



Prosser Health

Multiview ERP Case Study

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Background

Prosser Health, a critical access healthcare facility in Washington state, stands as a pillar of their community, offering vital critical access and acute care services, including trauma 4 and 8 outpatient clinics, specialized therapy services, and a comprehensive range of ancillary services such as TDI and Lab. The hospital excels in urology, podiatry, ENT, GI, orthopedics, general surgery, and cardiology.

At the helm of the financial operations is **Stephanie Titus, the Director of Finance**, who leads a dedicated team responsible for ensuring the hospital's financial health. With two senior accountants, a staff accountant, a payroll administrator, and two AP individuals, the team is committed to maintaining financial operations that enable Prosser Health to prioritize exceptional patient care.

Challenges

Before Multiview was selected, Stephanie's team was struggling with their outdated system leading to inefficiencies and manual workarounds. They were heavily reliant on paper-based processes and lacked essential business intelligence capabilities, hampering their decision-making abilities.

Despite being a Community Connect hospital, Stephanie's team faced challenges in accessing crucial data from their electronic health record (EHR) system, EPIC. Their access was limited in both quantity and quality, and obtaining specific reports involved a cumbersome process of submitting IT tickets and waiting weeks for the necessary data. This hindered their ability to make timely and informed financial decisions.

Selection and Implementation

Prosser Health initiated a mission to upgrade their financial processes, wanting to shift from manual paperwork to a forward-thinking system for deeper financial analysis that powered strategic decision-making.

During their search for the ideal solution, Stephanie and her team meticulously assessed three enterprise resource planning (ERP) platforms, considering the varied needs of users, such as nurses, physicians, care experts, the finance team, supply clerks, and organizational leaders. Recognizing that their end users were "not accountants," Stephanie prioritized a system that could efficiently **deliver data, streamline expense oversight, provide an audit trail, and eliminate paper-based processes.**

After reviewing all options, the team concluded that Multiview ERP was the perfect fit, meeting their diverse needs. Its seamless integration with their payroll system UKG, especially in dealing with unions and specific project and time tracking, made a real difference. Multiview's strong capabilities in managing accounting transactions, including smart document attachment and identification via its partner Ancora, solidified its position as the top choice.



Your favorite feature?

"It's all about end user satisfaction and the ability to see more than we've ever seen in what we are trying to do as a hospital from a revenue standpoint and an EPIC standpoint. My most favorite thing about Multiview is ViewSource360, but I also really love the portal process."

I can tell you that I have approved a check run from a ski lift and from a beach in the Bahamas. And you know what? I was even able to look at an invoice on my phone. I love being able to do things on the go and keep things running."

Stephanie Titus
Director of Finance



Multiview and Customer Success:

Connecting Providence (EPIC's parent company) to Prosser Health and integrating with Multiview had its challenges, but customized data sets in partnership with Multiview allowed for effective project initiation. Stephanie highlighted that the integration process was remarkably smooth, and Multiview met the target go-live date without any delays.

Improvements and Month-End Reporting

After implementing Multiview, Prosser Health underwent a transformative journey in their data access and management capabilities. They unlocked comprehensive information previously out of reach, gaining insights into market share and conducting in-depth analysis.

In particular, Multiview's ViewSource360 module provided deeper insights into payroll, empowering Stephanie and her team to swiftly identify potential risks, productivity concerns, and overtime issues without manual data manipulation.

Multiview ERP helped Prosser to streamline tracking and reporting of their \$125 million hospital project, capturing and reconciling comprehensive financial reports with granular data manipulation capabilities.

In AP transactions, Multiview addressed inefficiencies, streamlining invoice processing, reducing errors, and enhancing operational efficiency.

Time Savings with Multiview

Financial Close

May 16th → May 9th



**56%
Decrease!**



Foundation Financials

May 11th → May 3rd

**114%
Decrease!**





Future Plans with Multiview ERP

Together with Prosser Health, the Client Success team at Multiview is set to spearhead the development of a robust forecasting and budgeting model. This model will be rooted in departmental revenue and expenses, as Prosser eagerly anticipates the imminent launch of a new facility. The team is eager to learn how to create and track multiple budgets, analyze service line details, and make informed decisions based on accurate financial insights.

As the Prosser team continues to expand their abilities in Multiview, they are committed to elevating their proficiency within Multiview to new heights. They aim to gain better visibility into each department's financial metrics, understand the payer mix, identify revenue-driving departments, and allocate contractual deductions fairly. They've already made progress in allowing users to view this information in ViewSource360.

Another near-term goal is to integrate EPIC with Multiview ERP to help drive cash flow, identify and reduce bad debt, enable real-time access to patient-level details, and improve overall financial management.

“Monitoring service lines to ensure the appropriate allocation of resources, regardless of profitability, aligns with the hospital’s goal of serving the community’s needs,” emphasizes Stephanie.

Overall, Multiview's impact on the month-end close process was remarkable, helping Prosser Health save seven days in their financial close (from May 16th to May 9th - **a 56% decrease!**) and deliver financials earlier than the previous year. For foundation financials, they achieved an eight-day time savings (May 11th in 2023 to May 3rd, 2024 - **an impressive 114% decrease**), marking a significant improvement in operational efficiency.

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