

Case Study: Princeton Community Hospital

Princeton Community Hospital Resolves MEDITECH EHR Printing Issues with PrinterLogic



Challenges

- *Princeton Community Hospital needed to resolve frequent printing issues it was experiencing with the MEDITECH electronic health records (EHR) information system*
- *The service desk wanted to find a simpler method of installing printers in the hospital's distributed environment*
- *The hospital's print servers were single points of failure that could halt printing across the organization*

Princeton Community Hospital is a general medical and surgical hospital located in Princeton, West Virginia. After opening in 1970 as a chartered nonprofit with 164 beds attended by 13 doctors and 125 employees, it has since grown in terms of both its facility and workforce. Currently the hospital services 267 beds with the help of 160 skilled doctors and nearly 1,100 dedicated employees, making it a top institution for medical care in the southern half of the state.

Princeton Community Hospital manages a multi-site environment. Apart from the main hospital, there is a behavioral health hospital located roughly twenty miles away in Bluefield, West Virginia. The organization also oversees four satellite radiology offices and fifteen local doctors' offices.

Like many medical facilities, Princeton Community Hospital works with the MEDITECH electronic health records (EHR) information system to schedule appointments and maintain meticulous records on its individual patients. However, MEDITECH requires the use of one or more Windows Print Servers, which led to any number of print-related problems within the hospital's print environment of approximately 1,000 computers, 700 printers and two print servers.

Results

- *PrinterLogic integrated seamlessly with the MEDITECH system, solving every print-related issue*
- *The service desk can now send printer installation links that allow users to perform their own printer installs with ease*
- *PrinterLogic has introduced unprecedented reliability that enables the hospital to continue printing even during server outages*

"We wanted to get rid of our Windows Print Server," says Jessica Pennington, a server administrator at Princeton Community Hospital. "So we looked online and began researching ways to do that—the crucial criteria being that it had to play well with MEDITECH."

She and the hospital's IT team came across [PrinterLogic](#) and immediately felt as though it were the print management solution they had been looking for.

"As soon as we saw the features and benefits of PrinterLogic, we stopped looking. We'd found exactly what we were after."

Challenge #1—Resolving Print Server Printing Problems

The MEDITECH information system, which more than 2,300 hospitals and health care organizations all over the world rely upon for their electronic recordkeeping, currently mandates the use of a print server. However, for the IT staff at Princeton Community Hospital, print servers made it difficult to manage and maintain the wide variety of devices in use throughout its diverse and distributed print environment.

"Our printers are both onsite and offsite, and we have just about every kind you can think of. We have photocopiers, label printers, thermal printers—the list goes on. And administering all the

different drivers for all those different devices across so many different operating systems can be a beast," says Pennington.

Simple management wasn't the only issue. Employees also encountered routine printing problems that stemmed from driver conflicts.

Solution

Thanks to the ability to easily assign drivers and set permanent defaults using PrinterLogic's intuitive web-based interface, Pennington and the hospital's IT team were able to ensure that the correct drivers were always deployed to the correct workstations. That has resolved the common print-related errors they were encountering with the MEDITECH system.

"PrinterLogic has given us a wonderful, centralized management console," she says. "We love the way that we can call up one printer and then assign the drivers for all the different operating systems in PrinterLogic. That is huge because MEDITECH hates dealing with the different drivers. That has made a world of difference from the management side of the printers."

"We have gone from a print server that we had to manage locally to a solution that we can now manage centrally. We've gone from trying to control our printers hospital-wide to where I can do it at a single desktop. PrinterLogic has been amazing in that regard. We've fixed so many MEDITECH print problems with PrinterLogic."

Challenge #2—Simplifying Service Desk Printer Installation

With so many different devices in use and a large employee base with rotating responsibilities, it's not uncommon for Princeton Community Hospital's end-users to require the installation of new printers. In the past, routine printer installation was a task that had to be performed by a member of the service desk—not least because of the risk of the end-user installing the incorrect driver. What's more, the service desk representative often had to perform the printer installation locally.

Solution

PrinterLogic has drastically simplified printer installation throughout the organization, allowing the service desk to deliver installs rapidly and remotely.

"Our service desk loves the ability to send an install link using PrinterLogic," Pennington says. "If somebody needs a printer, instead of the service desk having to actually go to where the user is located, they can just send the user the link and it will just perform the printer install for them. It saves the user time, and it saves the service desk time while keeping the same level of oversight."

Challenge #3—Eliminating Single Points of Failure

As a server administrator, Pennington had her work cut out for her before the hospital implemented PrinterLogic. Incompatibilities between the print servers and the MEDITECH system were

the cause of sudden and inexplicable outages that would halt printing across large parts of the organization.

"For reasons we could never pinpoint, all of our printers on our background servers would time out and go offline, and we would have to reboot our

servers to get them to refresh the printers. One of the big reasons we looked into PrinterLogic was because of the discussions we had about offline availability, and we wondered if a new print management solution would fix our MEDITECH issues with online/offline printing."

Solution

Whatever incompatibilities were at the heart of the server timeouts was remedied with PrinterLogic. The hospital's print environment has seen unprecedented uptime and uninterrupted printing.

"Amazingly," she says, "it corrected our problem. We have not rebooted a background server for a print issue since we started using PrinterLogic. It also means that our medical and administrative staff can continue to deliver first-rate customer service by focusing on patients rather than printers."

Conclusion and Savings Summary

Pennington and the IT staff at Princeton Community Hospital have yet to run any numbers-based cost-saving or ROI analysis. Nevertheless, she says that their positive experience has already justified migrating to PrinterLogic's print management software.

"MEDITECH is a great EHR system, but one of the big problems is printing. And PrinterLogic has solved that problem," she says. "The best thing I can say about it is that, even though it has all these incredible enterprise-level features, it's very easy and user-friendly. It's such a breath of fresh air. We've not run into anything that gave us a hiccup."

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