

Frontline Management avoids operational disruption with primeVIEW



Executive Summary

From its inception, Frontline founders expressed the need to invest in the newest, most efficient solutions available.

“We exist to serve the facilities we operate,” reported Dean Kiklis, Chief Financial Officer, Frontline Management. “It is our passion to surround ourselves with the best services available. By doing it right the first time, we won’t have to face a disruptive economic and operational challenge later on.”

Challenges

As visionaries in post-acute care delivery, this company knew that highly functional technology could contribute significantly to their goals. Because of its aggressive growth objectives, scalability was also critical in meeting expanding opportunities and challenges. The company needed a business intelligence (BI) tool that could meet these requirements.

How We Helped

Critical to management was the ability to view and readily interpret ‘live’ data.

“We looked at several BI dashboard offerings, but none could deliver what we needed like primeVIEW,” commented Kiklis. “We recognized that primeVIEW complements our IT infrastructure; it quickly let us know the status of key areas of our operation.”

“And primeVIEW met our comfort level with its four-times-daily data retrieval frequency,” confirmed Kiklis.

PrimeVIEW became the information source of choice, because it pumped all data into one warehouse, displaying key performance indicators (KPIs) that corporate and facility management wanted to see.



Headquartered in Lafayette, Colorado, this provider of senior healthcare acquisition, management and consulting operates facilities in Colorado, Kansas, South Dakota and Oregon.



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FINANCIAL OFFICER

During Monday morning staff meetings, Kiklis reports that primeVIEW plays a critical role.

“Its roll-up and drill-down capabilities give us a multi-dimensional view of what is going on each day,” he observed. “We can readily view what is or is not on target, and therefore, keep the team focused on what’s important for the coming week with relevant, up-to-date data.”

Since the company must be flexible and ready to meet new challenges, having primeVIEW is ideal. It offers cutting-edge BI technology that is highly adaptable to new demands and opportunities.

Results

As Frontline Management continues to grow, primeVIEW helps management prepare for a quick transition.

“With primeVIEW’s help, we are able to get newly-acquired facilities up and running right out of the gate,” boasted Kiklis.

“The dashboard helps us to know what is happening in each of our buildings every single day,” relates Kiklis. “It allows us to surgically address challenges as they arise. And, it’s up-to-date, so we don’t have to wait for someone to create reports for us.”

- Data is live, relevant and up to date.
- Executives and managers can take action immediately.
- Senior management is able to better prepare for the future.
- Days sales outstanding (DSO) reduced by 10 days.

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PrimeVIEW delivers an easy-to-navigate interface that automatically refreshes in near real time with consolidated data from various systems:

- Census
- Labor
- Revenue cycle
- Satisfaction scores
- Five-Star Quality Ratings

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