

CUSTOMER STORY:

# Community Health Systems



Community VNA

*“The ability of staff to develop multiple style reports has enhanced our productivity, specifically with the reporting needs of healthcare organizations like us. The ability to manipulate any report, any way we want makes Financial Edge unmatched in the industry.”*

— Russ Dubuc  
CFO  
Community Health Systems

Community VNA is the lead agency in a family of non-profit agencies and programs whose common mission is to provide services and resources that enhance the community's capacity to achieve optimal health, wellness and quality of life.

## Challenge

In 1984, Community Health Systems was established as the non-profit parent organization to coordinate and oversee two subsidiaries, Community VNA and HealthCare Options. The accounting and financial responsibility of all corporations belong to Community Health Systems. However, the accounting practices, procedures, structures and software applications varied for each organization. For years, Community Health Systems would use spreadsheets and multiple manual processes to consolidate, manage, track and report on the overall financial activities of the organizations. Developing 990 tax forms, for example, would take two weeks or more and reconciling monthly statements could also take weeks.

The organization was also looking to expand and grow its services. With this, it wanted to move many of its records and processes to a paperless format. This included a new point of care system. The system purchased by Community Health Systems did not include a general ledger and presented another challenge and system from which the finance staff would have to pull and compile data. The team was already at capacity compiling information from its corporations and did not have the time to give to another manual process.

Community Health Systems  
is powered by:

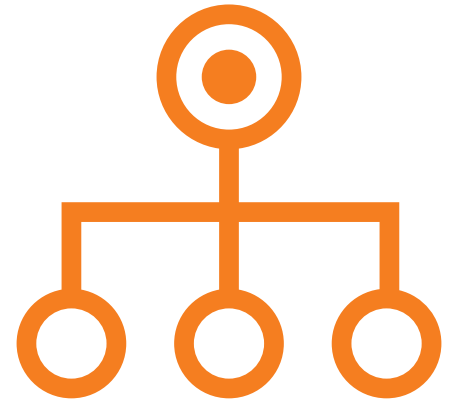
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## Solution

Community Health Systems realized that it could not continue or effectively grow without a financial accounting system. The system needed to reduce the amount of time spent on manual processes, provide the organization with multiple databases under one umbrella, deliver robust reporting, and be flexible enough to grow with the organization. For these reasons, and many others, Community Health Systems selected Blackbaud's **Financial Edge™**.

Financial Edge, a leading nonprofit fund accounting solution, provides both the functionality and flexibility Community Health Systems needed. With Financial Edge, the organization was able to establish an accounting structure that consisted of three databases to allow each corporation to maintain its finances individually while still sharing cost structures. For Russ Dubuc, CFO of Community Health Systems, it was important for the financial system to be able to support the organization's unique structure.



**Financial Edge provides both the functionality and flexibility**



**The Financial Edge system is straight forward and easy for them to learn.**

"We have departments that we set up with different business codes in Financial Edge," he explained. "This way I can easily report on the finances of a single department or look at the overall costs or revenue of a single program across corporations. Plus we now have the same source codes across each corporation, so I can see what one is doing and how the entire organization is doing with just about anything. The flexible reporting offered by Financial Edge is essential to help me do my job."

Additionally, Financial Edge's ease of use was also an important factor in the organization's decision. "We had some older staff members that were not very computer savvy," Dubuc said. "The system was straight forward and easy for them to learn. We are all experts now."

