

eBOOK 

ANATOMY OF A PRODUCTIVE MEDICAL WORKPLACE

10 Routine Screenings to Check Your Technology Workflow & Security Wellness



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Professional
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Professional
HIPAA Academy

AN OUNCE OF PREVENTION IS WORTH A POUND OF PRODUCTIVITY.

The rationale behind routine healthcare screenings is obvious – to discover and preventively treat conditions before symptoms appear. When these tests reveal diseases or abnormalities early, they are much easier to treat with a regimented plan of action and ensure a healthier future.

Demands placed on today's healthcare employees are exhaustive. Crowded waiting rooms. Changing regulations. Stricter compliance. Mounting piles of administrative paperwork. As futurist Joe Flower says, "increasing productivity is a survival skill in healthcare today." Technology, if administered responsibly, eases that burden. It facilitates greater productivity, collaborative patient care, and improved patient experience. But technology wellness should be checked regularly. When was your last screening?

What does the anatomy of a productive medical workplace even look like?

In the following pages, we've compiled **10 Routine Technology Screenings** to help you test your own productivity survival skills. You can evaluate your current print, communications, IT infrastructure, preventively assess troublesome symptoms, and find relevant treatment options available. Through this discovery, you'll begin to consider whether or not you're spending more time and energy managing your documents, processes, and technology than you are with your patients.

Taking preventive measures now, we believe, will carry a ton of weight toward your healthcare organization's highly productive future.

THE VITAL STATS & SCREENINGS

\$408
Per Record

Security vulnerabilities come at a high price.

According to a 2018 study conducted by IBM Security and the Ponemon Institute, the cost of a healthcare data breach is \$408 per record — higher than any other industry.

Workflow inefficiencies are costing your patients.

According to Health Information Technology, 32 percent of individuals who went to a doctor in the past 12 months reported experiencing a gap in information exchange (including redoing a procedure or providing medical history again because chart the couldn't be found).

32%
Of Patients

1. Enterprise Printing
2. Print Optimization
3. Document Workflow
4. PDF Editing
5. Patient Care Collaboration
6. Enterprise Fax
7. HIPAA Compliance
8. IT Security
9. Content Management
10. Unified Communications

94%
Of Nurses

Complex data calls for seamless communication.

While the majority of healthcare organizations have invested in electronic health records, 94 percent of nurses do not believe that EHRs have positively impacted communications between doctors and nurses (Healthcare IT News).

LET'S GET STARTED 

 **Technology Screening** ■■■■■■■■■■

ENTERPRISE PRINTING

Description:

Printing still drives the distribution of healthcare information every day. From test results, patient wristbands, to promotional posters, you need best-in-class print technology to accommodate your endgame – optimal patient care.

Pain Points:

- Challenges with print output quality, consistency, and accuracy
- Security red flags including unauthorized access to patient information
- Repetitive equipment issues and/or extended downtime ... [\[more\]](#)

Treatment Options:

Discovery of current print devices, their volume and their purpose. Job workflow analysis with healthcare applications. Consultation on device utilization, including production print systems and wide-format devices.



* Not all manufacturers are sold in all areas.

Your print fleet could be doing so much more.

What constitutes a healthy enterprise print environment? Reliability, high quality output, and equipment capabilities that keep up with the frenetic pace of a medical workplace. But there's more. Are you fully utilizing your device's capabilities? Are you creating and distributing documents that elevate your print-based healthcare communications? Ones that have a significant impact or leave a valuable first impression?

Healthcare Departments That Should Be Zeroed In:



Technology Screening 1
ENTERPRISE PRINTING

Printing inside a medical workplace is as continuous as patients coming in and out the front door. With such massive print activity, it's easy to lose control. Consider the amount of information being printed every day, the sensitive patient information it contains, and all the associated costs. Print Optimization means creating intelligent rules and policies, locking down your devices, and ensuring your fleet is "right-sized" for maximum efficiency. It means taking back control over your print environment.

Technology Screening ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

PRINT OPTIMIZATION

Description:

To meet both regulatory standards and patient needs, healthcare organizations need uninterrupted, cost-effective printing capabilities, but also the ability to protect patient records with 100 percent confidence.

