



CASE STUDY

Allegiance Healthcare **Wins Compliance Standards Award Using Axxess**



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Brandon Melancon

Chief Operating Officer at Allegiance Healthcare



ALLEGIANCE HEALTHCARE
HOME HEALTH | HOSPICE & PALLIATIVE CARE

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Axxess proudly presented the inaugural Distinction Awards at the 2024 Axxess Growth, Innovation and Leadership Experience (AGILE), honoring outstanding achievements in the care at home industry.

Allegiance Healthcare received the Compliance Standards of Excellence Award for their demonstrated commitment to surpassing industry survey standards and upholding continued compliance.



I think this award speaks to more than just compliance. I think it speaks to us as leaders in our organization really going above and beyond and investing in our people and putting our stake in the ground and really saying, ‘We’re committed to serve all, from pediatrics to geriatrics and everybody in between.’ And in a way that says, ‘Let’s figure out how to get it done’ versus all the reasons why we can’t. I think that winning this award is a testament and a measurable outcome to that, and saying, ‘If you can do it with the best quality and compliantly while leading your people and lifting them up, it’s a win-win.’



Brandon Melancon
Chief Operating Officer at Allegiance Healthcare



Allegiance Healthcare, operating under the Allegiance Health Management umbrella, is a leader in post-acute care, providing home health, hospice, palliative care, and transitional care services to all patients regardless of the complexity or acuity of their diagnosis.

They attribute their successes in the realm of compliance to their experienced leadership team with extensive years of combined healthcare expertise, the visibility and monitoring capabilities provided by Axxess solutions, and their commitment to Quality Assessment and Performance Improvement (QAPI) meetings and collaboration. These factors enable Allegiance Healthcare to navigate complex regulatory requirements, track compliance data, identify areas for optimization and maintain a culture of continuous improvement in their operations.

Axxess interviewed Brandon Melancon, Chief Operating Officer at Allegiance Healthcare, to explore the strategies behind this organization’s success.



In an industry where regulations and requirements are ever-evolving, what's the secret to staying compliant?

We, at Allegiance, have internal processes embedded into our organization. Some examples are a prebilling audit process which ensures our claims are clean before we submit for reimbursement. Another example is a mock survey tool that we utilize each year at every agency so they are fully prepared for a real external survey. There is a monthly QAPI meeting held by the agency leaders alongside a medical review auditor, which tracks and trends pillar metrics so we always know where the agency stands and where the opportunities lie. We institute a Performance Improvement Project immediately where needed. We also have a compliance hotline that employees can call if they have concerns they prefer to voice anonymously.

What accomplishments have you achieved in the realm of compliance?

We have mitigated our CAP risk completely which leads to a more compliant and healthier census along with zero-deficiency surveys.

How did you establish the internal processes that keep your organization compliant?

The executive leadership and agency leadership is built of experienced individuals who have worked in multifaceted organizations in their tenure. They each come to Allegiance with their opinions and background which, in turn, assists us in building the best processes in the industry. Additionally, Axxess has the capability of developing products and services that contribute to healthcare companies achieving greatness in a compliant manner.

Did your organization have any issues related to compliance prior to partnering with Axxess?

We had a short and long length of stay issue which could have led to governmental audits. We did not have any systems in place to monitor these areas of concern. Axxess assisted in measuring these and providing visibility around it.

How does Axxess contribute to your organization's compliance?

Axxess offers extreme efficiencies for field users, it is easy to use, leaders can coach and teach at any time with users, the test site is very helpful when onboarding new employees, the education and modules for new hires are extremely helpful and the leaders have access to BI and reports. The reports in Axxess and constant visibility safeguard compliance throughout Allegiance Healthcare.



ABOUT ALLEGIANCE HEALTHCARE

[Allegiance Healthcare](#) boasts a specialized care network throughout Louisiana ensuring patients and families receive the appropriate level of care. Their unique position within the continuum of care enables them to offer a wide variety of specialty healthcare services, including home health, hospice, and palliative care with specialties in pediatrics led through their robust Pediatric Extended Care and Pediatric Hospice Care programs. Their services are designed to cater to the unique needs of patients in the communities they serve, ensuring all have access to the post-acute healthcare continuum.



ABOUT AXCESS

[Axxess](#) is the leading global technology innovator for healthcare at home, focused on solving the most complex industry challenges. Trusted by more than 9,000 organizations that serve more than 5 million patients worldwide, Axxess offers a complete suite of easy-to-use software solutions that empower home health, home care, hospice, and palliative providers to make healthcare in the home human again. Multiple independent certifications have confirmed that Axxess has the most secure and industry-compliant software available for providers. The company’s collaborative culture focused on innovation and excellence is recognized nationally as a “Best Place to Work.”