

# Livingston HealthCare

**A healthcare facility in Montana partners with Lexmark to optimize its output environment, reduce expenses and improve patient satisfaction.**

## Upgrading outdated technologies

In addition to maintaining electronic patient records, hospitals must also manage a large amount of paper information every day. Livingston HealthCare in Livingston, Montana, takes its mission of exemplary patient care seriously and knows the importance of giving clinicians access to the most accurate, up-to-date information, whether in electronic or paper form. With a 25-bed hospital providing surgical, orthopedic and obstetric services along with a Level IV trauma center, physicians' clinic, urgent care facility and rehab services, the hospital was familiar with the challenges of managing a flood of paper documents both at the main hospital and at smaller, rural clinics in Wilsall and Gardiner.

When the time came to upgrade output devices across the enterprise, Livingston HealthCare had several requirements in mind in choosing a partner. First, hospital administrators needed a complete evaluation of the entire print environment to determine if the right devices were in place for each area's specific requirements. In many cases, existing printers had proved to be too much hardware for the needs of the users which caused inefficiencies and extra expense. Second, the hospital wanted a clear understanding of how it was using output services and the costs associated with this usage. And finally, a newly built, state-of-the-art facility provided the ideal opportunity to upgrade outdated systems and ensure the hospital was maximizing its technology investment.

After researching technology partners, Livingston HealthCare chose Lexmark devices and solutions. Lexmark conducted a detailed evaluation of the hospital's output environment and recommended the most efficient printer for each department's unique needs. Another reason for choosing Lexmark was the fact that its solutions integrated seamlessly with the hospital's existing healthcare system to ensure a smooth transition for users. Lastly, customer service was a major deciding factor for the hospital, which needed fast, responsive service to support its clinicians and patients.

According to Kirk Chapman, Systems Support Specialist at Livingston HealthCare, the hospital had become frustrated waiting for assistance from its previous vendor. "The service provided by Lexmark is more streamlined and more thorough, and we rarely wait on a part or for a technician to arrive," says Chapman. "It's just better service, which is one of the big reasons we started looking for a new partner."

## Meet Livingston HealthCare

Located in Livingston, Montana, Livingston HealthCare provides premium quality health care to the residents in Park County and surrounding communities. The not-for-profit organization includes a 25-bed Critical Access Hospital, a multispecialty physician practice, rehabilitation services, home-based services, urgent care, a clinic in Wilsall and rehabilitation facility in Gardiner. For the past three years, Livingston HealthCare has been named among the top 20 critical access hospitals in the country.

### Printing prescriptions at the point of care

One initiative that has been successful for Livingston HealthCare is the addition of a printer in every exam room using Lexmark's Tamper Resistant Prescription Printing solution. Prior to this, when a prescription was written for certain classes of drugs, the clinician had to use a special type of paper that was kept in a locked drawer. Not only was the paper expensive, it was cumbersome to unlock the drawer and load the paper into the printer.

Lexmark printers, however, use plain paper along with powerful safety features including microprint, security warning boxes, anti-erasure backgrounds and anti-liftoff components. Today, patients can get prescriptions quickly from the clinician right in the exam room and be on their way.

"In our old facility, prescriptions had to be printed on special paper that was quite expensive, and we had to add a second, locked paper tray to every device that printed prescriptions," explains Jody Duran, Information Systems Manager at Livingston HealthCare. "Lexmark was the only vendor to offer microprint capability so prescriptions can be printed on the paper we use every day."

Along with the ease and security of using Lexmark's Tamper Resistant Prescription Printing solution, the hospital was also able to streamline regular system maintenance.

"With the previous system, we had to do a triple installation for Microsoft Windows due to the printer setup; one for the regular printer and two for the prescription printer," says Chapman. "With hundreds of printers it could get messy very quickly, and it often did. Now, there are no more double trays, no more locks and easy software installation."

### Optimizing systems with Managed Print Services

Another solution that has increased efficiency at the hospital is Lexmark Managed Print Services, or MPS. This solution helps users gain new visibility into document processes by simplifying everyday business tasks. For Livingston HealthCare, a welcome benefit was the proactive management of toner and other printer supplies. Prior to Lexmark MPS, when a vendor didn't show up for a scheduled supplies assessment, printers would often run dry and users had to scramble to purchase additional cartridges.

"We were always having to deal with keeping toner in stock for many different types of models, and our purchasing department stored racks of cartridges," explains Duran. "After we went with Lexmark MPS, the department actually moved into a smaller space because they no longer needed to keep the cartridge inventory."

"Now the only thing in their office is a toner cartridge recycling box provided by Lexmark," adds Chapman. "Once the box fills up, we just give it to UPS and they take it away. Everyone definitely likes the new system...it's pretty awesome."

### Speeding patient care

In terms of providing the best care for patients, Livingston HealthCare knows when a clinician can hand a prescription to a patient in the exam room and explain dosage information and instructions before they leave the facility, patient satisfaction

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**Kirk Chapman**  
Systems Support Specialist  
Livingston HealthCare



## Success story: Healthcare

increases. And proactive supplies management has taken the administrative burden off employees so they can concentrate on other, more important tasks like supporting staff and patients. Plus, Lexmark MPS gives the hospital greater visibility into output usage and expenses.

According to Duran, although the hospital's employee base grown, the facility is still saving money due to efficiencies gained by Lexmark devices and solutions. "For the projected cost over our five-year term, Lexmark was 25 percent less than the next least expensive option, and with more services.

"What is also important to us is that Lexmark is going to grow with us," says Duran. "A year from now, or five years or ten years, these systems are going to be serving us as our patient base increases.

"I would absolutely recommend Lexmark as a partner for the width and breadth of services, and the high quality of customer service," adds Duran. "We've definitely benefited from Tamper-Resistant Prescription Printing, which has brought so much extra value to the hospital."

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**Jody Duran**  
Information Systems Manager  
Livingston HealthCare

