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William Osler Health System **(WOHS)**, one of the largest community hospital corporations in Ontario has optimized the operational health of its imaging assets through a strategic refresh to a right-sized multifunction device **(MFD)** fleet.

The pivotal consolidation phase of its managed print services (MPS) initiative was implemented in October, 2007, when the new Brampton Civic Hospital was opened. The level of device consolidation achieved, followed by the subsequent print migration to MFDs, saw the healthcare corporation realize greater efficiency, be better able to execute mission-critical print applications, reduce maintenance and handle growing demands while faced with budget constraints.

BACKGROUND

WOHS provides programs and services to the over 900,000 residents of Brampton, Etobicoke and their surrounding communities. Currently there are two patient care facilities—Brampton Civic Hospital and Etobicoke General Hospital, with an administrative office located at Airport Road. WOHS employs more than 900 doctors, 5,000 staff and has over 1,000 volunteers. A third facility, the Peel Memorial Centre for Integrated Health and Wellness is scheduled to open in 2017.

In 2007, when Peel Memorial was closed for renovation and the new 608-bed hospital, Brampton Civic was opened—nearly doubling its capacity—the WOHS turned to 4 Office Automation Limited (4 Office) to transition and manage its print fleet to handle the increased demand and anticipated future needs. "Their professionalism and unbiased outlook based on their vendor neutrality, made it easy for us to select 4 Office as our MPS vendor of choice," noted Elio Deus, Regional Director for Service Desk, Desktop Support.

Staying on budget is always critical, and in this case we realized savings as well as new benefits to productivity and performance," said Deus. "At the end of the day, the best-suited technology from the right partner enables us to implement changes that extend our investment, allowing us to focus our resources on improving the patient experience. 4 Office's flexibility and print expertise created this opportunity."

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THE SOLUTION

4 Office analyzed WOHS printing and imaging needs and consolidated their imaging assets by replacing high cost-per-page single function printers and faxes with low cost-per-page Kyocera multifunctional devices (MFDs). The decommissioning of over 250 single-function devices, coupled with the strategic placement of Kyocera's energy-efficient MFDs, not only improved the user-experience for hospital staff but also reduced the total cost of ownership of the print fleet.

4 Office began its relationship with the WOHS in 2003, at which time the print fleet consisted of six different brands of equipment—318 networked printers, 35 non-networked printers, 107 fax machines and 44 analog photocopiers. In October 2007, after the transition to the Brampton Civic Hospital was completed, the print fleet consisted of only three brands of equipment—190 networked Kyocera MFDs, 153 networked Lexmark printers and 57 Panasonic fax machines. Though print volumes had increased by more than 25%, print costs were reduced by over 50%.

UNMANAGED PRINT ENVIRONMENT 2003

description	print devices	status
Photocopiers	44	Stand-Alone Copiers
Printers	353	90% Networked
Fax Machines	107	Single Function Device
Total Devices	**504**	

OPTIMIZED PRINT ENVIRONMENT 2007

description	print devices	status
Multi-Function Device (MFD)	190	Networked MFDs
Printers	153	100% Networked
Fax Machines	57	Single Function Device
Total Devices	**400**	

"The WOHS wanted to reduce the total cost of ownership of its print fleet. A consolidated fleet featuring the replacement of single-function devices with MFDs was recommended," said Howard Lee, 4 Office's Sales Manager assigned to the WOHS. "Unless there are proprietary applications that require specific makes and models of printers, it's more efficient and economical to use MFDs which provide many other features in addition to printing."

As part of 4 Office's MPS offering which includes the continuous monitoring and improvement of the clients' print fleet, Lee and his team liaised with the WOHS print team to further hone and refine it. In 2013, a major fleet refresh which focused on strategically replacing current devices with new MFDs that more closely aligned with the changing needs of each Department was completed.

"We consulted with our Departments and assessed their current needs and evaluated their print devices," said Mark Wickins, Team Lead for devices at WOHS. "Did the Department need all the features currently offered by these devices or were additional features required? Did they have too many print devices or were additional devices required?" posed Wickins.

