



**CFO INTERVIEW:
THE MULTIVIEW JOURNEY
SKYLINE HEALTH**

JULY 2019

ABOUT SKYLINE HEALTH



Skyline is a 25 bed Critical Access Hospital in White Salmon, Washington, operating with 150 employees.



ERP: Multiview Financial Software (2017)



Multiview Users: The team includes the CFO, Controller (who is also Business Office Manager), and the AP Clerk.

CHIEF FINANCIAL OFFICER: BRENDA SCHNEIDER



Brenda is the CFO for Skyline Health, a 25 bed critical access hospital in White Salmon, Washington.

She has been in the position for 22 years! She has over 28 years of professional accounting and finance experience in multiple industries, including automotive and telecommunications.

Brenda has a Bachelor's Degree in Finance from Missouri State University and has completed advanced education courses through St. Louis University.

SKYLINE HEALTH

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1. ENVIRONMENT BEFORE THE PURCHASE
2. CLIENT BUSINESS CASE
3. DECISION PROCESS
4. IMPLEMENTATION
5. CLIENT SUCCESS
6. MONTH END & REPORTING
7. PRODUCT FEEDBACK

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Has Skyline Health measured any reduced costs by using Multiview Financial Software?

Definitely. Monthly support costs have decreased substantially. Initial cost of the product was less. Employee time “wasted” researching ambiguous problems is now nonexistent.

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1. ENVIRONMENT BEFORE PURCHASE

WHAT WAS YOUR TEAM'S PROCESS PRIOR TO USING MULTIVIEW?

Most months had at least one issue, whether it was something from revenue cycle not correctly crossing over from our EHR/EMR to our previous ERP, or if it was on the supply chain side. Identification and reconciliation usually took several months (for each issue).

WHAT WERE THE MAJOR PAIN POINTS OF YOUR PROCESS PRIOR TO USING MULTIVIEW? DID YOU HAVE ADDITIONAL COSTS?

We paid \$1500/month for support and did not receive any support from our previous ERP vendor. There was no one to turn to. The product did not interface well into our EMR/EHR, and it was nearly impossible to dig into either system to determine what was happening.

2. BUSINESS CASE

BEING RESPONSIBLE FOR THE FINANCIAL ANALYSIS AND REPORTING - HOW DOES MULTIVIEW HELP YOUR TEAM OR COMPANY ACHIEVE ITS OBJECTIVES?

Multiview allows information to be pulled and analyzed VERY easily. Research can be done in a fraction of the time that we spent completing in other systems.

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WHAT TYPES OF GOALS OR TASKS ARE YOU USING MULTIVIEW TO ACCOMPLISH?

Research, account reconciliation, and year-end are MUCH easier than what we were used to in previous systems.

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WERE THERE ANY OTHER ADVANTAGES YOU DISCOVERED AFTER USING MULTIVIEW MORE REGULARLY?

The ease of use and ability to pull information out of the system is tremendous.

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WHAT WAS THE MOST OBVIOUS ADVANTAGE YOU FELT MULTIVIEW OFFERED DURING THE SALES PROCESS?

Multiview's implementation staff had strong knowledge of both the product and hospital accounting needs.

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3. DECISION PROCESS

WHAT WERE THE PROBLEMS YOU WERE TRYING TO SOLVE WITH MULTIVIEW?

Inability to mesh with EMR/EHR, inability to research and investigate, lack of support from other ERP provider.

WOULD YOU DESCRIBE A FEW OF THE REASONS YOU DECIDED TO BUY MULTIVIEW?

Lower price, great recommendations from facilities similar to ours.

WHAT WAS THE CRITERIA YOU USED WHEN MAKING THE DECISION TO BUY MULTIVIEW?

Knowledge of implementation and support teams, training program, implementation time frame and process, and cost.

4. IMPLEMENTATION

WOULD YOU SHARE SOME DETAILS ABOUT HOW YOUR TEAM IMPLEMENTED MULTIVIEW FROM YOUR PERSPECTIVE? WHO WAS INVOLVED?

Brenda, Renee and our former AP/Payroll Clerk were involved in the implementation. The process went smoothly and the Multiview team knew exactly how to handle any hiccups that came up.

WHAT WAS YOUR MAIN CONCERN ABOUT ROLLING MULTIVIEW OUT TO YOUR ORGANIZATION?

The change. We'd experienced a program that didn't work as planned, so we were afraid we were again being sold something that didn't pan out as promised.

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WHAT HAVE PEOPLE BEEN SAYING ABOUT MULTIVIEW SINCE THEY'VE STARTED USING IT?

It's very user friendly!

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5. CLIENT SUCCESS

BY USING MULTIVIEW CAN YOU MEASURE ANY IMPROVEMENTS IN PRODUCTIVITY OR TIME SAVINGS?

Monthly support costs have decreased substantially. Initial cost of the product was less. Employee time “wasted” researching ambiguous problems is now nonexistent.

BY USING MULTIVIEW CAN YOU MEASURE ANY INCREASES IN REVENUE OR GROWTH?

We can definitely better track and determine any fluctuations as they occur, even on a daily basis.

PRIOR TO MULTIVIEW YOU HAD REPORTING AND RECONCILIATION CONCERNS; HOW DO YOU FEEL ABOUT THEM NOW?

Nonexistent.

WHAT WILL IT TAKE FOR YOU AND YOUR TEAM TO GET THE MOST VALUE OUT OF MULTIVIEW?

We need to continue learning and grow as the product grows.

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HOW DO YOU MEASURE THE VALUE MULTIVIEW PROVIDES?

It makes our jobs fun!

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6. MONTH END & REPORTING

HOW LONG DID THE MONTH-END CLOSE PROCESS TAKE BEFORE IMPLEMENTING MULTIVIEW?

We had several of us doing different pieces. However, it was very complicated and reconciliation was sometimes impossible.

HOW LONG DOES THE CURRENT MONTH-END CLOSE PROCESS NOW TAKE SINCE IMPLEMENTING MULTIVIEW?

Very minimal time.

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DO YOU USE OUR EMR360?

IF SO, HOW HAS HAVING THE EXPANDED CLINICAL CHARGE DETAIL HELPED WITH ANALYSIS, REPORTING AND THE MONTH-END PROCESS?

Yes! It's day and night. To be able to research what's hitting the GL down to the patient level in one process is wonderful.

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7. PRODUCT FEEDBACK

WHAT IS YOUR FAVORITE FEATURE OR PART OF MULTIVIEW? WHY?

Inquiry and Reporting. It's so easy to dig into the system and piece things together.

WHAT IS THE FEATURE OR PART OF MULTIVIEW THAT YOU OR YOUR TEAM USE MOST FREQUENTLY? WHY?

Inquiry. Also the fact that documents are scanned into the system – this saves a tremendous amount of time that, in the old days, was spent digging through boxes looking for that random piece of paper.

HAVE YOU USED OUR CUSTOMER SUPPORT RESOURCES? IF SO, DO YOU HAVE ANY FEEDBACK FROM YOUR EXPERIENCE?

Yes. They are very knowledgeable and conscientious.

DO YOU HAVE ANY OVERALL FEEDBACK OR ADVICE FOR MULTIVIEW?

Keep doing what you're doing! Your implementation and support teams make the others look even worse than we already knew they were!

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