St. Joseph's Healthcare System

Healthcare system streamlines management, helps reduce operations costs with HP MPS

Industry
Healthcare

Objective
Help reduce print infrastructure costs, improve service to clinicians and administrators for better patient care

Approach
Engage HP Managed Print Services

IT matters
• Deploy second onsite technician to speed response

• Streamline procurement silos to single-vendor centralization

• Deploy appropriate printers to ideal locations to help increase cost-efficiency

Business matters
• Reliability of HP MPS supports mission critical print environment

• Free IT staff, shifting focus from tactical to strategic functions

• Ensure print infrastructure supports high-quality patient care

• Operations costs reduced more than $120,000 annually with outsourced HP MPS

"If a malfunctioning printer delays patient discharge, it impacts business operations and eventually impacts quality of care."

– Jim Florian, director of technology and information security, St. Joseph's Healthcare System

Sponsored by the Sisters of Charity of Saint Elizabeth, St. Joseph's Healthcare System cares for 1.6 million patients a year through two New Jersey hospitals, a nursing home, and more than 40 ancillary clinics and family health centers. Its print infrastructure of approximately 1,155 HP LaserJet printers is essential in both clinical and administrative operations—for printing everything from emergency room discharge documents to finance documents. Through HP Managed Print Services (MPS), St. Joseph's streamlines IT management, improves print services, and saves $120,000 a year in IT staffing costs alone.

Most of St. Joseph's 5,000 employees need printers to do their daily jobs. The highest-impact areas are nurses stations and the emergency room, which print critical information that directly impacts patient care. In addition, administrative departments print everything from finance to human-resource documents.

HP MPS streamlines print management

At one time St. Joseph's managed its print environment in-house, employing three full time technicians. Seeking efficiencies, it outsourced the function to a managed print service provider but was dissatisfied with the results. A single technician provided break/fix services to the entire healthcare system, which spans several New Jersey communities.

Maintenance parts were ordered as needed and could take five days or more to arrive, taking a printer out of commission for up to a week. Printer downtime impacted business operations and even potentially the quality of care if, for example, a patient was left waiting for discharge papers and the next patient had to wait for the room. Meanwhile, each department ordered its own supplies from yet another vendor, creating administrative complexity.

All of that changed when St. Joseph's entered a managed print services contract with HP for proactive end-to-end management of the health system's imaging and printing needs. The choice of HP as MPS provider was a natural extension of a long and satisfying relationship; HP provides most of the healthcare system's PCs.

HP print experts began by assessing the St. Joseph print environment, which consists mainly of HP LaserJet printers, with some HP Color LaserJet printers deployed where needed. HP MPS inventoried the printers in every location, collected data, and generated reports to discover which printers were being under-utilized or over-utilized. Usage reports guide ongoing optimization, matching devices to workload for improved utilization and cost-efficiency. Service response times also have improved.

HP integrated the original technician who'd been maintaining the St. Joseph's print infrastructure and supplemented staffing with an additional technician. This approach created a seamless transition; the original technician knew the hospital system well, and staff knew and trusted him. In addition, St. Joseph's IT team no longer orders or waits for delivery of parts as printers sit idle. The onsite technicians enjoy ready access to an HP inventory of spare parts. Supplies ordering also was centralized as part of the print service, relieving each department of this administrative burden. With HP MPS, St. Joseph's improved customer service and eliminated procurement silos. With HP MPS, it works with a predictable monthly cost, which is lower than previous expenses.

Evaluation verifies efficiency, value of HP MPS

Roughly a year into the HP MPS contract, St. Joseph's hired Jim Florian as director of technology and information security. Florian is pursuing a long-term vision of moving the health system toward more electronic processes. St. Joseph's print strategy reflects the overall business strategy to standardize, centralize, automate, and selectively outsource.

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> – Jim Florian, director of technology and information security, St. Joseph's Healthcare System

Florian's first mission on the job was to review existing contracts and processes looking for ways to increase efficiency, reduce costs, and leverage technology to improve care. Florian scrutinized the HP MPS contract and liked what he saw. "I evaluated it. Were we paying the right price? Were we getting value? Were we providing good quality of service to our patients? I found that the MPS contract with HP was something we'd done really well.

Customer at a glance

Application
Health system clinical and administrative printing

Hardware
• HP LaserJet printers
• HP Color LaserJet printers

HP services
• HP Managed Print Services

Supplies
• Original HP supplies

I go to bed at night knowing we're getting great service that fulfills the promise of the outsourcing model."

Florian calculates that St. Joseph's is saving $120,000 a year in staffing costs alone. Service is now included in the HP MPS contract rather than 2.5 FTE technicians on the IT staff. There are even more savings when considering streamlined supplies ordering and costs. Health system staff have one number to call for service, and 90% of orders are filled in under a day.

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– Jim Florian, director of technology and information security, St. Joseph's Healthcare System

"When we moved to HP MPS, it was a good customer experience with efficiency gains and cost savings. It's a no-brainer, when you see good quality and good service," says Florian. "HP has also been really flexible about tailoring the service to our needs. Support from HP incorporates our favorite technician plus a second one, and makes sure printer deployment matches our usage patterns. The HP MPS outsourcing model frees our IT staff from operations delivery and allows us to focus on innovation."

A path to future security, streamlining initiatives

HP MPS also provides St. Joseph's with a roadmap to the future. Florian aims to consolidate even more under the HP MPS umbrella. He's also considering HP multifunction printers for high-volume work and for integrating into electronic workflows. The health system already has clinical systems in place for electronic medical records, and Florian is reviewing options for content management in business operations such as purchasing, requisitioning, and human resource management. Also on the future pathway are solutions for enhancing information security with printing requiring authentication using employee badges to release print jobs at the device.

The HP MPS service suite is designed to enable organizations to optimize infrastructure, manage their environments, and improve workflows. St. Joseph's focused first on optimization and management. Solving those challenges paved the way to discuss HP MPS solutions for automating paper-intensive processes related to clinical and enterprise workflows, patient communications, and regulatory compliance. "There will always be some printing, but our goal isn't to print more paper, it's to do more electronic documentation," Florian says. "That's where we're going from a healthcare perspective, and those are the types of conversations we'll have in the future because HP MPS brings workflow solutions to bear on all these challenges."

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