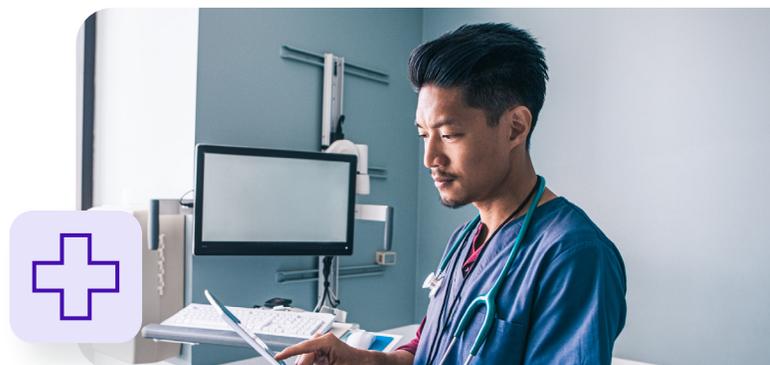


From scramble to seamless: How MediSys Health is transforming operations

Healthcare leader improves operations and patient care with Infor's data-driven and care connected ERP



Overview

MediSys Health takes control of its data to better serve patients with Infor

MediSys Health Network is a non-profit group of medical centers offering both inpatient and outpatient care in Queens and Brooklyn, NY. Across departments, MediSys Health Network treats almost half a million patients each year and is ranked as one of the top hospital networks in the US. With 7,000 employees and 700 doctors, all MediSys Health Network employees are committed to the same goal: providing top-notch care to patients in need.



Challenge

Improve the quality, connectedness, and accessibility of operational and supply chain data to enable better patient care.



Infor solution

Infor's CloudSuite Healthcare and its delivered third-party integrations are purpose-built to cleanse, connect, and activate massive amounts of inaccurate and incomplete data unique to healthcare, turning information into insights that power better patient care.



Outcome

MediSys Health Network streamlined operations to build a flexible and smart system and provide high-quality care.

Challenge

Supporting best-in-class patient care in a changing world

For more than 20 years, MediSys Health Network used an on-prem system to manage its data. But amid changing macroeconomic challenges like supply chain disruption and price fluctuations, MediSys wanted a system that could help them be proactive and resilient in the face of growing volatility.

Hospital systems produce data across clinical and operational workflows like product master data and attribution, contracting, purchasing, inventory management, and more—all of which impact patient care. At MediSys Health, their team works with data from over 120 vendors and 600 contracts. Even supply manufacturers—who are supposed to be the source of truth—lack data standardization, compounding the challenge.

Poor data quality leads to unused data, lowering visibility and reporting abilities. It also leads to delayed supply transactions, inability to replace expired supplies on time, improper pricing, patient charges, and reimbursement. Clinicians lose valuable time when products are not stocked and available when needed, taking time from patient care. MediSys Health needed a modern ERP solution that understood healthcare's unique needs and enabled data connectedness across ERP, Electronic Health Records (EHR), and other systems.

Infor solution

Infor CloudSuite Healthcare enables supply chain visibility and process optimization

Infor CloudSuite Healthcare provides the data integrations needed to streamline healthcare operations. Paired with Infor Clinical Bridge, CloudSuite Healthcare connects data across clinical and operational systems, providing full visibility into organizational processes.

Using Infor's delivered integrations with GHX, MediSys quickly achieved data attribution and accuracy across every contract, item number, and product description. MediSys gained data visibility, a holistic view of operations in real time, and maximized efficiencies across processes like vendor contract management and supply pricing. The organization optimized inventory, seamlessly replenishing supplies that align with patient needs, and sharply minimized the likelihood that supplies will run out. This continuous stream of reliable data eliminates manual workarounds and reduces costly errors—empowering staff to focus on care, not corrections.

“When you have the right information and technology, that data integrity impacts patients and clinicians. Clinicians can focus on patient care,” said Derick Washer, Assistant Director of Supply Chain Business Technology at MediSys Health Network.

