

# CHILDREN'S HOSPITAL BOSTON

HP and TROY Prescription Printing Solution improves security without changing workflow.



Children's Hospital  
Boston

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—Kevin Murray, technical services manager, Children's Hospital Boston, Boston, Mass.

**HP customer case study:** HP and TROY Prescription Printing solution advances security without continuing costs, process changes.

**Industry:**  
Health care

## OBJECTIVE:

Provide enhanced security solution for prescription printing without changing clinical workflows

## APPROACH:

Children's Hospital Boston implemented the HP and TROY solution, leveraging existing HP printers

## IMPROVEMENTS:

- Identification of clinicians qualified to generate prescriptions
- Fast, reliable prescription printing

## BUSINESS BENEFITS:

- Prescriptions can be printed on plain paper, eliminating the need for expensive, bonded paper created specifically for prescriptions
- continuation of existing clinical workflow

Faced with the need to provide a more secure way to print prescriptions, Children's Hospital in Boston didn't like any of its options. They were expensive and, worse still, would force clinicians to change the way they work.

Then it found the HP and TROY Prescription Printing Solution. "We wanted a solution that wasn't a stop-gap approach, and one that wouldn't change everyone's workflow," explains Kevin Murray, technical services manager for the hospital. "this solution delivers everything we need and doesn't drive up the cost of generating prescriptions the way other solutions do."

## NO CLINICAL COMPROMISES

Children's Hospital Boston is a comprehensive center for pediatric health care. as one of the largest pediatric medical centers in the United States, Children's offers a complete range of health care services for children, recording more than 22,000 inpatient admissions and 527,500 visits annually. It is the primary pediatric teaching hospital of Harvard Medical School.

Children's is known for doing things the right way. So when a change in the way prescriptions are generated was needed to improve security, the hospital's technology staff wasn't content to compromise operations.

A common approach is to use expensive, prescription-watermarked paper in special printers with reinforced, locked drawers. To maintain the supply of special paper, staff would have to go to a secure locked machine, retrieve the paper,



## Customer solution at a glance:

### Primary Applications

Prescription printing

### Primary Hardware

- HP LaserJet 4250 printer
- HP LaserJet P3005 printer
- HP LaserJet P4015 printer

### Primary Software

- HP and TROY Prescription Printing Solution
- Cerner Millennium®

then unlock the printer to load paper in the proper tray and clinicians would have to remember to print prescriptions—and prescriptions only—to the chosen tray.

The problems with that solution are twofold. First, the specialized printers and bonded paper are expensive. “The printers are substantially more expensive than standard HP printers, and if someone accidentally prints 50 pages of emails on your bonded paper, you’re looking at a big waste expense,” notes Murray.

Second, it creates barriers to health-care workers doing their job. Staff members are forced to treat the bonded prescription paper like negotiable currency. “In the clinical arena, it’s all about workflow,” Murray notes. “The more seamless the workflow, the more effective the care and the better the outcome for patients. That’s what we’re all here for.”

### HP and TROY solution

What Murray likes about the HP and TROY solution is that it lets people work the way they are accustomed to. Physicians log into the hospital’s Cerner Millennium® clinical information system. When they need to generate a prescription, they simply key it in and send it to print.

*“We were able to use our existing HP printers, so there’s not a significant hardware cost. And best of all, we maintain the efficiency and effectiveness of the clinical workflow.”*

—Kevin Murray, technical services manager, Children’s Hospital Boston

Prescriptions generated through the Cerner Millennium system are routed to a special print server, and then to the printer. There, the prescriptions are automatically printed onto plain printer paper along with all of the required security features, including a security background that mimics the look of the expensive watermarked paper. The printers can print prescriptions with all the reliability users expect from HP.

Because of an embedded copy- and erasure-evident pantograph created with the TROY solution, any copies clearly display a “COPY” or “VOID” watermark, even though printed on plain printer paper typical in general office use.

“The TROY solution solved all our problems. It’s cheaper than using watermarked, bonded paper, and it’s every bit as secure,” says Murray. “We were able to use our existing HP printers, so there’s not a significant hardware cost, and best of all, we maintain the efficiency and effectiveness of the clinical workflow.”

Conceptually, it’s simple. TROY is known for its secure printing solutions used in the financial industry. That experience translates directly to its prescription solution.

### COMPATIBLE WITH PLAIN HP PRINTERS

Using existing HP printers was important to Children’s because the hospital would ultimately equip some 250 printers to print prescriptions. The printers used with the TROY solution at Children’s Hospital are the HP LaserJet 4250, P3005 and P4015 laser printers.

Clearly the solution minimizes what Murray calls “hard” costs—including the potential outlay for new printers and recurring cost of expensive paper. But he’s also proud that the hospital’s return-

on-investment assessment shows minimal “soft” costs—interruptions to standard clinical processes and workflow—with the HP and TROY solution.

“In the long run, soft costs can be far more expensive. It was our goal all along to find a solution that’s fully compatible with our clinical workflow, and this is it!” he says.

Murray advises that technology managers always run a pilot program to test new technology before deploying it widely. That’s exactly what Children’s Hospital did with the TROY solution.

“We had a great project manager, a great software architect, and the benefit of working on the solution with our vendor partners. Cerner, TROY and HP were all great to work with,” he says. “We learned important things along the way, and in the end, we have a solution that works for everyone.”

