sql-rd

SQL-RD Takes Care of Business for

Signature
HealthCARE

"Our ROI was pretty much realized the day we bought it"

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right information

to the
right people

at the
right time

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Background and Challenge

Whether it's a hot air balloon ride, a lap around the go-kart track or simply the ability to make breakfast again, Florida-based long-term care company Signature HealthCARE is focused on making its residents' dreams come true. The company operates 66 long-term care facilities in seven states. It employs nurses, therapists and many other caregivers and has been named one of the best companies to work for in Florida.

The goal of Signature HealthCARE is redefining long-term care. But changing the way people think about nursing homes is no easy task - it requires plenty of up-to-date strategic business intelligence. For company leaders, this takes the form of comprehensive monthly reports customized for each of the company's 66 facilities, eight regions and the company as a whole.

The 34-page monthly reports break down key financial data such as Medicare and Medicaid reimbursements, costs and revenue. They also include important consolidated patient information such as a resident census, rehabilitation outcomes and patient stay lengths.

"These reports give the administrator of each facility the information they need to manage their business at a glance," says Signature HealthCARE System Administrator Brandon Ludwig. "Each of our eight regions can also see how they're doing, and company executives get the big picture with the company-wide overview."

Unfortunately compiling this critical data was becoming a big drain on company resources. Each month several employees would collectively spend 40 hours or more running individual Microsoft™ SQL Server reports as Microsoft™ Excel spreadsheets, then copying and pasting the individual reports into the large reports. Executives were constantly

pushing for faster report creation, plus any change or mistake in the report could put the entire process days behind schedule.

Better Business Intelligence

The time had come to invest in reporting automation, and the IT team began to search for the best way to accomplish this goal. They needed a tool that could run the dozens of different reports needed each month, combine the reports into a single PDF file customized for each facility and region, and then post the reports to the company intranet.

During the search, Signature HealthCARE evaluated a number of options. But they only found one solution that gave them everything they required.

"When I began to look for a solution, I really couldn't find anything that compared with SQL-RD from ChristianSteven Software," says Ludwig. "It was the best one out there and really the only one that does exactly what we needed."

Solution and Benefits

The SQL-RD implementation process went smoothly and Signature HealthCARE was running automated reports within hours of making the purchase.

"It was really straightforward to set up," says Ludwig. "Setting up a basic report only took about half an hour, and there was very little configuration that needed to be done."

Ludwig's team also began using a number of extra features offered by SQL-RD - features they didn't even know they needed when purchasing a solution. For example, they use the program to automatically write an HTML page informing users exactly when the monthly reports will be ready. They're also using SQL-RD to run smaller weekly reports.

The few times support was needed, the IT team was impressed with ChristianSteven Software's customer service. "When we needed a patch I contacted customer service and they responded within the hour," says Signature HealthCARE IT analyst Dana Walsh.

Automating the reporting process has resulted in significant time and cost savings for Signature HealthCARE. Before implementing SQL-RD, employees spent more than 40 hours each month compiling reports. Now the company spends less than two hours a month on reporting. That's a time saving of more than 450 work hours a year.

"It has improved productivity by allowing our employees to get back to the jobs they're

supposed to be doing instead of creating reports," says Ludwig.

Signature HealthCARE is also saving time on report development. When a change in the reporting was needed, it used to set the IT department back days. With SQL-RD, changes in the reporting can be made quickly and new reports can be run in just a few hours. Ludwig says it's an investment that has really paid off.

"Our return on investment was pretty much realized the day we bought it," says Ludwig. "It's a big advantage because it frees everyone up to do other things."

Perhaps most importantly, SQL-RD provides consistent, timely reporting of strategic business information to company decision makers. This information is used by executives to identify efficiencies and best practices in patient care - allowing Signature HealthCARE to realize its goal of improving long-term care and making residents' dreams come true.

Signature HealthCARE®

ChristianSteven Software delivers advanced Business Intelligence (BI) solutions that solve mission-critical large enterprise needs and includes reporting, distribution, scheduling, dashboards, KPIs and automating business processes.

Information and insight are delivered intelligently to all stakeholders including management, employees, partners and customers. Our solutions aim to unleash the power of your data and transform the way you do business.

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