Brother
Healthcare
Solutions

Brother Healthcare Solutions

Healthcare spend is escalating across Western Europe, as it is globally. The latest figures suggest that by 2022, Western Europe's healthcare spend is likely to hit $2,279 billion - a significant increase from $1,745billion in 2017.[1]

Healthcare systems must innovate to reduce expenditure and increase efficiencies or major funding crises are likely to escalate across Europe's healthcare market.

Changing patient demographics

Healthcare is perhaps a victim of its own success, major advancements in clinical care and medical research have led to a welcomed increase in life expectancy across Western Europe - with predictions of an average expectancy of 74.4 years likely by 2022 up from 73.5 in 2018. This is leading to an increasingly ageing population across Western Europe - with 22% of Western Europe's population likely to be over 65 by 2022[1].

As people are living longer, the pressure on healthcare systems is increasing - hospital admissions and demand for long term health care provisions are likely to increase, stretching already strained capacities even further. There is therefore a need to maximise efficiency and relieve the strain on European healthcare systems.

Prioritising patient care

The Deloitte Time to Care report suggested that across Western European health systems, frontline healthcare providers simply don't have enough time to focus on patient care. Administrative tasks and cost pressures are likely to be amongst some of the key barriers to better patient care - something that applying the right technology can help overcome.

By employing digital technologies, trusts can improve efficiencies across the entire health market leaving clinicians, technicians and support staff free to prioritise patient care at any stage in the healthcare journey.

Across Western Europe healthcare provisions are vastly different in structure, but overall are impacted by the same macro-level trends of changing patient profiles, ageing populations and a need to increase efficiencies across entire health ecosystems. While some Western European countries operate predominantly state funded systems facing tightening budget challenges and ever more challenging targets, others are wholly privately funded with individual providers facing direct competition for patients.

[1] Deloitte 2019: Global Healthcare Outlook

Streamline your print and scanning requirements across the entire patient journey.

Cultural and lifestyle differences across Europe also mean differences in pressure points for healthcare systems. Some countries, such as The Netherlands and Sweden are spending much more than others on long-term care while other countries including Spain and Poland are spending more than others on medical goods. At Brother we understand this. We are "at your side" as you face the individual trends and pressures on your healthcare provision, and we'll work with you to find ways to increase cost efficiencies while freeing up time for patient care.

No two patients are the same, likewise no two healthcare settings are the same. Different healthcare systems often require wholly different approaches across countries, regions, localities and on an even smaller scale with individual healthcare providers and even departments having totally different requirements.

Healthcare expenditure makes up 7.8% of total GDP across the WHO European region[2], it's a vast and diverse market which requires a diverse approach to technology. At Brother we work with healthcare providers of all shapes and sizes to tailor technology solutions to suit their specific needs.

Digital transformation:

Optimising the right technology along the patient journey can increase administrative efficiencies, ensure financial sustainability and reduce footprint by reducing unnecessary paper trails.

Patient security and regulatory compliance:

Minimising potentially life changing or life ending mistakes in the healthcare setting. The right technology can neutralise potential for errors in patient identification and records, clinical samples and medication prescriptions and dispensing.

Reliability:

Seamless integration with existing and legacy systems along with optimised print usage and reduced costs via a personalised Managed Print Service.

Adaptability and flexibility:

Multi-solution approach suitable along the entire patient journey from primary care settings to pre-admissions through to pharmacy dispensing and followup care.

[2] https://gateway.euro.who.int/en/indicators/hfa_566-6711-total-health-expenditure-as-of-gdp/visualizations

1 Securely print confidential patient data

MFC-L6900DW

Print patient records securely.
- Confidential information only printed by authorised staff
- Access can be added or removed based on individual profiles
- Manage costs, only printing information that is needed

2 Prescription printing for both primary and secondary healthcare

HL-L5200DW

Accurate and clear prescription printing.
- Compatible with different prescription paper sizes
- Secure with lockable trays
- CERNER certified

3 Accurately print dispensed medication labels

TD-4550DNWB

Easily create clear, easy to read medication labels.
- Clearly labelled dosage instructions, side effects and allergens
- Accurate patient information
- Integration: barcodes linked to hospital systems

4 Strengthen patient sample identification

TD-2130N

Easily track the patient's sample through the laboratory.
- Reduces errors through mismatched identification
- Ensures traceability throughout the process
- Integration with existing patient record systems

