

Enhance productivity, reduce costs



Ease your paper pain with HP Workflow Discovery for Healthcare



What if you could...

- Learn how process changes will affect all stakeholders?
- Discover how imaging and printing technology can improve process efficiency?
- Reduce the cost of managing your ever-increasing amount of information?

Healthcare providers today need to run more efficiently. You're probably considering every alternative to help your organization stay competitive. Look at how your organization manages paper-based processes to reduce costs, improve patient outcomes, address regulatory compliance guidelines, and improve operational efficiencies.

Moving to accountable care

Today's healthcare industry is shifting from caring for sick patients on a case-by-case basis to providing holistic, proactive, and personalized long-term accountable health management. Such change requires overcoming a number of challenges, including the need to alter workflow processes, adapt to new workplace cultures, define processes for handling reimbursements, and manage organizational change. In addition—and perhaps the most technically daunting challenge of the evolving healthcare model—is that it requires an end-to-end digital health framework that enables providers to coordinate care across the extended healthcare ecosystem.

The right information at the right time and place

To help the industry realize the goal of delivering collaborative care, HP has developed innovative solutions that give healthcare providers around the world the opportunity to achieve process efficiencies, tangible cost savings, and improved patient outcomes. Of course, it is your clinical teams—the doctors and nurses—who really determine the quality of patient outcomes. But like other professionals, their success depends partly upon having the right information when they need it. And that is where HP can help.

HP offers a wide range of printing and personal systems solutions specifically designed for healthcare providers. These can help you get the most of your printing and copying infrastructure, manage that environment, and digitize and streamline your document-intensive processes—which helps you to improve your workflows in areas such as admissions, at the nursing station, and in the medical records department.

An HP Workflow Discovery analysis can help you streamline your administrative and clinical processes and help your organization stay on track. This consultation leads to the discovery and improvement of your traditional paper-based processes and workflows, which can

The document workflow ecosystem – critical to the healthcare provider’s success

Documents sent by fax

Hospital to Physician, Lab to Hospital, Physician to Hospital, Benefit Claims Admin, HR

Paper flowing in

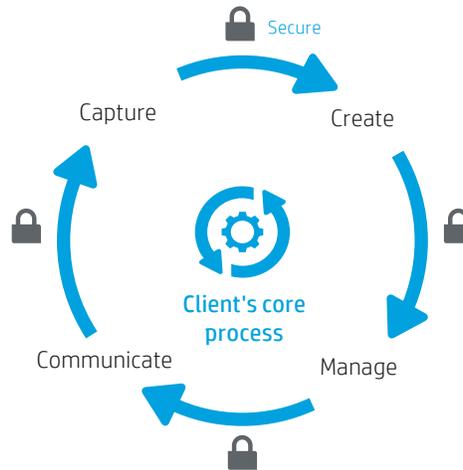
Admissions, Emergency Dept, Nursing Station, Medical Records, Finance, HR

Paper forms

Pre-Printed Prescription Pads, Paper Invoices, Resumes, Patient Educational Brochures

Personalized patient communications

Discharge Summaries to reduce re-hospitalizations, Wellness Campaigns, Appt Reminders



Graphics/production

Educational Material, Patient Surveys, Posters/Signage, Wallpaper/Ceiling Tiles, Patient Friendly Billing

HP Distributed Workflow Solutions for healthcare

End-to-end Enterprise Content Management (ECM) software solutions streamline and automate paper-based document management processes

Medical records

Warehouses full of Patient Records, Bloating Staffs, Patient Record retrieval after 24 hours

save your organization time and money, improve your competitive position, and ultimately help you to better serve your patients.

As you implement your Electronic Medical Record (EMR) systems, HP can help verify that your printing and digitization infrastructure supports your high-level goals and objectives—and help you determine which workflows can best improve the flow of critical patient and financial information. HP can even focus on the capture of unstructured and semi-structured data for inclusion in the patient record.

