



## Non Profit Healthcare Organization Improves Efficiency and Financial Reporting Using Microsoft Dynamics® GP

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*Michelle Charette, Billing/IT/Security Supervisor,  
The Greater Bristol VNA*

### Customer:

The Greater Bristol Visiting Nurses Association, Inc.

### Web Site:

[www.bristolvna.org](http://www.bristolvna.org)

### Location:

Bristol, Connecticut

### Industry:

Healthcare

### Former System:

Patron

### Customer Profile:

The Greater Bristol VNA is an independent, nonprofit certified home health care agency employing approximately 100 people.

### Highlights:

- Powerful financial software for health care providers.
- Integrates with existing systems for more complete reporting.
- Easy to learn and easy to use.

### The Challenge:

The Greater Bristol Visiting Nurse Association, a certified home health care agency based in Bristol, CT experienced an issue common to many VNAs. Its Patron Home Care System Software was ideal for tracking patient diagnoses and encounters. But like most clinical systems it didn't provide the robust functionality that the agency needed to effectively monitor financial performance, produce fact-packed reports and efficiently retrieve information. Without a true financial accounting system, the agency's finance staff spent hours compiling data and manually producing the agency's general ledger and related financial reports. The Greater Bristol VNA sought a financial software package that was affordable, easy to learn and use and which would integrate closely with its Patron system for easy information sharing among systems. The system also had to be backed by superior customer service and support.

### The Solution:

After researching its options, Greater Bristol VNA selected Microsoft Dynamics GP as its software solution and Microsoft Gold Certified Partner CAL Business Solutions, Inc. as its implementation partner. "The combination of Microsoft Dynamics GP and Cal Business Solutions was easily the right choice for us," says Michelle Charette, Billing/IT/Security Supervisor, The Greater Bristol VNA. By combining Microsoft Dynamics GP and Patron into a single integrated system, The Greater Bristol VNA's finance staff has access to the data needed to easily prepare reports that give a complete picture of the agency's financial health.

### The Benefits:

#### “Reports are Easy to Create and Understand”

The seamless flow of data from the Patron system to the Microsoft Dynamics GP automatically creates the agency's general ledger and allows the staff to easily create monthly financial reports and quickly retrieve necessary information. " Microsoft

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## About CAL Business Solutions

CAL Business Solutions Inc. is a Microsoft Gold Certified Partner focused on Microsoft Dynamics GP (Great Plains) financial management systems. The company offers implementation, data conversion, customization, training and support to over 200 customers in 16 states.

- 26 years of experience
- Dedicated in-house development team
- Connecticut's only GP training center
- Six-time Microsoft Dynamics President's Club Member, recognized as the top 5% of Dynamics Partner worldwide

"Microsoft Dynamics GP is a great fit for our healthcare clients because it is a very open solution that has the flexibility to interface with a wide range of clinical systems."

*George Mackiewicz, President  
CAL Business Solutions*

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Dynamics GP gives us one neat package that allows us to break down all our financial pieces into reports that are easy to create and easily understood by our President and Board of Directors," says Michelle Charette.

### "Easy to Learn and Train New Users"

Microsoft Dynamics GP features a familiar user interface that closely resembles The Microsoft Office and Microsoft outlook applications that most employees are familiar with. That instant familiarity helps increase employee productivity and reduces training times. "Microsoft Dynamics GP is very easy to learn and understand. We really like the fact that as a Microsoft Windows based product, Microsoft Dynamics GP makes it easy for us to train new users. Because it's so familiar, they're up and running on it in no time," Michelle says.

### "Excellent Support on a Non-Profit Budget"

As a non-profit agency with limited resources, The Greater Bristol VNA appreciates the high-quality support it receives from CAL Business Solutions. "Everybody at CAL really knows their product," Michelle says. "When we call, we're completely confident that they know what they're talking about and won't put us down if we don't understand something."

Cost effective and easily customizable, Microsoft Dynamics GP is designed to help today's healthcare firms increase efficiency, easily share information and provide the highest levels of service and care. "The great thing about Microsoft Dynamics GP for healthcare providers is that it allows you to use powerful software without being afraid of it," Michelle says.

**Through tight integration with its home care system, easier financial reporting and streamlined processes, Microsoft Dynamics GP and CAL Business Solutions help The Greater Bristol Visiting Nurse Association provide continued high-quality care while ensuring that the agency runs smoothly and efficiently.**



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