

Thomas Rest Haven case study

Facility profile

Thomas Rest Haven is a 64-bed nursing facility located in Coon Rapids, Iowa. The facility has been providing quality care since it was built and given to the City of Coon Rapids in 1968 by Charles and Bertha Thomas and family. Its mission is to be a thriving health care community in which the individual needs and desires of the residents direct and shape daily life.

Challenges

- Difficulty maintaining server
- Slow server making it difficult for multiple users to use the system simultaneously
- High number of support calls due to server problems
- Lack of integration between financial programs

Solution

MDI Achieve AP/GL, Payroll and Touch Time

MDI Achieve Accounts Payable provides eldercare facilities with the flexibility to effectively manage the payables process. Easy invoice entry and check writing are among the many valuable features of the system. Other key features include: Distribution of an invoice between multiple accounts, Cash requirements and Account Payable aging reports, “drill down” capabilities and instant vendor invoice status from any Accounts Payable Screen.

MDI Achieve General Ledger generates a variety of different financial statements that can be exported to Microsoft Excel. Bank Reconciliation, Budget Construction, and Fixed Assets management are efficiently performed through this system.

MDI Achieve Payroll software is an effective and easy-to-use system, designed to accommodate multiple departments, multiple pay rates and multiple shifts per employee.

MDI Achieve Touch Time is a unique time and attendance system that accurately tracks employee hours and helps streamline the payroll process.

Results

- Support calls went down, saving time and effort
- Able to work remotely
- Integrated system allowing for seamless, multiple user access
- User friendly
- Flexible reporting capability
- Integration of time clock and payroll

Before implementing **MDI Achieve AP/GL, Payroll and Touch Time** software in 2004, Thomas Rest Haven was running their business processes on a facility server due to the fact that the facility did not have high speed internet access. “We had difficulty maintaining our own server,” said Mary Jane Venteicher, Administrator at Thomas Rest Haven. The facility encountered speed issues with their old server hindering workflow. “Even after we installed SQL Server, we still weren’t seeing an increase in speed and didn’t want to spend more money maintaining the server,” says Venteicher.

Not only was it costing money to maintain the server, but the number of support calls increased. “We ran into difficulties in getting access to support without having complicated second software to allow shadowing,” states Venteicher. “We needed a change and switched to **MDI Achieve AP/GL** and have been very pleased with the increased efficiency. Our calls to support greatly decreased, saving us time and effort.”

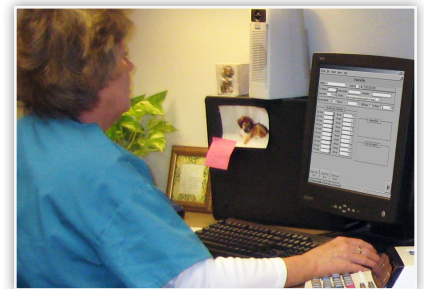
“The system is easily mastered by users and has great features,” adds Venteicher. Key features on the Accounts Payable side include flexibility for posting or paying invoices as well as the ability to partial pay an invoice, a Purchase Order System that seamlessly automates the approval process for purchases, and Expense Distribution Reports that can be generated at any time to help proactively control spending and stay within budget. AP is also fully integrated with the Fixed Assets program (part of General Ledger) enabling the flow of invoice information as well as a variety of reporting functions.

The integration of data increases efficiency

The integration features of the software are a highlight for Thomas Rest Haven. According to Venteicher, “We love the ability for several users to access the system and work uninterrupted.”

As administrator of the facility, Venteicher finds the software integration between General Ledger, Accounts Payable, Accounts Receivable, and Payroll

enables her to better manage daily operations and provides access to up-to-the minute balances on accounts. “The budget creation tool is great and I use it annually. I print out the budget worksheet and can assess what is needed. I use all the Statements of Operations for



Thomas Rest Haven uses MDI Achieve AP/GL

financial planning including average versus actual and yearly projection. In addition, the flexibility of being able to view per patient-by-day and per patient-by-month in budget planning is invaluable.”

