Improve healthcare processes with output assessments

With today's mission to improve patient care while dealing with growing financial pressures, healthcare systems should consider managed print services as an avenue to reduce costs and streamline processes. Don't waste valuable time on poor document processes or struggling with printer and supplies issues. Lexmark Managed Print Services (MPS) can help amplify your visibility into what's working and what's not, and take control of all your output activities, so your organization can focus on caring for patients.

The right MPS strategy starts with a comprehensive assessment and can reduce costs throughout your print environment–laying a solid foundation for faster, smoother processes.

Elements of a Lexmark MPS assessment

Our comprehensive assessments are designed to achieve one thing—a MPS solution tailored to the specific needs of your organization. It serves as a framework for continuous improvement and makes sure you reap the value of your investment for years to come.

Define business goals

Lexmark MPS isn't a rigid one-size-fits-all solution. We've learned through years of experience that every organization has its own operational structures, process requirements and objectives. Lexmark can help you achieve all your MPS goals by working with you to design a solution with the proper endpoints in mind.

- Meet cost reduction goals
- Meet uptime requirements of your 24/7 operation
- Modernize your technology infrastructure in order to provide better patient care
- Reduce reliance on paper documents and optimize processes

Understand the current print environment

Effective MPS starts with aggregating data from four main sources.

First, we gather statistics about your print environment, such as the number and models of printers, fax machines and scanners, as well as output volumes and maintenance costs and financial data about leasing contracts.

Second, we comb your network for attached output devices using our data-gathering tool. In many cases, we will discover additional hardware not accounted for in standard inventory lists.

Third, assessment professionals will conduct a physical review of the environment. Our consultants map the physical locations of each piece of hardware and monitor the effectiveness of business processes under real-world conditions.

"Lexmark was the only vendor willing to do what it took to assess and understand our business, operational, and technical requirements. They are outstanding to work with."

Kevin Toenes
Manager of IS Customer Service
Gwinnett Medical Center

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Across large healthcare systems we often find a pronounced mix of disparate devices with varying supplies and service agreements. This approach makes it difficult to gain economies in purchasing hardware, maintenance contracts and supply items. It also places an additional burden on clinical staff as they must learn how to operate a myriad of devices and complete disjointed document processes. IT departments, which are strapped for resources, spend too much time resolving print related issues–taking away from time that can be spent on more strategic activities.

More importantly, the assessment can uncover poor document processes that are inefficient, costly and in some cases can put patient information at risk. We often find time-sensitive, confidential information left unsecured on a printer, sent to the wrong output device or left to be picked up by the wrong person.

Finally, with a picture of the current print environment clearly in focus, we compare your maintenance and support costs to industry data compiled by independent research firms. The information helps planners determine an actual total cost of ownership (TCO) for the entire output infrastructure.

Identify opportunities for improvement

By aligning your goals with the TCO we'll create a tailored MPS plan that provides short-term cost savings as well as long-term organizational value.

Flexibility is key

Simply imposing generic user to device ratios will yield disappointing results. The right ratios will vary by physical floor plan and functions performed in a given area. We'll outline the precise infrastructure for all areas of your enterprise with special focus on those with problematic, paper-based processes, such as invoice processing, employee records management, administrative areas, and in clinical areas where critical, unstructured information is unsecured and not accessible within the electronic medical record (EMR).

Pull it all together

Your MPS recommendation will include details on which types of devices and process improvement projects will deliver the highest returns. Once stakeholders agree on the new environment, a highly detailed project plan will be created in order to easily move the MPS solution from recommendation to implementation.

Let's get started

Wherever you are in your journey to a managed environment—just beginning to explore the idea or up for renewal with a current provider—Lexmark MPS assessments will make sure your next step is in exactly the right direction for your immediate savings and future success.

Experts in MPS for healthcare

Consultant profile
- Experienced: 12+ years on average
- 80% with advanced degrees and certifications

6,000+ global engagements
- Infrastructure optimization
- Workflow improvement
- Industry-specific solutions

Lexmark Healthcare industry team
- 700+ healthcare assessments
- Focused on healthcare-specific processes
- Manage fleets for more than 50 top hospitals worldwide
- Lexmark Healthcare's solutions are used in over 3,000 health systems worldwide
- Concentrating on clinical and administrative focus
- Strength in multi-site engagements

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