



multiview[®]
FINANCIAL SOFTWARE

JAMES RIVER HOME HEALTH CARE, LLC CHOOSING MULTIVIEW OVER LEGACY VENDORS AND IMPLEMENTING A NEW ERP AS A TEAM OF ONE.

Since 2013, James River Home Health Care, LLC (JRHH) has focused on providing quality care to the people of Richmond, Virginia. They provide home health and hospice care programs and services to patients. Home services include skilled nursing, medical social work, physical therapy, home health aides, and occupational and speech therapy. Hospice services include skilled nursing, contracted doctors, home health aide, medical social workers, chaplains, and volunteers.

Jennings Dawson, Chief Financial Officer at JRHH, saw first-hand how vital their services were to the community when his mother-in-law and father-in-law needed hospice care.

"Shortly after I started working at James River, the Hospice Administrator found space for them in a hospice home. They had been in bad health and separated for some time. This allowed them to be together for their final weeks. So I'm totally indebted to James River for the work that we do. I mean, even during COVID, we had nurses going out into the thick of things and taking care of patients."



What They Do: Provide home health and hospice care to patients.



Number of Finance Employees: 2



What Triggered Multiview: Needed more insight into business units month over month.



Significant Outcomes: The ability to make each unit consistent, expand our units to provide flexibility, report month over month by unit, compared to budget and produce reports quickly.

"From the beginning, I felt Multiview was going to be a better fit, a better partner and provide the support needed compared to other ERP vendors."

Jennings Dawson, Chief Financial Officer at JRHH

A NEW CFO WITH NO ERP

Like most growing health organizations, JRHH had built strong financial processes for a small organization. Now procedures needed to evolve. Jennings was the first person to hold the CFO role within the organization and saw many opportunities to advance. **The first priority was sourcing new ERP software.**



"I started at James River as an accounting staff of one, knowing there was growth potential. Since then, we've hired an accounts payable clerk who handles front-end activities. This frees up my time for monthly reporting and working on special projects. This past year, my key special project has been working on the implementation of Multiview."

Jennings had previously worked as the Director of Accounting at Mary Washington Healthcare, a full-service hospital in Fredericksburg, Virginia. He also had experience with ERP systems such as Solomon and Lawson. When interviewing for the role of CFO and JRHH, it was clear that all parties wanted to source and implement new accounting software.

"They were using QuickBooks but quickly outgrowing it. They wanted faster reporting and expanded capabilities. I was given a blank slate to go out and see what we needed; see what the best fit for them was."

QUICKBOOKS WAS SLOWING THEM DOWN

Since JRHH service offerings had evolved since their early beginnings, reporting on different business functions was a challenge. Before fully implementing Multiview, Jennings was inundated with exporting, revising, and re-importing spreadsheets, just to get a baseline of how JRHH was performing financially.

"QuickBooks is a bookkeeper's best friend but an auditor's worst nightmare because you can do whatever you want. Reporting month over month, it's doable, but not easy. And as far as locking things down from a period standpoint, it's almost impossible."

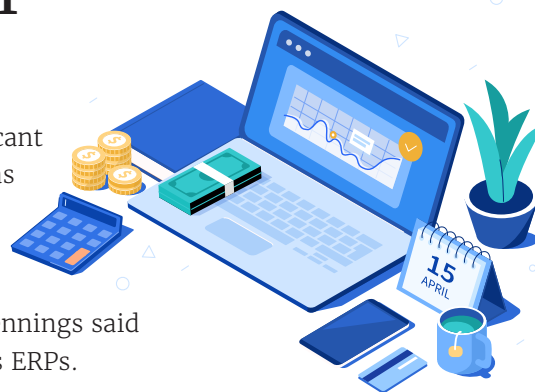
Jennings said his past experiences with ERPs were not great; most are not built for many moving parts of a healthcare environment, or they aren't robust enough to produce the reports that provided deep insight.

Jennings says after his interview with JRHH and ultimately accepting the role, he wanted software that was seamless for financial operations and specifically addressed the intricacies of a healthcare organization. Unsure of where to start looking, he started from scratch.

"I Googled accounting systems for healthcare organizations. Multiview came up first in the Google search and I'm glad they did."

EVALUATING MULTIVIEW AGAINST LEGACY VENDORS

From the beginning of his ERP search, Jennings had one significant concern. He had not officially begun his new role as CFO. He was concerned vendors would be reluctant to help or have initial conversations because of this. **To his surprise, Multiview was eager to hear more from the start.** Knowing that the implementation of new software would rest on his shoulders, Jennings said ease of implementation was a key factor as he evaluated various ERPs.

