



# CASE STUDY

## Smarter Documentation. Better Care.

### How Pine River Group Homes Transformed Operations with Residex

#### Organization Overview

**Organization:** Pine River Group Home, Inc.

**Location:** Minnesota

**Focus:** Residential and community-based services for individuals with developmental disabilities

**Licensed Under:** MN Statute 245D

**Staff:** 67

**People Served:** 41 (26 in group homes, 15 in community-based services)

**Software Implemented:** Residex

**Go-Live Year:** 2017



#### The Challenge

Prior to adopting Residex, Pine River Group Home relied entirely on paper documentation across all areas of care—from medication records and service charting to outcome data, family contact notes, and progress updates. The process was inefficient and risky:

- Paper charts were difficult to access, often stored off-site, and posed a HIPAA concern—especially for in-home staff.
- Program directors had no real-time visibility.
- Late entries disrupted documentation timelines, and finding specific data took excessive time.
- Paper MARs increased the likelihood of medication errors.
- Staff handwriting was often unclear or inconsistent.
- Filing across multiple locations was time-consuming and error-prone.



## Selecting the Right Solution

After exploring several vendors, Pine River selected Residex for its flexibility, intuitive design, and responsive customer support. Unlike other platforms, Residex demonstrated a deep understanding of the unique documentation needs and regulatory landscape surrounding Minnesota's 245D services.

*“Residex had the most flexibility and support for our needs.”*

## Implementation & Partnership

Residex partnered closely with Pine River to ensure a seamless implementation. The team addressed complex workflow requirements, trained staff, and customized features to meet operational and licensing demands.

The transition allowed Pine River to centralize all resident data and simplify communication across residential homes and community-based services.



## Operational Impact

Since moving to Residex, Pine River has achieved significant improvements across multiple areas:

- **Resident records are now accessible from any location**, providing real-time visibility for leadership and care teams.
- **All records are consistently organized by resident and location**, making documentation easier to navigate and manage.
- **Staff records are simple to update and maintain**, helping supervisors stay current on training and compliance.
- **Appointments are easy to track and report**, improving coordination with support teams.
- **Reports are generated quickly and efficiently**, reducing administrative burden.
- **The Residex help desk is responsive**, with no data loss or failures since go-live.
- **Ongoing enhancements, including a dedicated 245D task force**, ensure the platform evolves alongside regulatory and operational needs.

*“Everything is easier to find, safer to store, and simpler to track.”*

## Ongoing Value

Pine River continues to rely on Residex to support efficient, compliant, and high-quality care delivery. As regulations change and operational needs grow, Residex remains a trusted partner—delivering continuous updates, new capabilities, and personalized support.