



# Colorado CASE STUDY

## Better Visibility. Better Compliance. Better Care.

### How a Four-Home Assisted Living Operator in Colorado Strengthened Oversight

#### Organization Overview

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Senior Living Consultant and Former Senior Living Operator of 4 Colorado Homes

This assisted living operator oversees four residential care homes and needed a better way to manage documentation, communication, compliance, and reporting across multiple locations. After seeing the platform in use and comparing it to the system already in place, leadership chose to expand Residex® across all four Colorado homes to create more consistency and visibility organization-wide.



#### The Challenge

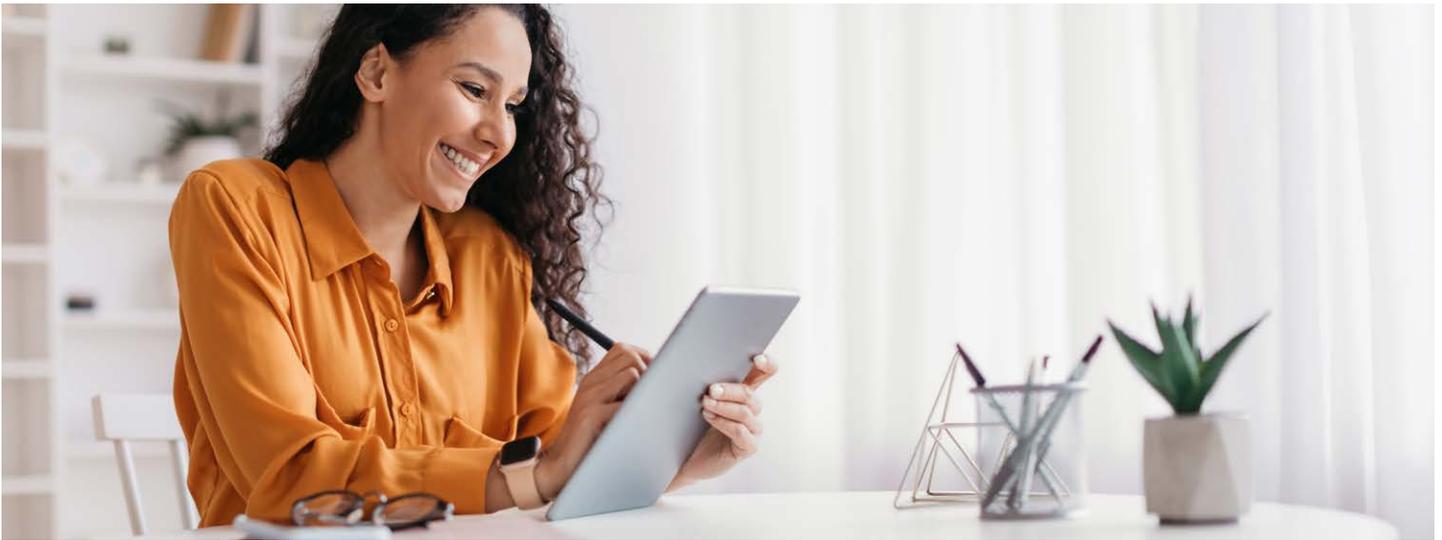
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Managing multiple homes requires more than resident documentation alone. Leadership needed a system that could support day-to-day care operations while also making it easier to maintain oversight across locations, monitor staff accountability, and stay prepared for surveys and audits.

Before standardizing on Residex, the organization was using another EHR platform that did not offer the same ease of use or functionality. Information

was harder to access, reporting was less efficient, and leadership needed a more dependable way to stay connected to what was happening in each home.

*“As an owner managing multiple locations, it was incredibly helpful to have a system that gave real-time visibility into resident care, documentation, and reporting.”*



## Why Residex® for Colorado Assisted Living Communities

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The decision to move forward with Residex came after a product demonstration revealed a clear difference in usability and capability. Two newly Colorado acquired homes were already using the platform, and once leadership saw how much easier it was to navigate and manage, the decision was made to transition the remaining homes as well.

*“ The ease of navigation and the functionality of the system were so much better than what we had been using. ”*

Bringing all four Colorado homes onto one platform created a more consistent operational environment and made it easier to access information, review records, and support staff across the organization.

## A More Connected Day-to-Day Workflow

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Once implemented across all locations, Residex improved visibility into resident care and simplified everyday operations. Leadership could review documentation in real time, monitor activity across homes, and generate reports quickly when needed.

The platform also improved communication between shifts and between caregivers and leadership.

With **SNAP messaging**, staff could communicate directly within the system rather than relying on texts or phone calls. Shift reports were incorporated into that workflow, helping outgoing staff share updates clearly and allowing incoming caregivers to review important information before assuming responsibility for care.

This created a more structured handoff process and helped reduce communication gaps.

## Stronger Survey and Compliance Readiness

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One of the biggest advantages of Residex was the confidence it gave leadership in documentation readiness. Records were organized, accessible, and easier to retrieve whenever questions arose or a surveyor requested information.

In one instance, a state survey began while leadership was away from the community. Rather than scrambling to locate records, reports could be generated as PDFs and sent quickly, helping the team respond efficiently and with confidence.

*“ One of the things I appreciated most about Residex was the confidence it gave me that our documentation was organized, consistent, and easy to access whenever it was needed. ”*

## Operational Improvements

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Using Residex® across four Colorado homes led to meaningful improvements in both oversight and efficiency. Key benefits included:

- Real-time access to resident records across all locations
- More consistent documentation and easier record review
- Faster report generation for surveys, care coordination, and internal oversight
- Better communication between shifts and leadership through SNAP messaging
- Easier tracking of appointments, staff records, and certification status
- Reduced administrative burden on caregivers and managers

*“Reporting became one of the biggest operational improvements. We could generate reports quickly and have the information we needed right away.”*

## Quality Oversight and Staff Accountability

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Residex also supported stronger quality management processes. The administration dashboard gave leadership better visibility into areas that needed attention and supported regular review of operational and care-related issues across the homes.

That included monitoring:

- Missing or declined medications
- Upcoming or overdue assessments
- Medication count discrepancies
- Vitals outside expected ranges
- Staff certification and compliance status

This helped leadership identify issues earlier, strengthen accountability, and maintain more consistent standards across all locations.

## Training and Policy Management

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In addition to supporting resident care documentation, Residex helped streamline staff training and policy oversight. Policies and procedures could be incorporated into the platform and tied directly to required staff education.

When additional reinforcement was needed around documentation or medication processes, the appropriate policy could be attached and assigned for review. Leadership could then generate reports showing completion, creating a more efficient way to support accountability and demonstrate compliance.

## Responsive Support

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The support experience also stood out. Questions were answered quickly, requested changes were handled promptly, and follow-up communication helped ensure updates worked as intended.

## The Outcome

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For this multi-home assisted living operator, Residex became more than an EHR. It served as a central operational tool for documentation, communication, reporting, compliance, and staff oversight.

*“Systems like Residex help operators stay organized, reduce administrative burden, and maintain confidence that their documentation and processes are aligned with regulatory expectations.”*

By making information easier to access and workflows easier to manage, the platform helped reduce administrative friction and support more efficient day-to-day operations.

**> Learn how Residex supports Colorado assisted living communities.**

