

CASE STUDY

Driving Alignment. Supporting Growth.

Vitality Healthcare Management uses Residex[®] to unify workflows, improve assessment accuracy, and maintain compliance across evolving senior care operations.

Organization Overview

Organization: Vitality Healthcare Management

Location: Aitkin, MN

Focus: Skilled nursing, assisted living, memory care, rehabilitation, and healthcare management

Software Implemented: Residex[®]

Go-Live Year: Ongoing use through organizational transitions



The Challenge

When leadership at Vitality Healthcare Management stepped into their role, Residex was already in place. Rather than replacing the system, they focused on expanding its use to support broader organizational goals—especially improving clinical efficiency and maintaining compliance through regulatory changes and acquisitions.

As the company evolved, Vitality needed a software platform that could help align workflows, reduce redundancy, and bring order to service planning and assessments across multiple care models.



Why Residex?

Residex offered the specific functionality and ease of use Vitality needed to move quickly and work confidently. Features like shift notes, real-time dashboards, and assessments designed to meet ALF requirements were already built in—requiring minimal customization or additional training.

It was clear the software was built for the realities of assisted living providers. Staff could navigate the system with ease, and leadership felt empowered to shape and streamline care documentation.

“It’s incredibly user-friendly and clearly built for the ALF space.”

Implementation & Partnership

As the organization grew through acquisition, Residex proved to be more than just a software platform—it became a reliable partner in system alignment. Together, the Vitality and Residex teams reviewed workflows, streamlined assessment tools, and ensured service plans were tied to actual payer requirements and care models.



Residex supported:

- Global service alignment and cleanup
- Custom service sets based on payer
- Integrated assessments that automatically informed service planning
- Open discussions on best practices and system improvement

This collaborative process has resulted in a much more cohesive documentation system—one that saves time, reduces confusion, and meets compliance standards with greater confidence.

Ongoing Value

The partnership continues to evolve. Vitality holds ongoing discussions with Residex to identify areas for improvement, offer feedback, and shape future updates. The openness to collaboration has helped the organization stay nimble and proactive—especially as they grow and adapt systems for new locations.

Operational Impact

The most significant success so far has been the alignment of assessments and service planning—ensuring that care plans are not only complete but consistent across all levels of care. This shift has created:

- Clearer documentation workflows
- Better internal alignment
- Reduced duplication
- Increased efficiency during audits and reviews

Advice to Other Providers

“For smaller organizations, it’s a one-stop shop. For larger or growing ones, it’s an excellent system to keep ALF compliance on track—with features built for our world and a support team that listens.”