Pain Points:

- Escalating (or unknown) print-related costs
- Unsecured documents and devices that don't meet HIPAA standards
- Inefficiencies in printing/routing key medical files and forms
- Excess PHI sitting on paper trays ... [\[more\]](#)

Treatment Options:

A Print Assessment followed by a Managed Print engagement helps organizations develop secured automated rules to reduce expenses, map out a right-sized fleet, and enjoy higher printing efficiency.



Healthcare Departments
That Should Be Zeroed In:



ADMISSIONS/
RECEPTION



BILLING/
CODING



COMPLIANCE
OFFICE



HUMAN
RESOURCES



INFORMATION
TECHNOLOGY



PHYSICIANS
OFFICE



RECORDS
MANAGEMENT


Technology Screening 2
PRINT OPTIMIZATION



Is your workflow clogged with productivity-stealing inefficiencies?

Your document workflow processes are the arteries and veins that carry vital information to, from, and across your organization. Slow, manual paper shuffling can disrupt the steady, beating rhythm of key business processes. There's a better way.

Document Workflow can be improved with automated, document-driven work processes, with efficient, flexible and secure rules-based routing and monitoring. It may be time to end the paper shuffle, and begin cleaning up the critical vessels for distributing healthcare information.



Technology Screening

DOCUMENT WORKFLOW





3

Description:
In an increasingly digital world, paper documents continue to hold their place at the core of healthcare operations. Digitizing documents helps make productive use of business-critical information.

Pain Points:

- Slow, manual processes that prohibit productivity
- Inability to find patient documents quickly
- Document-related compliance/security vulnerabilities ... [\[more\]](#)

Treatment Options:
A Workflow Assessment analyzes key document and information processes. A Document Management engagement systemizes, accelerates and secures access to key healthcare information.







Canon
KOFAX
KONICA MINOLTA








Laserfiche

Lexmark

* Not all manufacturers are sold in all areas.



Healthcare Departments That Should Be Zeroed In:

- 
ADMISSIONS/RECEPTION
- 
BILLING/CODING
- 
COMPLIANCE OFFICE
- 
HUMAN RESOURCES
- 
INFORMATION TECHNOLOGY
- 
PHYSICIANS OFFICE
- 
RECORDS MANAGEMENT

Technology Screening 3 DOCUMENT WORKFLOW

Optimal patient care includes maintaining accurate and updated patient information.

In a hybrid paper/electronic environment, the ability to edit, share and access the latest medical record information can get tricky. Especially when you consider the influx of information moving across a healthcare facility.

From streamlining intake forms to updating medical record information, a powerful PDF editing solution can reshape routine, daily tasks. It can empower administration teams to create, convert, edit, share and eSign PDF files with ease.



 **Technology Screening**

PDF EDITING



Description:

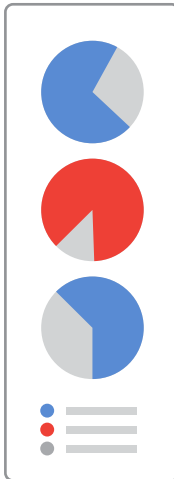
Patient information is a vital asset in the healthcare sector. Healthcare delivery teams need to be able to edit, access and track patient data in a streamlined fashion.

Pain Points:

- Missed or obsolete essential facts gathered by prior examinations
- Inability to quickly redact sensitive information
- Hand-keying information into computer systems
- Delays in medical information updates ... [\[more\]](#)

Treatment Options:

An initial discovery of both paper and digital document processes will help produce a recommended PDF editing solution, so that routine day to day operations are effectively streamlined.



Healthcare Departments That Should Be Zeroed In:



Technology Screening 4
PDF EDITING



Primary physicians, surgeons, nurses and third-parties all make key contributions to overall patient care. **How well do they work together?**

Real-time collaboration is an essential tool for cross-disciplinary teams called on to innovate and to work singularly toward patient needs. By centralizing departmental assets and enabling care teams to coordinate effectively, healthcare organizations create better quality outcomes for patients.



Technology Screening

PATIENT CARE COLLABORATION

5

Description:
Multiple fragmented systems of collaboration can create a lot of clutter, a lack of collaboration, and less time with patients. A single cloud-based content platform means better coordinated patient care.

