



Microsoft
Business
Solutions

Financial management solutions for

healthcare providers

MICROSOFT BUSINESS SOLUTIONS—**GREAT PLAINS**



MICROSOFT GREAT PLAINS

Powerful Financial Management Tools for Healthcare

Healthcare providers today face major challenges. Rapidly rising costs, expanding regulations, and pressure to improve quality, safety, and access are just some of the issues faced by hospitals, clinics, and long-term care facilities. At the root of these issues is the difficulty healthcare professionals face in accessing information. Whether it's patient information needed to make clinical decisions or financial data required to drive business decisions, healthcare providers are hampered by paper-based data collection and disconnected, proprietary information systems. Together, these two factors have a significant impact on the cost and quality of healthcare.

To help healthcare providers respond to the challenges they face, Microsoft Collaborative Health provides a framework for streamlining the way medical information is created, collected, accessed, and shared. The goal: to enable clinicians, researchers, and administrators to work together in integrated collaborative teams to deliver affordable healthcare.

Combining Rapid Return on Investment with More Cost-Effective Healthcare

Microsoft® Business Solutions–Great Plains® can play a key role in helping healthcare providers achieve Collaborative Health. A fully integrated and highly extensible financial and business management solution, Microsoft Great Plains provides the tools and infrastructure healthcare organizations need to transform the way they record, track, and access critical business information. Microsoft Great Plains is also an ideal choice for integrated healthcare delivery systems that need to find a more cost-effective way to standardize and exchange financial information between their entities.

Built to deliver the highest levels of ease-of-use, Microsoft Great Plains is based on the familiar look and feel of Microsoft Office Outlook®. Easy to learn, quick to implement, and straightforward to manage and maintain, Microsoft Great Plains delivers low total cost of ownership that translates to rapid return on investment. Microsoft Great Plains is based on a modular approach that enables healthcare organizations to implement the functionality they need. It is supported by a network of independent software vendors, value added resellers, and systems integrators that understand the specific requirements of the healthcare industry and can help healthcare providers select and implement the modules that will deliver the most benefit to their operations.

Today, Microsoft Great Plains is used by more than 35,000 companies around the world, including a fast-growing number of hospitals, clinics, and long-term care facilities. Backed by Microsoft Business Solutions' award-winning customer service, Microsoft Great Plains is enabling healthcare providers to improve their financial and business processes, and ultimately deliver more cost-effective healthcare.



A SOLID FOUNDATION

Improving Healthcare Financial Management

While the delivery of high-quality care is the number one priority for healthcare providers, finding ways to reduce the cost of care has become the number one imperative. Microsoft Great Plains offers modules that streamline processes, increase productivity, and improve decision-making in areas that are critical for healthcare providers.

- **Financials:** From General Ledger to Financial Reporting, Advanced Analytics, Budgeting and Forecasting, Accounts Payable, and Fixed Assets, Microsoft Great Plains offers a comprehensive set of modules to address all of the financial and business needs of integrated healthcare delivery systems, hospitals, clinics, and long-term care facilities.
- **Payroll Management:** Microsoft Great Plains Payroll modules streamline complex payroll processes through features like unlimited pay types, automatic calculation of shift differentials, overtime calculations, unlimited deductions, and more.
- **Human Resources Management:** Microsoft Great Plains improves the ability of healthcare providers to attract and retain talented, motivated employees through tools that make it significantly easier to record, store, and access employee information.
- **Materials Management:** Microsoft Great Plains improves oversight over inventory and supplies, requisitions, and external purchase order processes.

Because Microsoft Great Plains can dramatically improve the way healthcare organizations securely access financial and administrative information, it can play an important role in improving operational efficiencies and reducing an organization's overall costs.

CUSTOMER PROFILE

Facey Medical Foundation

Based in Mission Hills, California, Facey Medical Foundation is a non-profit organization committed to providing affordable, high-quality health care. Founded as a single-practice office in 1923, Facey now has 12 medical clinics and more than 100 physicians in the San Fernando, Santa Clarita, and San Gabriel Valleys, and serves more than 160,000 patients annually.

Working with solutions provider Technology Management Concepts, Facey Medical Foundation implemented a comprehensive solution based on Microsoft Great Plains that included modules for inventory management, budgeting, automated banking, automated purchasing, and more.

With the Microsoft Great Plains solution in place, Facey has seen dramatic improvements in inventory management, budgeting, and purchasing. The new system has eliminated wasteful paperwork, shortened the time required to produce budgets and close the books, and given the organization powerful new tools for measuring performance.

