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FINANCIAL SOFTWARE

Mt. Ascutney Hospital
and Health Center

# Mt Ascutney Hospital
## Multiview ERP Case Study

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# Mt Ascutney Hospital:
## Providing vital rural healthcare with Multiview ERP

In the heart of Windsor, Vermont, Mt. Ascutney Hospital stands as a vital force in its rural community. With 25 beds, including specialized acute and swing beds, and a unique 10-bed rehabilitation unit, it's a rare find in the nation. Known for its expertise in physical rehabilitation and CARF certification, the hospital offers essential services like emergency care, laboratory, radiology, infusion services, occupational therapy. Beyond its walls, Mt. Ascutney Hospital plays a crucial role in grant administration and community funding at county and state levels.

**Heading the finance team is Andrew Garami**, overseeing a dedicated group including a controller, financial analysts, payroll coordinator, accounting assistant, and accounts payable (AP) clerk

## Challenges

Prior to starting their search for an ERP solution, the finance team at Mt. Ascutney Hospital faced a daunting challenge - manual data processing, lengthy financial reporting, and the specific constraints of rural healthcare, such as a shortage of human resources, made day to day operations difficult. There was also a need for precise and timely KPI tracking, including metrics like days cash on hand, return on assets, and debt service coverage, which they hadn't tracked before. The team knew they needed a way to automate processes to gain comprehensive financial insights and drive informed decision-making.

**34 Years**
Over 3 Decades Strong
Enduring Success

**-50%**
Cut Month-End
Close Time in Half[1]

**30 Minutes**
Swift Data Retrieval
and <30 Min Analysis[2]

**20+**
Serving many clients
in over 20 industries

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# Solution / Improvements

Under Andrew's guidance, Multiview has been a game-changer for Mt. Ascutney Hospital's finance team. Using value point accounting (VPA) reports, they now effortlessly track essential key performance indicators like days cash on hand, return on assets, quick ratio, debt service coverage, and days in accounts payable (AP) and accounts receivable (AR). This has streamlined their reporting process, allowing them to swiftly generate comprehensive reports with just a few clicks, reducing the need for manual calculations and Excel.

*"Every day's a different problem, and Multiview helps solve each of them. I literally use it to solve 90% of my problems and find out 90% of what I need to know in my job and organization."*

Andrew also highlighted ViewSource360 as a crucial tool for the team, simplifying cost reporting and workflow, and playing a vital role in the stat generator. Leveraging journal entry interfaces and custom interface management tools has increased workflow efficiency by automating regular monthly close entries. Multiview's ability to upload data, set up templates, and automate processes has created a more efficient financial management process and further refined Mt. Ascutney's financial operations.

# Customer Success and Partnership

Andrew called out Multiview's support team for their exceptional responsiveness. Specifically, their prompt communication played a crucial role in his positive experience, as it meant he did not have to wait until the next business day for a resolution to any issues he experienced.

In addition to the financial process improvements, Mt. Ascutney Hospital's materials management team successfully implemented a script for purchase order (PO) and Application Programming Interface (API) export thanks to Multiview's help and functionality. Multiview assisted in creating a customized script that streamlined the data export process, replacing the laborious VPA reporting and Excel manipulation with a simple three-click process, saving the team time and effort in the process.

*"If a rural hospital is considering Multiview, they should do it. It's a no brainer. Use your judgment when designing the systems and maximize the use of modules."*

Finally, Andrew emphasizes the value of Multiview's online support resources, noting his consistent success in finding necessary information and providing an easy tool to assist in figuring out solutions and learn more about Multiview ERP's powerful functionalities.

**At Multiview, our client success team is dedicated to empowering Mt. Ascutney's Materials Management program and guiding them to supply chain success.**

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