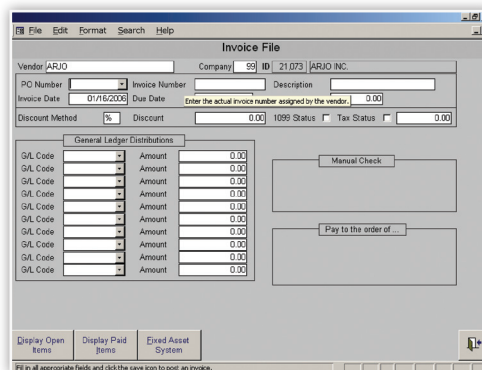
“Thomas Rest Haven consists of four operations,” comments Venteicher. “We have the nursing facility, but also assisted living, outpatient therapy and rent a medical building.” Thomas Rest Haven wanted to see how each operation was doing separately with profit and loss. For organizations with multi-facilities or companies, General Ledger offers multi-company consolidation and reporting. This feature allows for analysis of individual facilities or the company as a whole. “It’s helpful to see statements of operations for each facility, but also as combined with a total bottom figure.”

Tools to effectively manage your business

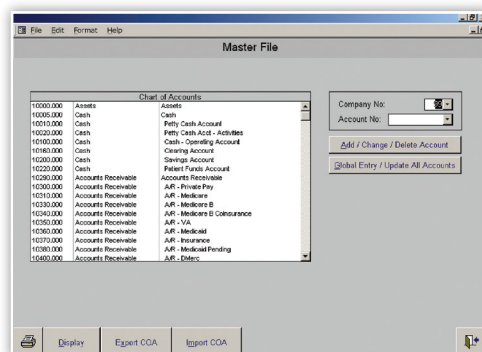
Along with **MDI Achieve AP/GL**, Thomas Rest Haven also implemented **MDI Achieve Touch Time**, a time and attendance system, and **MDI Achieve Payroll**. Touch Time accurately tracks employee hours with a touch screen interface at the time of clock in/out. “As the administrator, using Touch Time has helped me manage overtime more effectively,” says Venteicher. “It is such a benefit to have all the employee hours recorded within Touch Time and seamlessly downloaded into the Payroll program at the end of each pay period. It allows for more accurate reporting and helps with our budget planning as well.” Payroll accommodates multiple departments, multiple pay rates and multiple shifts per employee in addition to eliminating costs of using outside payroll services.

“We are one of the few small independent facilities in the area who do our own Payroll, and manage our own Accounts Payable and Receivables. In addition, we do our own independent Medicare, Medicaid and other third-party billing. We think that is important to keep jobs here in our local community. Having **MDI Achieve AP/GL**, **Payroll** and **Touch Time** has helped us to achieve those goals,” says Venteicher. “We have certainly made some errors on our end over the years, but the MDI Achieve support staff has always been there to help us correct any mess we may have made.

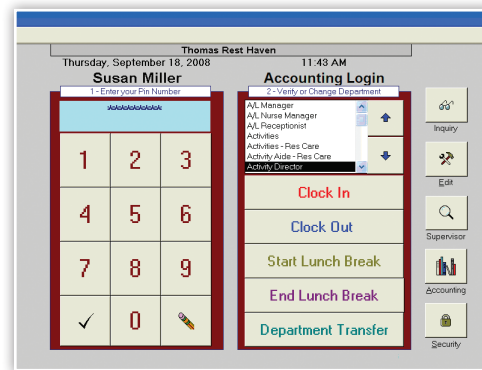
“Our staff likes MDI Achieve! We have recommended this software to many other facilities, and often receive phone calls from facilities who are shopping for software. We value our partnership with MDI Achieve.”



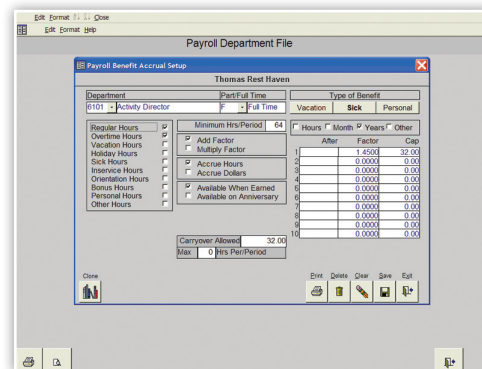
MDI Achieve Accounts Payable Invoice File



MDI Achieve General Ledger Master File



MDI Achieve Touch Time



MDI Achieve Payroll Benefit Accrual Setup