

# FMOLHS gains flexibility for business growth

With HP MPS, Franciscan Missionaries of Our Lady Health System consolidates print, reduces costs, improves security and integrates seamlessly with EMR



FRANCISCAN  
MISSIONARIES  
OF OUR LADY  
HEALTH SYSTEM



INDUSTRY:  
Healthcare



COUNTRY:  
USA

## Objectives

- Deploy Electronic Medical Records (EMR) system
- Meet demanding deployment schedule
- Enable seamless, reliable, cost-effective printing

## Approach

- Choose long-term MPS solution to successfully integrate with electronic records
- Incorporate automated workflow and security solutions

## Business Outcomes

- Streamline costs by more than 30%
- Improve print reliability and performance
- Consolidate printer fleet by nearly 30%
- Boost productivity with seamless workflow
- Provide flexibility for growth
- Gain accurate reporting for ongoing improvement



# 100-year

history

---

# 10,800+

full-time employees

---

# Nonprofit

healthcare

---

## Objectives

### Replacing standalone legacy printers

The Franciscan Missionaries of Our Lady Health System (FMOLHS) is a leading healthcare innovator in Louisiana, currently providing care to more than half of the state's population. It brings together outstanding clinicians, the most advanced technology and leading research to ensure that patients receive the highest quality and safest care possible. This commitment is grounded in a history that is more than 100 years old but reflected today by a strategic vision of transforming healthcare through superior performance and excellent patient care.

FMOLHS had over 3,000 legacy standalone copiers and printers, however, it desired a true Managed Print Services (MPS) solution. Ongoing growth had made it costly and time-consuming to maintain the fleet and ensure optimal performance. With the imminent transition to an electronic health record management system, it wanted to introduce a more scalable, flexible and cost-effective approach to printing.

"We were fast approaching the full go-live transition, which drove our timing with MPS," explains the director of IS resource management and compliance, FMOLHS. "We wanted to move forward swiftly to get a new vendor in place before we went live."

FMOLHS looked at the workload and the cost efficiency ratio and decided that it would prefer to have the new managed print solution in place and built for the EMR go-live, so as not to continually push additional changes in the organization. Part of the RFP process was this requirement to design and deploy in a tight timeframe.



**"We made a decision to adopt a new EMR and we wanted a long-term collaboration with a print partner with a proven success in healthcare. That was HP."**

Director  
IS Resource Management & Compliance, FMOLHS





“It was important to me and our CISO that the printers were able to be secured. We incorporated security solutions into HP MPS to allow us to effectively manage print security in the future.”

Director  
IS Resource Management  
& Compliance  
FMOLHS

30%

printer consolidation

“Changing out your electronic medical records is a 20-year decision, and not something we do lightly because it interrupts the entire hospital revenue stream for months if not a year, that’s why we engaged HP for a seven-year contract,” says the director. “We knew we wouldn’t change our printers or print vendors in any length of time either, so we tied it all nicely to long-term planning for everybody.”

The hospital wanted to introduce multifunction devices to the environment but there was no centralized management tool and previously each printer had been managed individually. With the growing number of printers, this process had become cumbersome. FMOLHS needed visibility and an easier way of managing the entire fleet: a comprehensive solution that would provide the full site picture as well as management rights to the whole environment.

“We targeted three weeks to build and roll out 1,200-2,000 printers so that we would have time to do the EMR project,” the director adds. “HP met all the criteria we had in the RFP, which was pretty impressive. We knew the reputation of HP, so we were expecting that if HP said they could deliver it, they would.”

## Approach

### Fast and widespread deployment

FMOLHS co-selected a number of models from the HP enterprise printer portfolio. It also deployed a range of software solutions for enhanced management, security and access control such as LRS Output Management, HP Security Manager, HP Web Jetadmin and HP Access Control.



“Proactive maintenance and toner for reliable printing go a long way in keeping people happy.”

Director  
IS Resource Management  
& Compliance  
FMOLHS



Scalable for growth

---



Data for ongoing improvement

---



Future-ready flexibility

---

More than 1,800 devices were rolled out within six weeks across 70 percent of the geographical state of Louisiana, with HP installing up to 140 printers every day during that period. HP also removed and recycled the legacy hardware.

“We were all well aware that a schedule this aggressive had not been attempted and that we were facing special challenges, especially since we were working with the EMR and other vendors,” the director says. “And we encountered just about every kind of challenge imaginable, including a visit from the US President and Vice President that shut down all traffic, as well as other, predictable factors in Louisiana.”

