

# Christian Care Communities

## Transitioning to Keane NetSolutions

### Client

Christian Care Communities is Kentucky's largest faith-based not-for-profit provider of housing and long-term care for older adults. Founded in 1884, its extensive network includes independent living apartments, assisted living, and skilled nursing.

To help them fulfill their vision of being Kentucky's premier provider of older adult services, they have used Keane Care's software since 1995 in their four SNFs, in Bowling Green, Corbin, Hopkinsville, and Louisville.

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*Bud Byrley, CIO  
Christian Care Communities*

Their system began with the CARE DOS financial and clinical system. About eight years later they transitioned to the windows-based software and installed a WAN. In 2008 they implemented Keane NetSolutions, the browser-based system.

### CCC's Goal

Why move to Keane NetSolutions now? Bud Byrley, CIO, said "it was a simple decision. To position us for a secure future we are always working to improve service to our residents and to give our employees the best tools. Keane NetSolutions puts us in a great

position to grow and to continue to move toward our goals."

### Keane NetSolutions

"Keane NetSolutions (KNS) installation was a success overall," said Chris Huff, Technology Manager. "We converted all four SNFs on Tuesday and went live Wednesday. We also started training on Wednesday. We discussed training options with Keane Care and decided to do it online through interactive Live Meeting.

"Keane Care Implementation Consultants dialed into a computer connected to a projector so staff could observe and ask questions. We found it a smooth transition. Mainly we needed to know how to find things on the new browser pages and how to run reports.

"Conversion was a huge change for us and we did it in a day. The front-end work we did really contributed to how quickly we made the change," continued Chris.

"Weeks before going live I set up a test environment so staff could become familiar with the software. At training, staff who tried it out were definitely ahead of those who didn't."

### Registration with Keane NetSolutions

Christian Care Communities staff appreciate how KNS handles the registration process with one ADT area.

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"Before, we admitted residents using Resident Account Management software, but that caused problems for clinical staff. The change to maintaining registration data in KNS' central ADT was simple because everyone sees the same information and the process is the same for everyone – it's much cleaner," said Chris.

Now more CCC staff are cross-trained on the registration process. Security profiles are set up for each staff member and group. For example some staff have view-only access to billing information. All authorized staff have some level of access to ADT. Some issues, such as ICD-9 code rankings had to be addressed and resolved in meetings before KNS was implemented.

"When fewer employees could admit residents, if there was staff turnover, the process became a big deal. Now it's usually done by Medical Records staff, but if necessary we have backup and we can enter the residents' information without delay.

continued

**Client Story: Christian Care Communities**

"Our awareness level of the importance of entering data on time was raised by CareTracker. It showed us how valuable it is to have actions date-stamped, and now we apply that thinking to the whole IT system," said Chris.

Glenna Collins, RN, Resident Assessment Director, likes "that clinical staff can look at the ADT Snapshot to check on payment data and Medicare/Medicaid numbers. If you put an extra "+" in a pending Medicaid number, the state rejects the whole MDS and it is very time consuming to have to inactivate or resubmit a corrected MDS."

**CareTracker**

In 2004 CCC was the first Keane Care client to install CareTracker integrated with VistaKEANE ADT.

"We ask CNAs to chart as the care occurs, before they forget," continued Glenna. "At first we ran CareTracker charting compliance reports every day and emphasized complete charting on time. We run them less often now because we are routinely above 95 percent compliance."

CCC staff run CareTracker clinical reports daily, such as depression indicators and input/outputs. They use reports and alerts to check for fluid and food intake as well as elimination records so they can address potential problems quickly.

"Because several CNAs might provide care to one resident, they can't see a trend developing like CareTracker can," said Glenna.

"The MDS Coordinator loves CareTracker. When it's time for a resident's assessment, she can see a summary of all the ADLs and can review and correct them if necessary before entering them in KNS MDS software."

**Employee Messaging**

CCC uses CareTracker kiosks as secure employee message centers. When staff sign in they view messages directed to them. "We weren't sure if it would take off, but it really flies now," says Chris.

"The MDS Coordinator can leave a question for a nightshift CNA, we can ask CNAs to do a one-time check. And we post messages for everyone, like a family coming to visit this afternoon, or lost glasses."

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