

Winona Health

Creation of the First Fully Integrated Healthcare System

Solution Brief

Customer Profile

Winona Health is a locally owned and operated nonprofit organization whose primary mission is to meet the lifelong healthcare needs of the Winona, Minnesota, regional community.

Business Benefits

- > Great Plains / Cerner Integration created the first fully integrated healthcare system in the community health space
- > Integration of financial and statistical data helps the facility to track patients from the time they check in until the time they check out
- > Streamlined existing cost accounting tasks
 - Immediately identified information necessary for decision making
 - Improved overall efficiencies, by bridging the gap between clinical system outcomes and the back office
- > Gained huge efficiencies by automating human resources tracking from paper-based system for 900 employees
- > Significantly lowered total cost ownership (TCO)
 - Lower capital expenditures
 - Shorter deployment and training cycle
 - Cost-effective long term support

Products

- > Microsoft Great Plains Professional
- > Microsoft SQL Server 2000
- > Microsoft Windows Server 2003
- > Microsoft .NET Framework
- > Microsoft BizTalk Server
- > Microsoft Office Professional 2003
- > FRx Professional

Business Type

Healthcare, 99 Bed Community Hospital

Currently, more than 50 physicians in 13 specialties, 900 staff members, and 300 volunteers serve the community's healthcare needs through Winona Health and its affiliates. These include Community Memorial Hospital and adjacent Lake Winona Manor nursing home, three assisted living facilities, home care and hospice services, a satellite clinic in Rushford, Minnesota, Parkview Pharmacy, and the Winona Health Foundation. In addition, Winona Health is a business partner in other healthcare organizations including Winona Area Ambulance Service, WINONACHoice, and Winona Sports Medicine.

Winona Health's Community Memorial Hospital Recognized by Hospitals & Health Networks (HHN)

For the fourth consecutive year, Winona Health's Community Memorial Hospital received national recognition from Hospital and Health Networks (HHN) magazine for being among the Most Wired in the 'small and rural hospitals' category. Since 1999, Hospitals & Health Networks (HHN) has surveyed the nation's hospitals on their use of information technology to accomplish key goals, including safety and quality objectives.



Microsoft Business Solutions, Great Plains, Microsoft CRM, Solomon and Axapta are now part of the Microsoft Dynamics family.



Business Challenges

Winona's technology infrastructure was outdated and cumbersome. Their financial and billing systems couldn't offer the flexibility they needed to stay on par with their growth or their increasingly complex reporting and tracking requirements. Winona had selected Cerner as their primary hospital information system (billing, insurance, etc.) and needed a robust financial accounting system that would seamlessly integrate across the board. And, with 900 employees they needed to deploy a solution that would automate their HR and Payroll process. Employee hours were being logged manually so keeping up with labor law requirements for overtime, weekends and holidays was extremely time intensive.

Technology Solutions

ePartners® was selected to implement Microsoft Business Solutions for core accounting and financials, human resources and payroll as well as fixed assets, capital project tracking and inter-company for Payroll and Accounts Payable. FRx Reporting, Bank Reconciliation and MICR were also key components of their envisioned solution.

Cerner Millennium™ solutions, a comprehensive suite of robust clinical and financial solutions which are priced, packaged, implemented and supported specifically for the community hospital setting were being deployed simultaneously. ePartners developed integration between Microsoft's financials and Cerner's materials management and patient accounting modules to streamline processing and reporting. Changes from the lab or radiology centers automatically flow right through the general ledger, eliminating duplicate data entry for "Point of Care" transactions all together.

Microsoft Business Solutions Human Resources and Payroll applications (with employee self-service, including benefits) were also deployed and configured to meet stringent reporting and tracking requirements. As with most hospitals, Winona's Human Resources department was well staffed and eager to leverage technology to streamline processes such as recruiting, tracking

reviews, leaves, workers comp injuries and sick time, licensing dates, tests and test dates, training requirements, job functions, pay levels and more. They were able to automate tracking of complex PTO (Paid Time Off) rules and benefit tracking as well.

The Winona team was heavily involved in the implementation and the staff was extremely supportive so change management issues were kept in check. At the close of the implementation, ePartners delivered a detailed training guide for users that included fully customized policies and procedures at Winona Health.

"Our team from ePartners worked closely with us to make sure our implementation went as smoothly as possible and has met or exceeded my expectations every step of the way. Their attention to detail, product expertise and experience in the community hospital space made all the difference."

~ Rod Hughbanks

Director of Information Systems
Winona Health

"The integration developed by ePartners between our clinical and financial systems has streamlined data capture at Winona Health. Now, patient information flows automatically from "point-of-care" all the way through to the general ledger. We're proud of the fact that with state of the art financial, human resources and clinical systems, we unquestionably have one of the most advanced solutions available for community hospitals."

~ Michael Allen

Chief Financial Officer
Winona Health

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After more than a decade of arming its customers with a competitive advantage, ePartners has established itself as one of the leading Microsoft consultancies worldwide. From aligning clients' business and IT strategies, to improving business processes, and deploying and supporting solutions that accelerate business results, no other technology partner offers more comprehensive information technology solutions and services than ePartners. Last year alone, more than 400 leading companies spanning 45 industries turned to ePartners for strategic business solutions and consulting services.

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