

Case study

St. Joseph's digital transformation supports continuum of care



Integrated healthcare system expands HP MPS to replace copiers with a secure and seamless print environment of HP A3 and A4 print technology

Industry
Healthcare

Objective

Launch digital transformation encompassing patient records and print environment to enable continuum of care across integrated healthcare system

Approach

With adoption of Cerner Electronic Medical Records, St. Joseph's Health engaged HP Managed Print Services to consolidate its print and copier environments, strengthen security, and deliver reliable high-quality printing to support workflow efficiency

IT matters

- Consolidate print fleet by 36% with HP A3 and A4 printers
- Reduce model variants from 25 to five for better user experience
- Replace 360 of 361 copiers with HP A3 devices in ambitious 30-day deployment schedule
- Securely integrate print environment with Cerner EMR across multiple facilities
- Ensure uptime and reliability with onsite technical support, 98% first-time fix rate

Business matters

- Improve patient care, health-system efficiency with integrated continuum of care
- Protect information security with HP Security Manager, pull printing
- Simplify print management, enable connected care
- Save an estimated \$300k annually in print costs
- Reduce environmental footprint through consolidated, energy-efficient devices



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—Ian Summers, IT client services, St. Joseph's Health

Print transformation supports continuum of care

Like many healthcare organizations today, St. Joseph's Health in New Jersey is pursuing the promise of digital transformation. To connect its diverse operations—from acute-care hospitals to community-based services—St. Joseph's launched an ambitious two-year upgrade of its Electronic Medical Records system. Since printing is integral to enterprise workflows, the health system transformed its print environment—expanding HP MPS into a holistic and secure HP A3 and A4 print solution enabling a future of connected healthcare delivery.





36% consolidation

Challenge

Continuum of care demands digital transformation

Clinical efficiency. High quality patient care. A secure and seamless continuum of care. Like many healthcare organizations today, St. Joseph's Health in New Jersey is pursuing the promise of digital transformation—and tackling related challenges of people, processes, and technology. Founded 150 years ago by the Sisters of Charity of Saint Elizabeth, St. Joseph's has grown into a 1,000-bed integrated healthcare system with a medical staff of 1,300 and more than 5,100 employees. To connect its diverse operations—from acute-care hospitals to community-based services—St. Joseph's launched an ambitious two-year upgrade of its Electronic Medical Records (EMR) system. Since documents are essential to enterprise workflows, the health system also transformed its print environment—turning to HP for solutions to work smarter, optimize devices, and deploy the future technologies of connected health.

Cerner EMR integrates entire health system

Recognized by U.S. News & World Report as one of the best hospitals in the New York Metropolitan Area, and among the top hospitals in New Jersey, St. Joseph's remains at the forefront of digital innovation for high quality patient care.

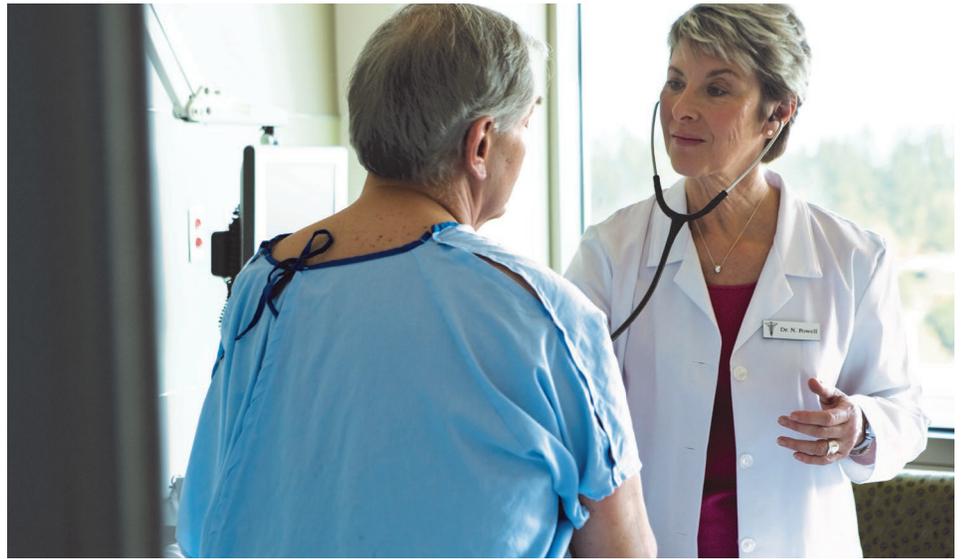
Before its recent transformation project, St. Joseph's used digital systems but not all of its operations were connected to them; some still used paper records.

The health system runs a university medical center, state of the art trauma center and children's hospital on its Paterson Campus; an acute hospital and medical center on its Wayne Campus; a rehabilitation center at Cedar Grove; and more than 30 community-based facilities across North Jersey. To bring them all under a single digital umbrella, St. Joseph's implemented a new Cerner EMR solution.

“HP took the initiative to understand what we do here, our vision for a continuum of care, and our mission to serve patients efficiently—and helped us achieve them all. They're an extension of our own IT team.”

—Ian Summers, IT client services,
St. Joseph's Health

“Under the old EMR platform—even if a facility was on it—we could not share information between systems. If someone went to an ambulatory site, that record was not accessible on the acute side or if they went to a long-term care facility. We were looking for one continuum of care—one patient, one record, one chart, so no matter where you go, the information is shared digitally,” says Rob Goodacre, IT director of St. Joseph's. “To build a continuum of care and organizational efficiencies, we look at people, processes, and technology.”



1 vendor simplifies IT

Streamlining the print environment

Because printing is essential to workflows throughout the health system, St. Joseph's targeted it as an area for technology improvements. The organization already used HP Managed Print Services (MPS) but employed another vendor for copiers. That had led to a proliferation of disparate devices and interfaces to them—costly to the health system and confusing to employees.

