



Founded in 1963, Valor Health is committed to improving the health of individuals in Gem County, Idaho. In 2015 the hospital, formerly named Walter Knox Memorial Hospital, made the decision to rename and reorganize, becoming Valor Health, a multi-faceted health system with new core values. Unique among other healthcare organizations, the values of transformation, individuality, collaboration and courage showed that the organization was clearly ready to move forward in the new healthcare environment. Valor led the initiative with a promise to their community ***“With a focus on the individual and a vision for change, we are committed to making people healthier, our community stronger and our business better.”***

Valor Health has also developed five key strategic initiatives, including *The Experience, Quality, Growth, Community Health* and *Financial Stewardship*. Goals in each of these keys areas have provided the direction for numerous changes in the organization. As an example, Valor Health is now staffing full-time board certified emergency medicine physicians in the Emergency Department and adding more primary care providers in local clinics. In addition, surgical and medical specialists, advanced practice providers and new clinical services have been added throughout the health system. Valor Health has received DNV accreditation and is working towards receiving international recognition and certification for their quality management and performance improvement processes by seeking ISO 9001 certification by 2017.

**Background:** Valor Health’s CFO Nathan Colburn had learned about NuQuo through an Idaho Hospital Association webinar (IHA is a NuQuo client). He was impressed and liked what he heard and arranged a meeting with NuQuo and his IT Director, Mitch Walter. Mitch had recently saved the company 10% with his current vendor and felt the meeting was unnecessary.

Fast-forward 30 days, Mitch Walter said: ***“My CFO introduced me to NuQuo, and I’m very glad he did. It opened my eyes to NuQuo’s knowledge, expertise, and of course the outstanding savings working through them. It helped us immensely, not only with this project, but for future projects, as well.”***

### **NuQuo was brought in to build and execute a copier and printer strategy**

Working collaboratively with our clients’ IT Director & staff, the experts at NuQuo quickly did the following:

- Assessed the copier and printer fleet – where they were physically located and their needs, and built an equipment strategy and process to manage growth
- Analyzed current contracts – both leases and purchases – and uncovered the vast array of brands and models, 3 different copier vendors, & a lack of standardization
- Executed a Valor Health RFP tailored to their specific needs that included an apple to apple comparison & other competitive options; established a vendor scorecard & conducted vendor interviews
- Recommended areas of optimization and consolidation

### **About the customer**

Valor Health is the prominent healthcare provider in Emmett, Idaho and its surrounding communities. Facilities include one main hospital, two family practice clinics, and one specialty medicine clinic.

### **Printer/copier challenges**

- 3 different printer and copier vendors
- A lack of standardization due in part to acquisitions (ie. clinics, etc.)
- A lack of an overall copy & print strategy, thus a lack of cost efficiencies throughout the organization

### **NuQuo Solutions**

- Consolidated down to 1 vendor from 3
- Standardization on key models and manufacturer
- Established an easy utilization methodology for an efficient use of their fleet going forward
- Reduced client’s print and copy costs by 39%

***“I appreciate the NuQuo model – They reviewed our current model, provided us with solutions and saved us money.”***

***Nathan Colburn, CFO***

**Valor Health**

## NuQuo's expertise helped lead Valor Health to **39% overall savings!**

The NuQuo team was able to help the client achieve the following:

- Realization that Valor Health was not getting optimum pricing, equipment, or management services from its vendors
- Consolidation from 3 vendors down to 1, standardized models, and put better processes in place
- New Contract T's & C's that represent the client's interest & needs, not the vendors
- Saved more than 100 hours of client's time to assess and provide detailed analysis and an executable plan
- NuQuo completed this and every project with a small consulting fee that was paid out of the savings to the client.

### About NuQuo

The NuQuo Group is a national firm based in the northwest who comes alongside a client as their advocate, an extension of their team, helping them achieve outstanding cost savings within their copy & print environments. In the last 3 years alone, with 100% customer satisfaction, NuQuo has generated an average cost savings in the 30 - 40% range across all their engagements while contributing approx. \$7,000,000 back to their customer's bottom line.

The NuQuo core team is made up of highly-experienced insiders & executives (25+ years) from the copy & print industries. With former dealer/owners, National Account Managers, and sales & marketing representatives from companies such as Hewlett Packard, Xerox, and others.....they bring invaluable insider knowledge, a thorough & complete process for each client, a national database of all vendors' products, service, & supplies costs, and preferred national pricing from suppliers that can be facilitated for any client. Lastly, NuQuo has no upfront fees and only gets paid a small percentage of the savings generated for clients.

Listed below are a few additional client examples.

<b>Ogden City</b>	18 city locations	220 devices	31% savings
<b>MountainStar Healthcare</b>	11 northwest hospitals	2610 devices	45% savings
<b>Valor Health</b>	3 locations	38 devices	38% savings
<b>Merit Medical</b>	5 locations worldwide	350 devices	27% savings
<b>Horrocks Engineers</b>	10 western US locations	39 devices	38% savings
<b>Woodgrain Millwork</b>	13 locations nationwide	270 devices	32% savings
<b>Franklin Building Supply</b>	12 northwest locations	100 devices	29% savings
<b>Pioneer Title</b>	12 northwest locations	120 devices	39% savings

For more information about the NuQuo Group:

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