

## Case study Craig Hospital

Craig Hospital in Colorado is a world-renowned rehabilitation hospital that exclusively specializes in the neuro-rehabilitation and research of patients with spinal cord injury (SCI) and traumatic brain injury (TBI). Craig has treated more than 30,000 patients with SCI and TBI since 1956.

### The challenge

Craig Hospital prides itself on outstanding patient care with nursing staff from the best in the country. However continual disruption from inefficiencies in the printing environment were a growing concern for the care provider. Protecting patient data, ensuring HIPAA (The Health Insurance Portability and Accountability Act) compliance and staff productivity were among the main challenges. Often clinicians and nurses lost valuable time collecting confidential documents from department designated printers.

### The solution

Craig Hospital introduced a 99.9% virtual environment and needed a print management solution that would work seamlessly, while safeguarding confidential data and integrating with the IT security system.

After researching the available solutions on the market, FollowMe by Ringdale was selected as the reliable and low maintenance solution, flexible to integrate with the hospital's evolving environment. Not only did the solution improve HIPAA compliance, it made more than 600 clinical staff more efficient, when working with patient care documents.

Immediate workflow improvements were realized in the solution trial. As a result, FollowMe was implemented directly across the entire environment, enabling clinicians and doctors to print securely via the virtual desktop environment. Documents had increased protection and Clinicians and Doctors had the flexibility to print at the point of need, anywhere within the hospital.



### Key benefits

- 600+ clinical staff with more time for patients
- Improve patient care workflows with secure printing
- Safeguard patient confidentiality
- Immediately enhance compliance with HIPAA
- Reduce printer related service desk tickets

### Outcome

Immediately Craig Hospital had the tracking capability and privacy controls to enhance compliance with HIPAA.

The new Chromebooks, introduced during the transition to the virtual desktop environment were fully supported. FollowMe Mobile Printing was also implemented, providing full management, tracking and security capabilities.

FollowMe's intuitive functionality received high user acceptance and transformed clinical workflows. Regardless of location, clinical staff could print Doctors' progress notes, admissions reports and patient care records on department printers, while keeping confidential patient information private.

With transformed user workflow, Craig Hospital saw dramatic productivity improvements. Clinical staff had more time to serve patient needs. These improvements, plus the decline in print related service tickets, are helping keep IT resources focused on innovation for their rehabilitation program.



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