Rendevor DIALYSIS

CASE STUDY

The Villages of Lake Highlands

Dallas, TX



The Villages of Lake Highlands wasn't questioning whether to offer on-site dialysis—they were looking for a more effective way to deliver it. Their objective was to strengthen this specialized service to better support patient recovery while serving the growing needs of the Dallas community.

Within one year after partnering with Rendevor, The Villages experienced measurable improvements across clinical, operational and patient satisfaction metrics, including:

- Lower rehospitalization rates
- Faster recovery and greater participation in therapy
- Shorter, more efficient lengths of stay
- A more stable census and stronger hospital referrals

THE OPPORTUNITY

Access Was Just the Beginning

With a dialysis den already on-site, The Villages of Lake Highlands eliminated one of the biggest barriers for both patient and operations: the need to travel off-site for treatment. But access alone wasn't the full solution. Creating a more positive experience for the patients was.

Treatment could still leave residents fatigued, limit therapy participation and create friction in daily schedules. Leadership saw a significant opportunity to improve how dialysis could enhance recovery and daily life.

"Residents receiving dialysis treatment are in a challenging medical and psychosocial situation. Our goal is simple; make that experience as supportive and clinically excellent as possible," said Kelly Wolfe, CEO of Village Senior Care.

THE APPROACH

Dialysis Built Around Recovery

The Villages partnered with Rendevor Dialysis to build a coordinated, resident-centered dialysis model that was fully integrated into the building's daily operations.

The decision to initiate More Frequent Dialysis (MFD) was a key turning point. This five-day-per-week treatment frequency designed to optimize program sustainability, patient outcomes, compliance, and recovery times enabled both teams to concentrate more effectively on care coordination, skilled nursing and rehabilitation. Ultimately, this approach helps patients regain sufficient health to return home. This model also promotes an optimized length of stay and reduces rehospitalizations for Villages residents.

Scheduling became tightly coordinated; residents arrived punctually, spent less time in treatment and returned to their day with minimal disruption. Dialysis was structured around therapy, not in competition with it.

The Rendevor team integrated into the daily rhythm of the building, collaborating with staff, participating in clinical workflows and even aligning with life safety protocols like fire drills and emergency procedures.

"The Villages of Lake Highlands and Rendevor partnership has been a seamless fit to the benefit of our residents," Wolfe said. "They've become part of the team at Lake Highlands."

The facility made a deliberate investment in the resident experience, building a first-class dialysis den designed for comfort and dignity, rather than the standard clinical setup.

"We made a conscious decision that a resident receiving dialysis would benefit from a panoramic glass exterior in the den that looks out to a scenic courtyard, with great Wi-Fi access and A/V amenities as well," Wolfe noted. "Villages of Lake Highlands has been a community and post-acute partner serving greater Dallas since 2010, and a leader in innovation and program development for our seniors. This was the next step in our growth to serve."

21%
Monthly Dialysis Census Increase
Compared to previous provider

7%
Rehospitalization Rate
vs. ~34% national average

3x to 5x
Weekly Treatment Frequency
Smooth transition, strong acceptance

92%
Recover within 2 Hrs Post-Dialysis
vs. 32% typical

+40
Additional RN PBJ Hours
Improving quality scores

THE IMPACT (YEAR ONE)

Measurable Gains Across Clinical, Business and Operational Performance

As of mid-2026, the team can proudly report quantifiable gains in clinical outcomes, business performance and day-to-day operations.

Stronger Clinical Outcomes

- Strong resident and family acceptance of the 3x to 5x weekly treatment schedule
- Rehospitalization rate of 7%, far below the ~34% national average)*
- 92% of post-dialysis residents recover within 2 hours vs. 32% of typical HD patients**
- Residents present as more alert, less fatigued and better able to participate in therapy

Stronger Business Performance

- Expanded hospital marketing outreach and referral pipeline
- Fewer return-to-acute (RTA) events reinforcing performance with hospital partners
- Increased confidence from hospital referral partners
- In-house dialysis is cost-neutral or provides savings vs. transportation for LTC residents
- Increase of 21% in monthly dialysis census compared to previous provider (following 90-day ramp up)

Smoother Operations

- More predictable scheduling, no late arrivals and no late fees
- Reduced time spent coordinating around dialysis
- Stronger, more consistent communication between the SNF and dialysis teams
- Reliable, standardized workflows across teams
- True partnership, with Rendevor embedded in daily operations
- 40 additional RN hours added to the SNF PBJ, resulting in improved quality scores

Sources
*National rehospitalization average: DaVita Physicians — Skilled Nursing Facilities (davita.com/physicians/clinical/skilled-nursing-facilities)
**Typical post-dialysis recovery time: National Library of Medicine, PMC9543222 (pmc.ncbi.nlm.nih.gov/articles/PMC9543222)

Rendevor DIALYSIS

Schedule a Complimentary Site Evaluation or ROI Market Analysis

partners@rendevordialysis.com
512.599.8022

1717 W. 6th Street, Suite 350
Austin, TX 78703
rendevordialysis.com