

**How Spend Management
Can Help You Go From**

**OVERWHELMED TO
OVERJOYED**



Managing healthcare spend



CONCUR

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Click on these icons throughout our eBook to learn more:



BLOG POST



CASE STUDY



WEBINAR



EBOOK



INTRODUCTION

IS YOUR finance department suffering?

In healthcare facilities across the country, finance departments are suffering. The never-ending tasks of processing expense reports, tracking mileage and ensuring compliance are burying your team in a sea of paper and costing your organization more than anyone realizes. Many hospitals are now employing multiple people just to process this paperwork and try to stay on top of doctors and hospital staff to turn in complete reports on time.

Not only does this mountain of work never diminish, but it represents millions of dollars your organization is spending. This expenditure is extremely difficult to manage and impossible to gain visibility into. It's no wonder that finance staff get discouraged and overloaded. It's no fun chasing down staff daily to get receipts or sorting through piles of documents just to create basic reports or worse, dealing with an audit that could sideline your team for weeks.

“We went from processing for the corporate office to processing for the whole company—in less time with fewer people.”

—Zach Clayton, Director of Disbursement Operations, HCA



It may be time for **A BETTER WAY**



“T&E costs are the second most difficult operating expense line item for businesses to control.”

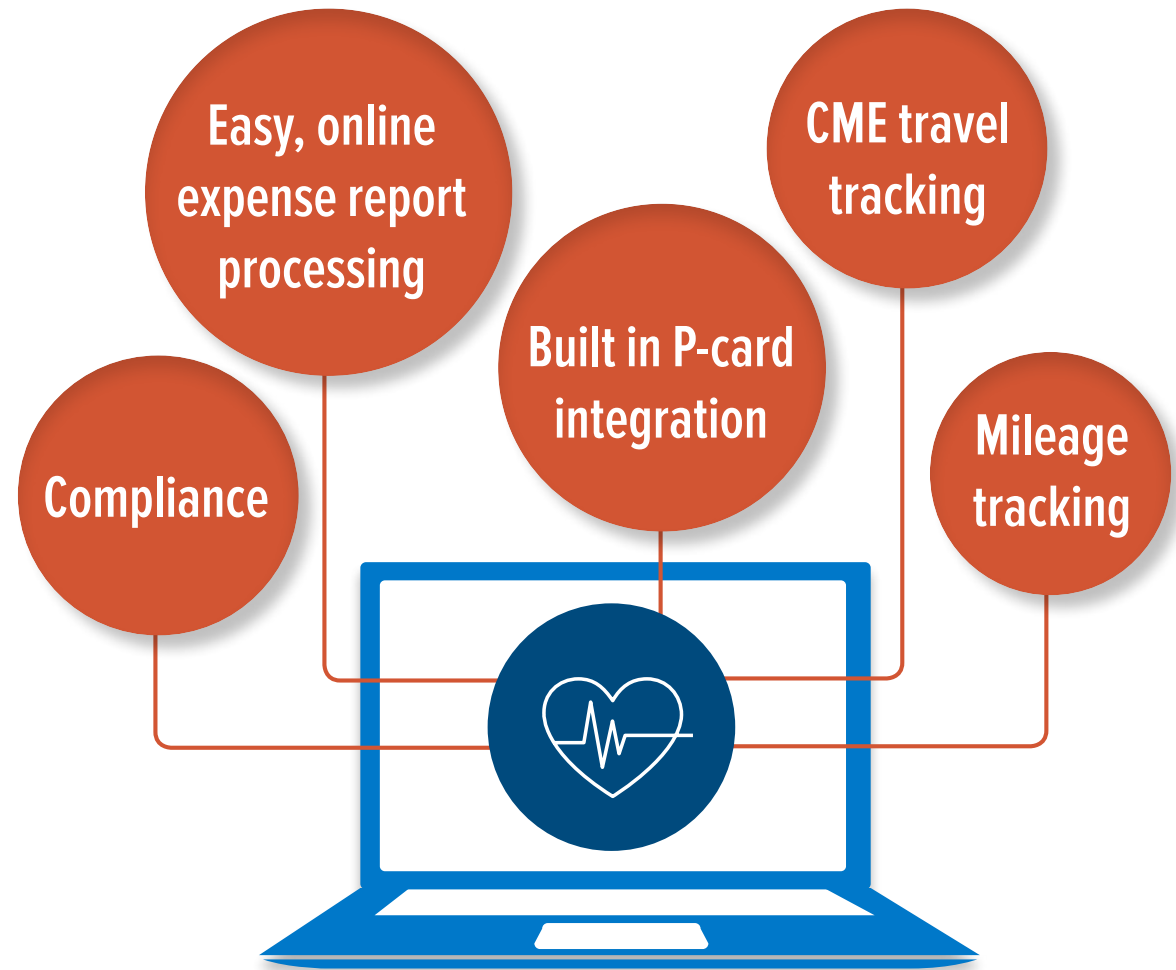
– The Power of Real-Time Insight, a commissioned study, conducted by Forrester Consulting on behalf of Concur

