



Client Case Study: Village Care of NY

Overview

Village Care of New York

Village Care of NY is a community-based non-profit organization serving seniors, persons living with HIV and AIDS and others who face chronic and disabling conditions. With 11 programs, which include such services as skilled nursing, assisted living, adult day care, community case management and homecare, VCNY services over 1,000 clients daily with a staff of over 1,200.

Facilities

- Village Care Nursing Home
- Rivington House
- 4 Adult Day Programs
- Certified Home Health Agency
- 46 & Ten Assisted Living
- COBRA Case Mgt. Program
- Information Centers



“6N has enabled our staff to manage more effectively through improved reporting and data analysis. Managers can use both clinical and financial data to identify trends and problems and address these promptly and efficiently. 6N has been a key factor for our marked improvement in these areas.”

*Emma DeVito,
Chief Operating Officer &
Executive Vice President,
Village Care of New York*

The Situation

VCNY started searching for a new clinical and financial system in 2001 to accommodate the changing needs of their growing organization. They were using a system that was implemented in the early 1990s, that was inefficient and created duplicate work. The biggest issue facing Village Care was that their clinical and financial systems were not integrated.

Managing the dispersed financial and clinical data from multiple systems became too cumbersome, and too prone to error. The lack of integration was causing employees to double and triple check information back and forth between departments, often taking a few business days to resolve, and negatively impacted timely reimbursements. In addition, the legacy system was built with old technology & a non-Windows interface that was cumbersome to use and unable to scale with Village Care as they grew. Village Care was also managing its own servers, and was spending a great deal of time and money on performing backups, maintenance, technical support and server management.



The Solution

6N Systems implemented 6N Essentials for VCNY after a review of over 15 available clinical and financial long term care software systems on the market.

6N Systems was able to get Village Care's finance and clinical departments up and running with **no lapse in performance, and without missing an MDS or billing cycle**. Overall, the biggest benefit for VCNY was able to **save over 54 hours / week on average—or 1.35 FTEs**. VCNY was able to grow in revenue without additional billing staff.

Specifically, with 6N's integrated database for financial and clinical, Village Care was able to:

- Bill Medicare accurately as soon as MDS records are completed with a census-driven billing system that populates the acuity when an MDS is scored
- Reduce duplication by eliminating multiple entries of resident information & allowing readmissions between facilities without replicating patient data
- Eliminate manual scheduling with an MDS scheduler fed by census and insurance information, as well as previous submissions, with a full suite of reports
- Decrease claim errors by reviewing billing reports prior to posting, and employing automatic step-downs for co-insurance charges
- Lower outstanding A/R by processing retroactive rate changes, adjustments, voids, rebills and NAMI corrections seamlessly and efficiently; as well as automatically billing pending Medicaid charges when activated
- Alleviate server maintenance and expense with a worry-free ASP model; help IT staff focus on training and advanced reporting

6N Systems was able to help VCNY streamline both clinical and financial processes, saving them time and helping to increase cash flow. Village Care managers now use 6N Systems Executive Reporting module to review financial and clinical data across the entire organization, from one location. This gives VCNY executives and managers the tools to review both positive and negative trends – like a decrease in pressure ulcers, or a rise in outstanding A/R—across the entire spectrum, helping them to replicate positive performance and address issues for measurable results.

6N is a system that is intuitive, easy to use, with a support team that is always available for help. 6N continues to grow with Village Care as their organization changes, and is currently working on implementing 6N's EMR for managing complete clinical care.

As VCNY grew, they needed a system to grow with them, to help them with the task of managing both clinical and financial processes in a more efficient way.

6N delivered an integrated clinical and financial system that could streamline redundancies and share data across departments and geographically separated facilities, with comprehensive reporting that delivered a more complete picture of their organization's clinical and financial performance.

How can we help you?

Let us show you.

Give us a call today.

518.583.6400

Matt McGarvey, Director of Business Development

mmcgarvey@6NSystems.com