



# St. John's Health

## Multiview ERP Case Study

**In the United States**  
New York, New York 10036  
646-701-5050

**In Canada**  
Ottawa, Ontario  
1-800-463-8439

1-800-645-1910  
[sales@multiviewcorp.com](mailto:sales@multiviewcorp.com)  
[www.multiviewcorp.com](http://www.multiviewcorp.com)

# St John's Health has streamlined their operations using Multiview ERP

St. John's Health is in Wyoming in a prime access point to Grand Teton and Yellowstone National Park. The area attracts about 4,000,000 visitors during the summer and has three popular ski resorts active in the winter. The organization specializes in orthopedic cases, aligning with the area's recreational activities. With 120 beds including 48 for Acute/Primary Care, 16 for memory care, 15-bed Inpatient Rehabilitation Facility (IRF), St and 40 for skilled nursing. John's Health oversees six clinics outside the hospital and multiple on-campus clinics. The organization has experienced significant growth over the past 17 years, employing over 850 staff and undertaking substantial expansion projects in areas including the Operating Room, Obstetrics, Oncology, and Radiology. John's Health admits roughly 1,900 patients, delivers over 400 babies, performs 2,750 surgeries, and handles more than 8,500 emergencies.

**Phillip Fox, the Director of Supply Chain** at St. John's Health, leads a 12-member team responsible for daily operations. The team includes a departmental manager, two primary buyers for the hospital and clinics, a dedicated Operating Room buyer, and four logistics staff. The supply chain management team includes a receiving clerk, a courier, and a materials management assistant.

## Challenges

St. John's Health faced substantial challenges in their accounting processes with the impending end of their existing ERP, Paragon. Data accessibility limitations led to manual efforts for critical information extraction, including time-consuming tasks like vlookups and pivot creation in Excel.

***"Prior to implementing Multiview, our process was complex and labor-intensive."***

Additionally, the lack of seamless information flow between the supply chain and accounting departments resulted in manual invoice research, approval, and pricing updates. Despite using EDI (Electronic Data Interchange) for purchase orders, manual data processing persisted, slowing down operations.

Challenges in tracking supply chain information affected financial data collection, specifically regarding patient discharges and surgical procedures. Manual order entry and inventory management processes added logistical inefficiencies.

These numerous issues underscored the need for an integrated ERP solution to streamline operations.



# Selection and Implementation

Selecting a new ERP was no small feat, especially with St. John's Health's Electronic Medical Records (EHR), Paragon being phased out. The decision-makers, a team made up of nurses, clinical staff, IT, and accounting professionals, chose Cerner (now Oracle Health) for their EMR. With that decision made, their focus shifted to finding an ERP that could manage their supply chain and accounting needs.

***“Our previous ERP system, Paragon, was approaching its end of life and presented challenges with data accessibility. Extracting and compiling information from multiple sources required manual effort, limiting our efficiency.”***

The quest for an all-encompassing ERP led them to explore Multiview's workflow prowess, specifically invoice approval, robust reporting, and seamless GPO and vendor integration. Multiview's tailored options empowered users with personalized screens, ensuring a user-friendly experience.

The team fully investigated Multiview's ability to seamlessly integrate with their chosen EMR vendor and accommodate EDI ordering. Multiview's adaptability and commitment to enhancing their platform influenced their decision. The customization options, workflow features, reporting functionality, and seamless vendor connections were major advantages that sealed the deal.

***“We recommend having a Multiview representative to visit the site and engage with the team. On-site guidance and learning about specific processes, especially due to variations in supply management systems like Pyxis and Omnicell across different hospitals, are invaluable for understanding requisition and delivery processes comprehensively.”***

During the 2019 implementation, on-site support and regular follow-up calls from Multiview facilitated a seamless transition from Paragon. The St. John's team gained confidence in Multiview's support, valuing their collaboration and responsiveness. Their joint efforts in script-building and supply chain implementation solidified a robust partnership.

***“If you're seeking a reliable partner for your supply chain management, Multiview would be an excellent choice.”***

**Philip Fox  
Director of Supply Chain**



***“When implementing, it's crucial for your team to grasp the extensive functionality offered by Multiview. Beyond basic supply chain management, Multiview offers capabilities in AR function, project management, workflows, reporting, barcoding, and more. Industry peers should explore Multiview's diverse functionalities, emphasizing its potential to address various operational needs beyond traditional supply chain management.”***

# Improvements and Efficiencies

**After implementing Multiview ERP, St. John's Health reaped numerous benefits, including:**

- Seamless data accessibility
- Pivot table creation
- Streamlined operations with customized templates
- Expedited generation and presentation of KPI reports, boosting operational efficiency

Multiview's efficient reporting features not only slashed data analysis and report generation time but also enhanced overall accuracy. Plus, having access to regularly generated KPI reports provided invaluable insights for decision-making, especially during the challenging times of the COVID-19 pandemic. These specialized reports proved to be instrumental in making quick and well-informed decisions.

Multiview's Materials Management solution significantly boosted efficiency in barcode scanning processes, inventory management, and requisition creation, resulting in marked operational efficiencies and substantial cost savings for the company.

By leveraging the advanced capabilities of Multiview, the company experienced enhanced data analysis, better decision-making, and the ability to forecast potential cost savings.

# Multiview and Customer Success

Multiview's dedication to customer success really stood out in their partnership with St. John's Health. The collaboration led to the creation of custom scripts that slashed manual processes and reduced Excel dependence. Plus, Multiview's responsive support made it easy to submit tickets and get quick, effective responses.

***"What I love about Multiview is the seamless access to data, robust functionality and exceptional partnership with their team."***

St. John's Health and Multiview teamed up to roll out extra modules like AR and project management, which proved invaluable for tracking large-scale construction projects and managing financial info.

Philip was impressed with Multiview and their support team, thanks to their top-notch communication, openness to feedback, and proactive approach to problem-solving. It showed their commitment to continuous improvement and responsiveness to customer needs. This collaborative and supportive relationship made all the difference for him.

Multiview's Client Success team is excited to continue working with St. John's Health in further building out their program and helping them to achieve their goals.

*"Multiview's dedication to addressing customer needs and consistently considering and acting upon feedback was particularly impressive. They consistently communicated with users to show how their feedback was being included in future updates, even when some upgrades required a new version."*

**Philip Fox, Director of Supply Chain**

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