If paper and spreadsheet expense reports, estimated mileage calculations and a file cabinet system larger than the Library of Congress are part of your daily life, it's time to think about a better way. The money you save could be put to really extraordinary purposes.

Compared to the overall charter of medical facilities—helping people, the task of spend management can seem minor and can often get back-burnered as a hospital priority, because it's so far removed from patient care. But in this eBook we'll show how getting a handle on expenses, can actually impact the bottom line significantly, which can lead to an even bigger impact on patient care.

What spend management **CAN GIVE YOU**

You could say goodbye to your jungle of file cabinets. Audits are as easy as pulling a report. And the visibility you can gain from managing all your information in one place is limitless. Many hospitals report they discovered so many inefficiencies and spending leaks they didn't (and couldn't possibly) even know they had.



First things first— what is a spend management system?

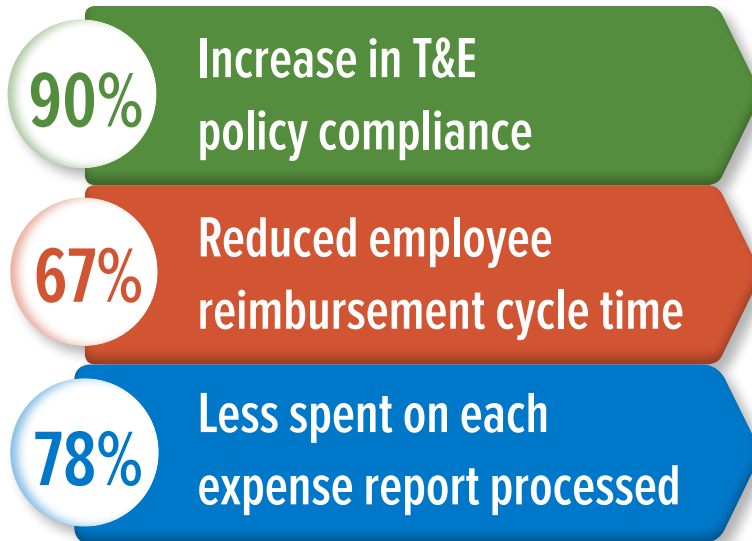
Throughout this eBook we'll be talking about various ways spend management systems allow healthcare facilities to focus on the end goal—patient care.

But before we get to that,
let's start with what a spend management system actually does.

Spend management **IN A NUTSHELL**

A cloud-based spend management system helps organizations be more efficient. Web- and mobile-based spend management solutions integrate with automated travel booking process, to make a complete end-to-end solution that takes the burden of processing off finance departments. With automated and mobile expense report approval and submissions, everything is not only faster and easier, but it's all stored in the cloud for accurate reporting, forecasting and compliance.

Organizations that implement spend management report:



Are you ready to learn how spend management can help your healthcare organization?



CHAPTER 1

You're going *WHERE* FOR CME CREDIT?



CME—it's a requirement that so many staff members need and they often need to travel for it. You need to track it back to the right budget and make sure it fits your organization's guidelines. Do you often find out after-the-fact that a physician has traveled for CME and left it to you to figure out how to piece together all the details for proper accounting? Or how about the physician who plans a family vacation/CME travel trip? How do you separate the personal travel from the business travel? Do you feel like the bad guy when you have to make some hard calls about what's covered by your organization and what isn't?