“One of the biggest advantages to the organization has been the decentralized workload. This is especially true in the budgeting area. Now managers feel like they are more in control of their own budgets and each one can be held accountable for the results.”

–Margie Melby
Administrative Director and Controller
Facey Medical Foundation



MICROSOFT GREAT PLAINS

The Power of Partnership

Providing high-quality healthcare takes a team—physicians, nurses, specialists, and clinicians—working in close partnership. Microsoft Collaborative Health takes a similar approach to technology, partnering Microsoft with leading technology companies and software developers to provide the right solutions for today's healthcare organizations.

These technology partners combine extensive knowledge about Microsoft technologies in general and Microsoft Great Plains in particular with an understanding of the specific business requirements of healthcare providers. That knowledge and understanding enables Microsoft technology partners to quickly implement built-in functionality using Microsoft Great Plains modules that are matched directly with business needs. And it ensures that each Microsoft Great Plains deployment will integrate smoothly and rapidly with existing clinical and hospital information systems.

These partners also provide the expertise needed to customize Microsoft Great Plains with additional functionality that tackles challenges specific to the healthcare industry. In addition, Microsoft technology partners have developed a wide range of industry-specific solutions that offer end-to-end functionality perfectly suited to meeting the demands of today's difficult healthcare environment.

CUSTOMER PROFILE

Saint Francis Heart Hospital

Saint Francis Heart Hospital (SFHH) of Tulsa, Oklahoma, is a new 52-bed, 250-employee hospital that opened its doors in April 2004. A joint venture between Saint Francis Health and a number of area cardiologists and cardiovascular surgeons, it is one of the most advanced all-digital heart hospitals in the world.

Recognizing that good financial controls and timely financial reporting would be critical to the success of the new venture, SFHH worked with Microsoft solutions partner Tectura to implement an end-to-end healthcare enterprise resource planning (ERP) suite that includes Microsoft Great Plains modules for General Ledger, Payables Management, Payroll, Fixed Assets, Materials Management, HR, and Employee Self Service. The system has enabled SFHH to implement financial management, human resources management, and materials management processes that are efficient and cost effective.

“Great Plains offered us the power of a true ERP solution at a fraction of the price of other solutions. It is a very intuitive system and a pleasure to use. The budgeting process this year was one of the easiest I have ever experienced and the ability to quickly get at information is a tremendous benefit.”

–Rusty Eldridge
Chief Financial Officer
Saint Francis Heart Hospital

MICROSOFT GREAT PLAINS

Financials for Healthcare

Microsoft Great Plains delivers the comprehensive financial management features and tools that healthcare providers need to run the business end of their operations with the greatest possible efficiency and business insight.

Microsoft Great Plains financial modules for healthcare providers include:

- **General Ledger:** The central nervous system for financial processes, the Microsoft Great Plains General Ledger module offers strong financial controls and audit trails, the ability to drill down from summary information to the corresponding details, and unit accounts for tracking non-financial statistical data. It also provides the flexibility to adapt to changing needs along with new process controls to ensure accuracy and consistency.
- **Financial Reporting:** FRx, Microsoft's industry-leading financial report writer, uses a spreadsheet-like interface to deliver the ultimate in report design flexibility. Powerful row, column, and reporting tree building blocks make it easy to construct new reports that are customized to answer specific business questions. Reports can be automatically distributed by e-mail, printed, viewed on screen, exported to a Microsoft Office Excel pivot table, or published to the Web. FRx also offers exclusive drill-down functionality that enables users to access actual source documents. With Analytical Accounting, financial transactions can also be classified, reported, and analyzed in multi-level reports displayed in Microsoft Office Excel for easy manipulation and integration.
- **Budgeting and Forecasting:** The FRx Forecaster module is a Web-based tool for creating and managing budgets and forecasts at any level. With FRx Forecaster, healthcare providers can shorten the budget cycle and generate more accurate financial forecasts. Highlights include automated workflow and planning coordination based on user-defined roles and rules.
- **Accounts Payable:** Microsoft Great Plains Accounts Payable enables healthcare providers to track and analyze extensive vendor information, efficiently process payables, and make the most of vendor discounts while maximizing cash flow. With Accounts Payable, healthcare administrators have instant access to all vendor history, including checks, invoices, and purchase orders.
- **Fixed Assets:** The Fixed Assets module provides features to record, track, and report on capital assets. Highlights include unlimited books to help track assets for corporate, federal tax, alternative minimum tax, adjusted current earnings, and more; total control over asset retirement and transfer; and integration with Accounts Payable and Purchase Order Processing with full drill-down capability to the original vendor invoice.

