

Case Study:

Healthcare Solution

Mobile Printing solution gives VNA social clinicians more time to deliver quality patient care.

Customer: VNA Hospice & Palliative
Care of Southern California
Country: United States of America
Model number: PJ-723

The ability to print required or helpful documentation, right at their patients' homes rather than having to go back to their office, could save clinicians as much as an hour of driving to and fro.



The Customer

The nurses, social workers, bereavement counsellors and other field staff who work for VNA Hospice & Palliative Care of Southern California (VNA SoCal) cover a lot of groundworks in providing care to 500 patients and families across the large region. The distances between their administrative offices in Upland, San Bernardino, Apple Valley and Hemet are quite substantial.

This means that the ability to print out required documentation right at their patients' homes rather than having to go back to one of their offices, could help save their clinicians' time as much as one hour of their driving time to and fro.

This non-profit agency has embraced mobile technology, including printing early as a part of their mission to efficiently deliver the highest quality of home healthcare, palliative care and hospice services.



*"We give our nurses and other staff a laptop, mobile printer, cell phone and mobile hotspot so they could connect to our cloud-based systems via a VPN. That way, they do not have to come to their office for anything.",
said Justin Leos, IT Manager at VNA SoCal.*

Justin Leos explained. Compassionate and responsive care is non-negotiable.

"We take pride in being compassionate, accountable, responsive and providing excellent service. We give our nurses and other staff a laptop, mobile printer, cell phone and mobile hotspot so they could connect to our cloud-based systems via a VPN. That way, they do not have to come to their office for anything. Whether it's meetings, patients visit orders or to print out documents of any sort.", said Justin Leos, IT Manager at VNA SoCal, which was founded in 1952.

The Challenge

Their mobile inkjet printers VNA SoCal originally used as part of their clinicians' technology toolkits proved disappointing. "They worked but they were big and clunky and not very durable. The ink would often dry up, especially on a hot summer day.", said Justin Leos.



"They are plug and play, require little to no maintenance and have proved highly durable.", said Justin Leos, IT Manager at VNA SoCal.

They need to constantly buy ink cartridges which was not only expensive but also frustrating, since many of their new cartridges failed to work properly.

The Solution

Eventually, they began replacing their troublesome inkjet printers with Brother's PJ-723, full-page mobile printers that delight their field staff. "There was a lot of shock and awe because of how small and lightweight they are. Their clinicians were equally thrilled to find out that their thermal printers require no ink cartridges and could deliver ample battery life to last throughout their entire shifts.", said Justin Leos.

PJ-723 mobile printers have made their life easier. They are plug and play with little to no maintenance and have proven to be highly durable. They could keep plenty of thermal papers. "The paper doesn't dry up like ink cartridges.", Justin Leos pointed out.

Their clinicians could quickly print out full-size 8.5 x 11" documents, including CMS-required plan of care, update their patients' medication lists, hospital admissions paperwork and educational documents, right at their patient's bedside.

The ability to meet their compliance standards and support seamless care team communication and collaboration aligns perfectly with their VNA SoCal's mission.

Now, their nurses and other care team members could focus on what they could do best and provide comfort, care and compassion to every patient they served.

"We did more than cutting costs and have solved a productivity problem. We have improved the way we inform our patients and their families",

said Justin Leos, IT Manager at VNA SoCal

