

We chose Craneware

because of their market-driven financial solutions

We love them

because Craneware partners with us to improve our financial performance by providing excellent software, support and best practices for the industry

Craneware User Groups 2009

As part of Craneware's client partnership, a series of User Group meetings are hosted across the United States every year. Craneware has designed the 2009 User Groups to be an informative series of forums largely focused on strategic pricing, revenue cycle and supply management solutions for improving returns, increasing productivity and managing risk, as well as ways to further improve your organization's financial performance. In a field facing incessant pressure from demographic shifts, regulatory change, and extreme competition, Craneware solutions drive stronger financial and operational performance through more informed, more responsive revenue management. Hospital staff involved with financial improvement will benefit and enjoy learning more about Craneware's software, discussing best practices, industry trends and challenges around financial performance. These meetings provide an excellent occasion for peer-to-peer networking. In addition, 2009 marks Craneware's 10th Anniversary and an opportunity to celebrate our greatest asset: **our clients!**

After much success last year, we will be including a special Strategic Track for members of the hospital management/ leadership teams, who do not necessarily use Craneware's software daily, but for those that are interested in discussing timely topics that challenge financial performance. Attendees can expect to hear from both industry leaders and their peers to receive useful tools and real world examples of achieved accomplishments and processes in all areas of financial improvement.

The 2009 User Groups offer numerous educational sessions to educate hospital staff involved in all levels of healthcare financial performance. Craneware provides a valuable opportunity for attendees to improve their understanding of financial performance and what role they play in improving it.

History shows that these events attract forward-thinking healthcare providers, and feedback from our 2008 User Group post-event survey confirms that this event resonates with our clients. Of those that attended last year, 94% rated the overall experience as excellent.



"I wanted to share with you how much I enjoyed the Craneware User Group this week. This was the first time I attended a Craneware User Group. In the past I sent my staff, thinking this was a 'how to use the software meeting.' I was pleasantly surprised with the content of the sessions and the entirety of the program; it was a mini ANI – from hot topics like RAC, to best practice processes, to real life success stories! The managerial track was a plus, since I don't use the software on a daily basis, I was able to learn how to manage my team more effectively and came back with some great ideas and some new friends to share ideas. I look forward to the next User Group!"

Bonnie Kiner
Revenue Cycle Manager
Corporate Patient Financial Services
Universal Health Services, Inc.
King of Prussia, PA

The following outlines an average ranking from post-event surveys (5=excellent):

- Received a 4.6 on presenting information and documentation that was relevant to attendees organization's goals
- Accomplished a 4.6 for attendees gaining what they'd hoped to gain by attending the 2008 Craneware User Group
- Attained a 4.7 for providing enough value to encourage attendance at another Craneware User Group
- Achieved a 4.6 for providing a better understanding of how Craneware products work

Craneware's 2009 User Groups provide an excellent opportunity for your organization to join peers for education, networking to nurture existing and develop new relationships, and most importantly for improving your financial outlook. We look forward to seeing you there!

Register today at:
www.craneware.com/2009UserGroups

Call 1-877-624-2792 or e-email usergroups@craneware.com to learn more about how these sessions will benefit your organization.

Dates and Locations for Craneware's 2009 User Groups:

March 10-11, 2009

– Hilton Clearwater Beach Resort, Clearwater, Florida

April 14-15, 2009

- Grand Hyatt, San Antonio, Texas

July 20-21, 2009

- Mohegan Sun Resort and Casino, Uncasville, Connecticut

September 9-10, 2009

- Hotel Phillips, Kansas City, Missouri

October 13-14, 2009

- Hyatt Regency, Irvine, California

There is no registration fee for attending a Craneware User Group. Breakfast and lunch are provided. Travel and hotel are paid by the attendee. Special negotiated group room rates are offered for each User Group.



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