Outcome

Fueling faster, smarter operations for improved patient, caregiver, and employee experiences



Streamlined contract management with clean and accurate product data.



Reduced errors and accelerated decision-making.



Improved collaboration across teams through increased visibility and streamlined workflows.



“When you have the right information within your system and you have the right technology that you're leveraging, that data integrity impacts the patients and clinicians. Clinicians can just focus on patient care.”

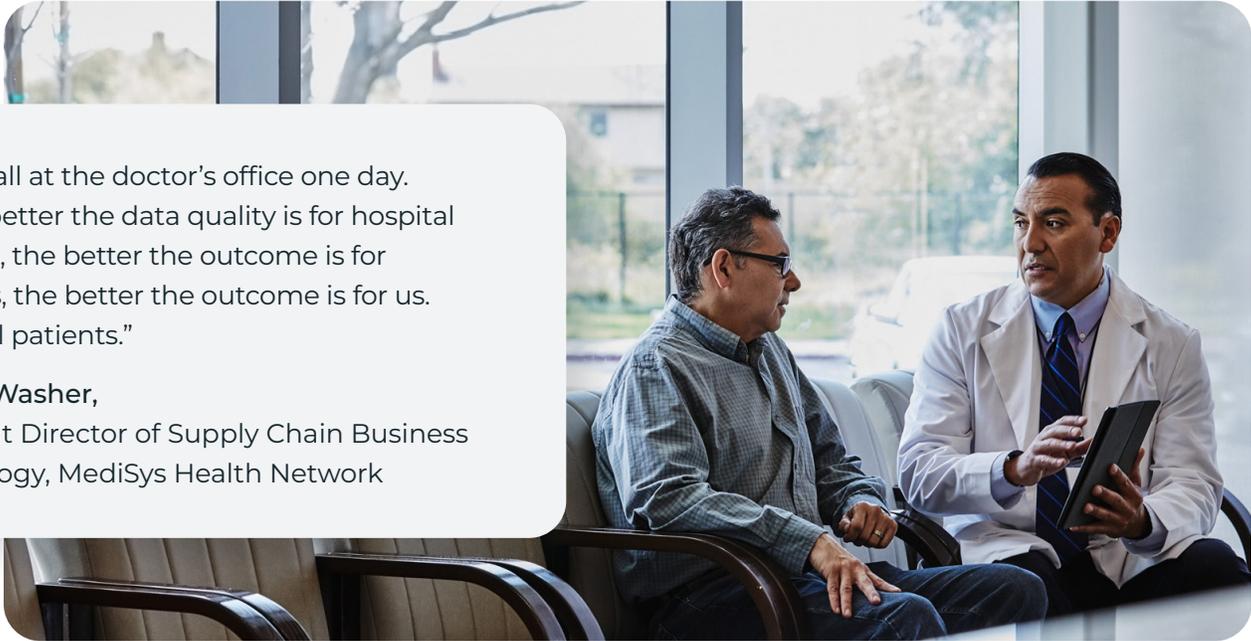
Derick Washer,
Assistant Director of Supply Chain Business Technology, MediSys Health Network

The future of MediSys Health System and Infor's partnership

Over the last 20 years, Infor and MediSys's relationship has continued to grow and evolve. MediSys recently joined Infor's Early Adopter Program, helping shape Infor's product plans. With this partnership, MediSys gains insight into Infor's product roadmap and unlocks access to knowledge and best practices shared among other Infor healthcare customers.

As MediSys continues to improve its data quality with Infor's ERP and third-party integrations, they are on track to reduce costs and administrative burdens, simplify and streamline workflows, and build a more resilient supply chain.

As Washer put it, "We are all at the doctor's office one day. So the better the data quality is for hospital systems, the better the outcome is for patients, the better the outcome is for us. We're all patients."



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Derick Washer,
Assistant Director of Supply Chain Business
Technology, MediSys Health Network

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.

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