MICROSOFT GREAT PLAINS

Payroll and Human Resources Management

Dependant on the skills and experience of physicians, clinicians, nurses, and other professionals, and organized to meet the around-the-clock needs of patients, healthcare providers have extremely complex requirements when it comes to payroll and human resources management. Microsoft Great Plains Payroll and Human Resources modules include functionality to coordinate calculation of payroll tasks automatically, even as employees work in different departments and at different rates in limitless combinations.

- **Payroll:** Microsoft Great Plains Payroll module delivers the features, control, and security needed to manage sensitive payroll information. Direct deposit processing streamlines salary disbursement, reducing costs and enhancing security. The Payroll module offers seamless integration with Human Resources, unlimited pay types, automatic calculation of shift differentials, unlimited deductions and benefits, on-screen inquiries, drill-down capabilities, unlimited pay history, and automatic tax updates.
- **Human Resources:** Attracting and retaining talented, motivated employees is critical to the success of any healthcare provider. The Microsoft Great Plains Human Resources module is designed to address both of these requirements by providing the ability to track an applicant's references, education, skills, and interview information. It also provides tools for tracking everything from an employee's demographic information, to attendance, benefits, pay history, position history, training, and much more.
- **HRM Self Service:** The HRM Self Service Suite enables healthcare organizations to empower managers and employees and reduce administrative costs, all in a more secure environment. Easily customized, the HRM Self Service Suite is a browser-based application that includes self-service functionality for managers and employees, employee pay history inquiries, benefits enrollment and status, employee profile review and updates, and skills and training information.





INTEGRITY DATA

Extending the Power of Microsoft Great Plains Payroll and Human Resources Management

Integrity Data, a Microsoft Business Solutions Certified Partner, builds on Microsoft Great Plains Payroll and Human Resources to deliver a broad range of additional functionality that targets the specific needs of healthcare organizations.

- **Advanced Payroll & HR for Healthcare:** To address the unique demands of healthcare organizations, Advanced Payroll & HR for Healthcare provides features and capabilities for dealing with complex pay structures, including shift differentials, varying pay rates, employees working in multiple departments and positions, and overtime rate calculations. Advanced Payroll & HR for Healthcare provides the ability to report on payroll costs for full time equivalents, departments, and other areas of responsibility that are critical to budgeting and financial reporting. The solution also tracks employee certifications and licenses, employee health records, and deductions in arrears, and seamlessly integrates payroll tax withholdings, deductions, and garnishments with the accounts payables module.
- **Self Service, Benefit Management, and Open Enrollment:** Because healthcare organizations typically operate around the clock, Integrity Data extends the capabilities of Microsoft Business Solutions Business Portal with self service modules that enable employees to enroll in or change benefits, look up pay history, request time off, review benefit plan details, add dependants, change withholding information, and more at anytime. These changes and requests are then automatically routed through organizational approval processes. With open enrollment, changes in job status, location, or family can be made online, which reduces paperwork and costs. Enrollment records are automatically posted to Payroll and Human Resources modules, eliminating the need to enter changes manually.

CUSTOMER PROFILE

Nexion Health, Inc.

Based in Baltimore, Maryland, Nexion Health Systems employs 4,100 people in 39 skilled nursing facilities across Texas, Louisiana, and Colorado, and reports \$164 million in annual revenue. With a total of 60 operating and holding companies, Nexion needed to take a very strategic approach to business processes and financial management and analysis routines. After assessing major healthcare ERP solutions—including Oracle, PeopleSoft, and industry specific solutions—Nexion chose to implement Microsoft Great Plains because it represented the best fit for the organization and provided the greatest scalability and flexibility.

Nexion implemented Microsoft Great Plains with the assistance of Microsoft solutions partner RSM McGladrey and worked with Virtual Care Provider to host the Microsoft Great Plains solution. Other firms provide healthcare-specific processes, including American Healthtech for receivables and clinical services, DSSI for automated materials procurement, and ADP for payroll. To streamline reporting, tracking, and analysis Nexion has developed front-end and back-end information feeds for its partners directly into the Microsoft Great Plains system. The system, which enables consolidated financials for all companies to be rolled up in as little as 15 minutes so that current data is available whenever needed, is a model for multi-site facilities management.

