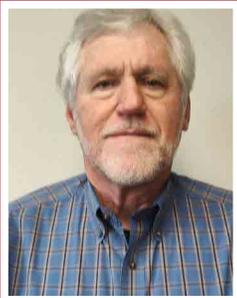


# BSA ComPassion Home Care Wins Compliance Excellence Award Using Axxess

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Leveraging the Axxess ecosystem has allowed us to stay closely attuned to our organization’s needs...

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**Ronnie Madison**, MBA, BSME  
Owner/CFO of BSA  
ComPassion Home Care

Axxess proudly presented the annual Distinction Awards at the 2025 Axxess Growth, Innovation and Leadership Experience (AGILE), honoring outstanding achievements in the care at home industry.

BSA ComPassion Home Care received the Compliance Standards of Excellence Award for its demonstrated commitment to maintaining the highest standards of regulatory compliance.



On behalf of everyone at BSA ComPassion Home Care, I am deeply honored to accept this award. This recognition is a testament to our team's unwavering dedication to providing the highest quality of care while adhering to the strictest regulatory standards. We are committed to continuously improving and ensuring that our patients receive the best possible care in the comfort of their homes.



**Ronnie Madison, MBA, BSME**  
Owner/CFO of BSA ComPassion Home Care



BSA ComPassion Home Care opened its doors in 2006, providing home healthcare services to patients in the Texas panhandle. Currently serving more than 700 patients, they expanded to a new location in Lubbock, Texas, in 2024, an accomplishment they attribute to the Axxess ecosystem. They credit their success in compliance to the robust tools and support provided by the Axxess platform, as well as their rigorous internal quality assurance processes. In December 2024, BSA passed its recertification survey with zero deficiencies. They maintain a four-and-a-half-star rating in patient experience and achieved a five-star rating in quality measures in the fourth quarter of 2024.

Axxess interviewed Ronnie Madison, MBA, BSME, Owner/CFO of BSA ComPassion Home Care, to explore the strategies behind this organization's success.



## **In an industry where regulations and requirements are constantly evolving, what's the secret to staying compliant?**

Our key to compliance is a combination of robust tools and thorough internal processes. We conduct regular internal audits using the Axxess Business Intelligence platform to identify and address any gaps in our clinical, operational, or financial processes, ensuring we maintain zero-deficiency status during surveys. We also leverage the Axxess Training and Certification+ platform to keep our staff informed and up-to-date with the latest regulatory changes, and we implement continuous improvement initiatives using the monitoring capabilities in Axxess Home Health to refine our processes and stay ahead of any potential issues.

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## **What other ways do you use the Axxess ecosystem to support your compliance efforts?**

The Axxess ecosystem supports our compliance efforts in many ways:

Axxess Home Health ensures seamless, timely documentation by clinicians, which is crucial for staying compliant with regulatory standards. As clinicians document care, tips and alerts throughout the system guide them on best practices, reducing the risk of non-compliance and making the documentation process easier.

Axxess Business Intelligence enables us to monitor clinical, operational and financial outcomes and drill down on processes to identify areas for improvement.

Axxess CAHPS enables us to track patient experience and identify marketing opportunities to grow our business.

Axxess Training and Certification+ helps us onboard and train new employees so they know how to operate to the highest standards of quality and compliance.

We've implemented many of the compliance monitoring features within the Axxess platform into our daily operations. For example, the real-time data in the PDGM Center in Axxess Home Health supports compliance by enabling us to proactively monitor and manage PDGM risks. This means we can address potential issues before they become real problems, ensuring our practices always align with PDGM requirements. The OASIS improvement indicators, as another example, provide clear insights into patient status, helping us to make timely adjustments to care plans and maintain accurate documentation, which is crucial for regulatory audits.

## **Prior to partnering with Axxess, did your organization have any operational issues that could have compromised your compliance?**

Staffing significantly improved since partnering with Axxess.

Without adequate staffing, it's extremely challenging to ensure that patient care plans are followed accurately and that documentation is completed in a timely and thorough manner. This can lead to missed deadlines, incomplete records, and potential regulatory violations. Understaffing and turnover can also result in burnout of existing staff, which can further compromise care quality and increase the risk of errors.

Partnering with Axxess has helped us better manage our staffing needs, ensuring that we have the right people in place to maintain high standards of compliance and patient care. The Axxess Training and Certification+ platform helps us provide smooth onboarding and ample training when enhancements are made in the Axxess systems or when federal regulations change, so our staff remain confident and well-equipped to support our compliance.

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## **Is there anything else you would like to share?**

2024 had a significant impact on our growth, both in terms of census and revenue. Leveraging the Axxess ecosystem has allowed us to stay closely attuned to our organization's needs, enabling us to expand into a new location and maintain our top-tier compliance standards.

## ABOUT BSA COMPASSION HOME CARE

Serving the Texas panhandle since 2006, [BSA ComPassion Home Care](#)'s mission is to provide exceptional and compassionate care to all patients in the comfort of their homes. Their dedicated team is committed to enhancing quality of life for patients and their families, ensuring every individual receives personalized and supportive care.



## ABOUT AXXESS

[Axxess](#) is the leading global technology platform for healthcare at home. The company offers a robust ecosystem that empowers healthcare organizations and professionals to deliver the highest quality care. By integrating with partners and payers from across the healthcare continuum, more than 9,000 organizations trust the Axxess network to care for more than 7 million patients worldwide. Multiple independent certifications have confirmed that Axxess has the most secure and industry-compliant software solutions. The company's collaborative culture focused on innovation and excellence is recognized nationally as a "Best Place to Work."