

# **Xerox Corporation: Xerox Drives Efficiencies in the Document-Intensive Healthcare Industry**

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ORLANDO, Fla -- Xerox Corporation's (NYSE: XRX) document management prescription is helping healthcare organizations win the paperwork battle. By streamlining document-driven business processes, healthcare providers are achieving cost savings, ensuring regulatory compliance and realizing productivity gains.

"Patient records, healthcare forms, insurance regulations...all those documents can be hard to manage, whether they are in paper or electronic form," said Valerie Mason Cunningham, vice president, Healthcare Industry, Xerox Global Services. "Healthcare executives who have a sound document management strategy will be the leaders in the industry to combat the barrage of economic and regulatory challenges. Xerox is poised to help them succeed."

Baptist St. Anthony's Health System To help Texas-based Baptist St. Anthony's Health System, a VHA member organization, reduce costs and maximize productivity Xerox evaluated its multi-vendor printing and copying operations. Through its Lean Six Sigma-based Office Productivity Assessment Xerox tracked how and when copiers, printers and fax machines were used throughout the organization. As a result, appropriate print jobs were re-directed to the Xerox WorkCentre(TM) multifunction systems saving the Baptist St. Anthony nearly \$200,000.

With Xerox's document management direction, Baptist St.

Anthony's is achieving brand consistency throughout its 16 healthcare locations. Documents and forms are standardized for ordering and are now printed on-demand, eliminating waste and reducing costs.

For further efficiency, Xerox and business partner Siemens developed a bar code system allowing Baptist to easily track, index and file clinical documents and forms. This system enhanced compliance with the Health Insurance Portability and Accountability Act by allowing for timely and accurate indexing of patient data.

"With Xerox's help we now have a fine-tuned, efficient document management operation - and we've reduced print-related costs by 90 percent," said John McKissack, director of facility services, Baptist St. Anthony's Health System. "That's a healthy return on investment."

Foote Health System Foote Health System, a 411-bed regional healthcare provider and Premiere member organization serving six Michigan counties, selected Xerox to overhaul its forms management process. Xerox's Document Advisors started by conducting an assessment and used the input to re-design the forms for consistency and communications effectiveness. The hospital's 1,200 forms were then digitally archived with Xerox ReqDirect(TM) Plus software and are available online for the staff to access and print. The process has enhanced worker productivity, eliminated warehousing of obsolete and out-of-date forms and helped address the Joint Commission on Accreditation of Healthcare Organizations' document standards.

Xerox also turned Foote's print shop into a source of cost savings and productivity gains by giving it a

complete digital makeover. Printing jobs are now produced on time via the most cost-effective equipment, such as the Xerox DocuColor 6060 Digital Color Press, and the Physicians Endoscopy, L.L.C.

A leading provider of freestanding ambulatory surgery centers, Physicians Endoscopy uses Xerox DocuShare(TM) to help automate workflows and business processes around its billing and financial documents.

The Pennsylvania-based company chose Xerox DocuShare CPX 6.0, a web-based customized software solution, to route hundreds of heavily annotated documents daily from its 14 facilities nationwide, as well as manage incoming paperwork from insurance companies and banks. The billing process solution has allowed Physicians Endoscopy to redirect nearly 100 hours of employee time per month from searching and printing documents to more business-critical activities.

To further drive its paperless initiative and enhance security measures, Physicians Endoscopy also selected Xerox multifunction systems to load electronic patient information into the DocuShare file repository.

"Xerox's combination of technology and services addressed our need to automate crucial business processes," said Gene Goroschko, vice president of information technology for Physicians Endoscopy. "As a result of digitizing records, we've said good-bye to file cabinets and hello to improved productivity, bringing us closer to reaching our corporate paperless initiative."

Related Information > Audio (7 mins., MP3, 6MB) Valerie Mason Cunningham, vice president, Healthcare Industry, Xerox Global Services, speaks to how important a document management strategy is for an industry that is looking for new ways to reduce costs and increase productivity. Listen to how Xerox's services, solutions and technologies are helping healthcare providers transform their business.

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