Nuance SafeCom saves Lincolnshire Partnership NHS Foundation Trust over $560,000.

**Challenge**
- To standardize printing throughout the Trust, with the aim of reducing print costs and environmental impact of local services.
- Contribute to a national drive to create sustainable, fit for purpose NHS services.
- Create efficient ways of working—enabling users to print from anywhere and collect from any printer.

**Solution**
- To deploy Nuance® SafeCom®
- To integrate it with a fleet of new multi-function devices
- To deploy the solution with minimum disruption to front line services

**Results**
- Savings of over $560,000 exceeded projections
- 49% cost saving
- Clearer insight into print behavior has helped improve ways of working

**Summary**
With a drive to reduce costs and increase efficiency, against a backdrop of steadily increasing patient numbers, many NHS Trusts across the country are faced with the challenge of how to achieve these objectives without compromising essential front-line services or standards of patient care. Many Trusts, like Lincolnshire Partnership NHS Foundation Trust, have taken the opportunity to look at printing functions as a way to tackle this agenda and have found that substantial savings can be made.
As part of a series of trustwide measures to help contribute to its Cost Improvement Program (CIP), the deployment of print management solution SafeCom—from Nuance Communications—has enabled the Trust to achieve commendable back-office print savings of over $560,000 in two years.

With a Headquarters in Sleaford and over 70 sites covering the whole of Lincolnshire, the Trust provides mental health, learning disability and social care services for a range of inpatient and community patients, as well as providing mental health services for children and adolescents in North East Lincolnshire.

Given its geographic spread, unsurprisingly the Trust has a considerable mobile workforce. The ability to work—and print—effortlessly and cost effectively from wherever they are, is an important element in helping the Trust run smoothly and deliver consistent levels of patient care.

The imminent expiry of its former multi-function printer (MFP) contract presented the Trust with an ideal opportunity to rethink not just its print fleet, but also its print strategy and consider how print—often overlooked, but a considerable expense to any organization—could be better managed to drive down print volumes and cost.

Steve Lidbetter, Deputy Director of Informatics at Lincolnshire Partnership NHS Foundation Trust, explains: “We had already decided to move away from devices on each desk and to deploy a fleet of new MFP devices to replace our existing and expensive standalone desktop printers and some centralized devices. However, we wanted to go further by deploying a print server solution that would give us far better control of our print, as well as offer greater security via a smart card login and deliver a real insight into who was printing what.”

Using its skill and expertise in healthcare environments, the MFP reseller worked closely with the Trust to propose an integrated solution that combined advanced multi-function devices with SafeCom. Nuance’s SafeCom solution has been developed to help reduce costs and waste, consolidate print infrastructure, facilitate secure printing and enable private and public sector organizations to allocate and recover print costs.

Cut print costs—not front-line staff—with SafeCom

The strategy to combine their existing MFP devices with SafeCom has worked just as Steve and his team had envisaged. He explains: “We projected that we would make print savings of over $560,000 within three years. We are on track to exceed this three year target at year two.”

Asked whether SafeCom has played a fundamental role in this outstanding achievement, Steve stated: “Absolutely!” He explained that in addition to implementing new print rules like default mono printing, and printing on both sides of the paper, SafeCom worked in harmony with behavioral changes that often come from needing to swipe a smart-card or enter a PIN in order to print a document.

“The past, people would correct a document on screen, print it, make another change, and then print it again until they were satisfied with it. Now, with SafeCom, they tend to make all of the changes before they go to release the final document. Furthermore, had they sent several corrected versions to the print queue, they can delete them before they print the final version of the document.” Steve explains that unclaimed print jobs are automatically deleted after a week, which has also helped to cut paper waste and drive further savings.

This has also helped address another matter close to the heart of NHS services—patient confidentiality—removing any danger of confidential documents being printed and left unclaimed on devices or removed by those not authorized to view them.

The information captured by SafeCom has also provided useful insight into print behaviour across the Trust. “We’re able to identify who our ten heaviest print users are. We can track what they print and when they print. We can then establish why they print so much and re-educate if necessary into printing less; further reducing our print volumes and associated costs.” added Steve.

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Steve Lidbetter
Deputy Director of Informatics
Lincolnshire Partnership NHS Foundation Trust
Success Story
Document Imaging Solutions
Nuance SafeCom

“Staff spend less time dealing with print and related issues, and have more time to deliver high quality, compassionate care that the NHS strives for.”

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SafeCom—re-investing time into patient care
Of course, making a dramatic change to any method of working presents its own challenges, from securing a budget, to convincing stakeholders and users that the new system would deliver its promises. Steve addressed these issues internally by explaining that an investment in SafeCom would drive a tangible saving in print; and savings made there, meant that savings wouldn’t need to be clawed back from front line services. Or, as Steve said: “Saving over $560,000 protects a lot of clinicians.” Convincing end-users was easy too, thanks to a none-disruptive training program driven by the project team. “We worked with the MFP reseller to roll out the SafeCom-equipped devices and got key staff in each locality trained to roll out training to their colleagues at a convenient time. Thanks to their efforts and enthusiasm, we didn’t have to sell the SafeCom concept to end users as the Super Users were selling it for us.”

Most importantly, following the deployment, there has been no negative impact on staff and the time they spend with patients. If anything, SafeCom has had the opposite effect. “Staff spend less time dealing with print and related issues, and have more time to deliver high quality, compassionate care that the NHS strives for,” Steve added.

Looking ahead, Steve and his team are keen to maximize the investment made in the MFPs and SafeCom. “We’re keen to see what else it can do for us, and what other benefits we can realize.” One area being investigated is mobile print, which would be ideally suited to the needs of the Trust’s mobile workforce, who want to be able to print from home and collect their output upon arrival at one of the Trust’s sites.

Steve states that SafeCom’s suitability for other Trusts centers on time and cost saving benefits, as well as its ability to change user behaviors.

With these benefits in mind—and savings of close to half a million pounds—would Steve recommend new MFPs and SafeCom to other Trust’s based on his experiences? “Absolutely!” His conviction about recommending SafeCom is such that he added, “In fact, I already have!”

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