Pain Points:

- Slow or limited access to healthcare documents
- Provider team collaboration challenges
- Unproductive healthcare claims review and reconciliation processes ... [\[more\]](#)

Treatment Options:
A cloud-based collaboration system can streamline and enhance the way ideas, documents, and data are stored, managed, and shared in an increasingly complex healthcare environment.














INTERMEDIA

 Microsoft
 Office 365



Healthcare Departments That Should Be Zeroed In:

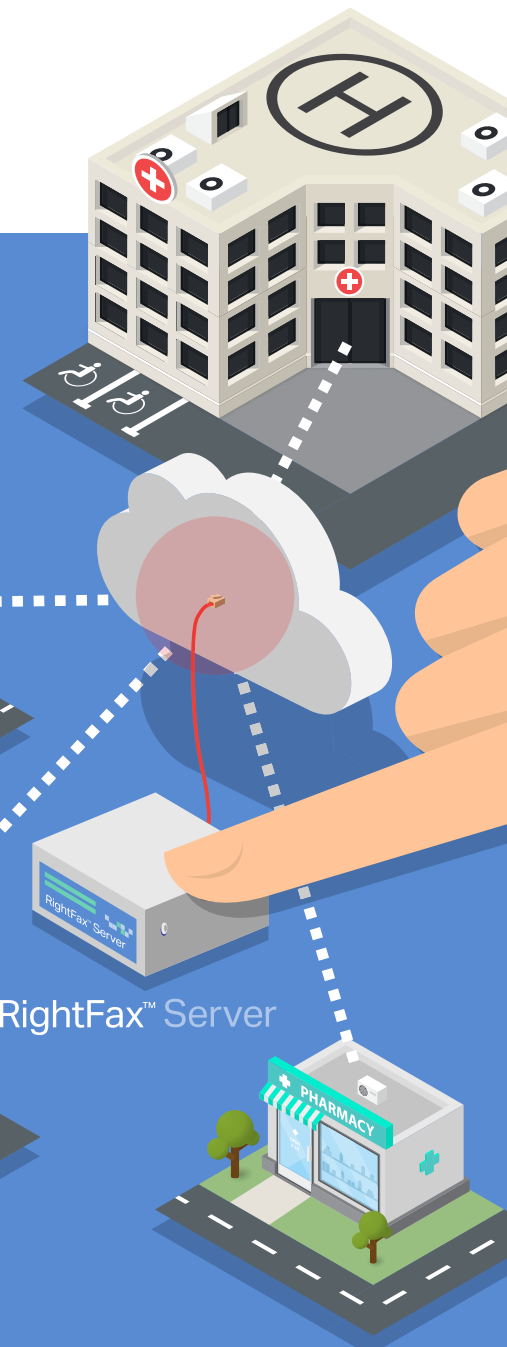
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ADMISSIONS/RECEPTION
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BILLING/CODING
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COMPLIANCE OFFICE
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HUMAN RESOURCES
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INFORMATION TECHNOLOGY
- 
PHYSICIANS OFFICE
- 
RECORDS MANAGEMENT



**Technology Screening 5
PATIENT CARE COLLABORATION**

Fax continues to be the industry standard for transmitting patient information. **But with emerging technology and evolving government standards comes increasing pressure to send digital, encrypted documents easily without disrupting workflow.**

Healthcare organizations clinging to fax boards or stand-alone fax machines are trudging through slow, manual processes riddled with security/compliance risks. The elimination of paper – and the need for a faster, digitized secure exchange of information - is prevalent in healthcare today. Fax is no exception.



 **Technology Screening**

ENTERPRISE FAX



Description:

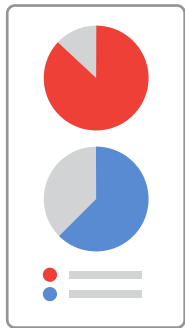
A modern fax server solution removes paper fax and transforms fax-dependent business processes to eliminate inefficiencies, and also integrates with critical EMR/EHR Applications for fast and easy eFaxing within familiar environments.

