

JFK Health triages printing security, costs, usage with Nuance solutions.

Challenge

- Increase printing security
- Reduce printing costs
- Gain greater insight into printer usage

Solution

- Nuance Equitrac with Equitrac I-Queue and Equitrac Follow-You Printing
- Nuance Output Manager
- Nuance mobile printing with PrinterOn
- Nuance Dragon Medical

Results

- Reduction in MFP units by 10%
- More secure printing environment
- Ability to monitor usage and educate users on more cost-effective measures
- Reduced amount of materials printed

Summary

In healthcare, organizations must grapple with two seemingly opposite goals: reduce costs while increasing security. At JFK Health, which prides itself on its secure approach to patient information in addition to patient satisfaction, printing costs continued to mount. The tremendous cost stemmed from users printing information, then leaving the paper documents on the printer – and reprinting the same document at another machine. Users also printed large jobs on the printers instead of sending them to the more cost-effective in-house print shop.



“ROI is certainly being achieved purely by the fact that we’ve reduced the total number of devices. While we haven’t gone entirely digital, the hope is to be paper-light, not paperless, and Nuance products are moving us closer to that.”

Miroslav Belote
Director of IT – Infrastructure
JFK Health

For the Edison, N.J.-based healthcare and hospital network, cutting these printing costs became paramount, along with increasing security and eliminating the potential to leave patient data unattended on a printer.

Meanwhile, JFK Health neared the end of its contract with its existing MFP provider. It turned to its new provider with the goal of reducing print costs and increasing print security. JFK was presented with Nuance products that included Nuance Equitrac, Nuance Output Manager, and Nuance mobile printing with PrinterOn.

Choosing a Trusted Solution

JFK Health already utilized a Nuance product in its ambulatory practices and trusted the company’s solutions. Nuance Dragon Medical integrated with its EMR system, allowing clinicians to dictate data directly into the system. This already saved time, provided better documentation, and increased patient safety for JFK Health. Additionally, Dragon Medical recognized key phrases and automatically assigned billing codes, such as radiology, as well as loaded custom medical terminology dictionaries to better recognize speech, recognized dialects, and transcribed dictation quickly and accurately. Clinicians spent more time with patients and less time on documentation. The productivity and success experienced by JFK Health from using Dragon Medical influenced the decision to purchase more Nuance solutions, this time for print security.

Securing Print Jobs and Reducing Costs

Three main solutions were recommended for JFK Health by a trusted Nuance partner: Nuance Equitrac with Equitrac I-Queue and Equitrac Follow-You Printing, Nuance Output Manager, and Nuance mobile printing with PrinterOn. These solutions provided a rules engine to manage and monitor printing, as well as offer secure printing. From the process improvement, cost containment, and flexibility offered, JFK Health knew these products would help it reach its goals. While each department used different workflows, the products worked because they had the capabilities needed.

JFK Health installed Equitrac primarily for its reporting capabilities. The company wanted to know who was printing and what they printed to identify and minimize high print volumes. Two Equitrac modules, Equitrac I-Queue and Equitrac Follow-You Printing, round out the solution. Equitrac I-Queue provides a single print queue for every user and printer so they can pick up the job at any MFP using Equitrac Follow-You Printing. I-Queue detects the user’s location and validates that the native print driver is ready to process the job correctly. Follow-You Printing holds the documents in a queue, and users release the documents using their own unique ID. This allows users to redirect print jobs and choose the best printer for the job based on cost. It also lets them delete unwanted print jobs from the queue.

Output Manager implements and enforces print rules for JFK Health. For example, in public areas of its facilities where devices sit in an open space, JFK Health created rules to disable the print function based on the time of day. For devices in those areas between 10 p.m. and 7 a.m., JFK holds the print jobs in a queue and releases them only after an employee turns on the devices and manually prints them in the morning. This eliminates patient information from being exposed while sitting in the paper trays.

Additionally, JFK Health just began using PrinterOn, which lets users print from mobile devices. Only a few employees use it, although Miroslav Belote, Director of IT - Infrastructure and Information Security Officer, wants to see it more widely adopted, as it makes printing more convenient for users and at the same time uses secure credentials to track printing.

Fewer Printers Mean Fewer Problems

By far, JFK Health identifies the reduced number of printers as the biggest benefit for the company. By replacing standalone desk units with communal MFPs, JFK Health eliminated approximately 60 devices from the 500 the IT team used to support – a 10 percent reduction.

Users wanted the desk units for security reasons, but with Equitrac Follow-You, Equitrac I-Queue, and Output Manager, they obtained even more security for their print jobs.

“A lot of it was user education,” Belote said.

Print volumes also went down, and Equitrac allowed JFK Health to note when print volumes spiked. Going back to user education, the company identified when employees sent large jobs to the printers and assisted users in re-routing these jobs to the print shop, which saved money.

Output Manager also made it easier to enforce some rules. For example, Output Manager deletes unclaimed print jobs after five days. Future plans for Output Manager include leveraging redaction to block sensitive information from making it to the printer if it’s not needed.

Overall, the Nuance solution portfolio moved JFK Health closer to its goals. “ROI is certainly being achieved purely by the fact that we’ve reduced the total number of devices,” Belote said. “While we haven’t gone entirely digital, the hope is to be paper-light, not paperless, and Nuance products are moving us closer to that.”

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