



CASE STUDY

Slidell Memorial Hospital integrates clinical systems with Infor CloudSuite Financials

Located in the heart of Slidell, Louisiana, 30 minutes north of New Orleans, Slidell Memorial Hospital includes a 223-bed acute care hospital with expert physicians, specially trained staff, and the latest treatments and technology. It boasts a Level III neonatal intensive care unit, the Slidell Memorial Hospital Heart Center, the Slidell Memorial Hospital Regional Cancer Center, Outpatient Imaging Center, and a Physicians Network. To update and improve its technology and processes, Slidell turned to Infor® CloudSuite Financials & Supply Management and Infor Birst software solutions.



Headquarters

Slidell, LA

Patient care revenue

\$200M

Industry

Healthcare

Employees

1,500 plus 350 medical staff

Infor products

Infor CloudSuite™ Financials & Supply Management, Infor Birst®

Website

slidellmemorial.org

“Infor has given us the ability to integrate with our clinical systems and partners in a way that was impossible with our legacy system. The integration has helped us be more efficient, control our costs, and ultimately serve our community better.”

OLIVER GALICKI

Director of IT Services, Slidell Memorial Hospital

Expanding local care with greater impact

With the mission to help improve quality of life, Slidell Memorial Hospital has been providing quality care to the Slidell, Louisiana community for 60 years. When deciding on new technology to update its outdated systems and processes, Slidell Memorial Hospital chose Infor CloudSuite Financials & Supply Management and aligned with its strategic partner, Ochsner Health System, a current Infor customer, to integrate its systems. Slidell Memorial Hospital, along with Ochsner, seeks to offer Slidell residents access to expanded local care at lower costs—and technology is a key part of that transformation.

Saving time with improved workflow and access

The invoice approval process was modernized with the implementation of Infor solutions, and the improved workflow and mobile capabilities have provided significant time savings for Slidell Memorial Hospital's leadership team. Slidell's old invoicing process was largely paper based, invoices were printed, put in a folder to be hand signed by the director, and scanned back into the system to process. Infor software and mobile functionality helped significantly streamline those activities, especially on the director side, reducing invoice reviews from 5 minutes to 60 seconds.

Gaining greater insight with mobile tools

In addition to the time saved with Infor CloudSuite Financials & Supply Management, Slidell Memorial Hospital staff has increased visibility into the entire invoicing and requisition process, so those involved can see where items are in the process via the workflow tool. Insight is then made available from the application, via email, or on a mobile device.

“With Infor, to create or approve a requisition has an Amazon-like feel to it. I can go on my mobile phone, login securely, and review and approve from anywhere, anytime. As a director of IT, my time per invoice review and approval on average has gone from 5 minutes to 30 seconds per invoice.”

OLIVER GALICKI

Director of IT Services, Slidell Memorial Hospital

Business results and efficiencies

- Reduced time for requisition approval with mobile compatibility
- Reduced invoice approval time by removing paper processes
- Improved in-the-moment visibility into capital project spending
- Simplified workflows for requesting and purchasing supplies

Alerts keep awareness top of mind. “I can log-in via a link from email, populate my user ID and password and approve on the fly. It's a huge time savings, and not having to assign a proxy is a big advantage as it helps eliminate bottlenecks and keeps things moving,” said Oliver Galicki, Director of IT Services at Slidell. Previously, the requisitioning tool was cumbersome, not up to date with modern user interface characteristics, and approvals could not be completed from a mobile device limiting productivity.

Streamlining the supply chain

In addition to financials, Slidell also utilizes Infor software for their supply chain management, particularly Mobile Supply Chain technology. “Efficiency is key to remaining sustainable and competitive in the healthcare industry. As the industry shifts towards more value-based care we needed a highly visible supply chain that would give us reliable real time metrics on inventory and inventory turnover,” said Galicki.

Enjoying peace of mind thanks to a cloud-hosted solution

Slidell, Louisiana is in a hurricane zone, and disaster recovery was always a major concern in the past. Infor CloudSuite Financials & Supply Management allows staff to rest easy in terms of disaster recovery, as they no longer must rely on an on-premises data center during disasters and power outages. The guaranteed levels of server availability and system up-time, both difficult and costly to replicate with internal resources, are simplified with Infor. “We can make changes anywhere in the world and don’t have to worry about our datacenter during power outages. The fact that the system is cloud-based allows for us to relieve some disaster recovery concerns; the same goes for patching,” said Galicki.

Staying on schedule with iterative updates

The burden of large-scale system upgrades is a thing of the past thanks to the cloud-based solution. Where IT used to rely on its waterfall development group to manage system upgrades with large projects requiring downtime and affecting schedules, IT now enjoys smaller, more iterative updates in the cloud allowing more uptime and helping everyone in the organization to stay on schedule.

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