

## Long-Term Care Educational Sessions\*

Monday, July 25, 2011

*Schedule Subject to Change*

	<b>AR/Billing</b> All sessions in Salon 4	<b>Clinical</b> All sessions in Salon 5	<b>Technical</b> All sessions in Cardiff	<b>Multiple Topics</b> All sessions in Sunset
7:00 - 8:15 am	<b>Breakfast</b> - Grand Pacific Ballroom			
8:30 - 10:00	IBM Watson in Healthcare (Newport Coast Ballroom)	IBM Watson in Healthcare (Newport Coast Ballroom)	IBM Watson in Healthcare (Newport Coast Ballroom)	IBM Watson in Healthcare (Newport Coast Ballroom)
10:30 - 12:00	Medicare Secondary Payor: Primary Advice	Year in Review, Future, and I Wish it Could...	Managing, Securing, and Troubleshooting the KNS Website	KNS AP and GL Overview and I Wish it Could...
12:00 - 1:15	<b>Lunch</b> - Grand Pacific Ballroom			
1:15 - 2:15	Year in Review and the Future	MDS 3.0 Hot Topics	KNS General Accounting and Keane Insight	Custom Reports with KNS General Ledger
2:30 - 3:30	MDS 3.0 & RUG-IV from a Billing Perspective	Physician Orders Setup	Year in Review	Payroll Refresher and I Wish it Could...
4:00 - 5:00	MPPR: New Therapy Payment Discount	Physician Orders Setup: Therapeutic Correlations	Keane Care Hosting Services	ePrescribing Infrastructure
6:30 - 9:30	<b>Cirque du Keane</b> - Pool Deck			

Tuesday, July 26

	<b>AR/Billing</b> All sessions in Salon 4	<b>Clinical</b> All sessions in Salon 5	<b>Technical</b> All sessions in Cardiff	<b>Multiple Topics</b> All sessions in Sunset
7:00 - 8:15 am	<b>Breakfast</b> - Grand Pacific Ballroom			
8:30 - 10:00	Users' Group Meeting (Salon 5)	Users' Group Meeting (Salon 5)	Users' Group Meeting (Salon 5)	Users' Group Meeting (Salon 5)
10:30 - 12:00	I Wish it Could... and How do You do It?	Creating & Sharing UDA Assessments	KNS Updates and Server Configuration	Improve your Bottom Line with Resource Systems Products
12:00 - 1:15	<b>Lunch</b> - Grand Pacific Ballroom			
1:15 - 2:15	ANSI 5010 Claim Format	New! Incident Reporting and Infection Control Apps	ePrescribing and eCharting	Keane Insight: Which Kind of Person are You?
2:30 - 3:30	Nobody Likes Collections	Preparing for eCharting	KNS Interfaces	Certification of LTC EHR Technology

Conference ends at 3:30

**\*See the following pages for descriptions of the sessions**

## Long-Term Care Educational Session Descriptions

### Accounts Receivable & Billing Track

#### **IBM Watson in Healthcare** - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

Watson, named after IBM founder Thomas J. Watson, was built by a team of IBM scientists who set out to accomplish a grand challenge – build a computing system that rivals a human's ability to answer questions posed in natural language with speed, accuracy and confidence. Watson passed its first test on Jeopardy! in February 2011, but the real test will be in applying the underlying systems, data management and analytics technology across different industries, particularly healthcare.

#### **Medicare Secondary Payor Billing: Primary Advice** - Monday 10:30 - 12:00

This is a how-to session on best practices for collecting data to determine when Medicare is secondary. You'll also learn the best ways to set up plan and reimbursement tables, UB data entry, and in-depth coverage of what's in the file and on the bill. It will cover common errors, reasons, and how to fix them.

#### **Year in Review and the Future** - Monday 1:15 - 2:15

Keane staff walk you through the changes implemented since the last Keane Client Conference and give you a preview of developments planned between now and the next conference, including readiness for the 5010 standard.

#### **MDS 3.0 and RUG-IV from a Billing Perspective** - Monday 2:30 - 3:30

**Bonnie Danielson, Rehabilitation Director, Spaulding Rehab Nursing Skilled Nursing Division**

Our speaker will share her experience with MDS 3.0 and RUG-IV. Here's your opportunity to make sure your communication process from assessment to claim is working how it should. Learn how to view the assessment and case mix history reports.

#### **MPPR: new Therapy Payment Discount** - Monday 4:00 - 5:00

New for 2011, MPPR (Multiple Procedure Payment Reduction) changes how selected therapy services are paid under the Medicare Physician Fee Schedule (Part B, Outpatient). It's a 25 percent discount applied only to the Practice Expense (PE) part of payment. This session will cover what you need to import, how to import it, and the report.

#### **I Wish it Could...and How do You do It?** - Tuesday 10:30 - 12:00

Ever told your computer monitor how the software should work? Here's your chance to tell the people who designed the software and hear from colleagues who have used it for years. There's a good chance the solution is already in the software.