Even if your organization has a dedicated travel agency or travel policy, enforcing said policy in a non-mandate culture is near to impossible and often falls on finance to track down the details of the trip and gain receipts to ensure it gets attributed correctly. This is further complicated even in the best of scenarios with many conferences requiring the traveler to book their hotel through the conference website. In fact, Global Business Travel Association (GBTA) estimates that between 40 to 50 percent of hotels booked currently fall into this category.

Approval processes can also drag on and be a major frustration for you and your staff. All in all your job turns into a traffic cop, just trying to stay ahead of the details and not lose sight of the larger mission.

SO WHAT CAN YOU DO



to stay ahead of the details?

With a spend management system you can put your traffic cop hat back in the drawer. When travel is booked through the system, the rules are already in place so it's easy for the traveler to make sure she is following the guidelines. Plus if approvals are necessary, the system will automatically route the request to the appropriate approver, so you no longer have to manually manage that process, in fact you can stay out of it entirely.

And even when a traveler books outside the system for that conference hotel, or simply isn't good at following the rules, you can still track their travel and get what you need for proper budgeting.

Effortless compliance and you don't have to be the bad guy. Serious win.

Why stop here? Learn more about CME travel:

-  **The top six ways to take the hassle out of CME expense management [BLOG POST]**
-  **HCA Improves Efficiency, Gains Visibility and Centralizes Travel and Expense Processing [CASE STUDY]**





CHAPTER 2

HERE, THERE, EVERYWHERE

—staff auto mileage adds up

How many people within your organization travel daily to other facilities or visiting patients in the field? Did you know that on average travelers over-estimate their mileage by 15 percent? That overestimation could cost hundreds of thousands of dollars.

Not only is manual calculation of mileage inaccurate, but gathering the information from the often hundreds of field staff members who drive on a daily basis, is a nightmare for finance to keep up with.

Don't let this seemingly minor expense tax your already tight margins. Just think what could be done with that extra money and time. With spend management, mileage can be tracked automatically and accurately every time, with less effort. Even when the trips are back and forth, here and there and mixed with personal side-trips, it can all be accurately tracked.



On average travelers over-estimate their mileage by 15%

Transportation and personal car costs are among the top 10 expenses incurred by companies worldwide.*

Learn more about mileage tracking:



In a click – capture mileage & transportation expense [BLOG POST]



Standardization and Efficiency Support
PeaceHealth's Focus on Healing
[CASE STUDY]

