



Southeast Health

Southeast Health is a not-for-profit community health system dedicated to improving the health and quality of life of southeast Alabama residents, southwest Georgia, and the Florida Panhandle. Through advanced treatment and technology, it provides for the changing healthcare needs of the growing communities it serves since 1957. The progress of Southeast Health represents the distinguished service of dedicated board members, physicians, employees and volunteers, and a supportive community.

Solution: PaperCut MF

Year Installed: 2018

Number and types of Users: Over 3000 users that range from nurses and physicians to clerical and administrative users

Number of workstations: Around 5000+

Number of B/W printers: Around 370

Number of Color Printers: Around 50

Number of Copiers/MFP: 154

PaperCut Cares for the Health of Printing Environments in Healthcare.

The Challenge

A mixed device fleet meant unmanageable tracking and inventory.

Solution

By utilizing the find-me-print queue and secure print release feature, PaperCut MF enabled Southeast Health to cut costs and waste in addition to improving security efforts.

Benefits

- Manageable Printing Infrastructure
- Securing Patient Information
- Cost Savings

Challenge

Before implementing PaperCut, Southeast Health had a broad mix of devices, mostly basic network printers, which created a challenge for managing inventory. Several of these devices were locally installed, which also contributed to the issue of tracking and inventory. Devices in shared areas, like nursing stations, consisted mostly of MFPs that would serve several users. If devices went down for maintenance, users were manually redirected to another device to allow printing workflows to continue or set up a temporary device with the same IP/hostname. These workflows bottlenecked an already strained process.

Another issue SH encountered was the financial impact of waste and maintenance costs due to the various makes and models of numerous devices from multiple vendors. With many devices unaccounted for, maintenance was cumbersome, and the space to keep all the necessary resources for replenishment was limited.

“The simplicity of setup and implementation, along with the cost and waste savings, easily make this a no-brainer for both small and large organizations.”

Chris Peterman
Epic Client Systems Administrator

Solution

Southeast Health engaged their sole equipment vendor and ACDI, who played an integral role in implementing their centralized fleet of MFPs with PaperCut as the embedded software. With features such as Find-Me printing and Secure Print Release, waste was managed more efficiently, and costs significantly decreased.

This large healthcare organization also gained tremendous value in improving security posture when it comes to keeping patient healthcare information accessible to only essential users.

Southeast Health chose to implement the Epic system as its EHR, as it provided the most well-rounded solution to meet their needs. Epic allowed them more room for integration and to implement the PaperCut print features into the Epic environment. Allowing them to print directly from Hyperspace to the PaperCut print queue directly installed on all the EPS servers.

Results

PaperCut helped this organization save \$70,000 in printing within its first year of implementation. Along with savings, it improved security involving patient healthcare information. Chris Peterman, Epic Client Systems Administrator, says, “The simplicity of setup and implementation, along with the cost and waste savings, easily makes this a no-brainer choice for both small and large organizations that require a printing infrastructure that is both easy to manage by IT, as well as easy for users to grow accustomed to.”

So the administrators think it’s great, but what about the people who rely upon this technology every day? SH experienced some growing pains with the implementation of PaperCut but stated, “Once they (users) find out that they don’t have to shuffle through a massive amount of paper to find their print jobs, all of a sudden, their outlook changes tremendously, and it becomes a huge asset.”

Okay, let’s review what we’ve learned. PaperCut can save you some money, not just can, it will. It will also allow users to print securely, meaning HIPPA compliance, and if you are a healthcare provider, large or small, that’s something you care about.

Along with its equipment vendor, ACDI supported Southeast Health’s implementation via remote sessions to ensure a successful and smooth installation. Southeast Health relied on ACDI for answers to the unknowns; Julie, a Senior Desktop Systems Analyst, said, “It was always like I couldn’t figure something out; I’d been scratching my head for weeks and end up sending an email, and bam, it’s answered.”