

## Client Profile

# The Meadows

## Fulton, Mississippi

The Meadows is a beautiful and new 130-bed state-of-the-art skilled nursing facility offering full therapy services. It is part of Daniel Health Care that includes Daniel Assisted Living.

James Holland, Administrator and Owner of The Meadows, has led his organization by example, with a “proactive approach, never content with the status quo and always looking to the future.” In keeping with this philosophy, The Meadows has been computerized for 20 years, and is always one of the first sites to adopt new technologies.

Over the years many Keane Care staff have worked with The Meadows employees and all report that they are some of the nicest people they work with as well as strong software users.

Mr. Holland recalls working closely with Keane Care management in the late 1990s as Medicare changed to prospective payment using case mix. “The software improved each year to meet the needs of providers like us who were using the billing and MDS products.

“We made the decision to migrate to the browser system because we wanted to be able to document at the point of service and that was available with Keane NetSolutions. Now we have an Electronic Medical Record with all our charting done electronically on laptops and PCs throughout the building.”

The Meadows implemented their Keane NetSolutions system in Spring 2008 including RAM, ADT, Care Plan, Progress Notes, Physician Orders, eCharting with eMAR/ eTAR, Rehab Therapy, and Resident Assessment. “The installation went



The Meadows was built in 2007 as “A Vision of Hope for a Better Tomorrow” for its patients by its owner. James C. Holland (pictured at left) is shown receiving the Distinguished Service award from the American College of Health Care Administrators in 2008.

really well,” said James Holland. “You always run across glitches in a big project like that, but we have gotten beyond those and overall it went smoothly.”

### Management information

As owner and administrator, Holland regularly reviews financial statements from the General Ledger software and aging reports from RAM. Every morning he receives a census report showing total resident days by pay type, level of care, admissions, transfers, discharges, and total days by pay type.

### Secure workflow and faster billing

“We like being able to give system access to all who need it,” said Jackie Jones, Financial Coordinator, and employee since 1992. Each employee’s security includes their own password and assignment to a group with specialized security access.

For instance, the clinical staff have read-only access to areas on payors, change orders, and billing. The reverse is true with Business Office staff limited to read-only access for the MDS and clinical functions.

“I’ve found a few differences between windows-based RAM and Keane NetSolutions,” continued Jackie, “such as how you download and print. It definitely calculates bills more quickly – what used to take us 20 to 30 minutes has been cut in half. Resident Funds looks very different in KNS, but it works the same.”

### Smaller charts

Tammy Holland, CLPN, CNAC, MDS Coordinator reports that they print much less, usually only forms that require a signature. “I’ve noticed that the size of the charts is shrinking. Most charts are about half the size they were before.”

Staff made more workflow changes in 2008 due to the implementation of point-of-care charting with eMAR. For example before eMAR, one nurse did the order entry for all residents, now each nurse does their own.

“I really do like that when you access a resident you have everything you need right there,” continued Tammy. “When you’re working on a MDS you can flip over to Physician Orders to see if they have had their flu shot and flip back to the form. It saves a lot of time.” ■