*Concur Expense IQ Report





CHAPTER 3

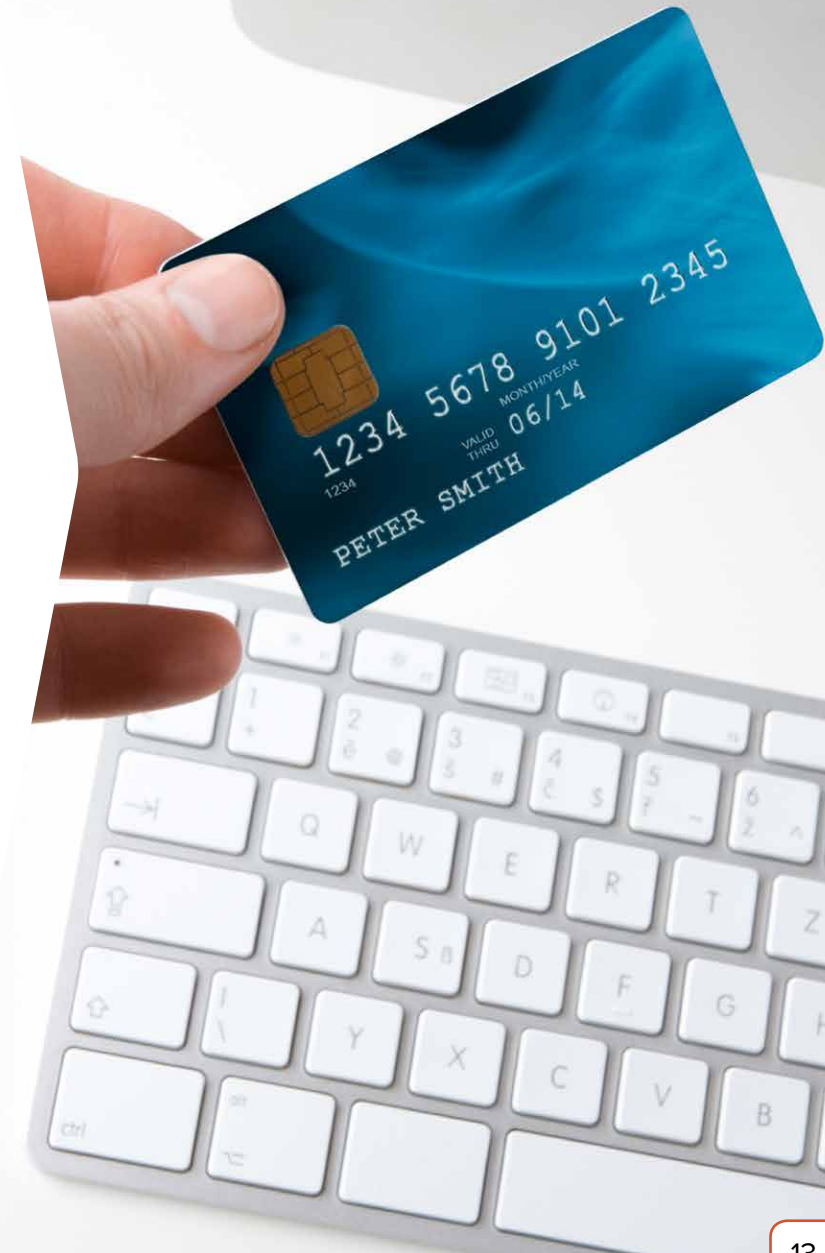
INTEGRATING P-CARDS

for blissful hands-off processing

Purchasing cards (P-cards) and Travel cards (T-cards) are supposed to make things easier for you aren't they? But how many hours do you and your staff spend running around getting receipts for card purchases? Do you then have to manually add them into your accounting system? Couldn't your time be better spent?