Solutions built around you

Pre-admission

Back Office

Pharmacy

Laboratory

Admission
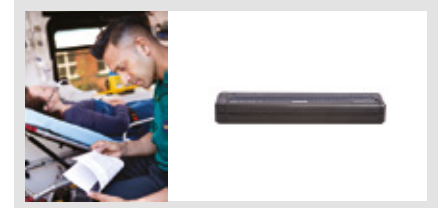
Clinical Care

Hospital Ward

5 Quick and accurate handover of patient records

Print patient records on route and hand over to hospital staff on arrival.
- Safe and accurate recording of patient notes
- Accurate: avoiding errors with handwritten notes
- Save time: during patient handover to hospital staff

PJ-773

6 Accurately and easily label patient records

Easily create and apply labels to patient files.
- Safe and correct patient specific barcodes, avoiding mis-labelling files
- Accurate: avoiding illegible handwritten notes
- Save time: simpler to find and file patient records

QL-1100

7 Effortlessly print patient ID wristbands

Print clear and accurate patient ID wristbands.
- Simple and easy to reload wristband media
- Automatic calibration of installed media
- Flexible: print wristbands & labels from one machine

TD-2130NHC

8 Quickly and easily save patient records

Scan and automatically save patient records to the hospital's database.
- Share patient notes with clinical staff
- Accurate, avoiding mis-filing
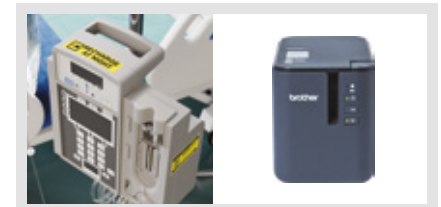- Save time with administrative tasks

ADS-3600W

9 Easily create durable asset labels

Effortlessly create labels for a wide range of hospital equipment.
- Safety labels to remind staff of procedures & restrictions
- Tracking of maintenance schedules for equipment
- Easy tracking of key equipment location

PT-P900W

Working along the patient care journey

Technology has the power to improve the patient journey at every step of the process from pre-admission to pharmacy.

Based on your changing needs, Brother will work with you to create applications and solutions that deliver real benefits to your healthcare organisation.

Pre-admissions

With patient record printing, ambulance staff can print out patient records on route and hand over to on-site administrators to update digital records on arrival:

- **Safety:** Accurate recording of patient details and administered drugs
- **Accuracy:** Avoids errors due to handwritten notes
- **Time saving:** Simple handover for ambulance staff, on-site staff have instant access to all relevant records

Small, lightweight and portable printing devices and in-vehicle solutions can be mounted in an ambulance setting without significant impact on space. Reliable direct thermal technology removes the possibility of ink spillages and its SDKs (software development kits), which give you the ability to print from, control and configure a range of Brother devices, can be directly linked with existing and legacy systems.

Admissions

Hospital admin staff can quickly scan patient records with automatic, secure filing in an existing database management system and matched to the individual patient's digital record.

- **Integration:** Technology seamlessly links with clinical software and patient management systems for simple automation
- **Efficiency:** Digital records are updated more quickly, up to date records can be accessed and shared quickly and securely
- **Time saving:** Centralises all patient data enabling direct access to fully updated, accurate clinical records.

Patient file labelling technologies enable clinical staff to apply up-to-date labels to patient files for clear and accurate records via desktop and mobile printers.

- **Safety:** Individual patient barcodes can be applied to ensure no errors in mis-labelled files.
- **Accuracy:** Illegible/difficult to read handwritten notes are avoided.
- **Time saving:** Clearly labelled records can be more easily filed and retrieved.

Labels can be printed from a tablet or mobile computer directly at the patient's beside, thereby ensuring the correct labels are applied to the patient's files. Seamless integration with complex patient management systems via bespoke software development solutions (SDKs) and customisable parts options such as cutters and peelers allow for flexibility to suit individual healthcare providers.

Clinical Care

Patients admitted to secondary care settings are fitted with a printed wristband to ensure correct identification at every point on the patient journey.

- **Identification:** Prevents potentially catastrophic mistakes from misidentification
- **Accuracy:** Illegible/difficult to read handwritten wristbands are avoided.
- **Safety:** Provides multiple identifiers to clinicians to avoid mix ups along with clearly displayed allergens and drugs administered.
- **Integration:** Barcodes linked to existing systems to enable quick access of correct digital records.

The same devices can be used to print labels and wristbands creating efficiencies in identification processes. WiFi, Bluetooth and portable connectivity with systems and barcode scanners enable quick identification and access to digital records from anywhere in the hospital setting.

Prescription printing requires specific paper types in individual countries, printers can be tailored to fit in both primary and secondary care settings.