CURRENT OPTIMIZED PRINT ENVIRONMENT

description	print devices	status
Photocopiers	286	Networked MFDs
Printers	100	100% Networked
Fax Machines	4	Single Function Device
Total Devices	**390**	

Continuous fleet refinement continues, currently WOHS has 286 Kyocera MFDs, only 100 networked Lexmark printers and four stand-alone faxes.

ADDITIONAL BENEFITS

In addition to cost savings and efficiencies realized through MPS and the implementation of solutions, having print devices fully functional and available to users over 99% of the time, attests to the quality of the service and support provided by 4 Office's service team.

Top-Notch Service and Support
4 Office service technicians deliver an average on-site response time of three hours to the WOHS with an overall fleet uptime of 99.93%. 4 Office also provides the WOHS with "hot swap" devices which are kept in storage at the hospital. These devices are used to replace mission-critical devices to minimize downtime while the malfunctioning device is being repaired.

"4 Office technicians are not only capable of repairing print devices, they also possess the customer service skills required to interact with users and keep them happy," said Wickins. "Our end users are very comfortable calling 4 Office to attend to their printing or copying problems, this significantly reduces our Service Desk workload." The WOHS IT team now has more time to attend to network problems and provide support for other equipment.

"In instances where there are reoccurring problems with a device, 4 Office will readily replace the device," noted Wickins. "They truly offer a complete service package, literally leaving no stone unturned."

" With the functionality introduced through the scan-to-pharmacy solution, prescriptions are electronically sent to the pharmacy for immediate fulfillment."

Scan to Pharmacy

To replace the inefficient manual process of form filling and prescription delivery by pharmacy porters, 4 Office and WOHS implemented a scan-to-pharmacy workflow solution to save time and improve efficiencies. This solution enables completed prescriptions to be electronically scanned and sent to the hospital's pharmacy, where they are automatically printed on the pharmacy's MFD then fulfilled by the pharmacist.

"Prior to the implementation of this solution, a porter would make rounds every one or two hours, starting on the upper floor and moving downwards, picking up prescriptions and delivering them to the pharmacy in the basement. Meanwhile if a physician issued a prescription shorty after pickup, it would not be delivered to the pharmacy until the next round of pickups," Deus explained. "With the functionality introduced through the scan-to-pharmacy solution, prescriptions are electronically sent to the pharmacy for immediate fulfillment." Reduced turnaround time for prescription fulfillment is the most important patient care benefit.

Custom Forms – Supplemental Admission Forms

To improve the accuracy and completeness of patient information stored in the hospital's Meditech system, 4 Office, in consultation with WOHS personnel, created customized forms that now form part of the patient's admission package. During the patient admission process, the nurse enters the data stream required to create a Meditech patient record, then prints the standard Meditech admission form. This triggers the printing of the additional customized forms, completing the total printed admission package.

Prior to this solution being deployed, doctors only completed the standard Meditech admission free-format form which required hand-written entries to be made that were not always easy to interpret, impacting the accuracy of the information recorded in the system. Now, the custom supplemental forms provide an extensive checklist of admission-related selections, allowing the doctor to indicate the applicable entries by placing a "tick" in the adjacent box provided.

The standardization of admission forms throughout the WOHS has simplified the workflow and greatly improved efficiencies and accuracy.

A HEALTHY FUTURE PERSPECTIVE

The next phase of WOHS' imaging and document management strategy, referred to as "Scan-to-Pharmacy 2.0" by Deus, will feature the implementation of a suite of comprehensive workflows that will create even greater efficiencies and streamline patient care processes.

"Collaborating with 4 Office will help us to successfully navigate this next phase," said Deus, noting that the current feature-rich Kyocera MFDs offer a ready platform to launch chosen applications across the board to successfully further automate our processes.

4 Office's Technical Support Team has successfully implemented various workflow solutions automating paper-based processes in many diverse business environments, said Lee. "Our team of experienced personnel is committed to the next phase of WOHS' imaging and document management projects, and will provide the high level of support needed for it to be successful."