

Baptist Health uses Lexmark hardware and software technology to eliminate blue card system and reduce costs.

Baptist Health prints less, reduces costs and improves care with Lexmark solution

The Organization

Baptist Health (BH), with five hospitals, major medical centers, family clinics, therapy and wellness centers, is the largest healthcare system serving the people of Arkansas. BH operates 80 health facilities across the state and prides itself on delivering quality healthcare while placing special emphasis on the values of service, honesty, respect, stewardship, and performance.

The Challenge

BH was no different than any other hospital in the early 1990s with problems revolving around printing legacy information on line printers and using the blue card embosser system to imprint patient data on pre-printed documents.

Information such as patient name, medical record number, case number, age, admitting physician, and patient location were kept on these blue cards. This blue card literally followed the patient throughout the hospital where the information was taken from the blue card and imprinted on pre-printed forms.

The forms were approved by a forms committee, printed in the print shop and then stored for clinical use. The forms were expensive and the embosser system was difficult to read. With so many pre-printed special forms, it was difficult to find the storage space and the manpower to house the forms.

In addition to the difficulties keeping up with the blue card and storage problems associated with pre-printed forms, BH had communication problems between the nursing and pharmacy departments.

The nurses would send the prescriptions to the pharmacy via fax, but the pharmacy was often unable to read the printed information. This caused delays in patient orders as well as confusion between departments and introduced the potential risk for errors. The information system engineers began to investigate other printing

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CIO and Vice President of Information Systems
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options for BH. BH immediately recognized the need for a print-on-demand solution for its medical forms.

The Solution

Lexmark International, Inc., met with David House, CIO and Vice President of Information Systems, to discuss the benefits of Lexmark's printing solutions.



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These print-on-demand forms help to make sure all forms were present and accurate. Besides just forms, this application was used to create labels and patient bracelets on demand.

After researching the environment, it was discovered that BH was spending over \$57,000 a year on admissions printing. By replacing the blue card system with an automated forms solution along with Lexmark printers, costs were reduced to \$12,200 a year. This was a savings of over \$45,000 a year for BH.

“Through Lexmark’s products and solutions, we developed both time and cost savings, and have received excellent service,” said House. “These improvements have increased hospital staff morale as well as improved our service to patients.”

Currently, BH has a variety of Lexmark monochrome, color and desktop laser printers as well as some multifunction devices. Lexmark has performed a printing and workflow analysis for BH, ensuring that each device would match the specific requirements of each specific area in the hospital.

The Results

BH is a long-standing Lexmark customer. Through the years, Lexmark has continued to offer solutions that are tailored specifically for BH.

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