How a health system solved its document management problems and saved money in the process

Problem:

A multi-facility hospital organization had a big problem with its documents. The documents were printed in an in-house printshop that produced whatever documents were requested by multiple users—independently of each other, without review for duplication or approval.

The result? Thousands of forms with little standardization or governance. In fact, multiple versions of the same form could be found throughout the organization's hospitals, and because of the quality and format of these documents, additional and unnecessary resources were required to introduce them into the electronic medical record.

But the problem went beyond unnecessary duplication and the expense of printing so many different forms.

Compliance. Some forms—as many as 30%—were not current and did not meet governmental requirements and guidelines. But users were hesitant to stop the use of copies because it was difficult to obtain other versions for use.

The organization contacted EmprintWeb for assistance in its forms and document management program to make sure that all forms in use would be approved through Quality and Legal to ensure patient safety and adherence to government guidelines.

Analysis:

To develop an effective forms program for the organization, EmprintWeb conducted a thorough two-part analysis of the problem:
- Printshop: EmprintWeb studied and mapped out the processes and costs of the print shop.
- Department forms collection: Hospital management collected copies of all forms in use by every unit at each facility. This included forms printed directly from a Word document on a desktop or copies on a copier from a master.

The analysis was then submitted to the EmprintWeb project team for review and categorization.
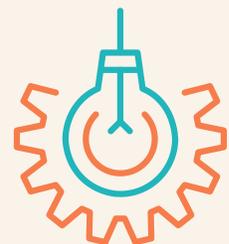
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Recommendations:

EmprintWeb recommended four steps to solve the hospital organization's document management problems and reduce its expenses:

- Heighten the responsibilities and accountability of the forms committees at the facility and corporate levels.
- Work with EmprintWeb to format and standardize forms throughout the system.
  - Top 100 forms used (includes registration and consent forms)
  - Consolidate the forms that have different versions throughout the system and use only the most current. **By doing this, the number of forms was cut by as much as 80% — from over 10,000 forms in the system to 2000 individual forms, including 500 standardized forms used by all facilities.**
  - Work with EmprintWeb so that approved forms can be easily accessed, analyzed, and used going forward.
  - Shut down the in-house printshop and save on all costs associated with its operation, including at least two full-time employees, the equipment lease, space, energy, paper, toner, ink, supplies, and much more. **This represented a savings of more than $150,000 on an annual basis.**

Conclusion:

EmprintWeb was able to demonstrate that the hospital organization could save substantial amounts of time and money, eliminate the confusion and compliance nightmare of form duplication, and introduce a whole new level of simplicity, control, and accessibility, by implementing cloud-based EmprintWeb to manage its documents.
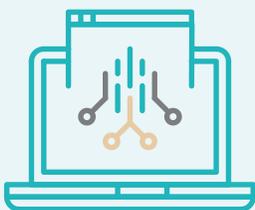
Want to know more? Learn how EmprintWeb can help your organization save time and money — plus simplify your document management process today!

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