- **Compatibility:** Universal tray size covers standard and prescription sized paper with optional additional trays for multi-sized printing in a small footprint where space is limited.
- **Security:** Lockable trays mean prescription paper cannot be accessed by unauthorised staff

Hospital Ward

Secure Printing enables only authorised staff to print confidential patient data and information preventing loss of sensitive documents.

- **Confidentiality:** Documents are only printed when released by authorised staff, eliminating the risk of sensitive documents left on printers.
- **Control:** Access can be added or removed from individual users via their digital profile.
- **Cost saving:** Prevents confidentiality breaches and data loss.

Secure identification via NFC (near field communications) cards which enable function permissions to be tailored to specific staff without the significant costs associated with many print management systems, and low-footprint A4 devices with space saving benefits for hospital settings where space is at a premium.

In a secondary care environment, asset management can be essential in keeping down costs, and improving patent safety. Staff can quickly create durable, laminated ward specific identification labelling and add usage warnings to equipment.

- **Tracking:** Reduces theft and equipment migration by creating coded labels to track asset location.
- **Accuracy and safety:** Highly visible, long-life labels can be attached to equipment, detailing important usage instructions to staff, ensuring the correct usage and availability of the equipment.
- **Maintenance:** Enables service schedule tracking to ensure equipment quality is maintained.
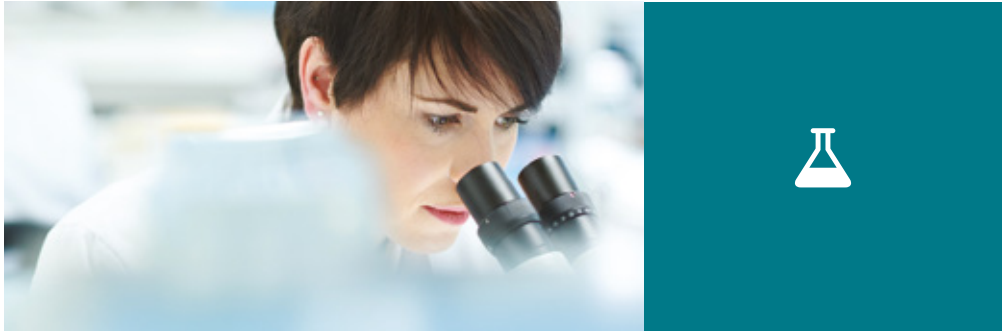
Laboratory Management

Strengthening laboratory patient sample identification, by scanning the patient wristband as the sample is taken, and immediately printing a coded label in situ, which can be placed directly onto a sample tube.

- **Identification:** Clear patient and sample identification to avoid potentially costly mistakes and delays.
- **Accuracy:** Illegible/difficult to read handwritten notes are avoided.
- **Integration:** Barcodes can be linked to existing patient record systems for quicker and more seamless record management.

Pharmacy

Patient prescriptions are received electronically from care givers from which dispensed medication labels can be directly printed and attached to medications with accurate patient details and prescription information.

- **Identification:** Include patient information on dispensed medications to avoid potentially dangerous mix-ups.
- **Accuracy:** Illegible/difficult to read handwritten labels are avoided.
- **Safety:** Allergens and drugs to be administered can be clearly shown on labels.

Saving 20% on print costs across the network of pharmacies

The Challenge

When a national electronic prescription service was introduced to reduce print in primary care settings across an entire healthcare system, this nation-wide pharmacy saw a significant increase in print requirements almost overnight. On average, its 300 plus pharmacies were now printing at least 5,000 pages per month.

The sudden increase in print volume was putting pressure on the internally managed print network which meant, with only one device per store, reliability and efficiency were key to continue offering patients the service levels they require.

The Solution

Following close cooperation to understand the client's needs, Brother's installation team deployed 360 devices in pharmacies across the network in less than 6 weeks, including hands-on training for store staff. Brother established an externally Managed Print Service which included hardware, consumables and service support with automatic consumables ordering and guaranteed next day fix technical support.

The group has since increased its Brother device fleet to over 1,000 across the network, including a minimum of two devices in each store - offering greater efficiency and virtually eliminating printer downtime. As part of the service, Brother continually tracks the status of every machine across the network remotely. Consumables are automatically distributed when they're required, and maintenance support engineers are arranged as and when needed taking the pressure off central IT teams and freeing up store staff to focus on serving customers.

The Results:

In the five years since Brother's contract began, the business has printed almost 50 million pages and replaced 4,500 toners with 99% printer uptime.

The service has resulted in a 20% saving on print costs across the network of pharmacies - with nearly €110,000 saved annually by removing the need for an internal support function.

brother
at your side