

Healthcare Forms Management

Industry Offering Brief



Improve your bottom line, reduce errors and increase patient safety.

The typical 400-bed hospital spends more than \$500,000 a year with multiple outside vendors on forms production alone.



“Gaining control over the production and versioning of forms is one of the big challenges that face today’s healthcare providers. We can help facilities achieve this through an all-encompassing forms management solution that can reduce your total number of forms and deliver measurable cost savings in the process.”

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

If your hospital is like most, your current forms management practices are manual and inefficient. Turnaround time is slow, and valuable floor space is wasted on document storage.

More effective management of forms goes hand-in-hand with the need to make more documents available in digital format, especially for electronic health record migration.

More critical than the issue of cost effectiveness, however, is the potential for mistakes that can occur when care-givers use out-of-date or incorrect forms. The wrong information can adversely affect the quality of patient care, and may even result in grave errors.

THE RIGHT SOLUTION FOR YOUR CHALLENGE.

Challenge: Standardizing forms and keeping them compliant.

Our assessment services enable us to thoroughly catalog all of the forms your facility uses and then methodically eliminate redundant or inaccurate versions, resulting in less confusion and lower overall forms costs.

Challenge: Inadvertently using out-of-date or incorrect forms.

By digitizing forms and housing them in a centralized repository, you can ensure that your staff has access to the most current versions, improving the quality of your patient care by minimizing paperwork errors.

Challenge: Frustration over inventory waste when forms need to be changed.

With our print-on-demand capabilities, you can order the exact number of forms you need and significantly reduce discarded inventory and warehouse expenses.

Our Approach

Xerox Global Services offers a forms management solution that helps you get control fast. First we assess your current situation, including getting a handle on the exact number of forms currently in use. One hospital we worked with thought they had only 500 or 600 forms. But when we collected and catalogued them, we discovered more than 1,400 forms—many were out of date and/or inaccurate but still in use. This put the hospital at risk for increased errors.

Following our assessment, we recommend the best method for the printing of each form—in most cases, the most cost-effective way is through print on demand. To help you stay in control, we add dedicated resources to sit on your forms committee and design the forms to be easier to use and more adaptable to your needs, so you can collect crucial data more effectively.

Finally, we can build a digital repository of forms to be used as a platform for migrating to electronic health records. All forms (digital and preprinted warehoused forms) will be available for online ordering in the exact quantities needed.

You no longer need to guess which vendor produced the form, because we provide a single source for ordering. Plus, you maintain control over different versions, which is critical when it comes to JCAHO accreditation review.

Results

Being able to create, store and manage forms digitally—enabling them to be ordered online from any location and printed on demand—can not only save up to 15 percent of your total spend, but, through up-to-date standardized forms, can also increase the quality of direct patient care.

Because it is so quick and so easy for people to go in and order the forms they want, users have found the solution frees up significantly more time for caregivers in patient care units throughout the hospital.

Other typical results include:

- Reduced cycle time from ordering to delivery of documents
- Allows caregivers to quickly get the forms they need for charting patient information
- Productivity gains by outsourcing non-core business
- End-to-end forms management with a single point of contact and accountability in a centralized office
- Easier migration from paper forms to e-forms to the inevitable electronic medical record
- Reduction in the total number of forms
- Standardized forms for ease of use and accuracy

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.