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pioneering managed print services for health care

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AUXILIO Managed Print Services

Clearing Confusion and Easing the Burden of EMR Compliance on Hospitals' IT Departments

Hospitals are paper intensive businesses. A typical 525 bed hospital will create roughly 35,000,000 documents each year and expend about \$1.5M printing, copying, faxing and scanning each piece. This end-to-end process of creating documents that are then shared between and among hospital caregivers, patients and physicians is referred to as the “information infrastructure” and encompasses clinical patient care, business operations and financial processes. The connectivity and process efficiency of a hospital’s information infrastructure is the lifeline of its existence and is crucial to quality patient care and portability of records.

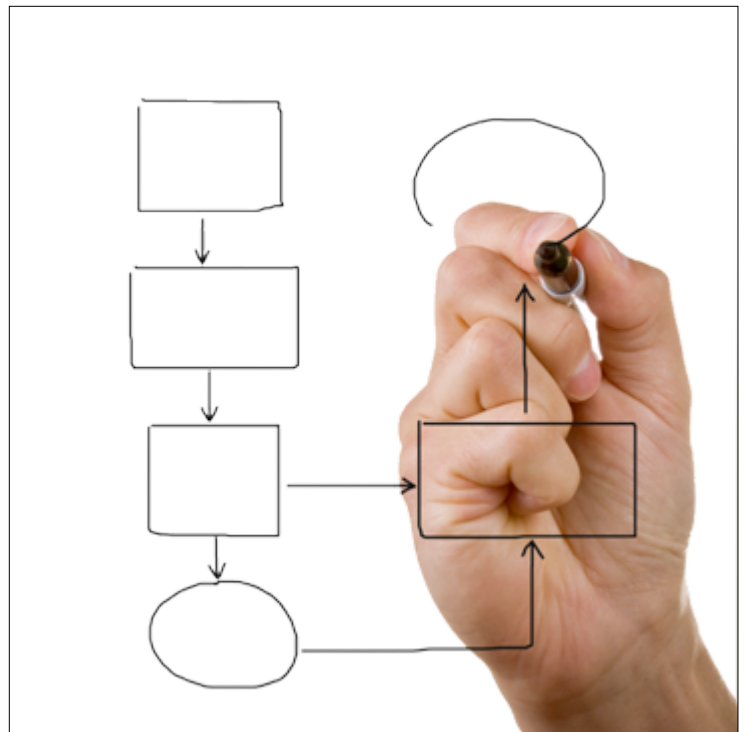


With the passage of the American Recovery and Reinvestment Act (ARRA) of 2009 that offers hospitals and health care providers more than \$20 billion to transform, manage and maintain their information infrastructures from “paper” to electronic images for patient portability of medical records, a paradigm shift is on the horizon for gathering, storing, sharing and managing information and associated costs. Solutions that minimize inefficiencies and improve processes in a hospital’s print environment are vital to successful implementation of Electronic Records Management (ERM) – the end goal for patient portability of medical records.

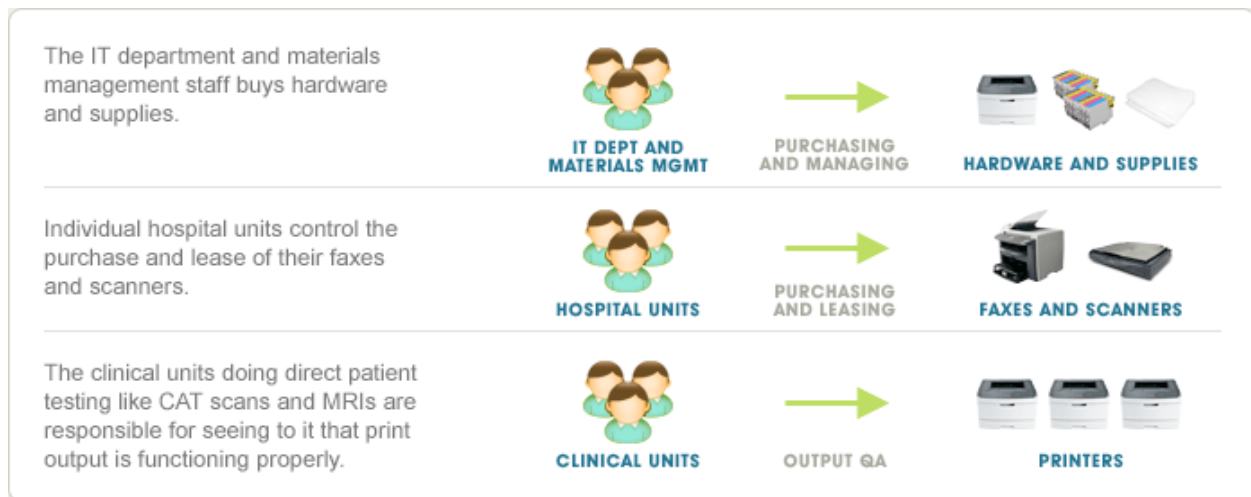
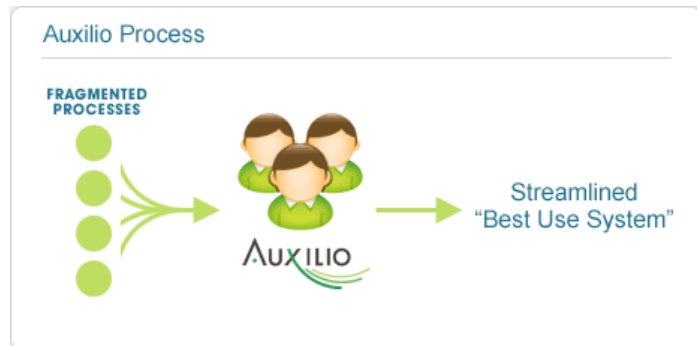
In a recent article “Preparing for Meaningful Use: Don’t Overlook Your Information Infrastructure,” the author quotes Jon Morris, vice president and CMIO of Atlanta-based Wellstar Health System, as saying, “In many settings, computers, scanners and printers become critical clinical devices. Even something as ‘simple’ as a malfunctioning printer can potentially adversely impact patient care.”