Pain Points:

- Failed integrations with EMR/EHR systems
- Inefficiencies and labor-intensive, manual fax processes
- Additional costs associated with designated analog fax lines ... [\[more\]](#)

Treatment Options:

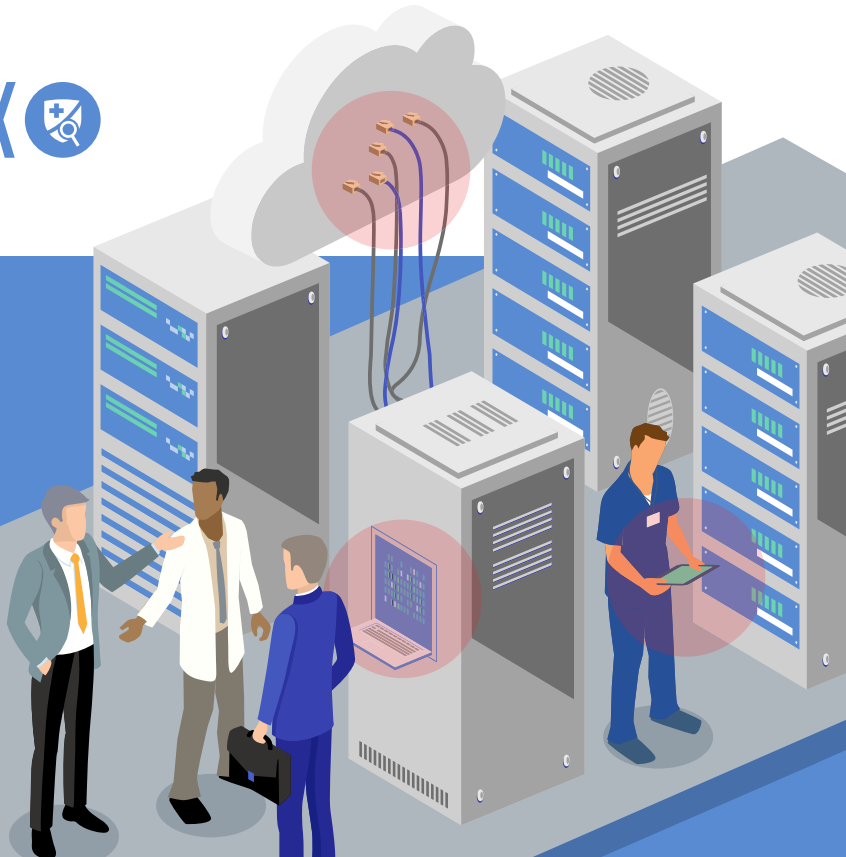
Discovery and consultation regarding your healthcare organization's current fax systems will uncover a digitized solution that accommodates the need for efficiency and meets compliance standards.



**Healthcare Departments
That Should Be Zeroed In:**



**Technology Screening 6
ENTERPRISE FAX**



Everyday routines like regular exercise play an enormous role in one's long-term health. **Do you know the routines of your end users? Their everyday actions could dramatically affect your IT Security health.**

According to the Ponemon Institute, the average cost of a healthcare data breach is \$408 per record — higher than any other industry. Beyond the core components of any IT security plan (including multi-layered endpoint protection, remote monitoring and management, and necessary firewall protection), your end users could create vulnerabilities with even the most sophisticated hardware in place. With the advent of social engineered attacks, continued end-user education plays a critical role in sharing and reinforcing security best practices.

 **Technology Screening**
IT SECURITY

8

Description:

Your IT Security is your organization's livelihood. The cost of a healthcare data breach could be too much for a facility to overcome, making a comprehensive IT Security Strategy non-negotiable.

