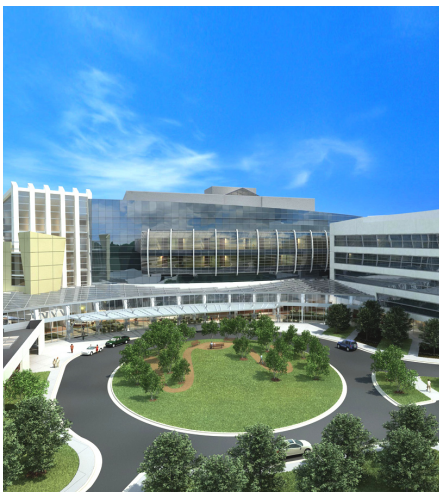


HOSPITAL OPERATES ON PRINT COSTS, \$200,000 IN SAVINGS GO TO IMPROVED CARE

After years of steadily increasing print volumes and costs, it took just over 12 months for Community Health Network in central Indiana to take control of its printing, reducing total pages by 40% and saving \$187,000 in costs. Driving these results was a redesign of the organization's print network and installation of Equitrac intelligent print management software.



Community Health Network's growth into a complex regional healthcare organization required a commensurate increase in support services – key among them printing and copying for medical records, treatment plans, insurance, billing, and general administrative purposes. Continual addition and upgrade of equipment at the hospitals eventually created a network of 1,600 printers, 200 copy machines, a production print center and usage of outside print/copy services. Print volumes and costs were on the rise and out of control.

"The issue was we had limited knowledge of our output volumes and almost no knowledge of the total cost to our hospitals" said Rick Copple, Community Health Network CTO. "It was important that we understood both in some detail."

For help, Rick turned to Equitrac. The two-step solution began with installation of Equitrac Office® software to monitor, track, allocate and analyze print and copy costs. Equitrac software provided fact-based support for the second step: re-evaluation of policies and redeployment of devices to better match workflow.

Organization: Community Health Network, Indianapolis, Indiana. Established in 1956 as Community Hospital, Community Health Network has grown into a large integrated health services organization serving central Indiana through four hospitals, six immediate care centers, three nursing homes, over 60 health services facilities, and 125 doctors' offices.

Challenge: Regain control of unmanaged output volumes and print costs.

Solution: Equitrac intelligent print management software.

Result: Improved service. 40% reduction in printed pages. And \$187,000 in savings, redirected from print waste into improving the quality of care.



Community Health Network closed its production print center and replaced it with mini-centers at each of the four hospitals. These mini-centers were more conveniently located and more responsive to user needs. Numerous space, energy and paper-consuming scanners, fax machines, and copiers were consolidated into fewer advanced and more efficient multifunction printers (MFPs). Their deployment was based on usage patterns mapped to hospital functions and critical needs. For example, emergency room operations received the highest priority support and numbers of devices per area.



The company's incentive to implement these changes was a promised 10% reduction in total output.

In just over one year, the results exceeded expectations. Community Health Network reduced printing 40%, with page volumes dropping from 1.8 million to 1.1 million. Equally impressive were cost reductions of \$187,000, resulting from lower print volume, reduction in the number of printers deployed, and the migration of output from high cost-per-page printers to more efficient low cost-per-page MFPs. Operationally, the new MFPs have streamlined administrative processes and increased user convenience.

Top management involvement and support are further proof of these changes' success. Community Health Network's CEO now regularly emails to staff an Equitrac report of the top 10 print users. "You don't want to be on that report" said Copple. "The CEO also reviews print operations at his quarterly staff meetings and is a key proponent of our efforts."

The CTO says Community Health Network management believes they are now better able to make informed print decisions and better manage every facet of the organization's print and copy functions – with savings directed toward providing better care.

"Healthcare is one of the few sectors where the savings from print cost reductions can be redirected to truly beneficial services," said Michael Rich, Equitrac CEO. "Since the launch of our newest print management solutions, healthcare organizations have become more aware of the benefits we can deliver."