

Client Profile

Saint Mary's Home of Erie

Erie, Pennsylvania

Saint Mary's Home of Erie was founded 123 years ago by the Sisters of Saint Joseph of Northwestern Pennsylvania to care for Civil War widows and families. Today it is made up of three sites offering a continuum of senior care in Erie, Pennsylvania.

Saint Mary's East is a CCRC offering adult day care and independent living as well as SNF, Alzheimer's, adult day, and respite care. Saint Mary's at Asbury Ridge provides a similar range of services with the addition of assisted living. Their newest site, Carriage Homes at Asbury Ridge, offers 26 independent living homes.



Saint Mary's East, a CCRC, offers seniors a comfortable atmosphere with numerous amenities and services, including Adult Day, Skilled Care, and Alzheimer's Nursing.

Keane NetSolutions Beta

Saint Mary's was a Beta site for Keane NetSolutions ADT, RAM, Resident Assessment and Care Plan. "We are fortunate because our administration looks to what's coming in technology and is not afraid to try new systems," says Amy Erdely, Director of IT. "And our staff share that positive mindset. We do a lot of research beforehand and are successful when we make a change."

They have been using Keane NetSolutions RAM for a year now. Amy saw it at the 2006 Keane Client Conference and it was installed soon after. "RAM is one of the tougher applications to set up, but when you set it up right it works great. We are using RAM to bill for our SNFs, Alzheimer's unit, outpatient adult day care, and assisted living. It handles our Medicare, Medicaid, and private pay billing."

"We are very fortunate to have wonderful staff with longevity. Many employees at Asbury Ridge were there when it opened in 2001. We have

an amazing number of employees with 20, 25, and 30 years of service. There's really a 'Loving to Care' spirit at Saint Mary's," continued Amy.

"Our controller and CFO were on hand for the RAM setup, they wanted to see it firsthand and supported our jumping onboard the new software.

Quicker Month-end Close

"Keane NetSolutions RAM is much faster closing our billing month than the windows version. It used to take three hours, now it takes less than one. It's remarkable how much faster it processes claims and calculates charges. Another benefit is that changing to SQL Server has fixed our problems with database corruption."

Saint Mary's was billing with NPIs and UB-04 forms before the CMS deadline. "We've already sent claims and been paid on Medicare B bills," said Amy. "For the NPIs, we went through our past bills and found all the physicians' NPIs. There will probably be new physicians later

without NPIs and so we are working on our contingency plan."

Staff in Saint Mary's skilled nursing units readily accepted Keane NetSolutions clinical applications for their paperless interdisciplinary system with each discipline entering data. They are also investigating an interface between Keane NetSolutions and their pharmacy company.

Their staff use CareTracker and its interface with Keane NetSolutions Resident Assessment to import totals for Section G. Before they installed CareTracker they hired a Resident Nurse Assessment Coordinator to optimize the resident mix for best outcomes and maximize case mix results. CareTracker has made the job easier and results in Saint Mary's having more accurate documentation.

Saint Mary's is often contacted by other facilities interested in Keane NetSolutions. "We love to show our systems because the more people who install it, the easier life will be for everyone," said Amy Erdely.