Pain Points:

- Internal and External IT security vulnerabilities
- Unwritten or unenforced security policies (including non-technical circumstances)
- Lack of ongoing end user training ... [\[more\]](#)

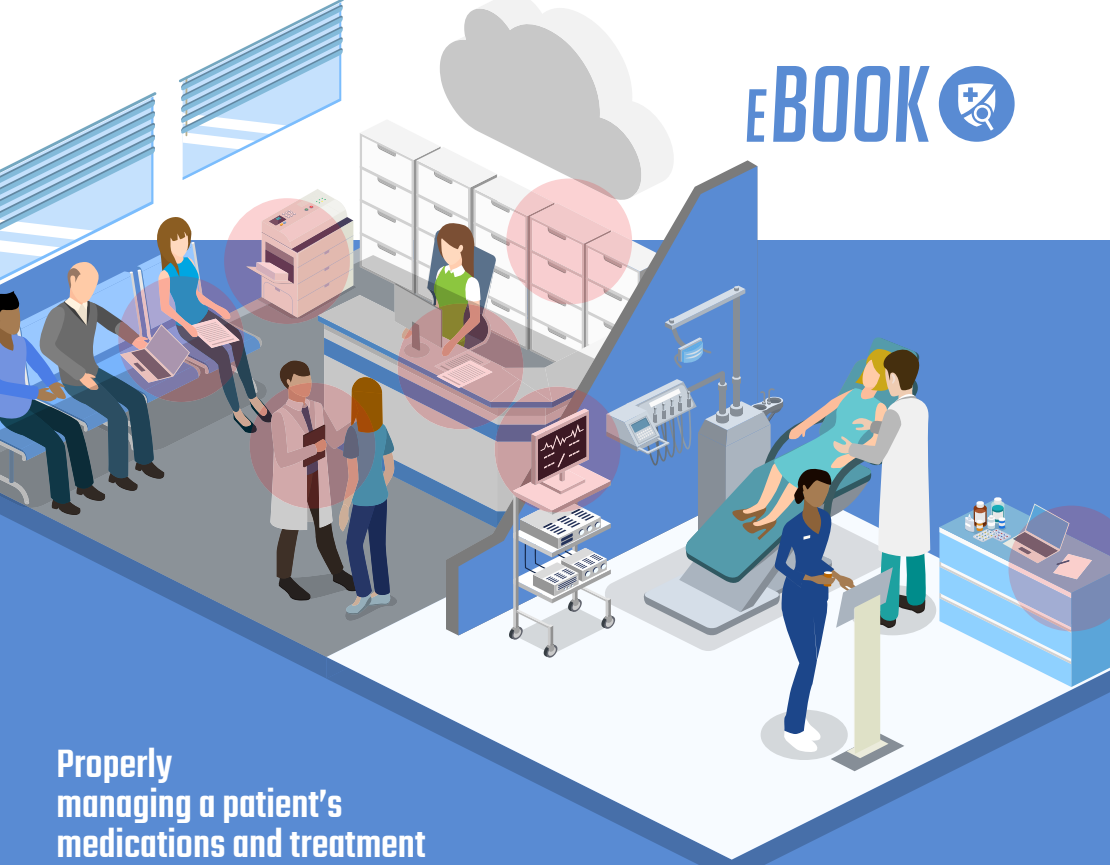
Treatment Options:

A Network Risk Assessment addresses security gaps, from infrastructure to the shredding of critical documents. A well-executed Managed Network Services engagement provides top-tier capabilities, long-term stability and peace of mind.



Healthcare Departments That Should Be Zeroed In:





 Technology Screening

CONTENT MANAGEMENT

9

Description:

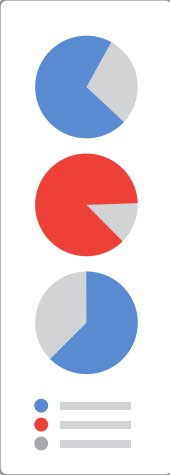
From lab results, invoices, to compliance records, the level of your staff's agility in storing, accessing and distributing administrative documents directly impacts you and your patients.

Pain Points:

- Inefficient workflows based on manual, paper-based processes
- Frequently lost or mishandled documents
- Disparate silos of information/content ... [\[more\]](#)

Treatment Options:

An Enterprise Content Management engagement organizes all digital assets and automates document-driven processes so that the right personnel have the right information in time.



Properly managing a patient's medications and treatment can be quite a balancing act. So can the management of medical content.

Healthcare documentation is increasingly complicated, inherently massive in size, and inexplicably messy if not executed with precision. A healthy Content Management doesn't just unleash the power of automation. It properly balances central control with flexibility, so front-line administrative staff can access and share information without disrupting patient care, and without potentially compromising sensitive patient information.

