

# CASE STUDY

## Built for Senior Living. Backed by a True Partnership.

Presbyterian Homes & Services relies on Residex to reduce busywork, improve real-time visibility, and partner on system-wide innovations that elevate care.

### Organization Overview

**Organization:** Presbyterian Homes & Services

**Location:** Iowa, Minnesota, Wisconsin

**Focus:** Assisted living, independent living, long-term care, memory care, and transitional care

**Scope:** Operates 61 senior living communities

**Industry Recognition:** Fourth-largest nonprofit provider of senior housing and services in the U.S.

**Software Implemented:** Residex



### The Challenge

Before expanding its use of Residex, Presbyterian Homes & Services identified a recurring challenge across its communities: staff were spending too much time on redundant administrative tasks and duplicative documentation. Like many senior living organizations, the team needed a way to streamline busywork, enhance accuracy, and improve access to information—without disrupting the care experience or overburdening the team with technical training.

Although Residex had already been implemented prior to current leadership's tenure, the organization saw clear opportunities to unlock more of the platform's potential—especially for direct care staff. With more features activated, Residex could help eliminate unnecessary paperwork and significantly improve care documentation across all levels.

## Selecting the Right Solution

---

What set Residex apart was not only its user-friendly design, but its unmistakable alignment with the needs of senior living providers. Staff across departments found the system easy to navigate from day one—with no steep learning curve, minimal training required, and built-in tools tailored to the realities of assisted living environments.

The leadership team also recognized that Residex wasn't simply a repurposed medical EHR—it was purpose-built by people who understood the senior living space and its unique compliance pressures, workflows, and staffing models.

*“It's easy for staff to jump right in and start working. That's not something you get with most platforms.”*

## Implementation & Partnership

---

One of the most successful initiatives involved the rollout of electronic documentation for Resident Assistants (RAs). Working closely with Residex, the team undertook a multi-month implementation plan across multiple sites—complete with specialized training, custom report creation, and timeline management for each go-live.

The Residex team didn't just provide technical support; they actively helped shape the documentation process, guided implementation best practices, and created custom tools to ensure a seamless experience for both staff and leadership.

This partnership-driven approach paid off. The shift from paper to digital dramatically decreased time spent printing, filing, and updating outdated forms. It also gave care teams better visibility into records—helping leadership make more informed decisions and giving frontline staff more time to focus on residents.



## Ongoing Value

---

Residex continues to provide value long after go-live. Regular bi-weekly meetings have strengthened communication and collaboration between the software provider and Presbyterian Homes' interdisciplinary teams. These standing calls serve as a forum to address challenges, provide feedback, and explore new ideas together.

Over time, Residex has:

- Improved the cadence and clarity of product update communications
- Developed new features in response to customer needs
- Maintained a high level of support that's patient, proactive, and personal
- Fostered a culture of partnership — not just service

## Operational Impact

---

With an expanded implementation of Residex, Presbyterian Homes & Services has seen measurable improvements across the board:

- Decreased time spent on administrative tasks like printing and filing
- Greater access to up-to-date resident information
- Increased time spent on direct resident care
- Improved documentation accuracy and visibility across departments
- Higher confidence in compliance and reporting readiness

## Looking Ahead

---

Presbyterian Homes & Services continues to explore new ways to expand its use of Residex. With the software's flexibility and the ongoing collaboration between teams, the organization feels confident in its ability to meet regulatory requirements, support its staff, and deliver high-quality resident care across all locations.