CASE STUDY

University Health Services Foundation Finds Cure for Printing Sensitive Documents

A major university academic medical group practice using GE Healthcare's Centricity® Business application implemented a VPSX® output management solution to securely manage delivery and printing of sensitive information. The move eliminates the need for a costly secured printing room and enables displacement of outdated laser printers.

ORGANIZATION

Based in Charlottesville, Va., the University of Virginia Health System embodies the leadership and inventiveness personified by its founder, Thomas Jefferson. The Health System is comprised of the UVa Medical Center, School of Medicine, School of Nursing, Claude Moore Health Sciences Library, and Health Services Foundation (academic medical group practice).

The University of Virginia Health Services Foundation (UVa HSF) is a non-profit organization founded to further the interests and goals of the University of Virginia Health System. UVa HSF provides expanded physician benefits and supports the financial and administrative functions of 21 clinical departments in a variety of ways.

ENVIRONMENT

UVa HSF manages the physicians' billing process for the University of Virginia Health System's many clinical departments. UVa HSF requires new products to function with diverse applications on AIX and Windows platforms. GE Healthcare's Centricity Business application is used by UVa HSF to manage and track the billing function on behalf of the physicians at the University of Virginia Health System.

NEED FOR SECURE, CENTRALIZED REPORT DISTRIBUTION

According to Melinda Cardell, Director HSF IT and Technical Services, "Because our systems contain physician billing data, patient data, employee information, etc., HIPAA regulations dictate that we must take precautions for this sensitive data." Ms. Cardell adds, "Many documents generated out of Centricity Business contain sensitive information such as patient social security numbers and clinical information."

Prior to using the VPSX solution, UVa HSF required that Centricity Business output containing patient data be printed in a locked printer room only accessible by authorized personnel. The secured printing room had costs, including:

- Locked room required swipe card access on both sides
- Environmental requirements (A/C)
- Staff to monitor the room – managing access security
- Report delivery (sensitive printed output was manually decollated and distributed)
- Unnecessary paper use (waste restarting failed jobs and printing delivery banner pages)

UVa HSF also needed to simplify their print environment and how it's managed. Ms. Cardell notes, "Printer configuration and troubleshooting were time consuming in our environment. Problems often involved AIX queues, escalating most problems to be solved by system administrators versus helpdesk personnel."

Relying on individual operating systems to manage their printing, UVa HSF staff lacked printer status information, allowing printing issues to go unnoticed until a user called looking for a document. Ms. Cardell relates, "Take end of month reports, for example. They're delivered to printers in departments but we couldn't see if they actually printed and we had no way to redirect jobs to another printer if there was an issue. We were often asked to recreate jobs when printing failed— taking more time away from our other duties."

SECURE DOCUMENT PRINTING: INTEGRATED AND PRACTICAL

Ms. Cardell and her team were looking for a print management solution when Brian Mitchell, Leader, Technology Sales, GE Healthcare IT, suggested that UVa HSF look into a world class output

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> — Brian Mitchell, Leader, Technology Sales, GE Healthcare IT

management solution. He introduced Ms. Cardell to contacts at Levi, Ray and Shoup, Inc. (LRS). Mitchell elaborates, "The VPSX product from LRS simplifies print management, adding flexibility and dramatically reducing the administrative workload. Organizations can better utilize their resources. The solution establishes a single point for control, change, and reporting, providing proactive monitoring tools that minimize print delivery interruptions."

UVa HSF staff was already using secure mailbox capabilities on Canon Multifunction Products (MFPs, also referred to as MFDs) and wanted to displace outdated laser printers using the cost efficient MFPs. Based upon GE's recommendation, Ms. Cardell agreed to test the VPSX solution's ability to deliver output to the MFPs.

During testing, GE and LRS worked together to extend VPSX functionality to Centricity Business by creating the VPSX/CI module. Using VPSX software, Centricity Business users can now type in their PIN at the MFP,

access their mailbox, and print their jobs securely. Additionally, the VPSX solution enables Centricity Business users to select landscape or portrait mode and enter a mailbox number prior to sending their print jobs.

INCREASING PRODUCTIVITY AND VALUE

As UVa HSF staff members continue to use the solution, they are finding more beneficial features. UVa HSF was pleased with the VPSX solution's flexible delivery capabilities, including the direct emailing of reports.

Thanks to the VPSX software's centralized point of control and job retention, UVa HSF has enhanced their printing triage capabilities. UVa HSF administrators no longer spend their time recreating jobs when a print issue occurs, and they can now redirect reports and reprint documents. VPSX monitoring tools proactively notify staff about a printer issue before it becomes a problem while the easy-to-use interface allows the UVa HSF helpdesk to quickly identify and resolve print problems without involving their system administrators.

The VPSX solution simplifies UVa HSF's environment, drastically reducing printer and queue configuration requirements, and reducing the time to add or update printers. With proactive monitoring tools, job retention, and reliable delivery, the solution helps UVa HSF with much more than their secure document printing need. Ms. Cardell reports, "The VPSX solution has increased our overall

ability to securely manage output and resulted in better allocation of system administration time."

UVa HSF staff is eager to manage more application output using the new solution. Using status device monitoring tools, UVa HSF can begin rolling VPSX printing out to the departments, providing better support and also enabling use of specialized printer features such as tray selection, duplex mode printing, and more.

THE VPSX SOLUTION

Using their VPSX solution (featuring the VPSX/CI module), UVa HSF now prints documents containing sensitive information in a secure, yet convenient way, while avoiding unnecessary costs associated with the previous process. The solution eliminates potential print duplication waste and the need for routing banner pages, reducing UVa HSF's paper consumption as well.

With VPSX in production, Ms. Cardell is working to formalize the VPSX solution as part of UVa HSF's best practice for secure document printing. Ms. Cardell explains, "As departments and our many regional care clinics replace their laser printers, we can now offer a secure MFP-based solution close to their users."

LRS Offices