

Greenville Health System

A multi-facility healthcare system in South Carolina partners with Lexmark to manage its diverse printer fleet and support HIMSS Stage 7 designation.

Centralizing output technologies

About five years ago, Greenville Health System experienced a period of significant growth through acquisition. As a result, its output environment consisted of over 30 vendors supporting a wide variety of solutions and devices. Decisions for managing printers, copiers, scanners and fax machines were made independently across the organization, and a lack of centralized control created an almost unsupportable model for the system.

In addition to concerns about output, Greenville Health System was also cognizant of the role that technology plays in HIMSS Stage 7 designation. According to Rich Rogers, Vice President and Chief Information Officer for Greenville Health System, achieving HIMSS Stage 7 needed to be part of the system's overall technology strategy.

"One of the unique challenges that our health system had, and any other health system that is trying to achieve HIMSS Stage 7 designation, is the ability to capture any clinically relevant paper documents and make them part of the electronic medical record within 24 hours of receipt or creation," explains Rogers. "This is a difficult challenge for many organizations. It's usually the last major component hospitals must achieve before they can qualify."

Optimizing devices with MPS

After exploring options to establish a cohesive output environment and support HIMSS Stage 7, Greenville Health System chose Lexmark Managed Print Services (MPS) and Point of Care Scanning. Lexmark MPS brought the system's disparate output fleet under control and produced impressive results with efficient device management.

"We have totally simplified our output environment," says Rogers. "By implementing Lexmark solutions throughout our organization, we have reduced the number of devices in our health system by 2,000. We've also standardized the way that consumables are delivered to these devices. Plus our nurses and department managers no longer have to call to order toner and other consumables."

Meet Greenville Health System

Greenville Health System is a private, not-for-profit hospital system in South Carolina. With eight inpatient hospitals, 100 outpatient and specialty facilities, a medical school and over 15,000 doctors, nurses and employees, it is the largest healthcare system in the state. From preventative medicine and routine procedures to ongoing treatment and complex surgeries, Greenville Health System is equipped to fulfill its mission of helping patients achieve total health.

Success story: Greenville Health System

Lexmark MPS has delivered a significant return on investment with reduced print volumes and expenses. By controlling color printing, using duplex printing and leveraging other cost-effective features, Greenville Health System has saved over \$1 million per year. In addition to creating greater value across the enterprise, these savings ultimately help lower the cost of healthcare for the community it serves.

Supporting HIMSS Stage 7

Along with streamlining its output environment, an important goal of Greenville Health System was to achieve HIMSS Stage 7 designation. To be validated as a Stage 7 hospital, all clinically relevant information must exist electronically in the EMR within 24 hours of creation. Many hospitals, regardless of size, have discovered that traditional, paper-based processes can be a barrier in reaching this goal.

That's where Lexmark Point of Care Scanning comes in. The solution is used to capture patient information and documents directly at the point of care, and customizable solution levels integrate seamlessly with the Greenville Health System's existing Solarity solution.

"One of the primary benefits of Point of Care Scanning is that information coming to us on paper is available almost immediately to all of our clinicians, which is so important in a large, complex health system where our providers are in multiple locations throughout the county," says Rogers. "This is a great way for us to make that part of the patient's medical record and available to all caregivers in our enterprise."

Expertise in healthcare

In finding a solution to help manage its diverse output fleet and support HIMSS Stage 7, Greenville Health System knew that choosing a partner with proven experience in healthcare environments was a critical requirement.

"Lexmark brought the industry expertise that we needed to really help us develop our output strategy for the organization at a detailed level," says Rogers. "They walked our floors, spent time in our nursing units, understood our workflows and were able to match the needs of the organization with the appropriate products and features. They presented a total solution for us."

With over 20 years of industry experience supporting over 1,400 hospitals in North America, Lexmark offered HIM credentialed workflow experts to assist Greenville Health System in designing a solution customized for the system's unique requirements. According to Rogers, this expertise has delivered measurable benefits and established a foundation for positive growth in the future.

"From a CIO's perspective, output management is now something I don't have to worry about. Lexmark brought the industry expertise we needed to develop our output strategy, and that set them apart from other vendors," says Rogers. "They met the specific needs we had in our healthcare system and took a lot of that burden off us."

"Greenville Health System has saved over \$1 million per year as a result of the Lexmark printing solution."

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Vice President and CIO
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