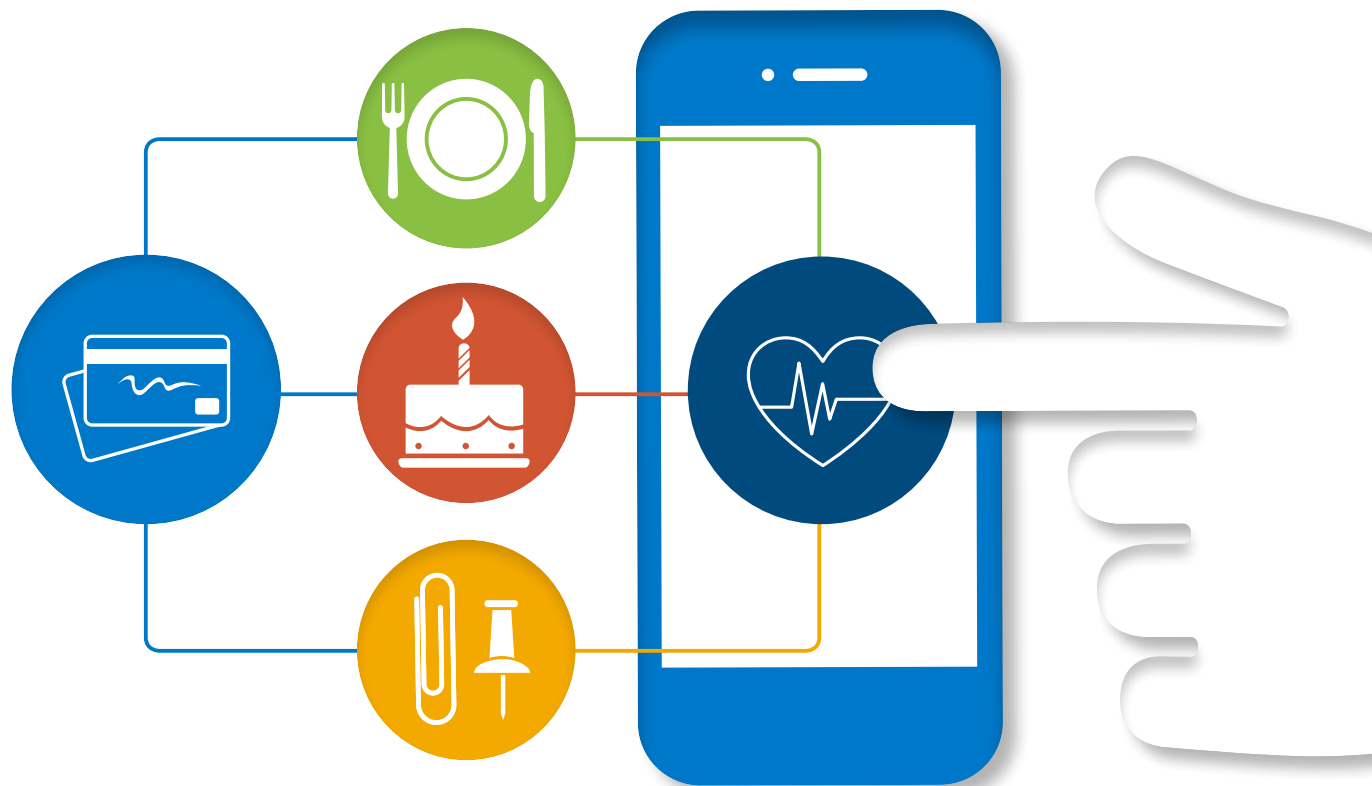
Also, if all that manual hunting, entering and tracking means you're not able to pay the card company quickly, you're missing out on valuable rebates that could make your p-card program much more financially advantageous.

With a spend management system you can integrate directly with your p-card system and automatically pull in the data. You'll also get built-in reminders that go directly to p-card users to capture and upload their receipts right into the system so you no longer have the dreaded track-down-receipts headache. Plus, payments can be made in days, rather than weeks, which means you can cash in on those valuable rebates.



Don't use p-cards or t-cards yet?

You're missing out on some major benefits for your organization, including credit card rewards, easier tracking of minor expense items and visibility into numerous small purchases from birthday cakes, to office supplies—it all adds up.



With spend management you can easily track and pay all those minor purchases without the major hassles. Learn more here:



Maximizing a Purchasing Card Program [WEBINAR]



CHAPTER 4

MANAGING COMPLIANCE,

how to breathe easier

Picture this, it's the end of the year, half your staff is out on well deserved vacations. Your mind is (understandably) not focused on compliance. But then the phone rings and you get the news that one of your physicians has been flagged for possibly being out of compliance with the Stark Anti-Kickback Act. What's your first reaction? Panic? Are you picturing days of combing through paper reports and files to manually look for the applicable expenses? Or worse, a front-page news story accusing your organization of fraudulent behavior? Not such a happy holiday picture is it?

Well, breathe, because this is just a hypothetical scenario. Or is it?

Now picture an alternate future, one with a spend management system. If all your expense reports were processed through one central system, with each line item easily searchable, you don't need to panic. An audit for Stark compliance just means pulling a report of all expenditures with the applicable physician's name.

And to take it one step further, the system also accesses the HCP National Database of doctors so when a doctor has a common name, say Michelle Lee or Robert Johnson, you can be sure that only the expenses related to the right Robert Johnson are counted in your audit.

Now can you sleep easier knowing you won't have to manually scour your files or dodge reporters?

