

Wilkes Regional Medical Center provides integrated care with hospital management

Solution Brief

Customer Profile

Wilkes Regional Medical Center is committed to being an outstanding medical center dedicated to the health of its community.

Business Situation

Wilkes needed a fully integrated Healthcare Information Solution, from patient care to financials, revenue recognition and reporting.

Solution

- > Microsoft Dynamics GP
 - Financials
 - HR/Payroll
- > Microsoft SQL Server
- > FRx Professional
- > ePartnersMD HIS Connector for QuadraMed Affinity
- > ePartnersMD MM Connector for QuadraMed Dimension21
- > eConnect for Microsoft Dynamics GP
- > ePartners exERPts Middleware Engine
- > Microsoft Visual Studio .Net
- > Microsoft Windows Server

Business Benefits

- > Created processes and checkpoints to support compliance
- > Eliminated two paper reports with automated financial reporting
- > Streamlined month-end depreciation of fixed assets
- > Cut paper-chasing for invoicing
- > Laid the groundwork for an integrated system
- > No longer dependent on IT for data

Business Type

Healthcare, 130 Bed Community Hospital



At Wilkes Regional Medical Center, the motto is “caring for our community.” The full service hospital in North Wilkesboro, North Carolina, carries out this goal with a 130 bed hospital and outpatient services including a dialysis center, home care and hospice, and a state of the art rehabilitation center and wellness center.

The not-for-profit medical center is owned by the town of North Wilkesboro, and is governed by the Hospital Operation Corporation, a conscientious group of leaders in the community who volunteer their time.

Wilkes Regional’s partnership with Wake Forest University Baptist Medical Center and Carolinas Healthcare System will enable services to be expanded and will allow patient care and quality to reach a new height.



Replacing legacy system

In the past, Wilkes relied on a legacy system that lacked the functionality to completely automate the medical center. A team was put into place to find an integrated IT solution and move off the AS400 platform to Microsoft SQL Server. Wilkes chose QuadraMed's Patient Revenue Management solution and Materials Management solution for its Healthcare Information Systems (HIS). Because ePartnersMD Connectors offer pre-built integration between QuadraMed and Microsoft Dynamics GP, it was a seamless decision for Wilkes to choose Dynamics GP for its ERP solution. From patient care to financials and revenue recognition, Wilkes found a fully integrated, automated solution.

"We made the decision on the integrated system and set the timeline, with the QuadraMed system as the first step," says Doug Brown, controller for Wilkes Regional Medical Center. "When other vendor issues arose, ePartners recommended that we implement Dynamics GP first. It ended up being an excellent decision, and will be one less headache as we move forward with the other systems."

Solid foundation

Dynamics GP provides a solid foundation for the QuadraMed system, and the internal Wilkes team was able to fully focus on the ERP system before tackling the HIS portion of the project. ePartners built temporary data connections between Wilkes' legacy system and Microsoft Dynamics GP to tie the two systems while QuadraMed is being implemented. "The Dynamics GP implementation went very well," says Brown. "The ePartners implementation team had a great plan that was well-executed and certainly exceeded my expectations."

Microsoft Dynamics GP integrates with patient revenue data, offering more control over processes, and making compliance an automated process. Although Wilkes was compliant with JCAHO (Joint Commission on Accreditation of Health Organizations) and HIPAA (Health Insurance Portability and Accountability Act) regulations on its old system, Dynamics GP creates processes and checkpoints within the system to make compliance easier and more defensible.

Streamlined reporting

The move from Microsoft Excel-based reports to Microsoft FRx for financial reporting and analysis is a great benefit to Wilkes. "With FRx, we've eliminated two paper-based reports that we sent to department managers in the past," explains Brown. Additional paper chasing has been eliminated with automated invoicing. Order controls and quick lookups are built into the Dynamics GP solution.

Month-end and depreciation of fixed assets is streamlined, easier and much quicker. "We look forward to eliminating overtime," says Brown. "We have eliminated some journal entries, and have taken care of reconciliation issues."

Additionally, Brown and his staff no longer have to rely so heavily on IT. "We can now pull down a lot of our own data with the easy user interface," says Brown.

HR benefits

Wilkes is also utilizing HR functionality within Dynamics GP. "The HR department is very happy with Dynamics GP," says Brown. "It is a big step forward for them."

With fully integrated, centralized data, the HR department can manage its staff at the hospital and within outpatient services.

Human Resources Specialists Keishawn Winters and Michelle Coleman are both pleased with improved, built-in reporting. "For example, I can run customized reports broken down by department, or tell it to show me information for RNs only," says Winters. "In the past, 90% of the reports I ran were not immediately available to me. I had to reach out to IT for assistance." HR previously managed data such as employee health and immunization records, education requirements and emergency contacts in disparate systems, but now the information is centralized in Dynamics GP. Integration with Microsoft Office is an additional benefit to HR. "I can point, click and export the data to Microsoft Excel without having to enter a code for every screen like we did in the old system," says Coleman.

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