

Regional Government Healthcare Provider

Certified Cerner Millennium integration and flexible output delivery options ensure superior patient care



Countries in Scandinavia are known for offering extensive social services to their residents. Among the most important of these services include hospitals, clinics, and other healthcare institutions that provide care for the physical and mental health of a country or region's citizens.

In one large Nordic country, responsibility for providing healthcare services is divided among more than 20 geographical regions. Over a decade ago, a strategic decision was made to modernize the systems that track and manage healthcare processes. Two of the most populous regions in the country chose to implement the Millennium electronic medical record (EMR) solution from the USA-based software company Cerner, which was subsequently acquired by Oracle. Chosen for its proven scalability and rich functionality, the Millennium product was viewed as a good fit for this critical project.

Implementing EMR software in large, diverse environments is always difficult, and delivering patient care-related documents can present a particularly hard challenge. Large printer fleets typically include many device models from multiple print hardware manufacturers, each with different capabilities and potentially different drivers. Special fonts, barcodes, paper handling options and other variables further complicate reliable print delivery.

The Challenge

Patient care in this client's region is delivered by a combination of public and private healthcare providers covering more than

25,000 square kilometers and 1.7 million residents. By implementing the Cerner Millennium solution, the customer hoped to provide a high, uniform level of care across this large population. However, organizational and technology differences across the region presented numerous print challenges, including:

- Many device makes & models in the organization's 20,000+ printer fleet
- Inability of many devices to handle the PostScript data streams created by the Millennium software
- Need for each printer to handle output from user desktops, Millennium EMR, and other back-end business apps
- Lack of connectivity: some printers were not connected to the customer's internal network, for example more than 4,000 devices at external caregivers

The LRS Solution

To address these challenges, the customer evaluated a number of output management solutions but found that only LRS® software was able to address all of their requirements. LRS offered a certified interface to the Cerner EMR and provided a robust central point of control for all healthcare and user workstation printing, simplifying administration tasks. LRS data transforms also converted the native PostScript data generated by Millennium into formats that could print on the many makes/models in the organization's device fleet.

AT A GLANCE

The Company

The customer is a regional government healthcare provider.

The Industry

Primary and specialty healthcare services for residents across a key geographical region.

The Requirements

Ensure reliable, secure delivery of healthcare documents to a variety of output destinations both in and outside the organization's network.

The Solution

- VPSX/Enterprise
- VPSX/MI
- LRS Data Transforms
- VSPA
- VPSX/SecurePrint
- MobileConnector

The Benefit

Simple implementation and maintenance; end-to-end data encryption; proven, certified interface with Cerner Millennium EMR software.

CASE STUDY

Most importantly, the LRS Affiliate Printing function enabled external care providers to print Millennium EMR documents to devices even outside the corporate network. Without this capability, the success of the entire Millennium implementation was in jeopardy. LRS software mitigated this risk.

Leveraging the flexible VPSX-based central point of control, the project team was able to provide enhanced functionality like secure pull printing, printing from virtual clients, serverless direct printing, and more. Over time, the organization's IT team plans to explore additional capabilities as needed.

BUSINESS BENEFITS

Simplicity: single point of control means administrators and help desk staff no longer need to maintain multiple print systems for different apps & platforms.

Cost savings: LRS data transforms eliminated need to replace existing printers in order to print PostScript data streams from new EMR application. The ability to print to devices outside the network eliminated need for costly VPNs & WAN expansion.

Risk mitigation: the ability to securely deliver critical documents to devices both in and outside the network eliminated a major risk for potential project failure.

Peace of mind: the VPSX/MI module provided a certified interface to the Cerner Millennium EMR that had been proven reliable in many large Cerner installations.

KEY DELIVERABLES

Scalable print management environment that can handle dramatically increased document volumes without the need for additional servers or specialty hardware.

Vendor-agnostic, standards-based solution able to run on a variety of operating systems and hardware platforms running any backend or user desktop application.

Flexible, customizable software that can adapt to meet the changing needs of this large healthcare provider.

End-to-end encryption of documents while in transit and at rest to ensure data security.

AT A GLANCE

Why Change?

The customer's existing output device fleet was unable to print from Cerner applications. Inability of external care givers to print from Cerner put entire EMR implementation at risk.

Why Now?

Delays in the rollout of the Cerner EMR software were causing conflict between the parties. Project leaders needed a print solution that was easy & fast to implement and which had been successfully deployed in other large Cerner installations.

Why LRS?

LRS offered a certified direct interface to the Cerner Millennium solution with proven scalability and secure delivery of sensitive health information. A nearby regional health provider's recent success deploying the LRS solution gave the client confidence in LRS' ability to deliver in a timely manner. Only LRS was able to provide secure delivery of sensitive documents to printers both on and outside the organization's network.

Learn how LRS solutions can improve printing in your healthcare environment.

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