Healthcare Departments That Should Be Zeroed In:

-  ADMISSIONS/RECEPTION
-  BILLING/CODING
-  COMPLIANCE OFFICE
-  HUMAN RESOURCES
-  INFORMATION TECHNOLOGY
-  PHYSICIANS OFFICE
-  RECORDS MANAGEMENT

Technology Screening 9
CONTENT MANAGEMENT



The demand to be “always on” is at an all-time high in healthcare.

Antiquated communication systems waste valuable time with patients, and prohibit seamless delivery of critical, timely medical information to caregivers. Physicians on call must remain connected with nursing staff with changing patient conditions. Patients are increasingly frustrated by sitting in a doctor’s waiting room – seamless communication is a must in any aspect of healthcare workflow.

Unified Communications introduces mobile, real-time communication in many forms (video, instant messaging, file sharing, telephony) under one integrated, secure platform. It’s a communications platform that goes wherever your medical constituents go.

 **Technology Screening**

COMMUNICATIONS PLATFORM

10

Description:
Secure, reliable email, file sharing, voice, mobility and essential IT services are crucial to protect patient privacy, expedite healthcare delivery and assure HIPAA compliance.

Pain Points:

- Scattered/unsecured devices and applications deployed across varying departments
- Too much communication downtime/interruption within healthcare network
- Ineffective collaboration between patients, medical staff, caregivers, or 3rd parties ... [\[more\]](#)

Treatment Options:
A Unified Communications engagement fuels better collaboration, faster access and seamless integration of all devices inside your facility, and out.








commCare™



INTERMEDIA



Healthcare Departments That Should Be Zeroed In:



Technology Screening 10 COMMUNICATIONS PLATFORM

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INCREASING
PRODUCTIVITY IS
A **SURVIVAL SKILL**
IN HEALTHCARE
TODAY.

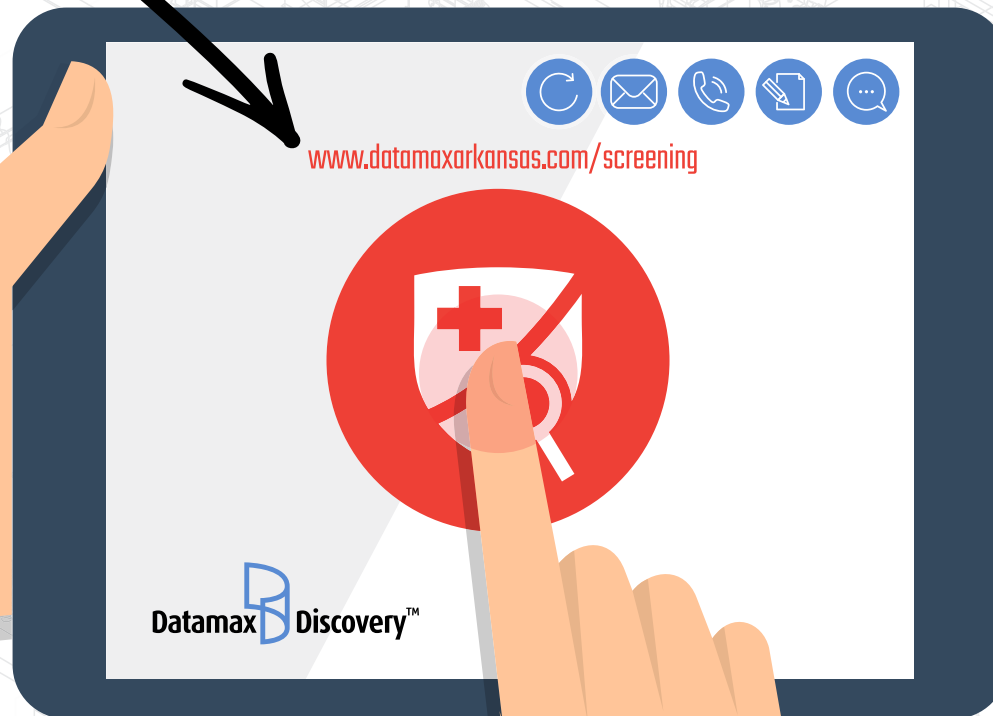
– Writes healthcare futurist Joe Flower in a post
for "Hospitals & Health Networks."