There are three basic IT and operational functions necessary to comply with the ARRA and thus, to receive a share of funds as outlined within the Health Information Technology for Economic and Clinical Health ACT (HITECH Act) to support the move to ERM or otherwise known as, electronic health records (EHR):

- Document Imaging (DI): The process of creating an electronic image from a paper document: Back file digitization.
- Electronic Document Management System (EDMS): The technological process and software that captures the data, stores it, files it, organizes it, distributes it and maintains its security.
- Managed Print Services (MPS): The enterprise-wide systemic strategy, structure and workflow processes in the print environment that heightens workforce efficiencies through process improvement, IT network and device connectivity.



One without the other will not suffice to contain costs and create the quality of workflow or workforce dynamic necessary for a hospital to shift from paper to electronic medical records files. Currently, hospitals are tackling this issue to comply with the US Department of Health and Human Services (USDHHS) mandates, forcing already stretched IT departments to go under the microscope to find the most comprehensive print strategy, clinical and business devices, and accompanied software and servers to handle the need. There are 5,700 hospitals and thousands and thousands of physician and nursing facilities in the US. For these businesses to receive incentive payments that can reach well over \$2M, each must have in place by next year the strategy and structure to be designated a “meaningful user” by the USDHHS as a certified electronic health record adaptor. More money is in the pipeline through the first half of the 21st Century. The ultimate goal of the adoption and use of ERM/EHRs is to “better deliver safe, more informed patient care.” But the burden is on the IT departments to satisfy the need. So while IT help desk calls come in all flavors from computer



support, break/fix on copy and print equipment and requests for toner and training, there is no better time than now to partner with an experienced MPS provider. Better yet, a health care exclusive and vendor independent managed print services and solutions company that has the experience and expertise to meet the precise needs of supporting the EMR/EHR goal.

Support From All Corners

Hospital administrators are not the only group that has discovered the importance of preparing the information infrastructure for EMR/EHR. The world renowned ECRI Institute – a 40 year old nonprofit think tank that matches applied scientific research with quality patient care – recently released four recommended steps for hospitals to consider in preparing for the EMR/EHR transformational paradigm shift to electronic record keeping:

1. Map out the existing workflow and clinical data flow at your organization
2. Identify the costs of paper information
3. Prepare existing medical records for transition to electronic records
4. Address all security and privacy concerns



These four recommendations by the ECRI Institute suggest that hospitals go beyond simply thinking about how to digitize paper files in their quest for ARRA compliance. Rather, the Institute is suggesting that in the process of hospital and caregiver decision-making, that consideration is given to producing higher

standards for process improvements while maximizing print information infrastructure efficiencies for the purposes of cost cutting across the enterprise. (The ECRI Institute is one of only a few organizations designated as both a Collaborating Center of the World Health Organization (WHO) and an Evidence-Based Practice Center by the U.S. Agency for Healthcare Research and Quality.)

Certainly, a hospital, physician or nursing facility can choose to simply gather the “back files” of any patient’s records they have served in the past 10 years – the mandatory time period that medical records must be kept by the US health care providers – and scan page-by-page the hard copy file. Or it could attempt to set up an electronic system of some sort without consideration for scanning

protocols, workflow and workplace efficiencies or related costs and outcomes. Taken separately, neither of these operations responds to the recommendations outlined by the Institute or the criteria established by the USDHHS defining what “meaningful user” requires; nor does either address the larger scope of best business practices in health care today.

