

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, accredited by The Joint Commission. This nationwide symbol of quality reflects a commitment to meeting standards that focus on providing not only safe, high-quality care, but also continuous performance improvement to maintain clinical excellence.

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 of more than 600 primary care physicians and specialists cares for more than 209,000 patients, including performing 5,000 cardiac intervention procedures, delivering 3,000 babies, and making 60,000 home health visits. Volunteer board members annually donate 36,000 hours of service and \$150,000 in financial contributions. Services provided by UHCS each year have a ripple effect on the state and local economy exceeding \$900 million.

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

“ 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

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 Infor™ PM for budgeting, reporting, and management analysis. “We quickly learned,” Ritch explains, “that Infor PM 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.”

Other benefits also influenced UHCS in choosing Infor PM, 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 Infor PM,” 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.”

facts at a glance:

> company	University Health Care System
> solution	Infor PM
> industry	Healthcare
> revenue	US \$500 Million
> employees	3,000+
> country	USA

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.” 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.

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 Infor PM could also meet our reporting needs better than any other product. After evaluating other products, we were confident that Infor could integrate data to meet our needs.”

University Health Care System

After three years of using Infor PM, UHCS continues to see more advantages and to find new ways to use the software to improve management of its business performance. 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,” adding that her staff now depends far less on IT to produce monthly reports.

The extensive amount of time UHCS saved on budgeting and reporting has enabled 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 Infor PM,” Ritch says. “We’ve taken on as much as 50% more duties without increasing staff.”

Another Infor PM 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 Infor PM 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 Infor PM, 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. Infor PM 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.”

“ Our success at streamlining operations and gaining better control in such a short time has been phenomenal. ”

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

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

Customer Profile

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Direct: +1 (800) 260 2640

Contact your local
Infor office regarding
availability of products
in your region.

INFORTM