

American HomePatient

PROPHIX Case Study

Quick Facts

Industry

Healthcare

Company Info

- Operating since 1983
- Annual revenue: \$350 million
- Employees: 2500

ROI

- Reduced time spent on budgeting process by 75%
- Gained ability to manage personnel expenses at an employee level
- Automated data consolidation

“Our company is too big for the small budget packages and not big enough for the larger-sized budget packages. The smaller ones didn’t meet our needs... and the larger ones were too complex and cumbersome to implement. PROPHIX offered a good balance of ease of use and value.”

--Jason Webster
Budget Manager,
American HomePatient



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American HomePatient required a solution to solve spreadsheet issues such as security, version control and consolidation. Of the many options, PROPHIX offered the best balance of ease of use and value for American HomePatient—consolidations were automatic and the administration of their budgeting process became much easier. They are now able to spend more time on analysis and focus on business decisions.

Background

American HomePatient (AHP), one of the nation’s largest diversified home health care providers, provides comprehensive medical equipment and services designed to help patients. Its extensive offering includes respiratory and infusion therapy; enteral and parenteral nutrition services; respiratory diagnostic equipment; patient home medical equipment and related supplies. With over 250 locations across the United States, AHP’s clinical teams consist of highly skilled respiratory therapists, nurses, and pharmacists.

Recognizing the Problem

American HomePatient was using Microsoft Excel for their budgeting process; however, as the company grew, the typical spreadsheet issues became increasingly apparent. “For an organization our size, with many users working on separate versions of the budget, the consolidation problem was horrific,” says Jason Webster, Budget Manager at American HomePatient. “Version control was a real problem and the ability to control certain ratios within the budget worksheet was very difficult.” With Excel, AHP was not able to utilize proper security to restrict users from making changes.

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Implementing a Solution

AHP investigated several solutions and found that PROPHIX really met their needs. “Our company is too big for the small budget packages and not big enough for the larger-sized budget packages. The smaller ones didn’t meet our needs—even though they’re inexpensive, and the larger ones were too complex and cumbersome to implement and would be difficult for our users to handle. PROPHIX offered a good balance of ease of use and value,” says Jason.

Benefits

PROPHIX immediately alleviated AHP’s consolidation problem by automatically handling the process after locations were set up. In addition, the administration of their budgeting process became much easier. “PROPHIX provides admin-only access to certain settings in the budget and also helps with version control because of the Workflow Manager. The users are essentially checking out the data and assuming control and then passing it back and forth to the administrator, so it’s a very smooth process.”

During the year, AHP needed to reduce headcount and therefore needed to become more efficient in the way they provide services. With PROPHIX, AHP was able to develop a personnel plan much more effectively than it would have

been using Excel. “The fact that we can do our personnel expenses at an employee level with the PROPHIX P3 model has made a significant impact,” says Jason.

Bottom Line

With PROPHIX, AHP has freed up 75% of their time during the budget season. “I can’t imagine the amount of work it would have required to do this budget process using Excel,” says Jason. “We are now able to devote much more time on analysis and making the business decisions that are driving next year’s budget.”

Future Plans

American HomePatient has not yet implemented PROPHIX’s dashboarding capabilities. In the future, they would like to utilize dashboards to provide an interface for senior management to quickly drill down through the organization from a top consolidated level. Another feature they would like to implement is the automated data imports—integrating PROPHIX with Oracle.

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