

UHCS ups productivity with Infor10 Corporate Performance Management




Setting the strategy.

In keeping with its commitment to provide the highest quality care through continuous performance improvement, UHCS focused on automating its budgeting process, making management reporting and analysis more efficient, and providing executives with customized dashboards for tracking key performance metrics.

UHCS realized that six months was too much time to spend in the budgeting process. According to Lisa Ritch, director of financial accounting, “We approached our business process improvement by first tackling budgeting. Our old process of sending a spreadsheet template and waiting for the information to be sent back, then uploading that information into our main system was tedious, at best. We needed software to eliminate the manual labor, which was also prone to error.”

After streamlining budgeting, UHCS then wanted to improve the reporting process. “Our goal,” says Ritch, “was to translate efficiencies we hoped to gain from the budgeting process to more time for developing better, up-to-date reports for management. In time, our final goal was to provide management with a fast and easy tool to access key performance data in real time.”

Getting business specific.

UHCS selected Infor10™ Corporate Performance Management (PM10) for budgeting, reporting, and management analysis. “We quickly learned,” Ritch explains, “that Corporate Performance Management would be a one-stop shop to meet our needs because of its ease of use, advanced functionality, and scalability. The user-friendly budgeting tool allowed us to make productivity gains quickly that resulted in more timely and accurate reporting.”

“We have shaved off more than two months from our budget cycle, and use that time to determine how to drive revenue.”

—LISA RITCH, DIRECTOR OF FINANCIAL ACCOUNTING, UNIVERSITY HEALTH CARE SYSTEM

About the company.

University Health Care System (UHCS) of Augusta, Georgia, is an integrated not-for-profit health care provider anchored by University Hospital and accredited by The Joint Commission. This nationwide symbol of quality reflects a commitment to safe, high-quality care as well as to continuous performance improvement.

UHCS operates a network of facilities serving 25 counties in Georgia and South Carolina, including two long-term care facilities. Every year UHCS’s medical staff cares for more than 209,000 patients, performing 5,000 cardiac intervention procedures, delivering 3,000 babies, and making 60,000 home health visits.

To learn more about UHCS, visit www.universityhealth.org.

Other benefits also influenced UHCS in choosing Corporate Performance Management, including the ability of users to access data online and the capability to drill down to detailed data levels. “Immediate access to data was a prime reason for choosing Corporate Performance Management,” Ritch explains, “and our ability to create a detailed budget, even down to a full-time employee level, enabled budget reporting at our fingertips. We also discovered that the ability to attach annotations from spreadsheets into the budget proved critical to our understanding of the budget preparer’s intentions as we began reviewing monthly financials and variances.”

UHCS also quickly realized its final goal of creating an executive dashboard. “We started by giving management a way to obtain daily readings on prime areas such as our service and inpatient units, and we developed categories for them to view, including daily revenue, so they could drill down and compare with their budget,” says Ritch.

Soon thereafter UHCS added important statistics, such as emergency room registrations, which account for a high percentage of admissions, as well as patient revenue, worked hours per stat, and revenue per stat. “Our success at streamlining operations and gaining better control in such a short time has been phenomenal,” adds Ritch.

Facts at a glance

Solution

Infor10 Corporate Performance Management (PM10)

Industry

Healthcare

Country

USA

Seeing results.

UHCS had an immediate need to administer an efficient budgeting solution. It achieved successful implementation within six months, and the reporting solution quickly followed. “At the same time we were looking at how to change budgeting, we discovered that Infor10 Corporate Performance Management could also meet our reporting needs better than any other product,” notes Ritch. “After evaluating other products, we were confident that Infor could integrate data to meet our needs.”

After three years of using Corporate Performance Management, UHCS continues to see more advantages and find new ways to use the software to improve business performance management. Reports Ritch, “We have shaved off more than two months from our budget cycle, and we now use that time to determine how to drive revenue. The added insight is tremendous.” According to Ritch, her staff now depends far less on IT to produce monthly reports.

The extensive amount of time UHCS saved on budgeting and reporting has allowed the financial accounting staff to assume more responsibilities during a recent acquisition period. “We now provide accounting services for additional entities and various peripheral financial operations that would’ve been impossible before Corporate Performance Management,” Ritch says. “We’ve taken on as much as 50% more duties without increasing staff.”

Another Corporate Performance Management feature that UHCS found advantageous was its seamless interconnection with other Infor software. “We can feed our transaction data from Infor FMS SmartStream®, which we use for electronic invoicing capabilities, directly into Corporate Performance Management without manipulation—another savings in time and effort,” Ritch reports.

Using executive dashboards, management can now track performance metrics daily, rather than waiting 15 days after month end to see outdated information, according to Ritch. “With Corporate Performance Management, we consistently close our financial statements a whole week sooner, and the CFO receives them at least two weeks before—as opposed to two days before—the board meeting. That easily translates to better operational control.”

Doing business better

As UHCS continues to search for additional ways to improve performance, some target areas include analyzing the cath lab, surgical services, and other procedural areas. “We know we can continue to populate the system with more data that will be a good resource for anyone to obtain the financial information they need,” notes Ritch. “Infor10 Corporate Performance Management (PM10) has allowed us to gain such meaningful productivity savings, even with our complex and varied tasks, that we are confident Infor will help us achieve our future goals.”

About Infor.

Infor is a leading provider of business software and services, helping more than 70,000 customers in 164 countries improve operations and drive growth. To learn more about Infor, please visit www.infor.com.

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