

Genesis Health leverages the power of Lexmark MFPs, Document Producer and Document Distributor to streamline and speed up its admissions process.

## Genesis Health System chooses Lexmark to fix troublesome forms printing challenge

### The Organization

From its beginning in 1869 as the first community hospital west of the Mississippi, the Genesis Health System has grown to encompass multiple campuses serving 10 counties in Illinois and Iowa. With more than 665 licensed beds, 600 physicians and 5,000 staffers, residents of the greater Quad Cities area have chosen the hospitals of the Genesis Health System as most preferred in the market for six consecutive years. A leader in implementing healthcare-related technology, Genesis has been recognized four times as one of the nation's 100 Most Wired hospitals and health systems by *Hospitals & Health Networks* magazine (July 2007).

### The Challenge

Not-for-profit hospitals must be vigilant in controlling their budgets without jeopardizing either patient care or administrative productivity. An increasingly beneficial way to accomplish this is through the elimination of paper forms and migration to an all-electronic system.

Genesis Health System had taken a step toward that goal years ago by implementing a mainframe-based forms design and routing system. However, when Genesis replaced its patient registration system with a leading healthcare information technology solution, the hospital could no longer print the forms it needed. Genesis assembled a team to find a new solution that could address this issue and more effectively support patient care.

The hospital's registration system has about 70 different forms, 20 of which are required for every patient registration packet. Keeping up with these forms was a significant administrative burden. Updates were time and cost prohibitive, especially as the number and complexity of the forms increased. An optimal new solution would be server-based, allowing for centralized forms management.

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—Sandy Stormer  
Business Analyst  
Genesis Health System  
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The key requirement for any new solution was the ability to interface with and accept data streams from Genesis' healthcare information technology system, and be able to print the hospital's required forms. Although a simple concept, Sandy Stormer, Business Analyst, quickly learned that not every printer manufacturer can handle the forms.



“Of the three vendors we looked at, only Lexmark was able to go beyond promises and actually deliver a solution that could accept external data streams from the new system and automatically populate forms and labels,” said Stormer.

Ease of use was also a key consideration. Employees at the hospital resist process changes and hospital administrators wanted to eliminate any disruption in hospital operations. Lexmark was the only vendor able to meet this essential condition: developing an interruption-free migration path from the legacy system to a new system.

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### The Solution

After evaluating proposals from three vendors, Genesis chose a comprehensive solution consisting of Lexmark laser printers, Lexmark Document Producer software for forms creation and Lexmark Document Distributor for forms routing.

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Electronic versions of all the hospital’s forms are stored on a server in Lexmark Document Producer. Employees using the new registration system can now request a registration packet, labels, face sheet and wristbands directly from the application and request that all of them be printed as required. Four check boxes make it easy for admissions personnel to select all the items or just the items they need printed. A custom script developed by Lexmark, reads the patient’s birthdate and if younger than 60 months, the system automatically prints a pediatric wristband. Patient data stored in the hospital’s patient information system is automatically populated on the forms with information already stored in the hospital information system. This increases accuracy and speeds the admissions process, helping patients receive treatment faster and increasing personnel productivity.

“Lexmark integrated the two systems quickly and easily, and made the change virtually invisible to our employees so that there was no disruption in our processes or in patient care,” said Stormer.

With its newfound ability to create, edit and archive forms layouts, maintenance issues have all but disappeared. Necessary forms changes can now be made in one central place, ensuring that all employees have immediate access to the most current version of every form.

“The Lexmark software was the most powerful and flexible of all the solutions we examined,” said Stormer. “The Lexmark system is so much more streamlined and user friendly. Creating new forms and updating existing ones to meet changing regulatory requirements is incredibly easy.”

### The Results

For staffers in its admissions, nursing and administrative areas, implementation of the new Lexmark solution was invisible, exactly as Stormer had hoped. Maintenance of the solution has been cut in half. “Now we make required changes in one central place and they are available immediately throughout the hospital,” said Stormer.

Vendor support from Lexmark has been a key component of the solution’s success. “Lexmark went well beyond its responsibilities to help us ensure a seamless transition to the new system,” said Stormer. “When we had an issue with adhesive label stock sticking, Lexmark engineers traced the problem to high humidity levels. This was our challenge, but Lexmark was quick to help us make adjustments that eliminated the problem.”

To speed printing times, Lexmark engineers adjusted software so that the printers received the forms datastream from its hospital information system as a PDF file instead of as PostScript file. Print times for an entire patient packet dropped from 90 to 30 seconds, a throughput improvement of 66 percent.

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With its electronic forms solution fully implemented, Genesis Health is already using the platform as a launch point for new applications that were impossible with its legacy mainframe system. “We are working on incorporating electronic-signature capture into our admissions process,” said Stormer. Patients will soon sign documents by signing their names with a stylus on an electronic pad similar to those commonly used for credit card transactions. The signature images will then be merged with and appear on the patient’s electronic forms and then routed to medical records.

As Genesis Health leverages the power of technology to deliver world-class medical services to its patients, its forms and document routing solution from Lexmark assures accuracy and speed. In an industry in which every second counts, Lexmark is helping Genesis Health maximize each and every one.

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