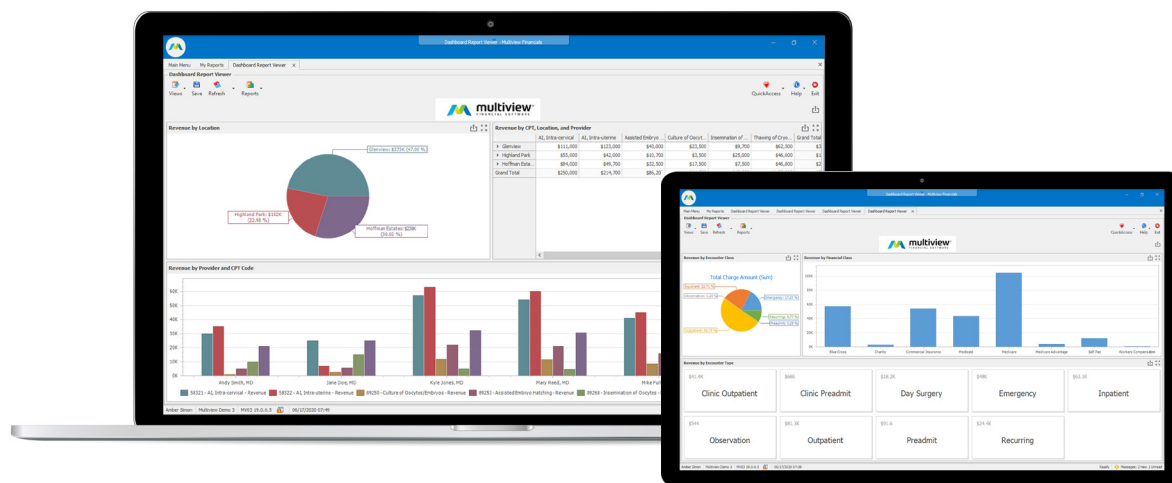


*“One of the first people I spoke to was Jeremy Dennis at Multiview. I was very upfront that I’m an implementation staff of one. Whatever company we chose, I needed one that would partner with us. His response was, ‘That’s our specialty. **We can do that.**”*

Jennings said the reception from the team at Multiview was dramatically different from other vendors.

*“We talked to NetSuite since they partner with our patient record system. But NetSuite didn’t seem as robust on the accounting side compared to others, while also seeming complicated and big. They also seemed indifferent to partnering with us on implementation. We started looking at Sage and it was more of the same. We did all of our checks and balances, asking standard questions to every vendor. **From the beginning, I felt Multiview was going to be a better fit, a better partner and provide the support needed.**”*

Jennings also says a significant factor in his decision was every Multiview person he spoke to, had a background in finance or healthcare finance. *“My implementation lead at Multiview was a previous customer and a prior controller. If they had used it in the past and loved it enough to actually join the company, then **there must be something special about Multiview.**”*





Existing Multiview customers also played a key factor in Jennings' decision.

*"I chatted with Janet Carbary (CFO at IRG Physical & Hand Therapy), who spoke at IMUG 2021, and she said out of the seven software implementations she's overseen in her career, the one with Multiview was the easiest. We even talked on the phone and emailed a few times during my own implementation. Another customer told me, **'This is going to make your life so much easier.'** The visibility you get into your numbers and the ease of being able to close out at the end of the month, you can't put a price on that."*

The final checkmark for Multiview came after receiving an email from CEO Mike Johnson, to thank JRHH for their interest and offer assistance should they need it. Jennings says all these considerations from the team at Multiview, on top of delivering a powerful piece of software, quelled any anxieties about the significant investment JRHH was about to make.

"Looking back at any single moment through the RFP process there was never any hesitation or thought that maybe this is the wrong company. Multiview from day one was the lead runner, and everybody else was trying to play catch up."

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Jennings Dawson, Chief Financial Officer at JRHH

Now a Small But Mighty Finance Team

Jennings says the first and most noticeable impact was going paperless. If an invoice is needed, there is no more searching endless rows of filing cabinets and chasing down signatures. Everything is in Multiview and approvals happen in real-time.

JRHH is also working to seamlessly integrate Homecare Homebase, their patient record system, into Multiview. This means any service they provide will be automatically correlated to any revenues they receive. "I'm still moving us to get daily access or visibility to cash; we're not a hundred percent there yet but it's close," says Jennings. Finally, the reports a team of two can produce for various departments, teams, or the board of directors, have fundamentally transformed.

"As an example, on our income statement, we track our direct costs per employee, based on different job codes, which are grouped in different sections. Our CEO asked me the other day, 'Can you give me the breakdown of each job code in each section?.' I said, of course, I'll have it to you by Monday. So all I did was drag some information around and boom, the report was built. In the past, I would've had to dump stuff out to Excel, run pivot table and complete so many other steps."

"When I sent the report to our CEO he said, 'These tie right to the financials.' And I responded, 'Yes, because they're coming from the financials. I just added a filter in there.' Yesterday we were talking about the budget. So I built the budget out in the same format."

Jennings says they saw the benefits within **one month** of going live with Multiview implementation and they continually find new ways to use the software, which impacts how they make decisions about JRHH. Jennings says he is very happy he searched Google for a leading healthcare ERP, otherwise, the organization would be in a much different spot today.

"From the first day of working with Multiview, I can honestly say I've never had such a positive experience with any other software I've ever used in my career."

GET STARTED WITH MULTIVIEW

Our team will get to know your unique practice to show you the specific features and benefits you'll like the most. With our specialized team of industry professionals, we're able to take implementation and training to a new level. We have lived your reality and we have the solutions, best practices and guidance you need to meet your strategic goals.



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