How it works

HP Workflow Discovery is a consultation that evaluates your paper and document-intensive processes, identifies inefficiencies, and then offers solutions to fine-tune the process. Through the application of digitization and printing workflow analyses, HP can show you how technology and associated software and services can help you find ways to cut the waste out of paper-intensive processes and continually improve and manage the underlying infrastructure.

As part of a document process improvement, for example, HP can provide solutions that leverage multifunction printer (MFP) capabilities, such as scanning to EMR, scanning to administrative and financial applications like Lawson and Peoplesoft, and using efax features, which enable your MFPs to act as on- and off-ramps for an enterprise-wide LANfax solution. An HP Workflow Discovery can also help determine strategies to reduce the volume of document

output altogether, help you to optimize printing documents where and when you need them, improve security, meet privacy and auditing regulations, and eliminate unnecessary printing. Furthermore, the advantage of converting documents into digital data means you won't need to depend on traditional hard copy versions, getting the right information to the right place at the right time in the right format—which can translate to saving lives and accelerating revenue realization. Although results may vary, leveraging HP best practices and expertise drives significant cost savings by helping you create an integrated, end-to-end content management strategy.

Follow the paper "pain"

Workflows involving paper are still extremely prevalent for many reasons: legacy clinical processes, regulatory compliance, requirements for signatures and offline usage, and external communications can still be paper-heavy processes. That is why healthcare providers around the globe who are implementing EMR solutions are also investigating the capture and integration of unstructured data along with ways to automate and streamline these workflows.

If you can relate to pain points such as mountains of paper records, lost patient data, and wasted and redundant resources that can be traced to manual paper processes—then a workflow discovery is in order.

Staying focused

Your organization has key objectives and goals, which can include meeting meaningful use guidelines, reducing costs, improving quality, mitigating risks, conserving resources, improving patient outcomes, and managing

capital and assets. These objectives represent the organization at a strategic level, but how can your organization identify, prioritize, and implement ground-level workflow initiatives to meet these goals?

Often these goals and objectives are diluted or changed as they evolve into tactical initiatives executed at the ground level—or worse, no action is taken at all. Your challenge, then, is to manage and turn these goals into projects that not only reduce costs and improve workflows, but also take into consideration the top priorities of your healthcare organization.

The only constant is change

A barrage of external factors can force your organization to shuffle, modify, or completely change its high-level objectives. Whether these changes are due to the economy, regulatory compliance, technology and clinical innovations, or competitor actions, your organization must remain agile and adaptive to change, and so must its infrastructure.

The smooth running of any healthcare organization relies on the seamless flow of critical information, automatically routed to where it needs to be at any given point. With HP workflow solutions, you can automate these paper-intensive workflows. This can mean lower costs, a reduced administrative burden, and less scope for human error. And because of close collaboration with leading healthcare application providers, you can be confident that HP workflow solutions can integrate seamlessly with clinical healthcare systems. By shifting paper-based processes to electronic workflows, your organization can have the capability to save money in today's market and gain the flexibility to adapt to process change in the future.

HP can help you eliminate manual, paper-based workflows

Control paper-based workflows

- Automate manual processes
- Eliminate errors and lost data
- Reduce time delays
- Control explosion of information
- Tag documents for future retrieval

Locate information quickly

- Locate hard-to-find information
- Access patient charts
- Eliminate duplication of data
- Provide status visibility to clinicians
- Share content easily

Meet corporate and regulatory policies

- Adhere to regulatory and corporate compliance, policies, and procedures
- Manage data and storage requirements

Automate information delivery

- Enhance organizational processes with fast, efficient technology
- Deliver content in a variety of formats

HP helps you understand the strengths and weaknesses of your healthcare organization's workflows.

HP Workflow Discovery

HP Workflow Discovery is a set of modular services that can help your organization increase productivity, reduce costs, mitigate risks, conserve resources, and reap the benefits that imaging and printing workflow improvements offer.

