

Lutheran Social Services

Jamestown, New York

Lutheran Social Services (LSS) offers a continuum of senior services in Upstate New York. Its facilities include The Lutheran Home and Rehabilitation, a 254-bed SNF offering therapy as well as advanced clinical services. LSS provides independent living for elderly residents and recently opened an assisted living facility. The campus also includes a residential treatment program for youths.

The different service sites all use Keane Care software, including VistaKEANE ADT, Care Plan, Progress Notes, UDA, Resident Assessment, Rehab Therapy, NY PRI, RAM, Accounts Payable, and General Ledger.

Their IT system includes 75 thin-client workstations and tablet PCs that connect to a WAN with a wireless system. Citrix centralizes clinical applications.

Beta Testing

Hultquist Place, a 54-bed Assisted Living facility, is LSS's newest addition and is using Keane Care's newest software—a beta version of Keane NetSolutions clinical software. The testing is going “really well,” says Jonathan Price, LSS Information Systems Coordinator.

“Testing in the Business Office is running smoothly because the staff who are testing the browser version of RAM also use VistaKEANE RAM. The logic of the two systems is so similar that the learning curve has been short and easy,” continued Jonathan.

“The new facility gives us the opportunity to test Keane NetSolutions before we move the SNF and other facilities to Keane NetSolutions, which we definitely plan to do.”



Hultquist Place, an Assisted Living Facility (above), was dedicated September 2006. Jonathan Price (right), IS Coordinator for Lutheran Social Services, oversees the beta testing of Keane NetSolutions at Hultquist Place.



UDA Experts

Clinical staff at Hultquist Place are using Keane NetSolutions User-Defined Assessments (UDA) to make electronic versions of assisted living forms. They computerized the Daily Flow Sheets, Clinical Record Progress Notes, Incident Report, Resident Care Plan, and a Pre-Admit assessment.

So far, LSS staff have entered ten assisted living forms with UDA. “Staff appreciate that with Keane NetSolutions you view the whole form, not just one question at a time,” continued Jonathan.

Staff in the SNF have been using VistaKEANE UDA for years, and now have 25-30 paperless assessments and forms. A Crystal Report specialist on staff writes custom reports that extract data from the UDA format. For example, if a youth runs away from the residential facility, staff use a custom report to pull together quickly the physical description and contact information to give to the police.

Thin-client Systems

The Lutheran Home is in the thin-client

world now with software loaded only on servers – not on PCs. IS staff do not have to go to each computer for workstation setup, software updates, or to fix problems. “When I get a call in the middle of the night, I don’t have to travel back to work,” said Jonathan. “I can shadow users’ work from my computer at home and take control of their mouse.”

Staff arrive for care plan meetings with their tablet PCs and update plans during the meeting so they leave with current care plans.

“We’ve eliminated the printing nightmare we used to have with the MDS,” said Jonathan. “We would start by printing a resident’s previous MDS for staff to complete their sections, the database operator would enter the MDS, and RNs would review paper copies. Now it’s completed totally online.”

They have similarly eliminated routine printing of care plans, assessments, and progress notes. “We only print when required to by the state and we understand that New York is moving closer to accepting electronic signatures.” ■