On the other hand, a comprehensive print strategy that brings insight into the print and information infrastructure of hospitals, and includes methodology for scanning documents and supports EDMS options; and which optimizes efficiency standards while reducing volume and cutting costs from end-to-end, more positively addresses the four recommendations suggested by the Institute and leads to advanced business strategies for hospitals.

Partner with an MPS Solutions Provider

There is no doubt that the Institute has it right with suggesting that hospitals give consideration to its four steps to EMR/EHR success for a number of reasons beyond that singular goal. The Institute’s recommendations address the issues of driving down the cost of health care across the industry and building in efficiencies wherever possible to optimize processes and productivity for caregivers which in the end, saves scarce resources for hospitals and physician and nursing facilities, from end-to-end.



A strategic MPS partner becomes an extension of the hospital’s IT staff, delivering services and solutions that are aligned with the hospital’s goals of efficiency and cost effectiveness. While numerous vendors provide such offerings, health care is a unique environment and requires experience and expertise to drive true transformation in the MPS space.

The AUXILIO Advantage

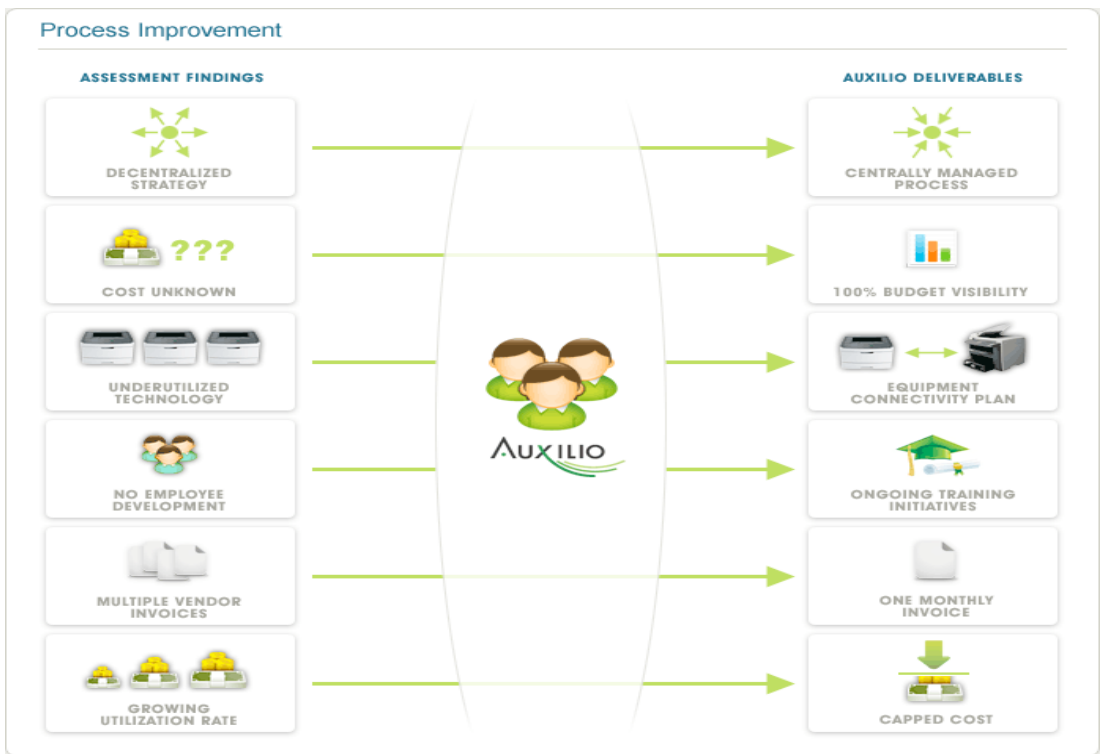
No other company in the world duplicates our print strategy solutions.

AUXILIO is the pioneer of managed print services for hospitals and the industry expert on health care IT integration and applied technology for connectivity and transformational electronic communications for patient portability of records. Delivering break through ideas and solutions to maximize efficiencies in order to redirect money back into patient care is our number one goal.

"It is a real partnership. We as IT are guardians of information and resource-hungry. Auxilio's print support management is a sub-specialty. They were successful in the review and integration of the process."

- Robert Tobias, IT Director, Orange Coast Memorial Medical Center.

With over 50,000 caregivers depending on us every day to free up their time for patients, our health care exclusive, vendor independent, risk-free business model and excellence in on-site customer service is unmatched. This is AUXILIO.



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