“HP helped us close out all of the necessary processes with the legacy equipment and physically move it out and ship it back to the vendor. We rapidly became an almost entirely HP shop overnight. Without HP working in partnership with us, we would not have been able to do it,” says the director.

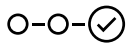
One of the important factors for FMOLHS during the RFP process was confirming both technical capabilities and successful experiences integrating with EMRs and relevant solutions, such as LRS Output Management. LRS enables organizations to streamline output and print environments by eliminating print servers, printer specific hardware, software and printers while providing simple yet powerful tools for managing application output.

“HP was the only provider at the time that had successfully implemented a remote host solution with the new EMR vendor through LRS. That was a huge factor,” says the director. “We wanted a proven comfort level and while we could have technically pursued something else, that experience was a significant advantage from HP.”

FMOLHS prepared for a technical dress rehearsal to ensure the back-end build, LRS, drivers, HP Access Control and PIN printing were operational and integrated before go-live.

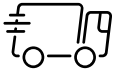
“We wanted ID badge printing with HP Access Control. With this secure PIN printing and additional secure printing methods, we would shore up what we knew were gaps,” remarks the director. “We wanted to predictably roll it out and cover as many of the anticipated future challenges as possible, so we incorporated the security elements, such as HP Security Manager, from the start.”





## Simplify IT

---



## Automated toner delivery

---



## Proactive visibility

---

# Business Outcomes

## Speed and flexibility at lower costs

The new HP MPS solution is much easier for the IT team, with automated toner alerts, simple configuration and true visibility of each device. A managed program makes it more cost-effective and reduces user frustration.

“Before HP MPS, we had complaints about very basic issues - ‘I don’t have toner,’ ‘The printer doesn’t work, it’s jammed,’ or ‘I can’t get a service tech here.’ Those are very basic requirements I expect to be handled on a proactive basis,” the director says. “Now they are.

“The most visible aspect of MPS is the toner,” the director explains. “I never wanted to talk about toner again! Toner has a massive impact.” The organization wanted printing to be seamless with no thought to toner and paper. “Proactive maintenance and toner for reliable printing go a long way in keeping people happy.”

The director also recognizes the benefits of rolling out settings centrally. “It’s fantastic: when we need to reconfigure for a security patch or to make things faster or better, we can globally push it out there, and we can see which printers are responding and which ones aren’t,” the director comments. “That’s something that we used to have to send a service tech out for to poke around, leading to a huge delay in user support. We can see which ones need attention, while HP is proactively handling the maintenance.”

The new HP MPS solution also provides total cost transparency, enabling FMOLHS to reduce costs. At the same time, consolidating the fleet from 3,000 plus to around 1,800 reduces hardware costs and energy consumption.



**“We have two schedules for the leases and one per quarter for the page costs, so it’s a lot easier to figure out where costs are going. I can say we leveraged savings of substantially more than 30%.”**

Director  
IS Resource Management & Compliance, FMOLHS



## Solution at a glance

### HP Services

Managed Print Services (MPS)

### HP Hardware

LaserJet Enterprise flow MFPs

Color LaserJet Enterprise flow MFPs

LaserJet Enterprise MFPs

LaserJet Enterprise Printers

### HP Software

Security Manager

Web Jetadmin

Access Control

It is complicated to calculate print costs if the environment is not managed. "There were small budgets and costs for toner in so many nooks and crannies of the organization, it was difficult to identify them all. Visibility of total costs was impossible," the director says.

"Now, everything is coming in with consolidated invoicing," the director says. "We have two schedules for the leases and one per quarter for the page costs, so it's a lot easier to figure out where costs are going. I can say we leveraged savings of substantially more than 30 percent."

The healthcare organization is now well placed to better serve its employees, and more importantly, its patients. Despite a drive towards a paperless vision, it finds itself printing more than ever. Ensuring print output is secure, high quality and reliable, at an affordable cost is key.

Ultimately, the new HP MPS platform enhances the patient care that FMOLHS can deliver, contributing to better healthcare outcomes. It also boosts efficiency and ensures that fast printing and scanning capabilities are always on hand.

"Any delays in healthcare impact patients. If you delay a patient's discharge orders and they are trying to get home after having chemo, their entire day is interrupted, so it's affecting patient care.

"It's possible that refrigerated meds are going to be off by the time they get home," concludes the director. "It's a significant problem and we have to be cautiously aware at all times. Are there delays affecting people's lives? Removing any need to worry about print takes a huge load off our minds, for which we're very grateful to HP."

Learn more at [hp.com/go/healthcareprint](https://hp.com/go/healthcareprint)

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

© 2023 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA7-3278ENW March 2023, Rev.2