



## CASE STUDY SERIES

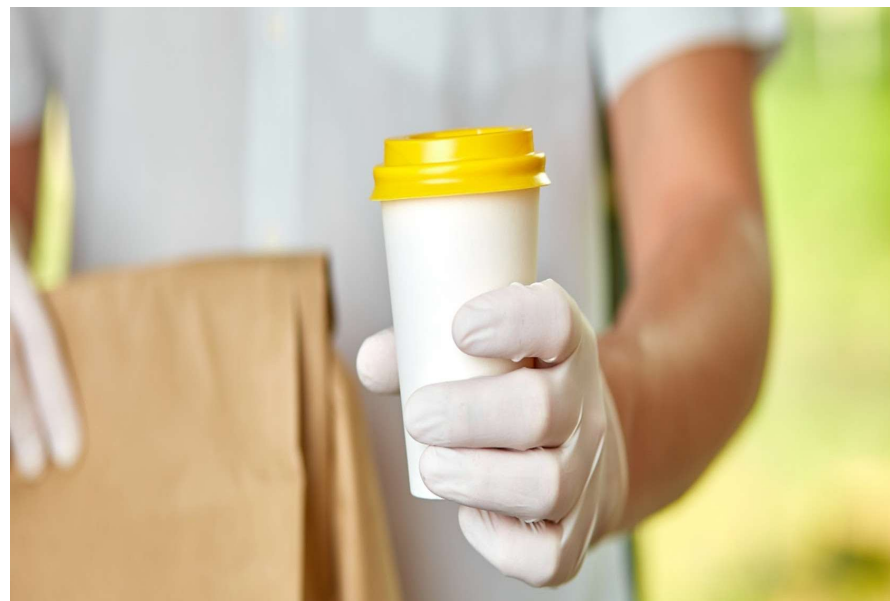
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**Driving Savings with  
Onsite Solutions in  
Mailroom, Print/Copy,  
Logistics, and Digital Mail.**





## University Medical System Courier Operation operating in Portland, Oregon



### Challenges

Lack of overarching processes and procedures for courier department

General lack of knowledge regarding proper handling and transport to avoid contamination

No technology for chain of custody. Limited sites utilizing paper logs

Intermingling of clean and soiled linen/SPD during transport

Lack of proper transport containers

Maintenance not performed on owned vehicles

### Solution

Established a governance committee for courier services

Implemented quarterly operations reviews

Established a centralized dispatch model and implemented routing optimizations

Established cost matrix and chargeback methodology

Created comprehensive courier procedure manual and training platform

Introduced electronic chain of custody tool

### Results

Implementation of chargeback system created a cost neutral courier department

On demand courier usage reduced by 47% as managers became more cost conscious when charged for the request

Complete chain of custody for each transported parcel

Significantly reduced risk due to PHI exposure, mishandling of parcels, and improper training

Improved customer experience scores from 58% satisfaction rate to 84% over 6 months

Complete elimination of 3<sup>rd</sup> party courier spend

