

CUSTOMER SUCCESS

REDWOOD

Connected and Compliant Hospital Reporting

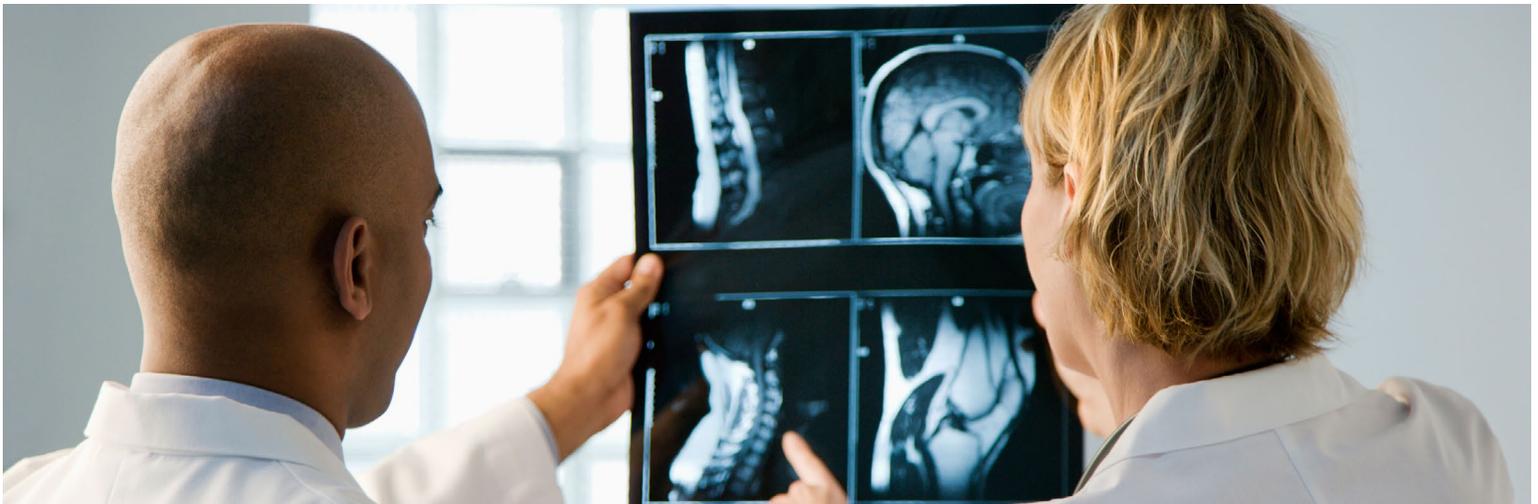
Redwood's Report2Web® provides Saint Thomas Midtown Hospital with streamlined operations and secure information distribution.



Saint Thomas
MIDTOWN HOSPITAL

Key Points:

- ▶ The hospital had an overabundance of paperwork that relied on manual effort to produce, maintain and distribute.
- ▶ Finance had to print the same set of general ledger reports repeatedly during the closing period, taking time and exposing the organization to risk from manual error.
- ▶ Month-end financial reports are now securely and automatically published in the Report2Web repository as soon as they are generated.
- ▶ With Report2Web, 3 to 4 hours of staff time per month is saved across accounting and payroll report distribution alone.



Paper Overload



Saint Thomas Midtown Hospital is the largest not-for-profit community hospital in Middle Tennessee, licensed for 683 acute and rehab care beds. Formerly known as Baptist Hospital, Saint Thomas Midtown joined Saint Thomas Health's regional health system in 2002.

Initially administrators were determined to use the facility's corporate intranet to reduce the cost and overhead associated with the distribution and storage of information. However, they needed tools to do this and bolster efforts to remain compliant with the Health Insurance Portability and Accountability Act (HIPAA). When the organization searched for a report and document management

solution to support this effort, they discovered Redwood's Report2Web.

Before Report2Web, business managers suffered under the sheer volume of paper reports they had to manage. The hospital data center printed and distributed thousands of pages per month.

Jim Drew, IT manager, explains: "Having an electronic reporting tool was a must. The product needed to be based on current browser technology that didn't require the installation of any dedicated client software."

According to Drew, his team selected Report2Web for its, "ease-of-use, intuitiveness of administration, and reasonable price."

▲ A Secure Solution



Today, Saint Thomas Midtown Hospital uses Report2Web to collect output from many enterprise applications, catalog it in a secure data repository, and distribute it to authorized end-users electronically through its corporate Intranet.

The system's security and control over sensitive information, as well as its ability to track every access to every document plays a key role in the hospital's HIPAA-readiness program. Mike Newman, Vice President of IT says: "Report2Web's support of a wide range of systems and applications allows us to use it to securely manage information distribution across our entire hospital. Delivery time is virtually instantaneous."

Report2Web manages output from patient accounting, finance, materials management, payroll and other applications running on IBM mainframe and AIX servers. Drew points out: "Report2Web automatically collects, decollates and publishes output from multiple enterprise applications into single, logical folders. Our business decision-makers can quickly and easily find the information they need to do their daily work."

Currently over 200 users in more than 50 departments have access to Report2Web, with various levels of computer skill from vice presidents, to department managers, to administrative assistants. Tens of thousands of documents are published each year and are currently available online. Approximately 3,000 new documents are added each month.

▲ A Financial Advantage



The finance department saw significant changes with Report2Web. Before implementation, the same set of general ledger reports was printed repeatedly during the closing period. Each day the reports contained the updated information, so the previous day's reports were thrown away, resulting in tremendous amounts of wasted paper and potential for error.

With Report2Web, the month-end reports are now automatically published and secured in the Report2Web repository as soon as they are generated. The finance department can access the reports online any time to see the latest month-end information. Printouts are no longer used in the process.



"Report2Web's support of a wide range of systems and applications allows us to use it to manage information distribution across our entire hospital."

—Jim Drew IT Manager, Saint Thomas Midtown Hospital

Drew explains: "Financial reports used to require 2 to 3 days of manual decollation, sorting, packaging and delivery. Now that these reports are no longer printed, we estimate that 3 to 4 hours of staff time per month are being saved for accounting and payroll report distribution alone."

Newman concludes: "Report2Web has met our operational needs and is a core part of our daily business. It has fulfilled the ROI specifications we established, and it is playing an important role as we prepare for HIPAA."

Ensure compliant and accurate reports. Talk to us today to find out more.



About Redwood Software

Redwood is the world leader of Enterprise Process Automation®. Over the last 20 years we have helped more than 3,000 customers automate their mission-critical IT and business processes. Our customers remove the costs, risks and wasted time of manual tasks and achieve greater reliability, consistency and accuracy across diverse processes, such as the financial close, supply chain and business intelligence (BI). We have the ability to connect applications from any vendor or source, and we are the only strategic process automation partner for SAP®. With the industry's widest range of deployment options we offer software, cloud or appliance. Our Automation Process Packages (APPs) help customers achieve success in the shortest possible time and with minimum effort.

For more information on customer successes with Redwood, visit www.redwood.com