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Crawford Memorial Hospital

Healthcare Client Case Study for Multiview ERP Solution

Introduction

Michael Cheesman is the finance director and leads the team that handles accounts payable, payroll, financials, and cost reports for Crawford Memorial Hospital. The team includes two other members, one of who takes care of payroll, account receivables, and journal entries. The other member is in charge of accounts payable.

The story of Crawford Memorial

Crawford Memorial Hospital is a 25-bed Critical Access Hospital in Robinson, Illinois. It has four rural health clinics and offers home health, OB, orthopedics, pain management, and wound care services along with other various consulting specialists.

The challenge Crawford Memorial faced before implementing Multiview

CRAWFORD
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Michael's team heard about Multiview while switching to a new EMR.
Multiview is the recommended partner for that program. They were looking for a system that integrated well, one with robust reporting capabilities that offered real-time information.

The financial team had been searching for over two years to find the right software platform. Multiview was the obvious ERP choice.

Multiview offers customer service, constant improvement, and multiple system capabilities that are very advanced compared to their legacy system.

Client	Contact	Address	Website
Crawford Memorial Hospital	Michael Cheesman, Director, Fiscal Services	1000 N Allen St. Robinson, IL 62454	www.crawfordmh.org

Before implementing Multiview, the month-end close process took two full weeks. Since switching to Multiview, they have seen a 50% improvement.
The process now takes a single week.

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How Multiview works with the Crawford Memorial business process

Crawford Memorial has been using Multiview live for four years. Multiple departments and approximately 60 employees at CMH use the program in some way, including the following:

- Setting up new users
- Facilitating workflows
- ADP payroll interface
- GL history interface from the legacy system
- Fixed assets
- Journal entries
- Reporting
- Stats

Basically, the financial team is in charge of all aspects of Multiview except for some technical IT items and invoice approvals. Other departments use Multiview for reporting and invoice approvals.

During the sales process, CMH personnel were impressed by Multiview's ability to offer real-time information and "drill into" reporting. Pivot tables and queries have had a positive impact on their workflows.

" *Before our transition [to Multiview], we had to wait until after month end was done and then generate files and then start reporting. Now, our month end has been reduced from 2 weeks to 1 week.* "

Month-End Reporting Capabilities

Before implementing Multiview, the month-end close process took two full weeks. Since switching to Multiview, they have seen a 50% improvement. The process now takes a single week.

The team has begun to track multiple stats. So far, they have built and are tracking AP days, gross AR days, and net AR days. They are also looking at bad debt as a percentage of gross revenue, bad debt as a percentage of net revenue, net revenue as a percentage of gross revenue, operating margin, total margin, debt service coverage, etc. Each week, they are adding more tracking categories.

Prior to Multiview, the team was tracking all of the same metrics, but the process was cumbersome. They had to use multiple Excel spreadsheets for the month-end reporting, income statement balance sheet, cash flow, and more. All of the stat tracking was done via spreadsheets.

Multiview has made their core metrics much easier to see, and they can view the information much more quickly. Their legacy system made them wait four or five days after the month's end to receive any reporting. Now they can access valuable reporting at any point during the month.

Multiview, the buying team and internal advocates

Michael trains all the CMH users upon setup using several one-hour sessions to get them up to speed on reporting basics and invoice approval. He finds more training at that point tends to overwhelm employees. He steps in later to answer questions they have about setting up queries and other functions.

The feedback has been positive, particularly concerning the AP workflow for invoice approval. The former system required all paper approval, a process that was time-consuming. The new process is much simpler.

CMH's future goals with Multiview

CMH's goals for the next 12 months are to reduce the month-end process by one more day, to produce a system-generated stats report for the board each month, to begin incorporating stats into budgeted items, and to start automating their account receivables. The team is planning to use Multiview to meet all of these goals and challenges.

For more information about Multiview, fill out a brief online form **or call 1-800-645-1910.**

> *Multiview's best feature is customizable reporting that ties to the GL that I can drill into. I can get into the balance sheet with live data and drill into a particular scanned invoice or journal entry. The numbers tie into each other and I can trust it.*

Stop chasing numbers. **Start using them.®**

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