#### **ANSI 5010 Claim Format for Medicare and Medicaid** - Tuesday 1:15 - 2:15

Healthcare providers need to switch to the ANSI Version 5010 electronic transaction standard by January 1, 2012. This session will cover how to install the revised Keane Care software, testing, including who to contact at your state, Keane's status, and a progress report on the states.

#### **Nobody Likes Collections** - Tuesday 2:30 - 3:30

First-hand advice on how to avoid collections by keeping that goal in mind through the whole process from admission to a balance needing to be collected. Learn what information you need upfront and how AR-Billing reports can help.

## Long-Term Care Educational Session Descriptions

### Clinical Track

#### **IBM Watson in Healthcare** - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

Watson, named after IBM founder Thomas J. Watson, was built by a team of IBM scientists who set out to accomplish a grand challenge – build a computing system that rivals a human's ability to answer questions posed in natural language with speed, accuracy and confidence. Watson passed its first test on Jeopardy! in February 2011, but the real test will be in applying the underlying systems, data management and analytics technology across different industries, particularly healthcare.

#### **Year in Review, the Future, and I Wish it Could...** - Monday 10:30 - 12:00

This session will jog memories of your transition from MDS 2.0 to MDS 3.0 / RUG-IV with a recap of the releases for MDS 3.0, including tools and features that were available for MDS 2.0. With MDS 3.0 behind us, we'll share our plans for the new Keane NetSolutions eDocuments and QA modules as well as modifications to comply with Electronic Health Record certification. We'll have time to discuss your questions and comments about what else you'd like to see in the clinical software.

#### **MDS 3.0 Hot Topics** - Monday 1:15 - 2:15

By now you're pretty comfortable with MDS 3.0, but maybe there's a change that you haven't mastered yet. In this session we'll cover hot topics such as the CMS-672/802 forms, CAAs, and the new assessments, including short-stay and start/end of therapy. Bring your questions and advice.

#### **Physician Orders Setup: Client presentation** - Monday 2:30 - 3:30

Julianna Kane, RN, Quality Improvement Nurse Consultant with Grane Healthcare

Jeannie McCabe, Operational Efficiency and Performance Manager for Catholic Health Services

In this session, two clients share their experience and lessons learned about setting up order types and order codes in Physician Orders. Learn how you can modify your current system to take full advantage of the software's capabilities.

#### **Physician Orders Setup for Therapeutic Correlations** - Monday 4:00 - 5:00

Not familiar with the therapeutic correlations tools in Physician Orders? Learn the thinking behind setting up the correlations and the benefits they were designed to give you.

#### **Creating and Sharing Assessments with UDA** - Tuesday 10:30 - 12:00

Julianna Kane, RN, Quality Improvement Nurse Consultant with Grane Healthcare Company

Julianna will share her expertise and the results of that expertise in the form of assessments created with KNS User-Defined Assessments. Learn the process she follows and how you can import her assessment templates.

#### **New! Incident Reporting and Infection Control Apps** - Tuesday 1:15 - 2:15

Putting your Incident Reports and Infection Control log online protects them from unauthorized access, and eliminates the paper process. In this session you'll receive a demonstration of the products that will be released in third quarter 2011.

#### **Preparing for eCharting and eMAR: Minding your Ps and Qs:** - Tuesday 2:30 - 3:30

The first step to a successful eCharting implementation of eMAR is to make sure your data is in the required format, especially codes and orders. You'll receive helpful resources such as reports that map out how to clean up and convert codes and MAR/TAR reports that identify orders that need attention.

## Long-Term Care Educational Session Descriptions

### Technical Track

#### **IBM Watson in Healthcare** - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

Watson, named after IBM founder Thomas J. Watson, was built by a team of IBM scientists who set out to accomplish a grand challenge – build a computing system that rivals a human's ability to answer questions posed in natural language with speed, accuracy and confidence. Watson passed its first test on Jeopardy! in February 2011, but the real test will be in applying the underlying systems, data management and analytics technology across different industries, particularly healthcare.

#### **Managing, Securing and Troubleshooting the KNS Website** - Monday 10:30 - 12:00

This session is a must for those who manage any of our Web-based modules including Keane NetSolutions and KNS Lite.

We'll cover network topologies, securing these Websites, certificates as well as implementing KNS Exchange, KNS Enterprise Manager, and other Web services. And, how to troubleshoot issues along the way!

#### **KNS General Financials and Keane Insight Dashboard** - Monday 1:15 - 2:15

Keane has introduced some great new offerings since the last conference. We'll give you an overview of the KNS General Financials and Keane Insight Dashboard products with a focus on installation, configuration and system maintenance. If you are currently running the VistaKEANE General Accounting package (AP/GL) please attend this session to learn what will be required to convert from Progress to SQL.

#### **Year in Review and the Future** - Monday 2:30 - 3:30

It's been a busy year for Keane Care! Don't miss this opportunity to learn what's new in 2011 as well as our roadmap for future releases. Technical information on releases of all products will be presented.

