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### **Hospital Paper Management May Help Drug, Device Companies**

Drug and device manufacturers struggling to manage the paper output from their record and computer systems may benefit from finding out how large hospitals like Dartmouth-Hitchcock Medical Center (DHMC) are corralling paper and saving money and time in the process.

With the cost of each sheet of paper printed running about 70 cents per page, FDA-regulated life sciences companies stand to save a lot of money if they get a grip on paper output by collecting documents in a central repository, said Art Sarno, Open Text's marketing executive with the Oracle Solutions Group.

He also said that paper output accounts for more than 20 percent of the resource utilization for IT and computer systems at most big installations.

Open Text recently worked with DHMC as it looked to cut costs and waste in the distribution of reports across its extensive operational network, and it needed a solution that would integrate with PeopleSoft applications, said DHMC Senior Information Analyst Chuck Laufer.

#### **Reduction in Bandwidth Usage**

Using the Open Text system, Laufer said he's seen significant reductions in bandwidth usage in areas such as financial reports.

In the past, users were sending large email attachments back and forth that were "very cumbersome." Now the hospital system can house those reports electronically so that users can easily find them online, search the pages or sections they need and avoid clogging up the network by sending full reports back and forth, he said. "The integration with PeopleSoft is saving us a lot of time," he said.

Another advantage is that the DHMC Data Center does not have to print out the massive reports it had to a few years ago, Laufer said.

"It is saving us a lot on emails," said DHMC Senior Manager of the Data Warehouse Scott Farr. The new system is taking up far less space and makes it much easier to find things, he said.

Farr's goal is to eventually get every DHMC report in the central repository so that all system users access it rather than use email to send around full files. That will take some time, especially to prod those who aren't technically-savvy, he noted.

Serving northern New England, DHMC is made up of Mary Hitchcock Memorial Hospital, the Dartmouth-Hitchcock Clinic, Dartmouth Medical School and the Veterans Affairs Medical Center in

White River Junction, Vermont. DHMC is also home to Norris Cotton Cancer Center and the Children's Hospital at Dartmouth and is one of a few Level I trauma centers in the region.

### **Streamlining Report Distribution**

DHMC has approximately 300 medically specialized departments — not including finance, human resources and other operational departments.

The need for streamlined processes for report distribution is pervasive across a healthcare system of that size and complexity and the system shares many of the information and computer system demands confronted by drug and device manufacturers.

PeopleSoft integration was a factor in selecting a solution, and Vista Plus (an enterprise information management solution from Open Text) was identified as the required solution to expedite the process of and minimize errors in the delivery of thousands of reports.

Laufer said Vista Plus Suite's integration with PeopleSoft (Oracle) applications was a primary driver in the selection selection of Open Text. — Michael Causey

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