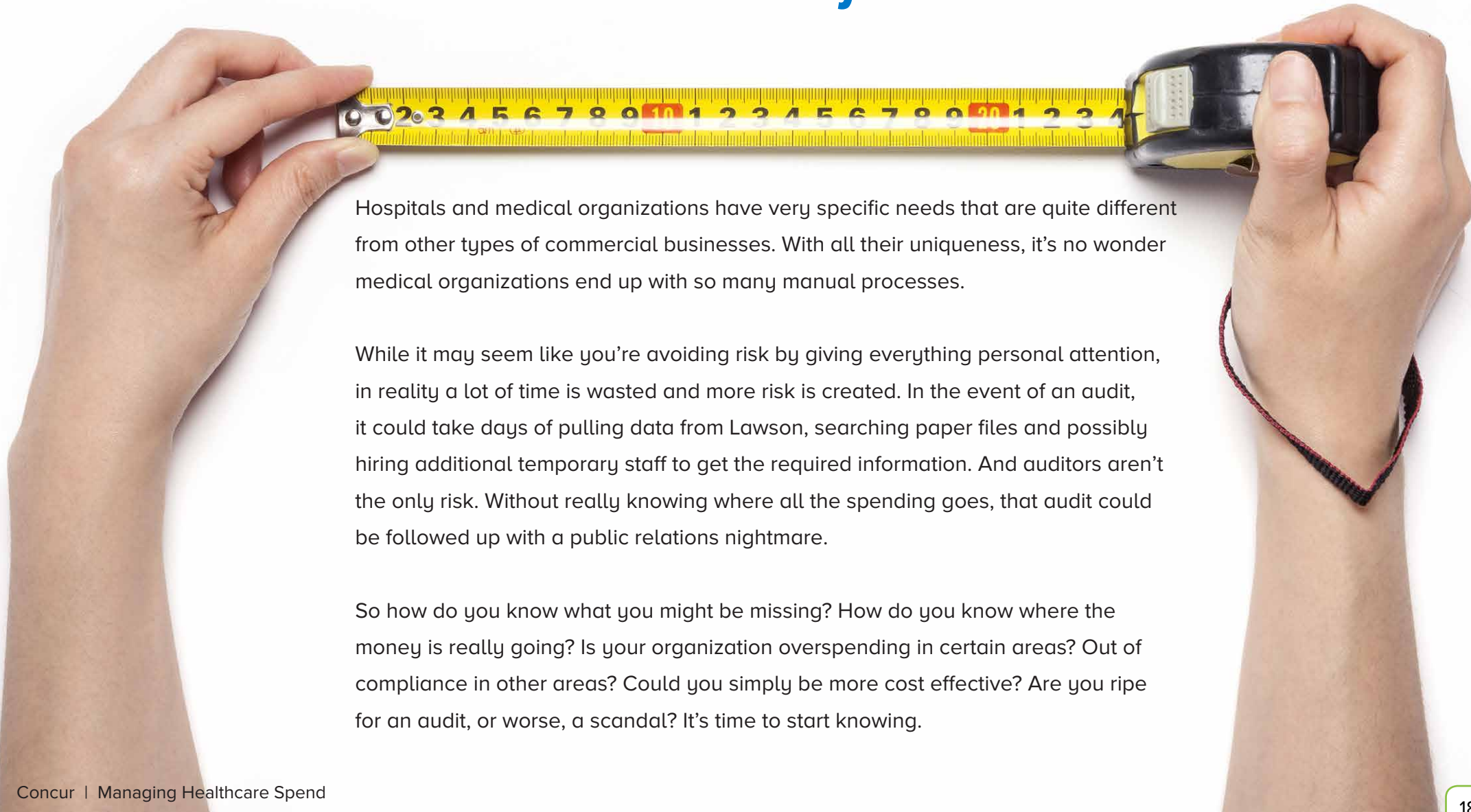




CHAPTER 5

YOU CAN'T MANAGE

what you can't measure



Hospitals and medical organizations have very specific needs that are quite different from other types of commercial businesses. With all their uniqueness, it's no wonder medical organizations end up with so many manual processes.

While it may seem like you're avoiding risk by giving everything personal attention, in reality a lot of time is wasted and more risk is created. In the event of an audit, it could take days of pulling data from Lawson, searching paper files and possibly hiring additional temporary staff to get the required information. And auditors aren't the only risk. Without really knowing where all the spending goes, that audit could be followed up with a public relations nightmare.

