

The background of the entire page is a photograph of a healthcare worker with dark dreadlocks, wearing teal scrubs and a white sleeve, using a stethoscope on the arm of an elderly patient with grey hair. The patient is wearing a white hospital gown. A large red semi-transparent rectangle is overlaid on the center of the image, containing the main title text.

Case Study:

## Sharp HealthCare Chooses Fujitsu to Help Capture, Protect and Store Patient Data

Healthcare organizations and providers require powerful, advanced and trusted technology to support its needs, including capturing, storing, organizing and protecting patient data. Sharp HealthCare is a not-for-profit regional healthcare system that serves a population of about 3 million people in San Diego County, California. It includes four acute-care hospitals, three specialty hospitals, two medical groups, and a range of other facilities and services.



## Case Study: Sharp HealthCare Chooses Fujitsu to Help Capture, Protect and Store Patient Data

### **BUSINESS NEEDS**

Sharp is not only a large medical presence in the San Diego area, it's also a technology leader. The organization's pursuit of leading-edge technology has earned its widespread recognition, including accolades from sources such as Computerworld, InformationWeek, Healthcare IT News, and Hospitals & Health Networks magazine.

One critical aspect of operating such a sprawling, information-intensive enterprise is capturing all of the information related to patient care—information that previous took the form of paper documents and identification that had to be scanned and incorporated into Sharp's business and electronic medical records (EMR) systems.

For years, Sharp used a variety of scanner brands and models, but that strategy became increasingly problematic, especially as the number of scanners used by the organization grew into the hundreds.

"We realized that with our scanning requirements growing so much, we needed to standardize on a single vendor for the greatest operating efficiency and cost effectiveness," says Cathy Fuhrman, Sharp's Manager of Information Systems.

### **SOLUTION**

Sharp put out a Request for Proposal and selected Fujitsu as its vendor of choice. Today, Sharp HealthCare uses hundreds of Fujitsu scanners, which are invaluable for scanning items like patient ID cards, charts, and other content that comprises part of a patient's record. These scanners were connected to Sharp's enterprise content management software. When a Sharp employee scanned a document, the scanned image was quickly and automatically populated to the system, and was available for viewing by Sharp staff within moments.

The Fujitsu scanners handled about 600,000 images a week. Some of the heaviest use of the scanners was at the front desks; in 2014, Sharp admitted more than 89,000 patients, scanning insurance cards and identification cards, along with other admitting paperwork. Sharp also planned to begin using Fujitsu PaperStream IP TWAIN and ISIS drivers. PSIP, an intelligent image enhancement driver designed for Fujitsu fi Series line of scanners, delivers a powerful image correction solution so documents can quickly and easily be converted into exceptionally clean images.

### **Recommended Products:**

Fujitsu fi-7160, fi-7280, fi-7700



Continued

## Continued

### BENEFITS

The Fujitsu scanners provided Sharp with an extremely reliable, easy-to-use IT asset that streamlines daily workflows.

"A key factor we looked for when evaluating different scanner brands was reliability," says Fuhrman. "A typical use case is front-desk admissions. Everyone being admitted has to be registered with any number of ID cards and other documents. We have Fujitsu workgroup scanners that are working 24 hours a day, seven days a week. We have a three-year refresh schedule for the scanners to ensure that models don't get too old, but we don't need to replace them because of problems such as malfunctions or jams. If that happened, our users would let us know about it quickly. The Fujitsu scanners simply do not fail."

The scanners were also easy to integrate with the rest of the enterprise IT systems.

"The Fujitsu scanners are really plug and play," Fuhrman says. "If we need another scanner, we order it, plug it in, and it's integrated with the ECM system. Plus, they involve very little training. There is no training needed for the work-group scanners—employees simply start using them—and only minimal training for employees on topics such as setting resolution output when using high-production models."

"The savings will be substantial," says Fuhrman. "We anticipate that using PSIP instead of our current proprietary driver will save us about \$150,000 annually for as long as we use Fujitsu scanners, which we plan on doing. Fujitsu is clearly an industry leader, and we like to partner with firms that will be around for the long term."



<https://www.youtube.com/watch?v=gc9f1Uzq80g>

**PaperStream IP technology** uses advanced image processing to enhance standard TWAIN and ISIS applications, without any need to change or modify any software. It helps companies save time and money by reducing rescans and the time needed to set up scanning profiles—which now takes just a few seconds.

The technology includes preset profiles that clean up the majority of standard documents; Assisted Scanning, which ensures the best image cleanup through visual selection; and a preview option that shows driver changes in real time, eliminating the need to scan and test again.

Simply create a scanning profile and then export to specific scanners, regardless of their location. It takes just a few clicks to set up a scanning profile and deploy it remotely. This ensures that everyone is using the proper scanning profiles.

### **Sharp HealthCare benefit snapshot:**

- Enterprise-grade reliability for scanning 600,000 documents weekly, without malfunctions
- Plug-and-play integration into existing IT systems
- Intuitive user interface, which minimizes the need for training
- Deployment of Fujitsu PaperStream IP TWAIN and ISIS software expected to save about \$150,000 annually

**FUJITSU**

**Fujitsu Computer Products of America, Inc.**  
1250 East Arques Avenue, Sunnyvale CA 94085  
888.425.8228 US Sales  
fcpasales@us.fujitsu.com | www.fcpa.com