



Client Case Study: The Kingsway Community



Overview

Kingsway Community

Kingsway is a senior residential community located on a 25-acre campus in the Woodlawn neighborhood of Schenectady, New York.

The community offers a continuum of senior services from independent living apartments, assisted living, skilled nursing/rehabilitation to home care, adult day services, respite and Hospice services .

Facilities

- Kingsway Arms Nursing Center
- Kingsway Manor Assisted Living
- Parkland Gardens Senior Apts.
- Kingsway Court Senior Apts.
- Kingsway Village Senior Apts.
- KingsDay Adult Day Services
- Kingsway Respite Services
- Kingsway Homecare
- Kingsway Kids Center



“After several years of searching for a software package that would fully integrate our clinical and financial information, we found 6N. 6N has partnered with us to customize the system to meet our needs. Their product is by far the most robust software package we’ve seen. The entire 6N team has been great to work with throughout the training and conversion process.”

*Michael McPartlon,
Vice President
Chief Operating Officer The
Kingsway Community*

The Situation

The Kingsway Community was looking for a new system that could help them manage their clinical and financial operations for multiple facilities on their growing campus in Schenectady, NY. Residents at the various facilities at the Kingsway Community are often in more than one program at once, or transfer between programs. Kingsway’s current system did not have an integrated database for all facilities, and transferring residents meant the staff had to complete a lot of repetitive paperwork, and deliver it by hand. In some cases, duplicate resident information was entered, causing billing and clinical errors.

The clinical staff at the Kingsway Arms Nursing Center specifically needed a way to make their daily note-taking more efficient, as well as to track and report on additional clinical information on residents in all facilities in an easy to use format.

The staff at The Kingsway Manor was doing all of their work manually, and needed a flexible system that would allow them to keep track of certain data specific to their assisted living residents and their families.



6 N S Y S T E M S

The Solution



Kingsway chose 6N to implement 6N Essentials because of the integrated financial and clinical database, as well as the flexibility 6N offered for managing multiple and varied facilities. One of the first changes was the staff at each facility was able to create a customized face sheet, that worked for their specific needs, as well as the needs of the organization as a whole. Now all staff had the answers to the most critical needs of their residents in one location, at their fingertips.

In addition, the process for transferring residents and ensuring continuity of care has improved with an integrated database. Staff can review residents information at the various facilities in order to get a head start on the preadmission process. The single database has also made it more efficient to readmit residents between facilities, as their resident record is accessible to all facilities, and is updated continuously—ensuring all parties have the most current data.

Kingsway has also been tracking certain clinical information more closely, and has been able to pull meaningful reports out of 6N to help with care. For example, when a Dementia Grant opportunity came up, the clinicians were able to pull a report from 6N that indicated which residents might be eligible for the grant. The clinical staff was able to proactively manage the process in a few minutes, instead of manually collecting the

information which would have taken weeks. In addition, clinicians are saving time and reducing errors through detail reports that allow them to compare various clinical indicators and check accuracy without having to search through entire medical records.



6N continues to grow with The Kingsway Community as they expand with new facilities and programs.

Because 6N is built with the latest Microsoft

technology, Kingsway has the benefit of a system that can scale with them as their needs change. They also benefit from 6N's Executive Reporting—giving them both financial and clinical information across their organization from one location—allowing them to track performance across their spectrum of services.

“Now we have an integrated, powerful and flexible computer system that meets the changing and diverse needs of our residential community. With 6N, we don't feel like a customer, they feel like part of our family, helping us live our mission of excellence.”

Mark Licata, Kingsway's Director of Information Technology

How can we help you?

Let us show you.

Give us a call today.

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