



# CFO INTERVIEW: THE MULTIVIEW JOURNEY

MOBRIDGE REGIONAL HOSPITAL  
AND CLINICS

# ABOUT MOBRIDGE REGIONAL HOSPITAL AND CLINICS



Mobridge Regional Hospital and Clinics is a 25 bed critical access hospital with three rural health clinics located in Mobridge, South Dakota.



They are the largest employer in Walworth County, including the employment of two internal medicine physicians, three family practice physicians with obstetrics, one surgeon, five advanced practice clinicians, and two certified registered nurse anesthetists.



CFO: Renae Tisdall



Previous ERP: Oracle

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## THE MULTIVIEW JOURNEY

1. CLIENT OVERVIEW
2. BUSINESS CASE
3. DECISION PROCESS
4. CLIENT SUCCESS
5. PRODUCT FEEDBACK

# 1. CLIENT OVERVIEW

## **CAN YOU PROVIDE A BRIEF OVERVIEW OF MOBRIDGE REGIONAL HOSPITAL AND CLINICS?**

Mobridge Regional Hospital and Clinics is a 25 bed critical access hospital with three rural health clinics located in Mobridge, SD.

The rural health clinics are in Mobridge, McLaughlin, and Timber Lake, SD.

We are the largest employer in Walworth County, including the employment of two internal medicine physicians, three family practice physicians with obstetrics, one surgeon, five advanced practice clinicians, and two certified registered nurse anesthetists.

## **HOW MANY PEOPLE ARE ON YOUR TEAM? WHAT ARE THEIR ROLES?**

I have four directors that oversee all revenue cycle operations:

- The Purchasing Director is in charge of all supply chain activities, from purchase requisitions to delivering supplies to all areas of the organization.
- The HIM Director is in charge of all medical records and has a team of five people.
- The Business Office Director has a team of thirteen people to cover registration, accounts receivable, and accounts payable.
- The IT Director is a one man show. He is in charge of the entire network, and all internal devices.

## **HOW DOES YOUR ROLE AND TEAM FIT INTO THE COMPANY AND ITS GOALS?**

One of the main pillars in Mobridge Regional Hospital and Clinics strategic plan is to be financially sound. Cost controls and reimbursement is very important in achieving financial viability. Daily monitoring of revenue and costs is vital to the success of our organization.

## 2. BUSINESS CASE

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

General ledger detail for the audit is very important. The ViewSource360 interface file is also very useful in finding areas for revenue cycle improvements, from GL routing to correct charge capture.

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

Being our EMR's preferred GL vendor is very important to me.

## 3. DECISION PROCESS

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

I was not familiar at all with our old GL system. It felt like I had no support from our previous ERP, so coming on to Multiview and knowing that I could log an SR with our EMR if an interface didn't work was huge. *Multiview is also a growing company, but our previous ERP was too big.* The collaboration is not there between our previous software and EMR. It is there with Multiview.



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

A huge advantage of Multiview is the reporting that has been written. I can generate expense reports for department supervisors at a few clicks. It is very important for me to have all supervisors aware of how they are performing.



## 4. CLIENT SUCCESS

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

There is definitely better means of reporting and reconciling in Multiview than our previous ERP. Having the ability to modify interface journals before they are posted is huge! And we also have to reopen an already posted journal if after the fact, something was wrong with it. Multiview is very much a friendly software to work with.

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### **HOW DO YOU MEASURE THE VALUE MULTIVIEW PROVIDES?**

*I can't speak highly enough of the support that I had during the transition and implementation from Multiview. The service is great, and no question was ever a dumb one.*

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

More reporting. I am currently not tracking statistics in Multiview, and I know that I can be. I also need to get the fixed asset module implemented.

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

*I love it!*

## 5. PRODUCT FEEDBACK

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

I like the ability to export any information into excel for analysis. And I love that accounts payable can scan invoices into the system. No more pulling of files to look at if an invoice was entered or paid. It is great!

### HOW WOULD YOU DESCRIBE YOUR ACCOUNTING PROCESSES IN ONE SENTENCE PRIOR TO USING MULTIVIEW?

My accounting processes have been *simplified dramatically* with Multiview because of the additional data that I have access to within the system.

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### WHAT IS YOUR ADVICE TO OTHERS WHO MIGHT BE CONSIDERING MULTIVIEW?

*See a product demonstration. The system has so many tools, you will not be disappointed.*

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### WHAT DO YOU LOVE ABOUT MULTIVIEW?

Multiview is great. I love the reporting functionality, and I know that I don't even know all of its capabilities.

**WE WOULD LIKE TO THANK MOBRIDGE REGIONAL HOSPITAL AND CLINICS FOR THEIR TIME. IF YOU'D LIKE TO LEARN MORE, PLEASE VISIT [WWW.MULTIVIEWERP.COM](http://WWW.MULTIVIEWERP.COM)**

MULTIVIEW FINANCIAL SOFTWARE

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MAY 2019