



## WellSpan Health Cures Reporting Distribution with Lawson Business Intelligence

Information is vital to today's healthcare industry, yet many healthcare providers are finding that their report distribution process needs therapy.

WellSpan Health is an integrated health system serving the greater Adams-York County region of Pennsylvania. As a community based, not-for-profit organization, WellSpan is dedicated to improving the health and well-being of the people it serves.

### The Project:

WellSpan Health purchased Lawson Business Intelligence (LBI) to enable their executives and user community to make better decisions. Using LBI, they are distributing interactive Financial, Human Resource and Materials Management reports to the entire organization. LBI speeds up the reporting process enormously, and it improves the reliability of both standard and ad-hoc reporting activities.

WellSpan wanted to adopt a self-service reporting environment with a complete set of Business Intelligence capabilities to streamline the report delivery process. Prior to LBI, departmental managers had to contact Finance, Human Resources or Materials Management for the information they needed to conduct daily business. Now managers have that information right at their fingertips, and they can drill down into different types of data to create the ad-hoc reports they need.

JGI worked with WellSpan teaching them to publish and maintain reports within Reporting Services. WellSpan published not only Crystal and Lawson Back Office Reports, but also reports

from other systems such as Cerner, IDX, Pyramis, and Eclipsys. JGI also provided Wellspan with the administrative skills necessary to troubleshoot both the LBI applications and the application server.

Other areas where JGI assisted are:

- ◆ Upgrading LBI applications
- ◆ Migrating their LBI repository from SQL 2000 to SQL 2005 and perform reconfiguration after DNS naming changes were made to their server environment
- ◆ On-site classes for Crystal Reporting as it relates to Lawson
- ◆ LBI Administration Training
- ◆ ProcessFlow training

Most importantly, JGI assisted in creating simple, yet powerful dashboards that contain the same basic reports but can now be reanalyzed to suit the requirements of managers and staff throughout the organization.

### The Dashboards

The dashboards created for WellSpan encompass not only Lawson data but also data from other hospital systems, providing cohesive, useful information.

For the Surgical Services Unit, some of the reports quickly accessible on the dashboard are:

- ◆ The Waiting Room Schedule
- ◆ The Daily Patient Listing
- ◆ The Discharge to Home report

The Manager Dashboard contains critical reports such as:

*Daily Census in Real-Time* – this tells them quickly how many beds are available in the hospital, by showing a graph with Red for full and Green for empty.

*Emergency Room (ER) Waiting Times* – The managers click on a chart and see how many patients are in the ER, what the waiting time is, and how long it will be until they can go from the ER to a hospital bed.

The Manager Dashboard also contains birthday and employment anniversary Smart Notifications. And, to ensure the finances are in order, Smart Notifications showing a daily snapshot of budget versus actual departmental expenses. If the department is close to going over budget that information will be reported in yellow, if they are over budget it will turn red.

### **The Result:**

Today, WellSpan uses LBI to deliver reports throughout their vast information network. WellSpan has over 10 Dashboards being used by

**About JGI:** JGI has been providing implementation services to the Lawson community for over a decade. Our knowledge of the Lawson Software suite, proven methodologies and vast experience enable us to provide a wide array of services for Lawson customers. We are dedicated to generating positive results for our clients through creative solutions and exceptional service.

over 650 employees and they continue to add users on an almost daily basis. The dashboards consist of approximately 400 published dynamic reports.

WellSpan's Return on Investment was immediate, realizing savings through:

- ◆ Retiring a separate RAS server for their Surgical Services departments. (They now have a dashboard and publish their reports via LBI).
- ◆ Eliminating the need to mail a printed/binded copy of the monthly Executive Management Package to their Executive Committee. (This 100+ page document is now on a dashboard for the members to access).
- ◆ Reducing the need for managers to contact Human Resources, Finance and Materials Management staff for information. This information is now at their fingertips via a dashboard resulting in a savings of both time and resources.

WellSpan now has a self-service dynamic dashboard reporting system, automating many previously manual tasks, saving valuable time and money.

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