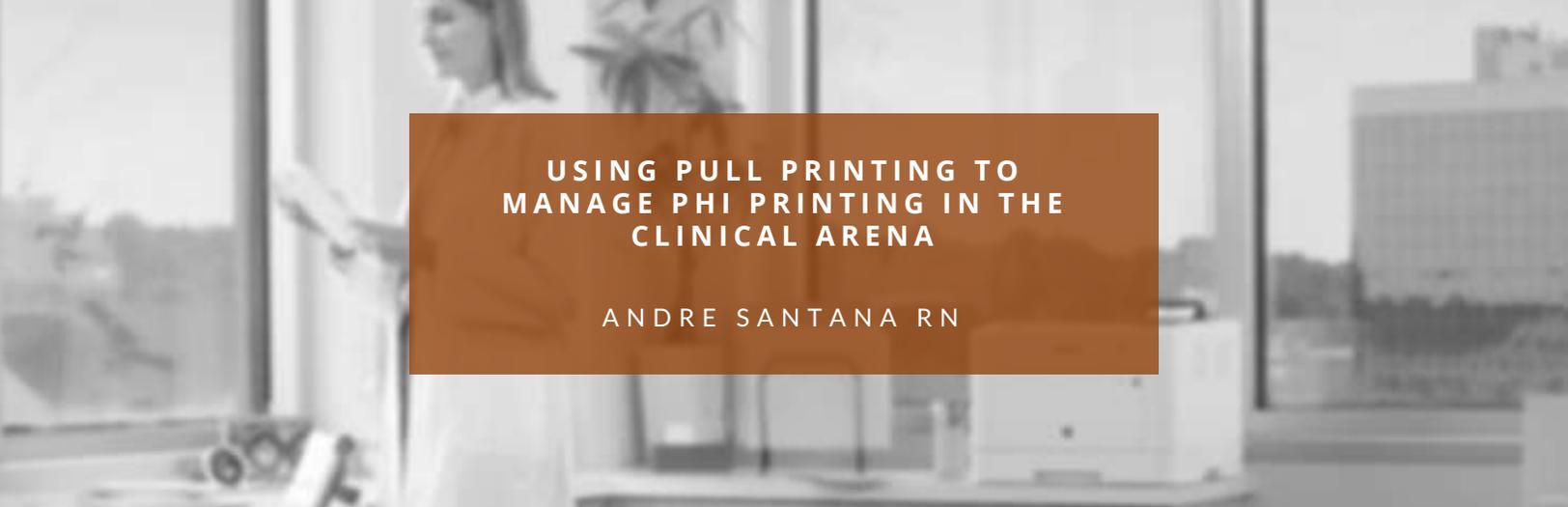


## USING PULL PRINTING TO MANAGE PHI PRINTING IN THE CLINICAL ARENA

ANDRE SANTANA RN

Healthcare operations in the hospital environment is complex. It is riddled with regulatory risks and operational/process landmines. Government regulations such as HIPAA can create challenges in meeting requirements for other regulatory agencies related discharge instructions and other printed patient resources. For Workstations on Wheels (WOW's) that are configured with automatic printing and/or preplanned print mapping, documents often end up printing to the wrong printer for various reasons (i.e., outdated settings or incorrect location for WOW). This leads to documents containing protected health information (PHI) sitting in the wrong printer or department. These documents often pile up because staff on that unit don't know who printed them. These lost print jobs can then become comingled with other documents such as discharge instructions. Before you know it-voilà! We have a breach of PHI. It doesn't matter which organization or enterprise you look at-the vast majority all face these same challenges.

One solution that is being used to manage the printing of documentation involves "Pull Printing." This controls where and when a print job is completed. This technology can significantly reduce the risk of PHI appearing all over the hospital in incorrect departments. Pull Printing reroutes print jobs to a remote network queue. After the user taps a proximity badge, which is linked to that user, the document(s) print at a designated printer. This ability to "print on demand" eliminates documents printing to unknown printers and can significantly decrease incidents of comingled documents being distributed to the wrong patient. While "Pull Printing" is a viable solution, a detailed clinical assessment does need to be completed to ensure this solution does not negatively impact care delivery and workflow. Although items such as discharge instructions and education resources do not require direct printing, other documents such as lab requisitions and Blood Bank requisitions often need to print upon the release of the order-especially in emergent situations.



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Ensuring staff input is gathered or education and communication explaining the need for changes is often overlooked when technology enhancements are installed. By bringing all members of the care team into the fold, Healthcare IT departments can minimize the impact of technology to staff and patients while still yielding positive outcomes. This practice can protect the organization, patients and staff in this increasingly regulatory guided world of healthcare that continues to evolve.

# USING PULL PRINTING TO MANAGE PHI PRINTING IN THE CLINICAL ARENA

ANDRE SANTANA RN

## About DeLappe Consulting

DeLappe Consulting, LLC is a healthcare consulting company that engages with healthcare systems, providers, and their vendor partners to evaluate and deploy innovative healthcare strategies and technologies. While technology is often the catalyst for change, our focus is on engagement with clinical and operational stakeholders, evaluation of clinical workflows, and architecting deployment models that optimize adoption of new and/or evolving technologies within clinical and operational workflows.



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“At DeLappe Consulting, we believe to effectively implement change, you must first understand what it is that you’re changing. The delivery of healthcare is no exception. At the forefront of delivering care are people who are passionate about the work they do and the people they care for. Patients first, regardless of how amazing the technology. Hence, to have successful change, workflows must be evaluated with a focus on how the technology not only impacts daily workflows, but more importantly, how it impacts the operational, ancillary and clinical team’s ability to deliver patient care.”  
– Teresa DeLappe