Questions and Answers

1. Why is KentuckyOne transitioning to two Document Service Centers?
   KentuckyOne established two Document Service Centers eighteen months ago to streamline printing work. As of November 2, 2015, there will be a new common job submission process for printing and managing document projects. The Document Service Centers will make it easier for internal customers to get professional-looking printed forms and documents with the correct logo.

2. What are the benefits of a centralized service?
   The Document Service Centers are designed to:
   • Increase quality control and standardization
   • Improve turnaround for forms and other projects
   • Support environmentally sustainable practices
   • Involve affected parties in forms design
   • Simplify: move from 27 vendors to one provider
   • Reduce costs

3. What facilities are involved and where will the Document Service Centers be located?
   The transition is mandatory and involves all facilities and departments across KentuckyOne. The Document Service Centers are in Lexington at Saint Joseph Hospital and the University of Louisville Hospital in downtown Louisville.

4. How long will the transition take and will it affect day-to-day operations?
   We expect a smooth transition with limited disruption to ongoing operations. The Document Service Centers will be up and running by November 2, 2015. The transition is estimated to be complete in March 2016.

5. Will employees be trained on the new job submission process?
   Yes, please see the following training schedule with locations and dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>Facility</th>
<th>Meeting Room Location</th>
<th>Meeting Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/2/2015</td>
<td>Saint Joseph Hospital (SJH)</td>
<td>Saint Louise de Marillac room (the rooms are on the first floor, the cafeteria is on the ground floor)</td>
<td>11 a.m. - 2 p.m., 5 p.m. - 7 p.m.</td>
</tr>
<tr>
<td>11/4/2015</td>
<td>Saint Joseph London (SJL)</td>
<td>SJL Classroom (located by the cafeteria)</td>
<td>11 a.m. - 2 p.m., 5 p.m. - 7 p.m.</td>
</tr>
<tr>
<td>11/5/2015</td>
<td>Sts. Mary &amp; Elizabeth Hospital (SMEH)</td>
<td>Churchman Conference Room, Plaza 1, First Floor</td>
<td>11 a.m. - 2 p.m., 5 p.m. - 7 p.m.</td>
</tr>
<tr>
<td>11/9/2015</td>
<td>Jewish Hospital (JH)</td>
<td>Flat Auditorium</td>
<td>11 a.m. - 2 p.m., 5 p.m. - 7 p.m.</td>
</tr>
<tr>
<td>11/12/2015</td>
<td>Saint Joseph East (SJE)</td>
<td>Administrative Conference Room (ACR)</td>
<td>11 a.m. - 2 p.m.</td>
</tr>
<tr>
<td>Date</td>
<td>Facility Name</td>
<td>Room/Location</td>
<td>Time</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------</td>
<td>--------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>11/16/2015</td>
<td>Flaget Memorial Hospital (FMH)</td>
<td>Nazareth Conference Room</td>
<td>11 a.m. - 2 p.m.</td>
</tr>
<tr>
<td>11/17/2015</td>
<td>Jewish Hospital Shelbyville (JHS)</td>
<td>King's Daughter's Conference Room</td>
<td>11 a.m. - 2 p.m.</td>
</tr>
<tr>
<td>11/19/2015</td>
<td>Medical Center Jewish East (MCJE)</td>
<td>1st Floor Conference Room</td>
<td>11 a.m. - 2 p.m.</td>
</tr>
<tr>
<td>11/23/2015</td>
<td>Our Lady of Peace (OLOP)</td>
<td>Peace Administrative Conference Room</td>
<td>11 a.m. - 2 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5 p.m. - 7 p.m.</td>
</tr>
<tr>
<td>11/30/2015</td>
<td>University of Louisville Hospital (ULH)</td>
<td>Glass Room</td>
<td>11:30 a.m. - 1 p.m.</td>
</tr>
<tr>
<td>TBD</td>
<td>Saint Joseph Berea (SJB)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Saint Joseph Mount Sterling (SJMS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Saint Joseph Martin (SJM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ambulatory Care Centers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>KentuckyOne Medical Group (KMG)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. **Will any projects use outside vendors or will all printing be managed by the new Document Service Centers?**
   
   For consistency, it’s required that printing be handled internally at the service centers operated by RICOH. The centers will coordinate the production of larger projects with outside printers.

7. **Will department copy machines go away?**

   No. You will still be able to do on-demand printing.

8. **How will I know what jobs to take to a Document Service Center?**

   Any print job currently being sent to an outside vendor should be sent to the Document Service Center. Printing guidelines will be created and customized per customer. Program leaders will share guidelines and are available to answer your questions. The printing guidelines and job submission procedures will be available during training sessions.

9. **Will the new process impact turnaround time? How will print jobs be fulfilled?**

   The new process should not impact turnaround time. Jobs will be fulfilled and couriered to the appropriate facility within 24-48 hours, depending on location and quantity.

10. **Will services and capabilities change from our current services?**

    Services and capabilities will expand to include options such as wide-format printing. The Document Service Centers will assist departments and employees with their form requests and printing and photocopying needs, including:

    - Typesetting, printing and revisions for clinical forms
    - Black & white and color copying/printing
    - Collating and stapling
    - Binding and folding
    - Lamination
    - Printed tabs and labels
    - Oversized printing
    - Self-service copying/printing (walk-ins, no request needed)
    - Graphic design services

11. **How do I submit a job request?**

    Requests can be made by completing and submitting a Document Service Center request form, which can be found at [http://documentservicescenters.lexington-ky.catholichealth.net/](http://documentservicescenters.lexington-ky.catholichealth.net/) or via the “Document Service Center” intranet link.
12. Should I use the new process when I need more business cards?

No, the Document Service Center will not handle stationary or business cards. Our CHI vendor, American Solutions for Business, will continue to print these products. To place orders, contact your Supply Chain representative.

13. Where should I go for KentuckyOne logos and document templates?

You can find facility logos, templates and brand guidelines in the existing KentuckyOne Health Brand Center online. The move to Document Service Centers coincides with the refreshed brand center website, KentuckyOneBrandCenter.org. Additions include templates for fliers and invitations you can customize using a gallery of images. Using the brand center will ensure that your materials are consistent with the KentuckyOne brand.

14. How will facilities be billed for print jobs?

All projects will be charged against operational expenses.

*Marketing job requests must be approved by the marketing department.*

15. Will Document Service Center employees be hired as KentuckyOne employees?

No. Document Service Center employees will be RICOH employees.

16. Will the transition result in layoffs?

No. The new document printing and forms management process is not about reducing the number of jobs. It’s about improving efficiency across KentuckyOne. No significant changes in staffing levels are expected.

17. How much will centralizing print services save?

Based on the current state, the transition is projected to save KentuckyOne Health significant dollars which will be tracked and reported on a monthly basis.