Educating the Next Generation of Healthcare Practitioners
University of Kentucky
College of Nursing

A comprehensive document workflow, cost controlling, and environmental solution for the college of nursing

CANON SOLUTIONS
uniFLOW Output Manager and Canon imageRUNNER® Systems

GENERAL OVERVIEW
Located in Lexington in the heart of the Bluegrass State is the University of Kentucky College of Nursing, one of the country’s finest institutions for educating the next generation of healthcare practitioners. Renowned for pioneering the Doctor of Nursing Practice (DNP) Program, the College of Nursing is nationally ranked for its advanced-level degree, which focuses on clinical outcomes and prepares students for further advanced certifications.

Founded in 1960 by the state legislature in response to the threat of a medical caregiver shortage, the College of Nursing opened its doors with a Bachelor’s of Science in Nursing (BSN) Program. The campus also included a state-of-the-art facility to provide care to all Kentucky residents regardless of their financial means. Today it’s among the most recognized healthcare institutions, ranked 10th in America for its faculty, and among the top schools in the country for its PhD program.

With a mission of fostering the health and well-being of the people of Kentucky, the region, and the world, the time had come for the College of Nursing to restore its own financial health following escalating expenses and deep funding cuts by the state. With the help of Canon, the College of Nursing was able to significantly reduce costs and help achieve its vision of providing a world-class facility with cutting-edge technology and the best tenured professors.
CUSTOMER ISSUES

Over the years, the College of Nursing had acquired an assortment of over 60 non-networked copiers, ink-jet and laser desktop printers, and fax machines from various vendors. Supporting the infrastructure of these devices had become overwhelming for IT staff members. They had to stock and distribute a large and expensive set of incompatible toner and ink cartridges, understand how to maintain and troubleshoot each device, and resolve user issues caused by the myriad of drivers and device capabilities.

Waste had also become a major issue. Stacks of unclaimed printouts would sit in piles on printers throughout the day until they were eventually discarded. Often users had to reprint jobs several times because they’d been inadvertently picked up by others—simultaneously causing waste and potential privacy and security problems. Larger print runs needed to be output on desktop printers first, and then placed in a copier for duplication. One of the departments most impacted by these conditions was Admissions, which had to physically pass around an ever-expanding package of hard-copy originals for each individual applicant.

“Some of the fastest growing expenditures we faced were the costs of device maintenance, support, consumables, and supplies,” said Jane M. Kirschling, DNS, RN, FAAN, Dean of the College of Nursing. “The lack of transparency into document output volume only exacerbated attempts to decrease spending and reclaim resources since we simply didn’t know what we didn’t know. In recent years as expenses rose and state funding fell, it had ultimately taken a toll on staff morale, recruitment, and retention, as budgets were cut and bonuses had to be denied.”

The environment at the College of Nursing had become so complicated that the total cost of ownership had become practically impossible to track. At the same time, the College of Nursing sought to reinforce its prominence in educational excellence and demonstrate a commitment to environmental friendliness.

“Our staff and faculty raved about the ease of use, embraced our green initiatives, and valued that they could play such a significant role in reducing costs so that we can dedicate more resources to educating our students.”

Karen Minton, Business Officer for the College of Nursing
CANON SOLUTION OVERVIEW AND COMPONENTS

To help alleviate the pains of its complex and costly infrastructure of devices, the College of Nursing sought a solution from Canon to help control expenses and increase overall workflow productivity for staff and students. The initial check-up included an evaluation of current spending and usage to establish a baseline to help assess different solutions. The goal of the systemic diagnosis was to define a long-term document workflow strategy that would optimize institutional fitness, deliver greater cost controls, and reduce waste.

As a result of the examination, Canon developed a managed print strategy that could help generate an ROI in as little as 13 months, lower operating costs by as much as 40%, and remove waste with surgical precision by up to 25%. To accomplish these goals, Canon prescribed a mix of its imageRUNNER and Color imageRUNNER MFP devices to efficiently meet document production needs. In an effort to complement its current proximity card infrastructure, the Canon Professional Services organization installed the uniFLOW Output Manager Suite. This allowed the College of Nursing to control access to each device and its features for greater security, usage tracking, and cost-recovery for grant projects.

uniFLOW Output Manager is a modular, intelligent, and highly scalable print management software suite that was configured to provide quick authentication of walk-up users through proximity cards using the uniFLOW MEAP® log-in application. The use of uniFLOW significantly reduced the burden on IT staff; not only did they not need to maintain a separate security card system, but users were able to utilize the same set of credentials to access the building and their desktop computers. The suite also provides secure printing capabilities by intelligently routing print jobs to the most efficient device and releasing them following authentication to reduce waste, help protect confidential information, and help in meeting stringent HIPAA privacy requirements. Furthermore, uniFLOW delivers complete usage accounting by department and user so that costs are accurately measured, controlled, and charged against the proper budget.

“Everyone at the College of Nursing was enthusiastic and supportive throughout the entire process,” said Ms. Karen Minton, Business Officer for the College of Nursing. “Our staff and faculty raved about the ease of use, embraced our green initiatives, and valued that they could play such a significant role in reducing costs so that we can dedicate more resources to educating our students.”

The Printing Intelligence Report, generated by uniFLOW Output Manager, provides a detailed investigation of the University of Kentucky College of Nursing’s document output to help increase print efficiency, reduce paper wastage, and minimize environmental impact through a balanced deployment of printing technology.
SUMMARY

From the very first day, the College of Nursing was able to benchmark its savings. The Canon imageRUNNER systems facilitate electronic document workflows to eliminate hard copies when possible, reduce per-print costs considerably when printed output is needed, and provide customized quick access buttons for users to automate frequent operations. By combining the systems with the uniFLOW Output Manager Suite, print jobs are routed to the most appropriate device and users are able to securely and easily authenticate right at the MFP to receive their output. This overall visibility into document workflows has resulted in the ability to cap spending with absolute precision.

As a result of its initiative, the College of Nursing has received the following benefits:

- A 25% decrease in the total number of devices that require IT staff support, along with greater uptime and reliability.
- A savings of up to $5,000 per month on document output costs, including consumables.
- A $1,500 per month reduction in paper costs.
- Enhanced usability with greater consistency of interfaces and features across devices.

Participation among staff was strong and total output decreased by up to 30%. When output was needed, nearly half the jobs were printed duplex, saving more than 1.25 million sheets of paper each year. On an annual basis, the environmental initiative is estimated to save over 300 trees and reduce greenhouse gas emissions by over 22,000 kilograms.

The College of Nursing is projected to save over $80,000 each year on its printing, consumables, and paper expenses. Over the term of its four-year print management partnership with Canon, the College is expected to realize a total of over $312,000 in savings. Together with Canon, the College of Nursing was able to implement cutting-edge technology that helped restore the health of document workflows to deliver greater productivity and reduce costs.

Note: The cost savings projections highlighted are based exclusively on the College of Nursing’s internal calculations. Actual results from the use of imageRUNNER devices and uniFLOW Output Manager may vary and are dependent upon a customer’s specific environment and operation.