“Microsoft Great Plains is one of the keys to our success because it’s so scalable. We worked with the right people when we set this up, we have access to good third-party development talent when we need it, and we’ve been able to integrate our systems together the way we want. Being able to create financial reports the way we want to see them has been extremely important to us.”

–Bretton Bolt
Chief Financial Officer
Nexion Health, Inc.



MICROSOFT GREAT PLAINS

Reducing the Cost of Healthcare Operations

Microsoft Business Solutions Great Plains delivers a wide range of additional features and capabilities that offer significant potential to streamline operations and reduce costs.

Those features include:

- **Materials Management:** Access to the right supplies when and where they are needed is essential to safe, high-quality healthcare. Microsoft Great Plains enables healthcare organizations to reduce costs by efficiently managing the entire chain of supply with distributed requisitions management and approval, firm control over purchasing and vendor management, and comprehensive inventory tracking and control. Expiration dates, serial and lot management, and multi-bin and multi-location management help healthcare organizations ensure that supplies are on-hand where needed.
- **Microsoft Business Portal:** Healthcare portal solutions streamline information sharing by providing a single central location where healthcare organization financial professionals can access important business information. Microsoft Business Portal provides an ideal way to deliver human resources information to employees, and provide a wide range of self-service employee features. Built on Microsoft SharePoint® technologies, Microsoft Business Portal can be easily integrated with other applications in the enterprise.
- **Multi-Entity Capabilities:** Today's integrated healthcare delivery systems provide a full range of provider services through hospitals, clinics, long-term care facilities, and home health agencies. Microsoft Great Plains is an extremely cost-effective solution that addresses the problems inherent in standardizing and exchanging financial information between healthcare organizations within an integrated delivery system.

Microsoft Great Plains delivers the comprehensive financial management features and tools that healthcare providers need to run the business end of their operations with the greatest possible efficiency and business insight.

MICROSOFT GREAT PLAINS

Utilizing the Power of Microsoft Technology

Created to deliver tangible benefits and rapid return on investment today, Microsoft Great Plains has also been engineered to provide a solid platform for integrating new innovations that will emerge to help healthcare organizations in their quest to provide high-quality, affordable healthcare.

Built on proven Microsoft technologies, Microsoft Great Plains protects business value and provides an integrated environment that can be extended across systems and platforms:

Microsoft Windows Server™: Microsoft Windows Server is the foundation of Microsoft Great Plains. It delivers reliability, security, and scalability, along with efficient management, ease of use, and support for the latest advances in networking and server hardware.

Microsoft SQL Server™ 2000: A data management and analysis engine with extensive, enterprise-level management, development, and business intelligence capabilities, SQL Server 2000 delivers timely business information tailored to healthcare organization needs. Microsoft Great Plains utilizes the full scalability and performance power of SQL Server 2000 for data management and analysis. In 2004, Microsoft Great Plains was named “Best Financial Application” in the *SQL Server Magazine* Readers’ Choice Awards.

The Microsoft Office System: The business productivity software that healthcare professionals are more familiar with, the Microsoft Office System is a tightly integrated system of applications that deliver easier access to critical information, and better collaboration between healthcare providers and across healthcare teams. The Microsoft Office System includes Microsoft Office InfoPath® 2003, which makes it easier to capture and share data, and eliminates the problem of repeated manual data entry, reducing costs, and minimizing errors. Microsoft Office SharePoint Portal Server 2003 enables hospitals to develop portals that integrate data from various systems into a single solution, helping doctors, nurses, and administrators share information quickly and easily.



Microsoft Business Solutions offers a wide range of business applications designed to help organizations become more connected with customers, employees, partners, and suppliers. Microsoft Business Solutions applications automate end-to-end processes for enterprise resource planning, customer relationship management, and business analytics.

More information about Microsoft Business Solutions can be found at www.microsoft.com/BusinessSolutions

To learn about other Microsoft solutions, partners, and customer case studies in healthcare, visit: www.microsoft.com/healthcare

Microsoft
Business
Solutions

© 2005 Microsoft Corp. All rights reserved.
Microsoft, Great Plains, InfoPath, Outlook, SharePoint, and Windows Server are either registered trademarks or trademarks of Microsoft Corp. in the United States and/or other countries. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

02/05 Part No. LSBR-0000-HC00000