

Hospital Receives Improved Service and Cost Reduction

INDUSTRY: HEALTHCARE

O'BRIEN CAPABILITY: PRINT MANAGEMENT

Community Hospital is a 300-bed hospital with over 20 satellite clinics and physician offices in the Chicagoland area. O'Brien was engaged to review print needs resulting in a complete, single source, print management program. O'Brien, serving in a consultant role, identified several logistical and cost reduction opportunities through a comprehensive review of Community's operational data. Ultimately, quick wins on top of long term strategies were identified to increase service levels and reduce the cost associated with printed goods overall.

O'Brien established an ecommerce-driven print management program allowing Community's departments to request goods electronically. O'Brien warehouses bulk items and provides pick & pack services, thus assuring each requesting department receives exactly what is needed, when they need it - and of course - with a personal and caring touch. To ease the billing process, O'Brien shifted Community from a single print budget to individual department budgets. Cost center billing allows for a better analysis of item usage and spend while generating accountability and reducing opportunity for resource waste.

The O'Brien process reduced the cost of processing individual purchase orders, invoices, and payment actions for the customer. What's more, the O'Brien print management program significantly reduced hard dollar spend and provided departments with a friendly face to rely on. To this day, O'Brien receives accolades for their service level with Community and continues to consistently provide quality products, on time, and at a competitive price.

a case study

