



Customer

Hennepin County Medical Center (HCMC)
Minneapolis, MN
www.hcmc.org

Industry

Healthcare

Hennepin County Medical Center is operated by the Hennepin Healthcare System Inc. It is Minnesota's premier Level 1 Trauma Center with many nationally recognized programs and specialties.

HCMC is committed to:

- Providing the best possible care to every patient they serve
- Searching for new ways to improve the care they provide
- Educating healthcare providers for the future
- Ensuring access to healthcare for all

Fishbowl Product

Subscription Notifier™

Oracle Products

Oracle Universal Content Management

HENNEPIN COUNTY MEDICAL CENTER STREAMLINES THEIR CONTRACT MANAGEMENT PROCESS WITH FISHBOWL'S SUBSCRIPTION NOTIFIER

Hennepin County Medical Center (HCMC) manages thousands of contracts yearly between vendors, service providers, and partners. Contracts range from agreements with food service vendors, to medical staff, to building maintenance services, and more. Not only are the contracts extremely diverse in nature, but they also have unique terms and conditions including expiration dates. Without a system, maintaining HCMC's contracts was extremely manual and left room for improvement. One area of opportunity was in contract negotiation. By renegotiating terms and conditions prior to expiration, the Medical Center might be able to get better rates. Similarly, they needed to know about termination prior to the end of a contract so they could make Proper arrangements.

PROJECT REQUIREMENTS

- Users need to be notified ahead of a contract's upcoming expiration.
- Users need easy access to the contracts they manage.
- Users need instructions on the action required.

SOLUTIONS

- Fishbowl created an aggressive project plan and coordinated resources to implement Oracle Universal Content Management (UCM).
- Fishbowl configured a metadata model to ensure search was easy and fast. Sample metadata fields include Department, Contract Owner, Expiration Date, Category, Vendor.
- Fishbowl installed Subscription Notifier™ to extend the basic notification of expiration functionality in UCM.
- Subscription Notifier™ allows for email notifications to be sent to the contract owners a defined number of days prior to the contract's expiration:
 - 90 days prior
 - 60 days prior
 - 30 days prior

OUTCOME

The combination of Oracle UCM and Fishbowl's Subscription Notifier™ Component has provided HCMC with an improved contract management system. Their system provides better control and saves HCMC time and money by proactively negotiating better rates before contracts expire.