



## CASE STUDY

### FREDERICK HEALTH HOSPITAL

Frederick, Maryland

Over the last 25 years, Frederick County's population has grown by nearly 40 percent, representing an increase of an estimated 95,000 people. To keep pace with that growth, one of the area's leading healthcare providers, Frederick Health, has expanded as well.

Frederick Health includes an acute care hospital, home-based services, and a network of providers offering primary care, family medicine, and a wide range of specialty services through Frederick Health Medical Group.

#### Customer Issues

As consolidation of disparate healthcare organizations occurs, redundancies in processes, legacy systems, and the proliferation of multiple printers and other devices hinder the ability to realize significant cost efficiencies. Frederick Health's rapid growth exacerbated this problem, resulting in ad hoc print management policies, unnecessary surplus, and limited control over the purchasing process.

In their previous print environment, the health system had been incurring expenses in aged equipment, processes, and sub-optimal energy consumption—dollars that could be spent on community-based healthcare initiatives for which Frederick Health has gained recognition.

#### Managing Print to Realize Efficiencies

Transforming Frederick Health's legacy printing processes started with bringing in the Canon Managed Print Services team to evaluate the output of managed devices, identify unmanaged devices, analyze clinical and business workflows in context, and calculate the true cost of print across the organization.

But the managed print professional and technical team did not stop there. They developed an action plan that drew on Canon's knowledge in the healthcare vertical as well as best practices throughout numerous industries to right size administrative departments without compromising critical clinical workflows. They helped to reduce the day-to-day IT burden, launched an automatic toner replenishment program, and introduced energy-efficient devices in mixed fleet environments. An on-site fleet manager further removed the service burden on the Help Desk by providing oversight of day-to-day operations, helping to improve device uptime, and providing proactive, timely service on a regular basis.

The result was a cost savings of almost 50 percent that helps Frederick Health live up to its mission to positively impact the well-being of every individual in the community; providing quality healthcare in a caring, cost efficient, safe, and convenient manner through a coordinated program of prevention, diagnosis and treatment, rehabilitation, and support.

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*As of January 1, 2025, Canon Solutions America, Inc. merged into its parent company, Canon U.S.A., Inc. The relationship described in this case study initiated with Canon Solutions America and continues with Canon U.S.A.*