



**Industry:**

Health Care

**RPSA Solution Set:**

**Hardware:**

2 Ricoh DDP 70e Printers  
Publishing Finisher  
ScanIT  
DDP MicroPress

## Fine Print that Improves Patient Care

St. Francis Medical Center (SFMC) in Los Angeles, Calif., has numerous departments to support patient needs and each has its own unique printing requirements, forms and applications. Some of the departments include patient billing, accounting, patient financial services, health care benefits and the family life center. Document reproduction is considered a priority so that the organization can ensure top-notch patient care and communication.

As part of the document reproduction process, SFMC requires that each department send all print jobs of more than 400 copies to the reprographics department. Originally, the process involved a person from each department carting the job across the hospital campus, filling out a job tag and returning once it was completed.

Although well organized, the system became time consuming and cumbersome, and as all chief financial officers know, time is money. As a result, Jesse Guevara, SFMC's CFO, was faced with the challenge of upgrading the organization's printing technology while increasing productivity and profitability. After speaking with a number of industry specialists, he selected MWB Business Systems (MWB,) a document processing consultant, to evaluate the hospital's overall needs and recommend a printing solution.

"After evaluating the burden on each department, MWB proposed a comprehensive solution that addressed productivity and improved capabilities, system redundancy and cash flow," said Guevara. The solution consisted of Ricoh Printing Systems America, Inc. (Hitachi) products.

Ross Boelson, MWB sales representative said, "after performing a 3 month DocuAudit on the entire SFMC campus, it was clear that a high-speed solution from Hitachi was the answer."

SFMC awarded MWB the contract, which included two DDP 70 printers, a Publishing Finisher, a scanner and a DDP MicroPress from Hitachi. MWB also assigned a full-time service technician to the hospital campus to ensure that their entire printing and copying network would be maintained to the client's expectations.

With the new printing system, departments can now electronically submit jobs to the reprographics department. Once the order is received, the reprographics group can turn the job around more quickly and can also archive each job for future re-prints, make changes or updates electronically and print only the necessary changes to the job.

"Not only have we improved the processes, but we have also improved the quality of the print," said Boelson. When the jobs had been previously copied at the departmental level, the quality was often degraded because copies were often second, third or sometimes fourth generation. "Now, jobs are printed faster, at lower cost, and they are always first generation – ensuring excellent print quality."

Guevara said, "MWB and Hitachi have not only delivered on everything they promised, but have gone beyond our expectations."

To learn more about SFMC and MWB, visit [www.sfrancismedicalcenter.com](http://www.sfrancismedicalcenter.com) and [www.mwbbiz.com](http://www.mwbbiz.com) respectively.

**Ricoh Printing Systems  
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