

Leesburg Regional Medical Center leverages
HP multifunction printers to help deliver improved
patient services



“Our new HP multifunction print infrastructure is facilitating fast output and transfer of existing patient data, an operating cost reduction, compliance with HIPAA, and swift delivery of online forms – all of which increase patient safety and well-being, and enable Leesburg Regional Medical Center to provide cost-efficient health service.”

– Tommy Banks RRT, MBA
Materials Management Analyst
Leesburg Regional Medical Center





Opening in 1963, and with the current mission: 'To improve the health and quality of life of the individuals and communities we serve,' Leesburg Regional Medical Center (LRMC) has grown from a small, community-based hospital to a comprehensive medical center. Boasting a facility with 309 acute care and 120 skilled nursing beds, and offering services for a wide variety of healthcare needs. It is located in Lake County, Florida and renowned for being a regional medical center specializing in selected tertiary services, including open heart surgery and neurosurgery. Despite its enormous growth LRMC has retained a family-friendly feeling in its delivery of all healthcare activities, and customer service is its number one priority.

Diagnosing print problems

Tommy Banks, RRT, MBA, Materials Management Analyst for Leesburg Regional Medical Center, stated, "Over the last few years, reimbursement for treatments has not kept pace with the cost of providing those services. In response to this we've become very cost-conscious and have investigated cost-saving initiatives throughout the entire hospital system in order to offer better value for money to the community."

He continued, "From my perspective, the print infrastructure costs were too high and we had copy machines in every nook and cranny around the hospital – far too many of them. We had at least three different print vendors, including HP, and lots of different models of printers – both ink- and toner-based. We needed to increase the number of users per machine, so we set a target of eliminating all personal inkjet printers and moving to workgroup devices only."

Many of the LRMC printers and copiers were not networked and were purely used for the one function of copying. Banks noted, "We were spending a lot of money on copier leases and supplies so we set a goal of cutting the cost of these by at least 25 percent by the end of the first year of operation of a revised print infrastructure."

LRMC also had high maintenance costs because many of the fax machines, printers and copiers were aging and starting to fail. "If a device is in a critical patient care area we cannot afford downtime. For example, if charts need to be printed or copied for physicians to make an urgent diagnosis, it's unacceptable for the local device to be broken and for the nurses to have to hunt for the next nearest working copier. We need our caregivers to be able to give maximum time to the patients, and for physicians to have the data in their hands in a timely manner," Banks described.

In assessing the legacy print environment Banks noted that LRMC transferred a lot of inter-office mail using an internal courier service, which took time and incurred significant expense. Additional monies were being spent on ordering and storing pre-printed forms and a high percentage of these were being scrapped because of ever-changing healthcare requirements.

Finally, Banks knew that no matter what changes were made to the print environment, new devices must have the functionality to help LRMC continue to meet Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance around securing patient data when printing, copying or faxing.

HP multifunction printers cure cost problem

"With so many standalone devices it was a challenging task to exactly figure out existing workloads. Luckily supplies were all handled through our Materials Management budget so we were able to use this data to estimate print/copy volumes. We had so many different devices we couldn't really put a price against each one, but logic alone said that standardizing on multifunction devices, and reducing the volume of equipment, made the most sense," reflected Banks.

He added, "We spent time focused on deciding where the new devices should be placed, and who would use

them. We then issued a request for proposal (RFP) for a few devices to replace several copiers that were on an expiring lease. The goal was to set up a trial with the winner of the RFP and, if it was successful, we would then commit to standardizing on that vendor.”

LRMC received bids from all the major multifunction device vendors. Banks recalled, “HP recommended the HP LaserJet 4345mfp and the HP Color LaserJet 4730mfp, which offered excellent price/performance. And, as our IT personnel already were HP Certified – which means they are trained to fix any problems immediately themselves rather than waiting for HP technicians to arrive – we felt choosing HP multifunction printers would best meet our needs.”

