



CFO INTERVIEW: THE MULTIVIEW JOURNEY

MONROE COUNTY HOSPITAL
AND CLINICS

ABOUT MONROE COUNTY HOSPITAL AND CLINICS



Monroe County Hospital and Clinics is a 25 bed Critical Access Hospital in Albia Iowa, which has been operating since 1951.



Multiview Users: There are primarily four users in the accounting, accounts payable and purchasing departments. In total there are 25 users as all managers have access in order to approve A/P invoices, and to review budget variance reports.



Previous ERP: Microsoft Dynamics GP



CHIEF FINANCIAL OFFICER LARRY BROWN, CPA, FHFMA

Larry is the Chief Financial Officer for Monroe County Hospital and Clinics in Albia, Iowa.

He has over 24 years of experience as a hospital CFO. Mr. Brown obtained his Bachelor's Degree in Accounting from Briar Cliff University in 1984 and passed the CPA exam in 1992.

He is a member of the Iowa Chapter of HFMA, receiving his CHFP in 2011 and his FHFMA in 2014.

CONTROLLER AMANDA BUCKINGHAM

Amanda has 15 years of experience in Accounting & Finance and is currently the Controller at Monroe County Hospital & Clinics.

Amanda obtained her Bachelor's Degree in Accounting from AIB College of Business. As the Controller, she is responsible for the day to day Finance operations and oversees accounts payable and payroll. She is a member of the Iowa Chapter of HFMA and is working towards her CHFP certification.



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THE MULTIVIEW JOURNEY

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

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How does Multiview help your team or company achieve its objectives?

Multiview enables us to accurately track all aspects of the financial systems of the hospital. The interface with our EMR through the ViewSource360 file has proven very beneficial for analyzing a variety of aspects of revenue generation within the facility.

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1. ENVIRONMENT BEFORE PURCHASE

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

Our process was inefficient. Most tasks were manually completed through data entry and paper processes, now we have been able to streamline that by using GL entry interface and having electronic invoice approvals and responsibility reports.

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

We had a lot of issues with the system not working as expected. Areas that had worked before would suddenly not work right. We would discover setup issues that had been there all along, but nothing had occurred to make us aware of them before. We were on an hourly support call program so the costs would be inconsistent month to month but this was still cheaper than signing a formal support agreement.

2. BUSINESS CASE

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

Support coming directly from the vendor was probably our biggest concern at the time. We were using a competing product but support was through an external company.

Multiview also did an excellent job with demos of the software to help us understand its true capabilities.

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

We were primarily concerned with functionality and price.
Multiview was better in both areas.

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

The two key areas we developed so far are first:

- Our Responsibility Reports which are budget variance reports. All managers have online access to this report that they can drill down within the system to the full detail of any transaction.
- Second, we have just begun work on analyzing procedure charges to provide better price transparency for our patients.

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

Ease of use for our managers was a big advantage. They are not in the system on a daily basis and we are able to set up easy access to the areas of the software they need to us. We also set up G/L account security early on and through that process discovered revenue setup errors that were coming over from Cerner.

3. DECISION PROCESS

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

Ease of use, reporting, process setup. We had been using a competing product and had a multitude of problems with how the system operated and the reliability of results.

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

We were primarily concerned with functionality and price. Multiview was better in both areas.

WERE THERE ANY HIGH-LEVEL INITIATIVES OR GOALS THAT PROMPTED THE DECISION TO BUY? FOR EXAMPLE, WAS THIS DECISION MOTIVATED BY AN ORGANIZATION-WIDE VISION?

This decision was primarily motivated by our frustration with our existing system. The close ties with our EMR were a benefit as well.

4. IMPLEMENTATION

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

We had involvement from the CFO, Controller, A/P, Business Office, Materials Management, HR and Payroll throughout the implementation. We changed our G/L structure at the same time so we wanted to be sure everyone was on the same page for the interfaces with our EMR. Our EMR provider was also involved in all the Multiview meetings.

ABOUT HOW LONG DOES IT TAKE A NEW TEAM MEMBER TO GET UP TO SPEED WITH MULTIVIEW?

I train each new manager on the AP workflow as well as reviewing reports, inventory distributions and journal transaction inquiries. The training sessions take about 45 minutes to 1 hour. The feedback I have received is very positive and most managers only require the initial training session.

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

The feedback has been very positive. Users like the access to their general ledger activity and being able to view invoices. The whole invoice approval process has improved significantly and has been well received by managers. Prior to using Multiview managers were sent an excel spreadsheet showing their inventory distributions, now they can run a quick report to see the items and their prices. The managers find value in having this information readily available to them.

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

Yes, the customer support team has been great to work with. They have provided us with quick response times, provide effective communication and produce results for the issues we have faced.

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5. CLIENT SUCCESS

BY USING MULTIVIEW CAN YOU MEASURE ANY REDUCED COSTS?

The main expense we had previously was support cost. We were on an hourly as used rate before so the cost was inconsistent. We are definitely saving on staff time on support related calls.

HOW HAS MULTIVIEW IMPACTED YOUR SUCCESS? YOUR TEAM'S SUCCESS?

Multiview has helped us be more efficient. We have been able to streamline processes which allows us to focus on other task that need attention. The Finance team and managers have more information available which allows us to review and analyze data quicker and more effectively.

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HOW DO YOU MEASURE THE VALUE MULTIVIEW PROVIDES?

The biggest value Multiview has provided is in making us more efficient in A/P processing, month-end close and ease of reporting through the system. We also spend much less time on support calls.

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6. PRODUCT FEEDBACK

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

The ViewSource360 file. The amount of information that it provides in relation to revenue and I can trust that it ties to our general ledger. This helps me know for sure what the data represents more so than reporting directly from our EMR.

WHY DO YOU DO BUSINESS WITH US?

We were impressed with what the software could do, everyone has been very helpful in customizing to fit our needs and are always willing to listen to feedback to improve the system.

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WHAT DO YOU LOVE ABOUT MULTIVIEW?

The system provides a lot of information with ease of access to that information. It is easy to use for those who use it a lot as well as for those with limited needs. Our managers use it primarily for approving invoices and reviewing budget variance reports and training them has been easy.

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

I live in the general ledger module. I am reviewing the trial balance analysis and journal transaction inquiries on a daily basis. These screens are very easy to navigate and enable me to review account activity in detail. These screens allow me to drill down and filter on data in any field which enables me to review entries, account balances and review discrepancies timely.

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

Yes, the customer support team has been great to work with. They have provided us with quick response times, provide effective communication and produce results for the issues we have faced. They have proven to be very knowledgeable.

WE WOULD LIKE TO THANK MONROE COUNTY HOSPITAL AND CLINICS FOR THEIR TIME. IF YOU'D LIKE TO LEARN MORE, PLEASE VISIT WWW.MULTIVIEWERP.COM

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