#### **Keane Care Hosting Services** - Tuesday 4:00 - 5:00

Learn about our new, state-of-the-art data center and see our cloud computing platform for providing Keane NetSolutions in a Software-as-a-Service (SaaS) environment. We'll discuss what this means for existing EHost users, those interested in Keane hosting, and the future of IT in the LTC industry!

#### **KNS Updates and Server Configuration** - Tuesday 10:30 - 12:00

We will cover the installation of KNS and KNS Lite for full version upgrades, service packs, and patches as well as delve into the configuration details on the new platforms from Microsoft including Server 2008, IIS 7, and SQL 2008. We'll provide you with the most critical information you need to know when supporting the Keane products on these platforms.

#### **ePrescribing and eCharting** - Tuesday 1:15 - 2:15

Learn about implementing and supporting Keane's electronic modules. KNS ePrescribing replaces trips to the fax machine and allows for either electronic messages or auto-faxes to be triggered automatically in NCPDP format or phone-based faxes respectively. KNS eCharting includes eMAR / eTAR to support point-of-service documentation of medication and treatment administration.

#### **KNS Interfaces** - Tuesday 2:30 - 3:00

Learn about the ever-increasing capabilities available via KNS Interfaces along with detailed information about implementing and supporting them. The session will cover these interfaces: Rx Fill, AccuNurse, CareTracker, ePrescribing, Therapute, MDS Analysis, KNS Exchange, our new incoming message service for HL7.

## Long-Term Care Educational Session Descriptions

### Multi-Topic Track

#### **IBM Watson in Healthcare** - Monday 8:30 - 10:00

A look at the present and future healthcare implications of Watson's DeepQA technology and how it will help improve clinical and business performance. This includes assisting healthcare organizations in proactive diagnostics and more precise treatment plans.

Watson, named after IBM founder Thomas J. Watson, was built by a team of IBM scientists who set out to accomplish a grand challenge – build a computing system that rivals a human's ability to answer questions posed in natural language with speed, accuracy and confidence. Watson passed its first test on Jeopardy! in February 2011, but the real test will be in applying the underlying systems, data management and analytics technology across different industries, particularly healthcare.

#### **Keane NetSolutions GL and AP Overview and I Wish it Could...** - Monday 10:30 - 12:00

Take a close look at Keane's next-generation General Ledger and Accounts Payable written specifically for Long-Term Care. This software is part of the Keane NetSolutions system, sporting the KNS look and navigation with the great functionality valued by VistaKEANE clients. Bring your ideas about features and functions you'd like to see.

#### **Custom Reports with Keane NetSolutions General Ledger** - Monday 1:15 - 2:15

Learn how to create and customize reports with this report writer that's been called the biggest change in functionality between VistaKEANE and KNS General Ledger. It requires no maintenance, such as updating account numbers, because it pulls from the chart of accounts. Create a report in half an hour, compared to half a day.

#### **Payroll Refresher and I Wish it Could...** - Monday 2:30 - 3:30

Walk with a Keane Payroll expert through this application, hitting all the features and functions along the way. Learn about the changes due to Health Care Reform, including taxable benefits. Would you like the software to do something it doesn't now or vice versa? Be sure to bring those questions for the friendly experts and fellow professionals.

#### **ePrescribing Infrastructure: Are all the Roads Built?** - Tuesday 4:00 - 5:00

By reducing paperwork, trips to the fax machine, and pharmacy call-backs, Keane NetSolutions ePrescribing can save your facility time and reduce risk. Getting the most benefit from the software involves a workflow review, process changes, and pharmacy partners. This session also will cover the state of the pharmaceutical industry re: electronic communication.

#### **Improve Your Bottom Line with Resource Systems, a Keane Platinum Partner** - Tuesday 10:30 - 12:00

Keane and CareTracker have a seamless integration that passes resident and MDS data back and forth. With its point-of-care kiosks, CareTracker eliminates paper charting and helps you capture reimbursement, increase quality of care, and reduce risk. MDS Director helps Keane clients catch MDS issues and opportunities. With one click in Keane, MDS Director reviews and analyzes open assessments and provides consulting advice throughout the MDS preparation process.

#### **Keane Insight: Which Kind of Person are You?** - Tuesday 1:15 - 2:15

There's two kinds of people in the world – techie and not. Keane Insight can make both happy, starting with dashboards of out-of-the box indicators built for LTC that are a perfect fit for not-so-techie people, both clinical and financial. Techie people will be happy to know there's a package just for them with the tools to create and customize indicators and add alerts. This session is an overview of the built-in reporting and customization features.

#### **Certification of an Electronic Health Record: What to Expect** - Tuesday 2:30 - 3:30

A review of the status of Long Term Care and Post Acute Care (LTPAC) regarding EHR certification. Where Keane NetSolutions stands as an Electronic Health Record and on submitting it for CCHIT® certification. We'll report on our progress making changes to meet certification criteria such as the new eDocuments module and adding event history to more clinical applications.