

CASE STUDY

Why Minnewaska Replaces Eldermark with Residex.

From faster onboarding to better regulatory alignment, Residex delivers what other platforms couldn't.

Organization Overview

Organization: Minnewaska Management Group

Location: Starbuck, MN

Focus: Management and consulting for senior living communities: assisted living, memory care, skilled nursing and therapy services

Software Implemented: Residex

Go-Live Year: Longtime user



The Challenge

Minnewaska Management Group had extensive experience with Residex dating back to its desktop version. When assuming operations at new facilities—especially those using Eldermark or PointClickCare (PCC)—the team consistently recommended switching to Residex. Their goal was to streamline operations and unify systems across managed communities.

Key issues in other systems included:

- Incompatibility with compliance workflows
- Delays in generating reports for surveyors
- Manual form creation or software restructuring
- Difficulty meeting state regulatory standards

Minnewaska needed a platform that could reduce these inefficiencies while ensuring consistent compliance and user satisfaction across sites.



Why Residex?

Ease of use was the deciding factor.

Residex stood apart from other vendors with its intuitive design, quick learning curve for clinical teams, and proven ability to support compliance-driven environments.

The team found that, unlike other platforms, Residex required no major workarounds or custom forms to meet regulatory expectations. The system's built-in reporting and documentation structure helped ensure readiness for surveys and audits.

Implementation & Partnership

The transition to Residex has consistently been smooth. Whether onboarding a new facility or switching from another software, Minnewaska's leaders cited a responsive support team that helped them get up and running quickly—often with very short lead times.

In recent transitions at Mabel and Grand Meadow, Residex allowed leadership to act quickly and set up sites in record time. Both locations moved from Eldermark and immediately noted how much easier Residex was to navigate.



Ongoing Value

Minnewaska participates in regular Residex Customer Health calls to share ideas, ask questions, and problem-solve in partnership with the software team. Over time, their experience has only improved:

- Customer support remains top-notch—with responsive, knowledgeable staff, including many local to Minnesota.
- Front-line staff benefit from real-time record access, improving collaboration with nurses both on- and off-site.
- Compliance is simplified, with structured work flows and printable reports that meet surveyor expectations.
- Billing is the next frontier—Minnewaska is eager to consolidate billing into Residex as new features roll out.

Operational Impact

Residex has helped Minnewaska deliver more compliant, coordinated care across all managed communities:

- Smooth transitions from other platforms
- Confident survey readiness and documentation
- Streamlined staff onboarding and recordkeeping
- Ongoing updates that support real-time collaboration

What's Next

Minnewaska continues to expand their use of Residex features and looks forward to new capabilities—especially in billing—that can unify their operations even further.

On recommending Residex to others:

“DO IT! The sooner the better if you want to be in clinical compliance.”