

El Rio Health transforms its SCM via MazikCare and Dynamics 365

El Rio Community Health System is a Federally Qualified Healthcare Center (FQHC) founded in 1970. Pursuing its mission to “improve the health of our community through comprehensive, accessible, affordable, quality, and compassionate care,” El Rio today provides

vital services to more than 113,000 residents of Tucson, Arizona. El Rio wanted to improve its procurement and inventory management via more robust supply-chain management (SCM) processes so it could achieve long-term financial health and unleash organizational efficiencies.



AT A GLANCE

Customer: El Rio Community Health Centers

Website: <https://www.elrio.org>

Customer Size: Large (1,000 - 9,999 employees)

Country: United States

Industry: Health Provider

Products and Services: Microsoft Dynamics 365 and Power BI



Quisitive, El Rio Community Health Centers, & Microsoft Dynamics 365 and Power BI

Customer Challenges

Founded in 1970 in support of President Lyndon Johnson's declaration of the "war on poverty," El Rio has been steadily growing for more than 10 years. Because the organization's enterprise resource planning (ERP) platform was unable to fully leverage Microsoft Dynamics 365, it wasn't producing consumption and inventory insights; data tracking and KPIs couldn't be enabled; and workflows that aligned with the FQHC's approval hierarchy system weren't aligned.

In addition to these challenges, El Rio planned to complete an organization-wide migration to the Epic electronic health record (EHR) by November 2021. The existing ERP didn't seamlessly integrate with the EHR, and it didn't support the FQHC's 2021 Supply Chain P2P improvements.

Partner Solution

Quisitive's MazikCare CareSupply leveraged Dynamics 365 to enable data-driven SCM processes that support providers, drive patient satisfaction, and create long-term financial health. El Rio now uses Power BI dashboards to deliver real-time insights into materials that are available on site, as well as to provide visibility on order histories.

The eProcurement marketplace is a user-friendly shopping experience that simplifies ordering and connects with the ERP. The PAR Management solution enables data-driven inventory management, real-time visibility, and automated replenishment. Materials Management offers AI-enhanced demand forecasting to manage procurement, track consumption, and optimize inventory levels.

Customer Benefits

By partnering with Quisitive, El Rio strengthened its SCM processes to drive long-term financial health and organizational growth. The FQHC now has visibility into inventory levels to track real-time consumption and can take advantage of customized workflows based on preset approval hierarchies. The solution has enabled El Rio to **eliminate inventory, resource, and labor waste to achieve cost savings and drive business efficiencies—including saving 275 labor hours and using 54,000 fewer pieces of paper for manual purchase orders.**

With CareSupply, El Rio can track real-time data to glean actionable insights that enable the FQHC to **eliminate waste and drive efficiencies, resulting in annual cost savings.**

El Rio has created automated purchase order and inventory workflows. **Orders that once took up to two weeks to fulfill can now be completed in hours; new automated approval hierarchies empower leaders.**

With CareSupply, El Rio can **monitor inventory in real time, set parameters to automate replenishment, and optimize purchasing decisions** based on consumption insights.