The bulk of LRMC’s copy/print needs are black and white, so the majority of devices will be the HP LaserJet 4345mfp, which maximizes productivity with its print, copy, scan-to-email, analog fax, and document finishing functions. Color multifunction printers were selected for the Administration and Public Relations workgroups. The HP Color LaserJet 4730mfp series handles busy workgroups with an input capacity of up to 1,600 sheets. Plus, it features multiple input trays – specifically designed to hold different paper types – to minimize print interruptions.

Prescription for cost decrease is working

The pilot of the HP LaserJet 4345mfp and the HP Color LaserJet 4730mfp was very successful. “The HP multifunction printers are very easy to use, and no special training has been needed. The users absolutely love them. We hear nothing but praise, especially for the fax- and scan-to-email functions,” extolled Banks.

Today, with nine HP LaserJet 4345mfp and one HP Color LaserJet 4730mfp networked devices deployed, LRMC is a third of the way into the entire print infrastructure

replacement, and Banks is already seeing big benefits. He noted, “The scan-to-email function eliminates much of the hardcopy data transfer that was originally handled by our inter-office couriers. In addition, we have significantly decreased the outside printing cost for forms. Now the forms are set up as templates on our intranet, and they can be printed as needed, which from a patient-safety perspective also means we’re always using the latest forms for tracking their health.”

The HP devices were selected for their reliability and dependability, LRMC’s IT administrators will be using HP Web Jetadmin to help remotely monitor and proactively keep the printers running at peak performance. In addition, security codes for all users will be implemented in the next phase of the rollout to ensure compliance with the HIPAA regulations.

Banks commented, “We’ll have the entire print infrastructure transition completed by end of 2007. We already have managed to decrease the physical number of copying devices by 21 percent, and I’m projecting that we’ll easily meet our target for printing costs to come in less than 75 percent of the original copier leases.”

He summarized, “HP is very responsive to my questions and requests, and works collaboratively with us. Our new HP multifunction print infrastructure is facilitating fast output and transfer of existing patient data, an operating cost reduction, compliance with HIPAA, and swift delivery of online forms – all of which increase patient safety and well-being, and enable Leesburg Regional Medical Center to continue providing cost-efficient health services.”



At a glance

- **Organization:** Leesburg Regional Medical Center
- **Location:** Leesburg, Florida
- **Founded:** 1963
- **Size:** 309 bed facility and a 120 skilled nursing facility
- **Telephone:** 352-323-5762
- **URL:** www.leesburgregional.org
- **Primary focus:** Delivering service excellence to patients, employees, physicians, community, visitors and others.

Challenges

- Reducing operational costs by:
 - Optimizing deployment of copiers and printers for better utilization rates;
 - Reducing cost of device leases and supplies by at least 25 percent;
 - Increasing device reliability and availability;
 - Decreasing use of internal courier service; and
 - Eliminating need for preprinted forms.
- Maintain HIPAA compliance for securing patient data.

Solution

- Standardize on HP multifunction printers:
 - HP LaserJet 4345mfp; and
 - HP Color LaserJet 4730mfp.
- Simplify print environment by reducing total number of single function devices.
- Simple, central control with networked devices and HP Web Jetadmin printer management software.

Results

Simplicity

- LRMC users provide enthusiastic endorsement of HP multifunction printers' ease of use.
- Number of copying devices decreased by 21 percent.
- User security codes help facilitate HIPAA compliance.

Agility

- Optimized workgroup printer deployment with balanced utilization.
- Latest patient-care forms available on an as-needed basis.
- Remote monitoring enables proactive printer maintenance and keeps devices highly available.

Value

- Scan-to-email function eliminates much of the hardcopy data transfer previously handled by inter-office couriers.
- Removed production, storage, and wastage costs for pre-printed forms.
- Projected to meet targeted cost decrease to less than 75 percent of the original copier leases.

For more information on how working with HP can benefit you, contact your local HP sales representative, or visit us through the Internet at our world wide web address: www.hp.com

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