

Financial Management Suite at Rivière-des-Prairies Hospital

The Rivière-des-Prairies Hospital (RDPH), located northeast of Montreal, is a 125-bed institution that offers specialized psychiatric care to children, teenagers and adults. RDPH employs 950 people and has an annual budget of \$45 million.

The MediSolution Virtuo Financial Management Suite modules implemented at RDPH include financial management, procurement, budgeting, and billing and collection.

The Challenge: An Obsolete Data Processing Environment

It had been 10 years since RDPH had last updated its data processing solutions for financial management, so they were clearly operating on old technology; and since the products had been taken off the market, it was no longer possible to get technical support from the product vendors. In addition, the complex DOS environment in which the products ran was not user friendly and the training of employees had proven difficult. As a result, France Boucher, Financial Resources Co-ordinator at RDPH, was asked by the administrative services branch of the hospital to find a new financial management system for RDPH

The Solution

Boucher, with the assistance of a project team that included the Purchasing Manager, the Budget Co-ordinator and the Data Processing Manager, conducted an RFP process, and after looking at a number of products on the market, selected MediSolution's Virtuo Financial Management Suite. The selection process was based in part on an evaluation grid consisting of 269 criteria created after a thorough assessment of the hospital's needs. The Virtuo suite was chosen because of its flexibility in being able to meet those needs and because of the quality of MediSolution's technical team and their ability to clearly understand RDPH's requirements.

"The team of MediSolution specialists placed at our disposal was exceptional," indicated Boucher. "They were very proactive and always concerned about taking care of our needs."

"Virtuo is particularly appropriate for organizations that wish to manipulate their data according to their needs, without being limited by very rigid data structures," added Nathalie Lavoie, Account Director at MediSolution. "Just as organizational models evolve, the needs of management change, so it's important to be able to offer a solution that can accommodate these changing requirements."

The Client

**Rivière-des-Prairies Hospital,
Quebec**

The Solution

**MediSolution's Virtuo Financial
Management Suite**

Enterprise Resource Planning (ERP) for financial management, procurement, budgeting, and billing and collection

The Benefits

- Chart of Accounts flexibility
- Completely integrated system for seamless transaction flow
- Detailed data analysis enables process visualization down to the transaction level
- World-class implementation support throughout the project
- Adherence to budgets and implementation deadlines
- Unmatched quality, price and service in the market

The ease of use of Virtuo

The applications in the MediSolution Virtuo Suite are characterized by their user friendliness and their ease of execution. They are well suited to the reality of a hospital environment, and configured so that information can be presented in numerous ways to a wide range of users.

“RDPH cost center managers need to have effective tools that give them quick, easy access to all the financial information they need to see how they are performing against their budget, payroll and non-payroll indicators,” said Lavoie. “It is the best way of supporting them throughout the decision-making process.”

A turnkey implementation with no surprises

Working together with the RDPH staff, the MediSolution team successfully implemented Virtuo solutions for General Ledger, Provisioning, Financial Services and Financial Reporting.

“The ability to make changes during the course of the implementation was an important factor in choosing Virtuo,” admitted Boucher. “We also benefited from all the support we received throughout the implementation process.”

MediSolution took a turnkey approach to ensure that RDPH needs would be satisfied even if obstacles were encountered during the implementation.

“Thanks to MediSolution’s experience and approach in implementing these applications, the project was delivered on time and within budget,” added Boucher.

The Results

After 15 months of operation, the 186 Virtuo users at RDPH are completely comfortable using their new financial management system. Staff responsible for accounts receivables and invoicing have been able to save a considerable amount of time using the new system. The gains have also been substantial on the financial reporting side because the specific needs of the managers are now being properly met, including being able to send out reports by e-mail, which wasn’t previously possible. In addition, managers can now produce budget analyses in real time, right from their own workstations.

The things that have highlighted the success of this project for RDPH have been MediSolution’s proactive approach to ongoing customer care, the quality of the after-sales service and technical support team, and the continuing evolution of the Virtuo product suite.

“We value having a solution that’s continually being upgraded and improved,” said Helene St-Jacques, Director of Administrative Services at RDPH. “The open structure of the system enables it to keep up with changes taking place in the healthcare system.”

Modules acquired by the Rivière-des-Prairies Hospital:

In financial management:

- Virtuo General Ledger
- Virtuo Follow Up/ Budgetary Control
- Virtuo Accounts Payable
- Decentralized General Ledger
- Budget Preparation
- Hospital Invoicing
- Data Warehouse of Financial Resources

In material resources:

- Virtuo Purchases
- Virtuo Inventories
- Virtuo Business Goods
- Decentralized Requisitions
- Data Warehouse of Material Resources

MediSolution (TSX: MSH), a Brookfield Asset Management company, is a leading healthcare and public sector information technology company, providing software, solutions and services to customers across North America. More than 500 hospitals and other healthcare facilities and close to 200 public sector and related organizations rely on MediSolution’s systems to maximize their operational efficiencies, lower their costs, and improve the delivery of services. MediSolution has two operating segments. The Resource Management Systems segment is comprised of Financial Management software such as accounts receivable, budgeting and materials management as well as Human Capital Management tools including human resource management, staff scheduling and payroll processing. The Healthcare Information Systems segment is comprised of clinical solutions such as patient tracking, electronic patient health records, pharmacy, radiology and laboratory software for healthcare organizations.

Contact MediSolution

Montréal

110 Blvd. Crémazie Ouest
12ième étage
Montréal (Québec) H2P 1B9
Tél : (514) 850-5000
1-800-361-4187

Québec

330 Rue St. Vallier Est
Suite 230
Québec (Québec) G1K 9C5
Tél : (418) 649-7500
1-800-463-4430

For more information, visit www.medisolution.com