

Alpine Fireside Health Center

Taking a proactive approach to an Electronic Medical Record

Client

With a philosophy of “Family Taking Care of Family” Alpine Fireside Health Center provides skilled nursing, assisted living, restorative nursing, and rehabilitation therapy to its long-term care residents in Rockford, Illinois. Founded in 1973, each member of the health center’s interdisciplinary team bring their professional knowledge and experience to develop personalized care, services, and programs to meet the needs of each resident.

“We chose Keane NetSolutions because we want an Electronic Medical Record and Keane NetSolutions is a great way to get it.”

Gordon Oksnevad
Administrator
Alpine Fireside Health Center

Challenge

Alpine Fireside’s family-style care is combined with a progressive approach to health information technology. “We are going forward with our plans for an electronic medical record so we will be ready when the country carries out the President’s Executive Order for a national electronic health information infrastructure by 2014,” said Gordon Oksnevad, Administrator.

Alpine Fireside uses these Keane NetSolutions software applications for resident care and assessment:

Care Plan, Progress Notes, Resident Assessment (MDS), Physician Orders, and eCharting.

For Accounts Receivable and billing, Alpine Fireside uses Keane NetSolutions ADT and Resident Account Management. Keane Care’s General Ledger, Accounts Payable and Payroll modules assist with their financial management. CareTracker from Resource Systems is also part of their system, used to collect data from direct caregivers and reporting.

Solution

“We are following a step-by-step plan and process to adopt an EMR, rather than waiting until the last minute,” continued Mr. Oksnevad. “An important early step was migrating our software from Keane Care’s VistaKEANE windows-based system to the Keane NetSolutions browser-based system.”

“That transition went smoothly because our staff were proficient with VistaKEANE and Keane NetSolutions was built using the same logic, features, and functions as VistaKEANE.”

“I was eager to take the next step towards an electronic medical record by installing Keane NetSolutions eCharting with eMAR/eTAR. I’m pleased to report that the implementation has gone really well.

“I knew we’d need wireless capability for point-of-care charting, so when we had a computer consultant come in

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earlier to help with a new telephone system, he also helped us install a wireless network. Because we had the network in place, when it was time to install eCharting all we needed in the way of hardware was the tablet PCs to connect to the network.

“For point-of-care charting our nurses had a choice of typing or using the stylus with tablet PC touchscreens. They found that using the stylus was quicker and now all are using that method to document when they administer medications and to enter notes and record vitals.

Benefits

“The nurses say eMAR saves them time and increases their confidence that they’re delivering the right medication at the right time,” continued Mr. Oksnevad. “During the medication pass they are not riffling through paper MARs—everything is right there. They aren’t looking at other shifts to be sure they’re not missing a medication. For instance, if a medication is ordered for every 72 hours, with eMAR it won’t appear on days in between – only when it’s due.

continued

"Eliminating the end-of-month turnover alone is saving our staff about eight hours a month. With our previous process, when nurses received MARs from the pharmacy it usually took two to three days for them to go through every chart, comparing data with the new and old MAR to make sure the new MAR was accurate," continued Mr. Oksnevad

"Now when they receive a new order or change, they put it in the computer and the resident's list of medications is updated and ready for the next medication pass.

"With paper charts, pages can be filed in the wrong location. What if a chart is dropped? It's hard to get everything back correctly.

"Our nurses like the eMAR, it makes the process a lot quicker and makes the job easier and less stressful. At first there were some complaints but after using it for a while, the complaints have stopped. One nurse told me that it's going to be a whole lot harder to make a medication error.

"When we had an unscheduled outage and had to go back to using paper MARs, even staff members who were resistant at first wanted their eCharting tool. We discovered it took twice as long to conduct the medication pass using the old paper system."

"This happened over a weekend and I was resigned to the outage lasting until Monday morning, I was

very happy that Keane Care Support staff acted on my requests over the weekend and we were up and running in no time."

Next Steps

Next for Alpine Fireside's electronic medication management system is Keane NetSolutions Drug Interactions and Patient Education module.

Mr. Oksnevad is looking forward to installing the module when it's available in 2009. "Our pharmacy checks our medications now, but having this tool on our system would help with medication changes during the month and be an extra layer of protection against medication errors."

Keane Care is part of Keane, a global services firm that specializes in enabling transformation of its clients' business and IT functions.