How Emprint and EmprintWeb helped a large hospital system reduce print costs by 60%

Can Emprint help your organization? Please take a minute to read how our innovative technology, flexibility, and medical forms expertise have helped one hospital system meet difficult challenges while saving it money and eliminating confusion. It's one of the reasons we've enjoyed a successful 22-year (and counting!) relationship with the organization, which is spread out over several states.

Situation #1: Centralization and Standardization

When Emprint was first contacted by this large, rapidly growing hospital group, which owned and operated 36 hospitals in seven states, the group did not have centralized purchasing: each facility handled its business affairs individually. There was a lack of consolidation in ordering and spending, and its forms program needed to be reviewed for costs and consistency.

As you might expect, the hospital group had little to no standardization across its system. In fact, it bought from a national vendor with 36 individual sales executives in the field servicing each hospital purchasing department. Sales representatives went in, counted inventory, and set the low stock amounts themselves, without any consideration of whether another hospital might be ordering the same item—which could result in significant savings per unit if the orders were consolidated.

Another problem: no version control, which is critical to the accuracy of every form. Version control assures the latest versions are being used, and that every form is approved by the risk, legal, and regulatory teams.

EmprintWeb helped this hospital system:

- Save more than 35% by standardizing forms, consolidating printing of standard forms, and enabling print-on-demand for lower usage forms
- Change from printed medical record forms to eForms, reducing print costs by 60% and eliminating obsolescence
- Develop over 1,000 standard forms that meet state and federal guidelines
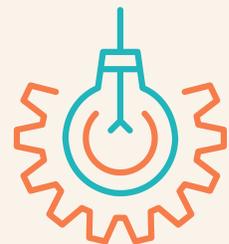
Action: Emprint saw the immediate opportunity to streamline and decrease the number of people responsible for forms ordering and put a national accounts manager on the account. We established a forms standardization program that has grown from three forms to over 1,000 now used in the system. This allowed us to print in larger quantities, reducing the overall costs of the forms. These forms were then housed in a fulfillment center and available to the hospitals to order.

The account manager worked with the client's Corporate Forms Committee and established a process to assure compliance before being printed.

Results: In the first year, we saved the company over 35% in print costs, but also helped to begin a thorough review of forms use to reduce the number of forms. In addition, we introduced the "print on demand" strategy for those forms to be ordered in much smaller quantities, resulting less obsolescence, increased form accuracy, and reduced costs.

Situation #2: Acquisitions

The hospital group acquired a group operating 50 hospitals in 20 states, which needed to be integrated into the parent company's operations. The current vendor of the acquired company was a larger national vendor, and there was some concern about our ability to integrate in the timeframe that was established.

Results:
It was a challenge, but Emprint not only integrated the systems seamlessly, we also saved the company 30% (in some cases, more) on the costs of their previous forms print program. Next up, we implemented our standardization program, helped cut out unnecessary printing, and lowered print quantities.

Situation #3: EMR Integration

While we were responsible for forms printing, and marketing program printing inside all of the hospitals now totaled over 120 facilities in over 30 states, the hospital group began to develop its electronic medical record (EMR). Our client needed to develop an eForms program that wouldn't be dependent on paper in case of emergency downtimes.

Also, the corporate HIM director needed to migrate all hospitals to the eForms program over a 3- to 5-year period to meet regulatory and compliance requirements, and qualify for reimbursements.

Action: We began research on eForms development, and ultimately our downtime-only program was adopted as the preferred software used on hospital floors. We worked closely with HIM and started with an executable that would be installed on the hospital servers and pushed out to the users on the floor. In preparation of the eForms program, the HIM departments reviewed all forms in use, determined which were to be included in the medical record, and then had hospitals review them to ensure they were being used. Once the forms were defined, we typeset and barcoded the forms so they could be scanned into the medical record. A library was developed for individual hospitals and available for patient care on each floor. The program was able to merge patient demographic information from an HL7 message onto the base form and print everything at once.

Results: The need for patient labels was eliminated—a big cost savings, and huge time saver for the nurses. The library provided search capabilities and packet set-up, which allowed for a full packet to be printed at a time (the packet included all of the forms needed for a specific procedure). The program was embraced, and due to the system being so easy to use, the training was done remotely. We switched to webinars and now continue to train virtually.

Situation #4: More Acquisitions

The hospital group acquired more than 70 additional hospitals. This time, integration was a bit more difficult. The new company locations were resistant to complying with corporate policy and were given some latitude to stretch out the transition. It became apparent that we needed to work to win them over and demonstrate our quality, project leadership, timeliness, accuracy, and cost savings.

Emprint operates almost as an internal department within the company because of our knowledge across health information, marketing, and purchasing, and serves as an example of how we use information learned across departments, facilities, and clinics to better the services, consistency, and savings for our clients.

How can EmprintWeb help you?

Conclusion

While the last stage took longer, pushing back the savings and performance improvements that could be obtained for the parent company, we now have a healthy relationship with the newer hospitals, and our overall programs are in place. Cloud-based EmprintWeb has been integrated in all of the client's hospitals, we're adding e-signature functionality, and we'll be expanding to allow for data exchange from completed interactive forms back to the EMR*.

*EMR must support data exchange
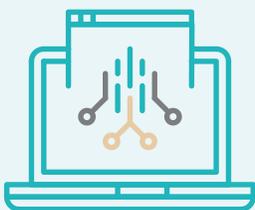
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