



# Case study

## Sharp HealthCare

» Fujitsu is clearly an industry leader, and we like to partner with firms that will be around for the long term «

Cathy Fuhrman , Manager of Information Systems, Sharp HealthCare

### The customer

Customer: Sharp HealthCare  
Country: USA  
Industry: Healthcare  
Website: www.sharp.com

### The challenge

As a premiere healthcare organization, Sharp HealthCare integrates a wide variety of documents and materials into its business and records management systems every day. To optimize efficiency and coordination of capture, Sharp realized the need to standardize and streamline their method of processing large volumes of paper.

### The solution

The reliable and high-performing product line of Fujitsu scanners helped Sharp unify their document capture and records management systems. A critical component for Sharp was the seamless integration with enterprise content management software, which enabled information to be quickly captured, shared, incorporated and stored. From high-volume to mixed-batch models, Fujitsu scanners simplified the administrative tasks that come with serving such a large community.

### The customer

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. Sharp has 2,087 beds and about 16,000 employees—in addition to nearly 4,200 staff and medical group physicians—and reported \$3 billion in revenue in its latest fiscal year.

### The challenge

Sharp is not just 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 it widespread recognition, including accolades from sources such as Computerworld, InformationWeek, Healthcare IT News, and Hospitals & HealthNetworks magazine.

One critical aspect of operating such a sprawling, information intensive enterprise is capturing all of the information related to patient care—information that often takes the form of paper documents and identification that has 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 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.

### The Solution

Sharp put out a Request for Proposal and selected Fujitsu as vendor of choice. Today, Sharp HealthCare uses about 670 Fujitsu scanners. More than 600 of those are the FUJITSU Document Scanner fi-6130Z that can scan up to 30 pages and 60 images per minute, which is invaluable for scanning items like patient ID cards, charts, and other content that comprises part of a patient's record. Sharp also uses a range of other models, including fi-6240Z color flatbed scanners and the high-volume fi-6770 scanners.

### The benefit

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

Most of these scanners are connected to Hyland OnBase enterprise content management system. This, in turn, feeds information into several line-of-business applications, including its Cerner Millennium EMR and its business operations software. When a Sharp employee scans a document, the scanned image is quickly and automatically populated to the OnBase system, and is available for viewing by Sharp staff within moments.

The Fujitsu scanners handle about 600,000 images a week. Some of the heaviest use of the scanners is at the front desks; in 2014, Sharp admitted more than 89,000 patients, scanning insurance cards and identification cards, along with other admission paperwork.

Fuhrman says that Sharp will begin using Fujitsu PaperStreamIP TWAIN and ISIS drivers in 2015 after an upgrade to the OnBase ECM system. PaperStream IP, an intelligent image enhancement driver designed for Fujitsu's fi Series line of scanners, delivers a powerful image correction solution so documents can quickly and easily be converted into exceptionally clean images.

#### **PaperStream IP Technology: Advancing Scanning Solutions**

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.

PaperStream IP technology includes preset profiles that cleanup 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.

With PaperStream IP technology, 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.

### Products and services

- FUJITSU Image Scanner fi-6240Z
- FUJITSU Image Scanner fi-6770
- PaperStream IP
- Hyland OnBase system

#### **The benefit**

The Fujitsu scanners have 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 usecase 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 are 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 workgroup scanners—employees simply start using them—and only minimal training for employees on topics such as setting resolution output when using high-production models."

Sharp is expecting additional benefits once it starts using the PaperStream IP TWAIN and ISIS driver software.

"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."

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