More Information

As a global leader in document products and services, Xerox are committed to helping Cambridge Memorial Hospital achieve their goals. For more information or to schedule an appointment with a Xerox Sales Representative, call 1-800-ASK-XEROX, or visit www.xerox.com today.
About Cambridge Memorial Hospital

The Cambridge Memorial Hospital (“CMH”) dates back to 1888 when it was established as the first Hospital in the area that is now known as the Region of Waterloo. Currently employing over 1,200 healthcare professionals, CMH’s vision is to “be the best community hospital it can be” and continue to provide excellent care for their patients.

The challenge at CMH was simple: as their current equipment was reaching the end of its product life cycle, constantly breaking down and causing productivity problems, they were looking to move to more stable equipment to attend to the typical office requirements as well as look to new technologies to take advantage of scanning and document management opportunities.

Xerox Solution

Xerox had been gathering information on CMH’s successes and requirements over the past five years and was very familiar with the hospital’s needs. Therefore, in replying to the fleet RFP issued by the Hospital, Xerox took the opportunity to provide an alternative bid to the client. The compliant-plus bid not only addressed the primary customer business problem, but also other business processes within the hospital.

Xerox consolidated the numerous print technologies in the hospital by installing a fleet of Xerox models including products such as WorkCentre™ 4150, M20i, 255, 232, 238, 340, 7132, 7655 and Novella™ 100 Copier Printer. These devices eliminate the need for analog fax lines and allow for the routing of faxes to their destination including an expedited flow of information from the physicians to the Pharmacy. DocuShare™, SmartSend™, Equitrak™ and a Castelle™ Fax Server were added to facilitate the flow of information through the existing IMT infrastructure.

The implementation of the Xerox fleet has allowed standardization of equipment resulting in increased productivity for all employees, including the IMT department, ease of use, and increased levels of customer satisfaction. Alasdair Smith, VP – Finance and Administrative Services, says that “the equipment standardization alone was a significant improvement in terms of user training, standardization of supplies and the reliability of the equipment. It is the longer term impacts that we are really looking forward to with the global document management opportunities”.

Ed Norwich, CMH’s Manager – IMT, agrees that “it was essential that we moved forwards with equipment standardization for the fleet. The number of service calls has dropped dramatically in addition to the ability to facilitate user problem solving. We are truly looking forward to the implementation of the full document management solution as a real enterprise savings and efficiency project. The ability to instantly share the current version of a file with all who need it, or at least provide access to that file, will eliminate the myriad of copies that exist that may or may not be the most current version. In addition, the ability to create collaborative folders for workgroups will realize further efficiencies.”

Results

The relative ease of use, features and reliability is enabling users to transition from a paper (hard copy) environment to an electronic one which is, increasingly, a true culture change in terms of the use and production of documents. Xerox is well on its way to having a full electronic medical record, where information is secure, readily available, sharable, and transferable electronically.

The partnership with Xerox will facilitate and support CMH with the continued quality and productivity improvement in managing information while providing increasing opportunities to achieve business economies and cost savings. “We really believe that once we have demonstrated the soundness of this technology that we will be able to bring our healthcare partners on stream to file sharing and collaboration in ways they haven’t been able to before. A true regional document management approach will allow the various aspects of the healthcare system to work together more efficiently than they have before” said Norwich.

The relationship with Xerox is a positive and important partnership which enables CMH to actively participate in the testing and validation of new business solutions over the next five years. CMH is a technology innovator and strives continually to achieve its position as a community and industry leader.

Measurable Results

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Standardization of equipment and appropriate local sizing of the units to meet business needs has resulted in approximately an 18% annual savings in hardware and service costs. These savings were achieved even though the additional value-added features such as DocuShare, Equitrak, etc were added to the overall package provided by Xerox. Future savings to the Hospital will accrue as the document management strategy is implemented and there is a reduction in printing. This will reflect a true culture change in terms of the use and production of documents.

CMH is well on its way to having a full electronic medical record, where information is secure, readily available, sharable, and transferable electronically. The need for paper copies is diminishing and will result in cost savings. The actual savings have yet to be determined. “The Xerox integrated document management solution is integral to CMH’s business technology strategy. The relative ease of use, features and reliability is enabling users to transition from a paper (hard copy) environment to an electronic one which is, increasingly, the business direction in health service delivery”, said Norwich.

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