Drive Process Efficiency with Ricoh Healthcare Solutions

You need a strategic, enterprise-wide vision for reducing paper.

The pressure has never been higher for you to deliver enterprise-wide efficiencies and greater visibility to information that is relevant to the care-delivery process. Your challenge is deploying a technology strategy that mines out inefficiencies, strategically removes paper and meets the growing number of demands, while ensuring that your organization maintains the quality of care delivered.

This is where Ricoh Healthcare Solutions can help.
Multiple and Competing Priorities

The healthcare industry is undergoing vast and significant technology changes from a number of market influences — all of which have an impact on your organization’s ability to deliver quality care. The list of factors can be quite daunting:

- Rising healthcare costs are forcing you to find more cost-effective methods of delivering care
- New government legislation and incentive programs, such as Meaningful Use and Pay-for-Performance initiatives, are demanding technology-driven efficiencies
- Consolidation within the provider community is increasing the complexity of your technology infrastructure
- Shrinking budgets dictate a do more with less mentality
- The digital age requires more enhanced security measures that better protect patient health information

With so many projects, initiatives and demands happening simultaneously, it becomes difficult for you to define where one ends and another begins. Your organization looks to you for direction, but the increasing pressure from multiple sources makes prioritizing these activities — all of them competing for what limited resources are available — nearly impossible.

Ricoh understands the challenges you are facing and has developed a suite of strategic services and solutions — designed specifically for healthcare providers — that can be tailored to meet the needs of your organization. By engaging Ricoh expertise and adopting our Paperless Maturity Roadmap, you can realize the efficiencies that convert your challenges into competitive advantages.

CASE STUDY

University of Louisville Hospital

CHALLENGE
The University of Louisville Hospital (ULH), a 400-bed acute and trauma care hospital with more than 3,400 clinicians and staff, was undergoing a transition to a new health information system and wanted to address challenges in a number of areas:

- Patient safety issues regarding faxed and handwritten medication orders to its pharmacy
- Lack of standardized forms management
- IT department over burdened with non-strategic, tactical projects
- Growing volume of paper patient records for its HIM department to manage

SOLUTION
After consulting with Ricoh, ULH:

- Created a document management solution to complement its Computerized Physician Order Entry (CPOE) solution in its pharmacy
- Implemented a print-on-demand solution for all forms
- Outsourced multifunction device and printer management, freeing IT to focus on strategic initiatives
- Outsourced the imaging of the final patient record, enabling HIM to reallocate its limited resources

RESULTS
It is projected that ULH has the potential to realize an overall savings of up to $1.6 million over the life of the contract. In addition, the impact of the solutions has increased internal customer satisfaction within the IT and HIM departments.
At Ricoh, we build solutions to help people perform their jobs using processes and technologies that are as intuitive and efficient as possible — so you can optimize your operations and accomplish three critical objectives:

1. Systematically mine inefficiencies out of your processes
2. Strategically remove paper from your environment
3. Deliver measurable outcomes that align with your enterprise-wide business objectives

This is what the Ricoh Paperless Maturity Roadmap is designed to deliver.

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Process-Led, Outcome-Driven

The fundamental principle behind our solutions is that technology alone will not solve a problem. You can deploy the best and most robust healthcare information technology (HIT) in the world, but it will not generate efficiencies unless you first streamline processes from across your organization — administrative, financial, operational, clinical and IT. Only then can you receive the most return on, and maximize the benefits from, your investments.

Ricoh delivers strategic, outcome-driven solutions that enable you to uncover and implement these efficiencies. By identifying cost improvement opportunities and eliminating business process challenges, we can help you:

- Develop a roadmap for truly integrating HIT systems and fully utilizing their capabilities — decreasing the time-to-value and extending your EMR investment
- Reduce operating expenses
- Integrate both clinical and revenue cycle systems — across the enterprise — resulting in increased throughput, faster billing cycles and lower overall costs
- Reduce clinicians’ reliance on paper — streamlining the care process
- Streamline the revenue cycle by enabling more accurate and complete information to be captured during clinical documentation
- Reallocate your limited resources to more strategic initiatives — whether it’s time with patients, revenue-generating activities or new technology deployments
- Better leverage and fully extend the value of your current technology investments
- Right-size your device portfolio — minimizing the costs of maintaining and managing the equipment
Achieving a completely paperless environment within a healthcare setting is an unrealistic expectation. Rather than a destination that concludes with the elimination of all paper, the Paperless Maturity Roadmap is a three-phase journey — Stabilize, Rationalize and Optimize — to achieve an optimal level of organizational efficiency by strategically removing paper and paper-based processes from your organization. The last phase, Optimize, is a never-ending, continuous effort toward process improvement — as there will always be new technologies to consider and incorporate.

When done effectively over time, these efficiencies free resources and save money that can be reinvested into the organization — further advancing an enterprise-wide technology strategy that introduces additional efficiencies. After a thorough evaluation of your processes, we conduct an assessment of the technology you use to support them. The Paperless Maturity Roadmap is designed to pinpoint the needs of your organization and provide an orchestrated solution to help you find financial, technological and process-centric benefits across your entire enterprise.

