

CHRISTUS Health prepares for future healthcare challenges with Infor



Overview

CHRISTUS Health realizes savings and service continuity with a healthcare operations platform from Infor

CHRISTUS Health is a Catholic, not-for-profit health system that encompasses more than 350 locations, including long-term care facilities, community hospitals, walk-in clinics, and health ministries. Headquartered in Irving, Texas, the organization also operates in Arkansas, Louisiana, New Mexico, Texas, Chile, Colombia, and Mexico. With each

location having its own operational infrastructure, CHRISTUS Health sought to consolidate 19 ledger systems, 16 supply chain management systems, and countless third-party products. To accomplish this, the organization chose Infor CloudSuite Healthcare as its single health care operations platform in the cloud.

Challenge



CHRISTUS Health needed to ensure healthcare service continuity throughout the pandemic, even as it underwent systems consolidation and the shift to remote work.

Infor Solution



Infor CloudSuite Healthcare provided the organization-wide visibility CHRISTUS Health needed for effective supply chain management, along with the tools needed to manage HR, payroll, and payables processes for its remote workforce and vendors.

Outcome



CHRISTUS Health emerged from the pandemic with a consolidated systems infrastructure, allowing the organization and its workforce to adapt to any future healthcare challenge with greater unity, agility, and efficiency.

Challenge**CHRISTUS Health had to ensure service continuity during the pandemic**

With countless lives on the line, CHRISTUS Health persisted in delivering quality care, even amidst ongoing infrastructure consolidation and supply chain challenges.

CHRISTUS Health was in the midst of consolidating multiple systems and converting its financials and supply chain management systems to Infor CloudSuite Healthcare, when the pandemic hit. Faced with the imperative to maintain continuity of service as patient volumes surged, CHRISTUS Health needed full inventory visibility of its 350 locations, so essential items and equipment could be moved where they were needed most. Besides the pressures posed by the pandemic, supply chain issues, and the shift to remote work, CHRISTUS Health also had to continuously train staff on new systems even as the organization wrestled with the need to ensure staff payroll and vendor payments were tracked, processed, and executed on time.

**Infor Solution****Saving lives, improving operations with Infor CloudSuite Healthcare**

CHRISTUS Health strategically utilized Infor CloudSuite Healthcare to tackle pandemic-era challenges head-on.



CHRISTUS Health used CloudSuite Healthcare as the organization's centralized operations platform for managing the supply chain, gaining much needed visibility to find items at any of its locations and redeploy them where needed. This enabled CHRISTUS Health to set up a supply warehouse at its Irving headquarters over a weekend, stocking and distributing protective personal equipment (PPE) to its various ministries.



With support from Infor, the implementation team quickly responded by shifting training to virtual and limited in-person formats and created step-by-step user guides for those learning at home.



The organization's payroll team also leveraged Infor Global Human Resources Payroll's capabilities to ensure the organization's staff continued to be paid on time, as well as meet staffing needs by rapidly adjusting emergency pay programs. The payables team also benefited from organization-wide visibility into invoices with audit trail and approval history, enabling it to provide essential, actionable information to manage vendors, associates, and auditors.

Even in the face of storms and a technology implementation, we were able to jump in and quickly make sure our Associates received disaster or emergency pay in their accounts. That is something that would have taken days or longer prior to Infor CloudSuite Healthcare system.

- ROBERT KENDERDINE, SYSTEM DIRECTOR, ERP SERVICES, CHRISTUS HEALTH

Outcome**More united and better equipped for future healthcare challenges**

CHRISTUS Health can now confidently navigate emerging healthcare challenges – no matter the scale or intensity.

**Deeper supply chain visibility and control**

Consolidating all components of their supply chain into Infor CloudSuite Healthcare provides CHRISTUS Health with unparalleled visibility over multiple inventories across their organization – allowing essential items and resources to be shifted where they are needed most.

**Centralization of systems and processes**

Over 50,000 Associates, and more than 30 of CHRISTUS Health's hospitals, health plans, physician organizations, and ambulatory centers access Infor CloudSuite Healthcare for essential services – from time keeping and scheduling to financial reporting of supply – and HR-related activities.

**Improved financial accuracy and accountability**

With organization-wide visibility into payroll status, invoices with audit trail, and approval history, CHRISTUS Health can ensure their staff, associates, and vendors are paid on-time, while retaining compliance with auditors.

About Infor

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

**Learn how Infor can
unite your data,
processes, and people
for greater operational
visibility and control.**

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