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INTELLIGENT CARE

CASE STUDY

How Residex® Helped Edgewood Healthcare Standardize Documentation and Drive Revenue

Collaborative report development and clinical alignment make Residex a game changer for Edgewood's Memory Care and Assisted Living communities.

Organization Overview

Organization: Edgewood Healthcare

Location: Grand Forks, ND

Focus: 55+ Living Options, Assisted Living, Memory Care, Short-Term, Adult Day

Software Implemented: Residex®

Go-Live Year: Ongoing

Edgewood Healthcare

The Challenge

Before implementing Residex, Edgewood Healthcare was struggling with inconsistent documentation and recurring issues during state surveys. The organization needed a platform that could bring clarity, control, and consistency to care records while aligning with state-specific compliance expectations.

Why Residex?

Edgewood chose Residex because it was purpose-built for Assisted Living—and backed by a team familiar with the regulatory intensity of states like Minnesota. Unlike other systems under consideration, Residex offered embedded workflows and reports tailored to the realities of survey readiness and clinical care planning.

"We needed something designed for our world—not repurposed from hospitals or skilled nursing."

Edgewood staff also appreciated that the system was locally supported and user-friendly, with intuitive navigation that helped team members work more efficiently from day one.

Implementation & Partnership

Edgewood's partnership with Residex has been hands-on from the start. Clinical collaboration played a central role in shaping how the system was deployed across the organization. The most impactful result of that partnership was the design of a custom service level report—built with direct input from Residex's clinical liaison.

This report compared resident care levels with actual services received, including payor information, giving Edgewood communities a way to close gaps in documentation and ensure billing accuracy.

"I call it our game changer report. It's increased revenue substantially, especially in Memory Care."

Despite minor setup challenges with Pharmacy Connect—mostly attributed to user error—Edgewood's overall onboarding experience was smooth, with consistent support throughout the transition.

Ongoing Value

Edgewood continues to work closely with the Residex team on system enhancements and training. The platform has expanded well beyond clinical documentation to support organizational needs in multiple departments.

Key ongoing benefits include:

- Auto-assignment of LMS courses for staff
- Prospect tracking, payer management, and financial reports
- On-site user group meetings and regular touch points with the support team
- Twice-monthly collaboration calls to discuss updates, ideas, and system improvements

Support remains a standout. Whether it's a system update or a one-on-one call, Edgewood describes the experience as responsive, flexible, and always partnership-oriented.

Operational Impact

Residex has helped Edgewood deliver more coordinated, compliant, and data-driven care across its Assisted Living and Memory Care communities. With strong reporting, clinical documentation alignment, and a proactive support structure, Residex continues to evolve as an essential operational tool.

"This is a company created for Assisted Living. They're invested in understanding state-specific regulations and supporting clinicians every step of the way."

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