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compliance, and print
environment.



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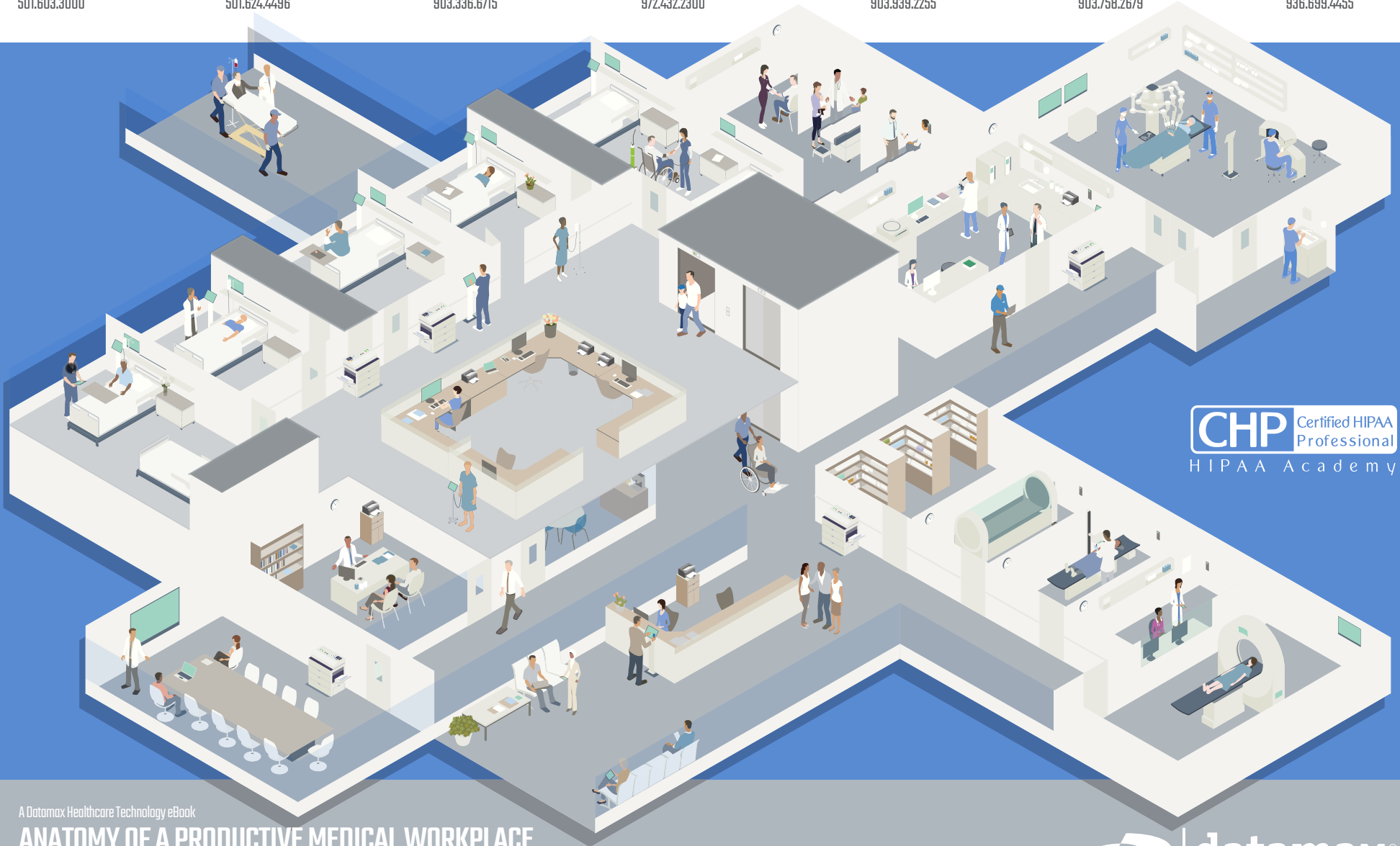
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