“Hospitals are a key target for hacking. With the combination of HP Security Manager and pull printing, we have a highly robust solution—and HP delivered it quickly.”

—Ian Summers, IT client services,
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Security was a key issue, especially since the print environment would integrate with the new EMR system. St. Joseph's wanted no leaking of confidential patient information, no documents sitting on printers waiting for pickup, and no device vulnerabilities providing system gateways for hackers.

“Any time anyone in IT makes a decision, the first thing that comes to mind is how it will impact security,” says Ian Summers of IT client services at St. Joseph's Health. “The information we use every day includes people's medical records and financial records—all highly sensitive. Robust security is a must.”

HP prevails in vendor evaluation

St. Joseph's evaluated print-solution offerings from three vendors, weighing selection criteria including security, vendor management, service, support, cost-efficiency, and reliability. HP won with its industry expertise, and innovative solutions and services, providing a standout proposal for consolidation and standardization, advanced security, and onsite support.

“We were looking for a proactive and strategic partner that would work well with Cerner and a solution that would help us minimize any customer issues,” Goodacre says. “Prior to this project, we supported only the main hospital and our long-term care facility, but we are now supporting 140 ambulatory sites because they also need the ability to print. This support had to be achieved without increasing the size of our staff, so we needed reliability, and the confidence of working with a vendor like HP that has strength in the healthcare industry. We chose HP because of the technology and security solutions it offered, its implementation and support services, and the fact that it could deliver a solution very quickly.”

Solution

HP MPS brings A3 and A4 devices under one umbrella

Today, St. Joseph's leverages an HP MPS solution including an HP Full Time Onsite Technical Support Resource. The previous copiers are nearly phased out. At the start of the transformation, St. Joseph's consolidated 1,500 printers — 300 MFPs, 500 network printers and 700 local printers — 36% to approximately 964 devices.

Customer at a glance

Hardware

- HP Mono LaserJet Managed Flow MFP E72530z (A3)
- HP Mono LaserJet Managed Flow E82560z (A3)
- HP Color LaserJet Managed Flow E87650z (A3)
- HP Mono LaserJet Managed MFP E52545c (A4)
- HP Color LaserJet Managed MFP E5754c (A4)

Software

- HP JetAdvantage Security Manager
- Pull Print solution

HP services

- HP Managed Print Services
- HP Full Time Onsite Technical Support Resource
- HP Managed Print Resolution Support

\$300k annual savings

Then, collaborating with St Joseph's staff, three HP teams removed 360 of 361 legacy copiers in an ambitious, 30-day timeline in conjunction with the EMR roll-out. Just one legacy copier from another manufacturer remains until contract expiration. The new print environment standardizes on three models of A3 floor-standing HP LaserJet Managed Flow Multifunction Printers (MFP), replacing the previous copiers and providing a consistent interface across all print devices. The environment also includes two A4 countertop MFP models—one mono and one color.

In tandem with the print transformation, St. Joseph's also replaced its desktop and notebook PCs with HP EliteBook 840 Notebook PCs and the HP EliteDesk 800 series.

HP Security Manager and pull printing strengthen security

The first thing St. Joseph's did on day one of its new environment was to implement HP JetAdvantage Security Manager software and pull printing. HP Security Manager, the most comprehensive printing security solution on the market, enables organizations to establish a fleet-wide security policy across HP printing and imaging devices. HP MFPs with integrated pull printing capabilities enable users to release documents to print at any connected device—reducing waste and security risk of uncollected print jobs.

"Our CIO is also our Chief Information Security Officer, and is committed to the highest security standards," IT director Goodacre says. "Hospitals are a key target for hacking, and patient records are highly valuable. We can't allow anybody in; we must be diligent—in fact we're audited regularly to make sure we are. With the combination of HP Security Manager and pull printing, we have a highly robust solution—and HP delivered it quickly."

Benefits

Security, efficiency, reliability, continuous improvement

Security and workflow efficiency are key benefits of St. Joseph's print transformation. Streamlining from two vendors to one covering both print and copier functions simplifies IT management while proactive HP MPS support relieves the health system from day-to-day print management.

Reliability is outstanding, as HP delivers a 98% "first-time fix" rate at St. Joseph's and onsite service from HP Managed Print Resolution Support ensures a consistently high level of service.

Consolidating from 25 model variants to five simplifies print for users, who can now move freely among different buildings and departments, badge in their identity, and collect prints or scans from a familiar device. The HP MPS solution also generates usage reporting for ongoing optimization. In addition, St. Joseph's transitioned from Level Pay billing to Cost Per Page billing for further cost efficiencies.

More-conscious printing supports efficiencies

Preparing end-users for a more conscious approach to printing, several years ago St. Joseph's launched a Print Smarter Project. The health system was changing a corporate culture in which nearly everyone had his or her own printer, and maintaining the devices took IT staff away from high-priority projects. The project enabled St. Joseph's to save an estimated \$300,000 annually in print cost avoidance, thanks to increased efficiencies, reduced print volumes, and a 36% consolidation in fleet numbers improving the staff-to-printer ratio. Reducing the device count also brought environmental benefits with a corresponding drop in power, cooling and CO₂ emissions. Money saved was redeployed into clinical services to benefit patients.

"Consolidation saves valuable space, reduces the training required, and improves the user experience," says Summers. "Implementing newer models also increases efficiency, saves valuable space, and supports further savings that we redeploy into clinical care."

As a non-profit organization, every gain from operational efficiency goes directly to helping more patients. Summers concludes, "As St. Joseph's continues to grow both organically and through acquisitions, ongoing IT transformation supports our commitment to the highest quality of patient care."

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