industry benchmarks using a proven Lean Six Sigma process. Although every organization differs, certain common findings exist. For example, our assessments have found that the typical 400-bed hospital:

- Spends more than \$500,000 a year with over 10 outside vendors on forms production alone
- More than 40 percent of forms in storage are obsolete
- Can easily convert more than 75 percent of its current forms to print on demand
- Can save more than 15 percent in costs by partnering with Xerox to manage the forms management process

When it comes to Office Document Assessment, we generally find more than two document output devices per employee, nearly 20 different vendors and more than 100 different models, and expenses totaling over \$70,000 per month on office document output alone. Our recommendations are designed to help you achieve the following:

- Streamlined workflow
- Reduced costs
- Increased productivity

The Xerox Healthcare Service team has years of experience and is uniquely positioned to help healthcare providers improve the way they handle documents to make them as efficient and effective as possible. We would like to do the same for you.