HP Workflow Discovery consists of modular offerings, including:

- Discovery sessions
- Workshops
- Assessments

Discovery sessions

Discovery sessions help you identify key organizational initiatives and goals, external and internal factors, as well as the resources responsible for each particular area. HP gathers this information to identify all stakeholders in imaging and printing workflow improvements.

Discovery sessions may range in scope from organization-wide to operational and clinical environments and HP typically conducts these sessions via teleconference and client visits.

If all stakeholders, initiatives, and business goals have already been identified and agreed upon within each line of business, you may skip the discovery sessions and move directly into a workshop.

Workshops

Workshops can help you identify and plan the processes HP will evaluate. During this meeting, HP meets with the relevant stakeholders identified within your organization, and facilitates a data-gathering process and discussion to determine appropriate imaging and printing initiatives. HP begins the workshop process with pre-workshop interviews and surveys of stakeholders to prepare for the on-site portion. Stakeholders involved are typically heads of targeted departments, such as Chief

Nursing Officer, Chief Medical Information Officer, Director of Admissions, Director of Patient Accounting, and Director of Health Information Management. Workshops are typically one-half to one day in length, and yield five to eight initiatives targeted for improvement.

Assessments

The HP assessment methodology uses proven techniques to analyze operational and clinical workflows within the imaging and printing environment—providing your organization with visibility into its current processes and costs, as well as an understanding of its strengths, weaknesses, and capabilities to integrate directly with the Electronic Medical Record (EMR) systems/Healthcare Information Systems (HIS). HP assessments adhere to the HP Lean Sigma methodology, a process that verifies that the analysis will follow strict HP guidelines for an efficient data-collection process.

Next, HP healthcare industry consultants arrive on site to observe your healthcare organization's administrative, financial, and clinical processes in action. HP will not interrupt the process, but will actively document the steps of the process as they occur. During the on-site visit, HP will also conduct interviews or workshops with select end users to more thoroughly detail the workflow and to better understand an end user's roles and thoughts regarding the process. The interviews or workshops will be both in groups and one-on-one. After thoroughly understanding the "as is" state of the workflow, HP will apply both industry and HP best practices and experience to provide a specific set of recommendations that your organization can use to improve the process. HP will then present the findings and recommendations to your organization during an on-site presentation to be attended by your stakeholders. You'll also receive a report that documents the entire assessment.

Gain true value by harnessing workflows

HP Workflow Discovery will give your healthcare organization powerful information to improve your administrative, financial, and clinical processes. You'll be able to identify the impact of the process changes on all stakeholders, measure the costs, and learn how imaging and printing technology can help improve process efficiency, facetime with patients and, ultimately, patient outcomes.

Collaborative healthcare is a team effort. It involves many professionals performing in highly-specialized roles. As care coordination extends beyond the hospital and physician office setting into home and mobile environments, the efficient management of information and care is vital to achieving optimal outcomes. HP information workflow solutions focus on enabling real-time information sharing—and provide a vision and blueprint for how health organizations can improve operational efficiencies, speed innovations into practice, minimize risk, and deliver high-quality care.

Why HP?

For more than 50 years, HP has been partnering with leading healthcare organizations, supplying the technical expertise and business savvy required to position these companies at the forefront of healthcare innovation. Today, industry analysts rank HP as a leading provider of information technology and services to the health and life sciences industry. In fact, nearly half of the top 10 healthcare equipment and services companies are HP Managed Print Services clients.¹

HP's patient-centered healthcare solutions enable providers and empower patients with more powerful and intuitive solutions that deliver better care. We can help you improve care delivery, patient engagement, and population health management.

We will take the time to understand your specific needs and create a plan to help optimize your fleet, ensure data and document security, and manage your evolving workplace.

Get started

Contact your local HP representative to:

- Set up a workshop to assess your specific business needs.
- Establish a plan to implement the best solution for today and into the future.
- Identify an environmental approach that can help your organization save money.

Learn more

hp.com/go/healthcare

¹Based on data from the 2016 Forbes Global 2000.

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