



Renown Health

CASE STUDY

Client profile

- 2 acute care hospitals
- 1 acute rehab hospital
- 35 care sites with over 250 physicians
- 5,600 employees
- 946 licensed beds

Outcomes

- Real-time reporting
- Cost transparency
- Efficient workflows

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– Janette Townsend
Chief financial officer

INTRO

Working on an outdated mainframe system, Chief Financial Officer Janette Townsend knew Renown needed an integrated IT infrastructure to manage supply chain and financials. The goal was to deliver seamless, meaningful data to leaders to help them make better business decisions while improving workflow.

Extracting data was a time-consuming process that included manual and multiple software systems, many housed on an outdated mainframe. “Timeliness was an issue, and my staff had to know the linkage between the disparate reports to really understand the information,” Townsend recalled. Neither leaders nor staff had visibility to spend during the month. “It took an extra day or two at cycle closing to gather the data, then another eight working days to get leaders the information on the previous month,” Townsend recalled.

OPPORTUNITIES

Townsend and her team “wanted a system that was intuitive, easy to use and did not require lots of training,” she said. PremierConnect® Supply Chain (PCSC) ERP/Materials Management (formerly Aperek Supply Chain and Financials) gave Renown a hosted solution integrated with the materials transactions flowing into the general ledger in real-time. This allowed better management of supplies. “One of the biggest benefits was being able to monitor non-supply costs,” Townsend noted.

Implementation was smooth. “Premier staff are not only incredibly knowledgeable, but they know how it works in a real-life setting,” Townsend explained. “They understand how to close books, run an inventory location, ship and deliver or negotiate contracts.” The new system also provided nice synergies with PCSC Sourcing and Contract Management (formerly Aperek Ellipse). The data was quickly available to buyers negotiating contracts.



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OUTCOMES

Increased efficiency

Renown staff now has visibility into accounts payable and purchasing. They can focus on daily reconciliations and analyzing transactions. “We no longer have to cram reconciliations into the first four to five days of the month. We are much more efficient,” Townsend said.

PCSC ERP/Materials Management also is helping front office workflows. Rather than worrying about getting data, clinicians can get back to treating patients faster. “Nurses trust the supply is there when they need it,” Townsend said. “We work with them to help them have the appropriate par level of supplies that we replenish daily and help them understand that they no longer need to overstock their supplies.”

Immediate visibility

Renown staff now have easy access to order guides, reports and requisition statuses. “It used to be a big black hole for them. It’s an immediate out-of-box lens,” Townsend said. Exception queues can now be dated, tracked and resolved. The materials and accounts payable teams can input invoices easily and no longer have to find workarounds to resolve issues.

With cost transparency and real-time data, Renown’s leaders can focus on utilization. “For example, we are able to tell them daily how many supplies are being used, if we’re using too many and if we’re over budget,” Townsend said.

Continuous improvement

Healthcare organizations must reduce cost and manage staffing while growing their business. The PCSC platform has helped Renown keep up with those demands. “Because of the back office efficiencies, we have been able to absorb the growth we’ve had with the same staff,” Townsend said. “We have been able to load balance our month, step up our game and do what we’ve wanted and needed to do for such a long time.” Renown staff now focus on operations, reporting and leveraging efficiencies.

Since joining Premier, Renown is working closely with Premier staff to drive successful outcomes. “Premier listens to us and we are heard. We’re important to [Premier] operations and I have never had that feeling from any other vendor I have worked with,” Townsend said. “What we do is very important to our community and to the health of our community. And we have a partner that cares about us just as much as we do.”

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FOR MORE INFORMATION, PLEASE CONTACT:

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About Premier, Inc.

Premier, Inc. (NASDAQ:PINC) is a leading healthcare improvement company, uniting an alliance of more than 3,400 U.S. hospitals and nearly 110,000 other providers to transform healthcare. With integrated data and analytics, collaboratives, supply chain solutions, and advisory and other services, Premier enables better care and outcomes at a lower cost. Premier, a Malcolm Baldrige National Quality Award recipient, plays a critical role in the rapidly evolving healthcare industry, collaborating with members to co-develop long-term innovations that reinvent and improve the way care is delivered to patients nationwide. Headquartered in Charlotte, NC, Premier is passionate about transforming American healthcare.

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