REDUCING PAPER IS THE GOAL...

The Paperless Maturity Roadmap is designed to identify the specific needs of your organization and provide a customized solution to help you find efficiencies across your enterprise.

...and so is driving operational excellence

- Optimize
  - Business Process Engineering & Optimization
  - Enterprise Content Management Systems
  - Enterprise Point of Service Scanning

- Rationalize
  - Enterprise Forms Infrastructure & Services
  - Enterprise Fax Server Strategies

- Stabilize
  - Enterprise Managed Print Services
  - Enterprise Output Management

Enterprise Support Costs
Paper Output/Consumption
Increased Efficiencies

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Ricoh’s Approach to Efficiency

The Ricoh Paperless Maturity Roadmap is the means to identify process efficiencies. Each of the facets within this methodology represents a service, solution or technology — designed specifically for a healthcare setting.

Depending on your current infrastructure and your immediate and long-term needs, one or more of these facets can be deployed within your organization. With each facet that’s added, you can realize another layer of efficiency — further improving processes, removing paper and generating cost savings.

The following is an overview of the approach that we use to make the efficiencies of the Paperless Maturity Roadmap available to you:

<table>
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<tr>
<th>WITH OUR...</th>
<th>YOU CAN...</th>
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<tbody>
<tr>
<td>Enterprise Output Management</td>
<td>Realize an optimal print architecture that simplifies the support and management of complex HIT systems.</td>
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<tr>
<td>Enterprise Managed Print Services</td>
<td>Outsource the management and support of all print and output devices across your enterprise.</td>
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<tr>
<td>Enterprise Fax Server Technology</td>
<td>Implement a secure, shared fax server gateway for all outputs from the hundreds of clinical and revenue cycle applications running across your organization.</td>
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<tr>
<td>Enterprise Point of Service Scanning</td>
<td>Minimize the number of document output and capture devices throughout your entire enterprise by leveraging multifunctional devices as point-of-service scanning entry points.</td>
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<tr>
<td>Enterprise Forms Server Infrastructure</td>
<td>Develop a single strategy that incorporates all of your forms (electronic and paper) and streamlines the capture and collection of discrete or unstructured information — creating an on-ramp to the EMR, ERP, HIS or other ancillary system.</td>
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<tr>
<td>Enterprise Content Management System</td>
<td>Improve efficiency across all forms of content — in concert with your core HIS, EMR and ERP systems and realize Health Level Seven International (HL7) integration and receive full interoperable content support for any clinical system.</td>
</tr>
<tr>
<td>Business Process Engineering and Optimization</td>
<td>Apply our methodology to those processes that absorb the most labor, time, cost or risk and leverage it to mine out the inefficiencies or risk.</td>
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Why Ricoh?

You need a company that can get to the core of the most difficult healthcare challenges. With a legacy of document management solutions and strategic acquisitions, we can bring you best-in-class process models that deliver results. Here’s how:

**A Consultative Approach**

Our approach begins by taking a strategic and holistic view of your organizational challenges. We then work with you to define your desired business outcomes and leverage your current technology investment as the foundation of your solution. We do this through a proven methodology — a hybrid approach leveraging the best of Lean and Six Sigma — that identifies waste and variability within your existing processes. We then reengineer them as efficiently as possible utilizing your existing technology — delivering quantifiable improvements in weeks, not months or years.

**Rapid Process Assessment**

Through our Rapid Process Assessment (RPA) — a unique, state-of-the-art healthcare diagnostic and process simulation analysis tool — you can gain access to benchmarking, predictive modeling and process diagnoses and analytics that identify and quantify cost-saving opportunities. The RPA is a highly effective, highly visual tool that provides a solid foundation for making critical business decisions. Most importantly, the RPA is minimally invasive in your day-to-day operations.

**Healthcare Experience**

Ricoh takes an outcomes-based approach to our process-improvement efforts and has provided customer-specific solutions for hundreds of academic, for profit and non-profit healthcare providers. Through strategic acquisition of talent and technology, we’ve aligned our resources to deliver solutions that are designed to measurably improve your business processes. Most importantly, we are part of the larger Ricoh organization, enabling us to leverage skills from around the world.

It’s time to rethink what you know about Ricoh.
Ricoh believes that the key to transforming the way companies work starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is how we are breathing new life into established forms of knowledge sharing — helping companies to move beyond paper and beyond the office so they can collaborate like never before. Services-led, technology-enabled and people-driven, Ricoh is committed to helping companies leverage the powerful information and knowledge that already exists throughout their organizations — often untamed, untapped and buried — to create the future they want.

Partner with the Right People

Your operational and technological challenges can be overwhelming, but your first step is simple. Visit www.ricoh-usa.com/healthcare to contact Ricoh. Learn more about how we can help you manage your organization’s technology and administrative needs. With world-class support from Ricoh, you can focus on what you do best: practicing medicine.