



**CQO:**  
The Health Care  
Supply Chain

## Copy/Print Page Volumes Per Employee



**Purpose:**

Measure the hospital/system’s annual copy/print volume per full time employee.

**Value:**

Enables the hospital/system to identify opportunities to reduce total copy and print volume, use of paper, ink and other consumables.

**Equation:**

$$\frac{\text{Total copy and print volume (by page)}}{\text{Total number of supply chain FTEs}} = \text{Copy/Print Page Volumes Per FTE}$$

*Note: it is favorable to have a higher value for this Key. The higher the value the better.*

**Example:**

- A hospital’s total monthly copy and print volume is 1,000,000 pages.
- The hospital’s total employees or full-time equivalents is 1,000.

$$1,000,000 \div 1,000 = \mathbf{1,000 \text{ Total Copy/Print Page Volumes Per FTE}}$$

**Input Descriptions and Sources:**

Input Name	Includes	Excludes
Total number of supply chain Full Time Equivalents (FTEs)	List total number of FTE's in the supply chain department, whether employed full-time or part-time, with 1 "standard" FTE being based on a 40 hour working week. E.g. Someone working a 50 hour working week is 1.25 FTEs.	Anyone who is not employed by your organisation (e.g. the staff of vendors providing "purchased services")
Total copy and print volume (by page)	The count, by page, of copy and print volume generated through your departmental printers this month. A double-sided print counts as one page.	Print shop volume, and specialty print jobs with limited information on page volumes.



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**Points of Clarification:**

- While differences may exist in each organization's total copy and print page volume, the metric will normalize the differences between organizations through FTEs.
- The metric can be used to influence behavior to leverage digital platforms and implement print policies (e.g. duplex printing) to reduce print volumes.
- Reducing paper and print volume and related consumables can have a significant impact on lowering the hospital/system's environmental footprint.