So how do you know what you might be missing? How do you know where the money is really going? Is your organization overspending in certain areas? Out of compliance in other areas? Could you simply be more cost effective? Are you ripe for an audit, or worse, a scandal? It's time to start knowing.

Visibility may be the largest benefit of a spend management solution. How the benefits break down:

Compliance

Even in a non-mandate environment, there are rules and it often falls to you to, if not enforce the rules, strongly suggest them. Who wants that pressure? With full data on your side from a spend management system, you don't need to be the heavy and you can still be sure you'll stay off the front page of Scandal News Times.

Accurate planning

When budgeting T&E for the year, wouldn't it be great to have accurate data at your fingertips so you can know what's coming and plan ahead for it? With every expense tracked and measured, whether from Lawson or other sources, you always have data and fewer surprises.

Efficiency

Need to know what was spent last month on travel, or office supplies, or a particular physician for compliance? The complete visibility you get with a spend management system, makes these queries as easy as queuing up a report. No file cabinet deep-dives needed. Plus, the more you know about what's happening in your organization, the more you can refine your processes for even greater efficiency.

Safety

If you have staff who travel all over the world or even all over the state, when a disaster occurs, you need to know where they are to ensure their safety. With your travel managed in one place, you can quickly locate staff and rest easy.

Negotiations

According to a recent Aberdeen report, 54 percent of best-in-class organizations leverage travel and expense intelligence in supplier negotiations. That visibility is key to getting the most value for your organization's money because it enables you to take action based on facts.

The great unknown

When you can't see what's happening in your organization, especially with regard to the incredibly difficult-to-manage T&E line item, you just don't know what you don't know. It's time to start knowing.

There are so many more benefits to gaining visibility. Learn more here:



Don't Fight Unmanaged Travel. Manage It [EBOOK]



Concur and Bon Secour Partner to Gain the Best Result [CASE STUDY]



Help Prevent Fraud with Better Expense Reports [BLOG POST]



CHAPTER 6

NEXT STEPS

So you've stuck with us this far and learned about all the ways in which spend management can potentially help your organization and help you get out from under the tremendous load you're carrying for your team.

We want to help you make that important step. In fact, we make it our mission to delight you. We take the title of this eBook seriously and we believe it's in your future to be overjoyed. We're ready to take you there.

We know you face a number of roadblocks, from getting buy-in from executives to convincing staff to adopt yet another new system. But we also know that once your executives and employees see how easy Concur is to use and how many tedious and repetitive tasks it removes from their day, they cannot wait to have it. Read more here:



[Yes, travel and spend management really can be that easy \[BLOG POST\]](#)

Roll out is also more painless than you think. Concur® is a cloud-based system, that requires very minimal IT resources, and the savings in both time and dollars you'll be putting on the table are enough to convince everyone that this should be a priority. Millions of dollars are potentially at stake and we want to help you bring that straight to the bottom line.

Just think of all the good that can be done with those millions.

GET STARTED NOW

“

Employees love Concur for Mobile: travelers submit receipts and reports on the go, accelerating the process and reimbursement. Employees who don't have the app ask for it as soon as they learn about it.”

– PeaceHealth

“

Deploying Concur solutions is one of the best business decisions we've made”

– Felicia Lawrence, Travel and Expense Administrator, Bon Secours

1

Watch this quick overview of Concur Solutions

2

Contact us to discuss your unique situation

3

Be overjoyed!



CONCUR QUICK FACTS

- ✓ More than 650 healthcare organizations nationwide use Concur
- ✓ Trusted by leading organizations like Mayo Clinic, Tenet, HCA and Mercy to name a few
- ✓ Concur works with a variety of healthcare facilities like hospitals, specialty hospitals, skilled nursing facilities and lab and ancillary facilities
- ✓ Concur offers a dedicated healthcare specific team to help you make it happen



www.concur.com

(800) 401-8412

Concur, a part of SAP, imagines the way the world should work, offering cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, Concur delivers an effortless experience and total transparency into spending wherever and whenever it happens. Concur services adapt to individual employee preferences and scale to meet the needs of companies from small to large, so they can focus on what matters most. Learn more at www.concur.com or the Concur blog.