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**Royal Brown, Director of Materials Management, South Peninsula Hospital**



*When patient care depends on getting the small things right, “good enough” just doesn't cut it.*

In Alaska's Southern Kenai Peninsula, Royal Brown, Director of Materials Management at South Peninsula Hospital, knows geography is not just part of the setting, it drives operations every day.

Royal helps oversee a rural, critical access hospital serving a small but widely dispersed population that surges each summer. In that environment, long transport times, unpredictable weather, and supply delays can quickly become patient care issues.

Before Kelley Create, the hospital's legacy vendor made routine printing anything but routine:

- Missed supply replenishment in a region where shipping delays are the norm
- Service outages that could take weeks to resolve
- Confusing billing with little transparency

In healthcare, that kind of disruption is more than frustrating, it puts time, focus, and patient care at risk.

When printers went down, nurses left patient areas, documents stalled, and care teams lost valuable time. Brown described it as “a terrible disruption of patient care.”

What had become a daily, or at least weekly, frustration quickly disappeared: **“What had been either a daily or at least multiple-times-a-week issue became a non-issue. It couldn't have worked out better for us.”**

When Kelley Create stepped in, the hospital expected more disruption. What they got was the opposite. Kelley Create helped rebuild the foundation:

- Replaced most of the device fleet without increasing costs
- Implemented an on-site inventory model designed for Alaska's realities
- Eliminated the “wait and hope” supply model

Most importantly, Kelley Create brought back consistency. Complaints faded, workflows stabilized, and teams could trust their tools again. In healthcare, that kind of reliability matters.

The partnership also expanded beyond print to support mail solutions, device management, and critical EHR-related hardware, including patient ID printing.

Today, South Peninsula Hospital has a partner that understands the environment, responds with urgency, and helps keep critical operations moving.

Print may not be the headline, but it helps keep patient care front and center.

For South Peninsula Hospital, Kelley Create removed friction from a system where every minute and every detail matter.