

Paper Reduction

Mater Health Services, Australia

GGHH Agenda Goals

- Purchasing
- Waste

Institution's Goals

Procurement is a major theme of the *Sustainability at Mater* program and is vital to both gaining support and raising awareness of environmental sustainability (ES) initiatives within the organization. Changes such as reducing paper use through duplex printing, along with changing to recycled paper and then later carbon neutral paper were both cost effective and cost saving opportunities that also engaged staff to an ES initiative .

Progress Achieved

Achievements as at end of June 2015:

- Completed IT project (commenced April 2010) to change all multi-function devices (approx. 450) in non-clinical areas to default to duplex printing.
- Saved 7,538,531 pages through duplex printing.
- Reduced A4 paper purchases by 32 per cent since 2010/2011.
- Changed A4 paper to recycled paper in September 2010.
- Changed A4 recycled paper to A4 Carbon neutral paper in December 2011.
- Saved \$60 000 through procurement decreases.

The Issue

The Procurement and IT Sustainability Subcommittee identified a number of areas for investigation. Among the results, duplex printing was seen as a relatively easy initiative to address. Changes could be led by the IT department through configuration of all multi-function devices on the Mater network.

Sustainability Strategy

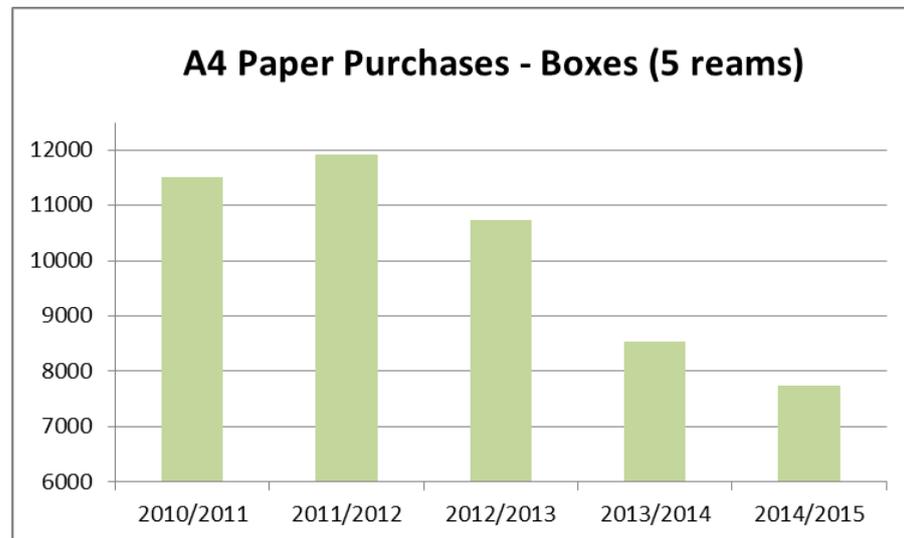
Duplex printing was one of the first initiatives identified from the Procurement and IT Sustainability Subcommittee and was able reduce paper use through an IT change of practice. The second step involved changing the A4 virgin paper supply to recycled paper from September 2010. Initially the change did incur a cost increase per box/ream of paper however lower consumption offset the price increase for a cost neutral investment. Changing to carbon neutral paper in December 2011 also incurred a cost increase however the Director of Supply Services (member of the sustainability committee) was able to negotiate a price parity that allowed this product to be continued.

Tracking Progress

Mater has collected data on A4 paper purchases as per the graph since 2010/2011 and aside from a slight increase in the 2011/2012 period the quantity has reduced each year. The increase in 2011/2012 data can be explained by improvements to our measurement capability.

Other factors contributing to the reduction of paper consumption include changes to business practices and health service delivery.

Mater has measured the carbon output for A4 paper use as part of scope 3 emissions and has reduced to zero emissions from a 2010/2011 position of 84.9 tonnes of CO2 equivalent.



Challenges and Lessons Learned

Throughout this process the subcommittee identified some departments that were unable to utilize Duplex printing for a number of reasons. If a solution could not be found, the multi-function devices were hard coded back to single side printing. Additionally, there are still a number of stand-alone, non-networked printers throughout Mater and many of these are unable to be changed to the duplex printing function.

Some clinical areas that produce printed patient reports were excluded from the mandated approach due to patient confidentiality reasons. However it should be highlighted that a number of clinical areas have taken on the duplex printing initiative with no confidentiality issues identified.

Next Steps

Duplex printing has been operational at Mater for a number of years and the change has been accepted by staff and is now a “business as usual” practice. The project has proved a useful change in business practice example to promote the benefits of ES initiatives and how they can be implemented for no cost and minimal impact to business.

In a separate but related initiative, the Director of Information Management will lead a large project to implement an enterprise/ corporate document management system. The project will initially focus on health record document management and over time will further reduce paper consumption on site.

Two other initiatives, secure print and pin activation through individual printing codes, were identified to assist with paper reduction. While these have been investigated, the current IT platform required to run the applications across the network does not support the software required to implement secure print as a standard feature and the initiative is “on hold” at present.

Demographic Information

Mater Health Services comprises several hospitals, health centres, a world-class medical research institute and pathology and pharmacy businesses—all with one aim—to provide Exceptional Care.

Our concerted pursuit of innovation—to discover, improve, adopt and adapt—differentiates Mater as a leader in the areas of health, education and research.

By integrating these fields into the delivery of exceptional healthcare services, Mater is committed to the development and maintenance of healthy communities.

Mater is dedicated to providing healthcare services through a sincere commitment to our core values of Mercy, Dignity, Care, Commitment and Quality.

A Catholic not-for-profit ministry, we are committed to an holistic approach to healthcare in response to ever-changing community needs. We continually strive to improve how we deliver patient care, keep our knowledge and skills relevant, advance our understanding of illness and health and manage resources effectively.

Keywords / topics:

procurement, paper, waste, duplex printing