



multiview[®]
FINANCIAL SOFTWARE

Montgomery County Memorial Hospital + Clinics

Healthcare Client Case Study for Multiview ERP Solution

Introduction

Bryant has been with Montgomery County Memorial Hospital (MCMH) for nearly seven years, transitioning to the CFO role in December 2022. The team members using Multiview consistently include the controller, accounts receivable clerks, and the accounts payable clerk.

The financial team manages the daily money coming in and going out for the facility. They keep a close eye on the cash balance and expenses to ensure the longevity of MCMH. To do so, they use Multiview extensively every day to complete their tasks. They rely on the integration between their facility and their EMR to actively manage daily revenue and review their financial position, both past and future.

The Story of Montgomery County Memorial Hospital + Clinics

Montgomery County Memorial Hospital + Clinics was established in 1907, serving the community for well over a century. The facility offers cutting-edge medical technology and a skilled primary care staff. Over thirty medical specialties support this team in the Specialty Outpatient Clinic, offering advanced health care to a closely knit community.



Montgomery County
Memorial Hospital

Client

Montgomery County
Memorial Hospital + Clinics

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Using Multiview, MCMH was able to reduce their month end time to close by 50%.

"One of the benefits we recognized was having all of our accounting functions within one login application. Our previous system had disparate systems where we would have to login to a fixed assets module to manage our fixed assets."

Bryant Blay, CPA, Chief Financial Officer

“Multiview interfaces with our EMR patient accounting system on a daily basis. The daily EMR files come across in a GL format and in complete transaction detail format. This allows our Controller and CFO to run reports and queries in Multiview and not rely on our financial analysts to run investigative reports on account balances. This frees up time for the financial analysts to work on other projects that were being neglected”

Bryant Blay, CPA, Chief Financial Officer

How Multiview Works with the Montgomery County Memorial Business Process

MCMH went live with Multiview in September 2020. They have five core users who use the A/R, A/P, and GL portions of the system daily. The hospital has three material management members using the PO and inventory aspects of Multiview every day. In addition, they have approximately 35 team members who can requisition supplies through the system and 30 department managers with reporting capabilities. This function lets them share a monthly department income statement report via Multiview.

During the sales process, the financial team recognized the benefit of having all of their accounting functions within one login application. Their previous ERP required a separate login to a module to manage their fixed assets. Then it required a separate login for the general ledger and for accounts payable. Although the function worked well, the lack of interfacing between functions was a problem. Now, they are more productive and save time by using Multiview, which has all of these components in one application.

MCMH staff also struggled before Multiview because their system would only interface with the healthcare patient accounting system on a monthly basis. That meant they could only see their revenue in the GL TB once a month. They would have to access the info through the patient accounting system, which was time-consuming.

Multiview interfaces with their EMR patient accounting system each day, receiving full transaction details that are summarized to the GL, but available for drilling into detail. As a result, the controller and CFO can run reports and queries in Multiview. They no longer have to rely on their financial analysts to run investigative reports on account balances. The analysts can focus on other vital projects instead.

Month-End Reporting Capabilities

Before MCMH implemented Multiview, the month-end close process took 12-14 days. Now, its month-end close process takes approximately seven days. They use Multiview to track certain metrics, including daily revenue and department revenue.

They employ their EMR's expanded clinical charge detail to help with analysis, reporting, and the month-end process. It allows their controller and CFO to run reports and queries in Multiview instead of relying on their financial analysts to run investigative reports on account balances. This capability streamlines their workflows.



The Multiview Decision Process

The financial team learned about Multiview through their transition to an EMR as their electronic health record system at MCMH. They needed a system that would integrate well with their chosen EMR to provide seamless financial tracking and reporting. Once they learned about Multiview's general ledger and financial system applications and its integration capabilities with the EMR, they did not consider any alternative systems.

The Buying Team and Internal Advocates

At MCMH, the implementation team consisted of the AP Clerk, the Materials Management Director, and Bryant, then the Controller. Bryant was responsible for implementing the A/R, Fixed Asset, GL, and system maintenance sections. Material Management was in charge of the PO and inventory components. The AP Clerk oversaw AP implementation.

The biggest struggle was with the time frame. They signed up with Multiview in late 2019 and went live in September 2020. Since this period coincided with the onset of COVID, they had trouble scheduling calls, experienced a lack of onsite presence, and dealt with other pandemic-induced problems. Fortunately, they found their implementation lead, Derek Garrett, to be "amazing" to work with. He made the implementation process as smooth as possible.

The financial team uses training videos, online resource manuals (through the support website), and peer-to-peer training to get new users up and running. Since the various screens in Multiview are in a similar format, MCMH staff find that training goes quickly and new users are able to be productive in little time.

Multiview users at MCMH have been pleased with its ease of use and navigation.

The Challenges Montgomery County Memorial Hospital Faced before Implementing Multiview

Prior to switching to Multiview, MCMH used another vendor for several years. That product only interfaced with their healthcare patient accounting system on a monthly basis, meaning they could only see their revenue in the GL TB every four weeks or so. They could only review the reports in the patient accounting system, which was time-consuming.

They had multiple login applications that demanded a lot of time for the team to log into the fixed assets module, the general ledger, accounts payable, etc. Multiview has all of these components in one application, which reduces the time spent logging in and out of various applications.





“ Our Multiview implementation lead, Derek Garrett was **AMAZING** to work with and did everything he could to make our implementation go as smoothly as possible.”

Multiview and Customer Success

One of the biggest benefits of Multiview for MCMH is the ability to create their budget with the budgeting application. Their previous budgeting application was not well integrated with their general ledger system, so the budget had to be created outside of the system and then imported.

Unfortunately, during importation, problems would occur, and it could take hours or even days to figure out how to reconcile the files. Multiview's budgeting application and integration, according to Bryant, is "AWESOME." They now have a report setup in the Multiview reporting system that uses their budget assumptions, including an inflationary factor that generates a large portion of their departmental budgets for their operating expenses.

This report lets department managers view the prior year's total expenses, the prior year's budget, and the future year's budget with budget assumptions already factored in. Thanks to this feature, many departments only have to make minimal changes to their budgets. It also means department managers have a solid starting point for their annual budget preparation, which eliminates concerns about accuracy.

MCMH Multiview Product Feedback

The financial team uses the accounts payable feature the most frequently. They use the electronic workflow to send and approve AP invoices through the Multiview system, which allows them to effectively track outstanding invoices that require approval. Their old method involved distributing invoices to the department managers to review and approve. They did not have a tracking mechanism to show which invoices still needed manager approval.

Bryant says that Multiview has improved MCMH's communication with other of their facilities in the region that also use the program. They can discuss application and system functionality at regional conferences and share experiences and ideas. Their old GL system was not as well known, so they felt as if they were "on their own." Multiview makes them part of a community that offers extra support.

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

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