

DATE: April 18, 2019
TO: CHRISTUS Health Executives
FROM: Robert Kenderdine
RE: Enterprise Resource Planning Updates

I'd like to share with you the most recent work we've accomplished regarding our enterprise resource planning (ERP) efforts and remind you of a few project dates.

July 1, 2019 will mark the first of many changes in our enterprise resource planning (ERP) project. At that time, our finance and supply chain systems at the system office and in our Santa Rosa and Spohn ministries will all be supported by one single provider, Infor. Our other ministries and teams will follow in the months ahead as outlined below:

Date	Impacted ministries	Impacted teams
July 1, 2019	CHRISTUS Santa Rosa CHRISTUS Spohn	Finance, supply chain
Oct. 1, 2019	CHRISTUS Southeast Texas CHRISTUS St. Michael CHRISTUS Shreveport-Bossier CHRISTUS St. Frances Cabrini CHRISTUS Ochsner Southwestern Louisiana	Finance, supply chain
Nov. 1, 2019	CHRISTUS St. Vincent CPG	Finance, supply chain
Dec. 22, 2019	All U.S. ministries	Human Resources/Payroll Workforce management (e.g. time clocks)
Feb. 1, 2020	CHRISTUS Trinity Clinic CHRISTUS Trinity Mother Frances ASPG	Finance, supply chain

I also want to clarify that Meditech and Epic will still be utilized as our electronic medical records in the hospitals where they are currently in use today. But there are so many other ways this project will make tasks simpler and more efficient, and you'll have easy access to all of them. So many of the things you need to accomplish and/or approve – staff changes, invoices, supply orders, financial reports – will be housed in one single place. For example, for those areas that receive in supplies today, we'll be issuing hand-held, wireless devices for Associates to utilize in signing and receiving packages, providing us with real-time data and with the ability to auto receive large batches of products. And ordering products will be as simple as shopping online, complete with pictures and without pages to scroll through. We'll also standardize processes like that for service contracts. And we'll house contracts in Infor with

new dashboards so you can quickly search for vendors, terms and receive 90-day notification when one is about to expire. On the same dashboard, you can also find your financial information with the ability to drill all the way down to transaction details and support. Payroll information can be found in the same dashboard, too, allowing you to more easily translate labor expenditures. We're confident that the changes ahead will simplify the work each of us do every day.

In advance of this change, we want to be sure all Associates receive the training and support needed to navigate these new processes. We've identified subject matter experts in Finance and Supply Chain across the system, and these Associates have been invited to join the first round of training at the system office next month. They'll also help us lead training sessions with their colleagues within their ministries closer to each go-live date. In the weeks and months ahead, we will invite you to training sessions as well. You'll be assigned courses in HealthStream, but will be able to select the sessions that work best with your schedule. We'll do our best to deliver only the training you need in the most succinct fashion, because the completion of classes is required in order to receive access to Infor.

I'm looking forward to sharing more with you and am thankful for your commitment to the success of our ERP work! We are developing broader communication materials to all Associates, but if you have questions in the meantime, I hope you won't hesitate to get in touch.