

BeyondFaith Hospice Wins Compliance Standards of Excellence Award

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Using Axxess, we have been able to improve our CAHPS return rate and satisfaction percentages.

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Carol Turner
Compliance Officer
BeyondFaith Hospice



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

BeyondFaith Hospice received the Compliance Standards of Excellence Award for demonstrating their commitment to exceeding industry compliance standards and providing outstanding care.

BeyondFaith provides hospice and palliative care for individuals with life-limiting illnesses in a loving environment. They are passionate about treating patients and their families as if they were their own. They attribute their compliance success to implementing standardized processes using Axxess workflows and monitoring missed visits and Hospice Item Set (HIS) errors through business intelligence (BI) reports.

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The ability to monitor live CAHPS data and comments enabled us to increase our CAHPS return rates, resulting in a star rating of five stars in 50% of our locations.



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Carol Turner
Compliance Officer for BeyondFaith Hospice

These strategies enabled BeyondFaith to identify key areas where education could be improved, leading them to implement company-wide meetings to promote training and education. As a result, BeyondFaith surpassed national averages in quality outcomes reporting, expanded their operations, and continued to provide exceptional care to their patients.

Axxess interviewed Carol Turner, Compliance Officer at BeyondFaith Hospice, to explore the strategies behind the organization’s success.



What strategies has your organization implemented to ensure compliance?

We implemented standardized processes using Axxess' workflows. This enabled us to increase our documentation submission timeframes, lower our days to paid claims and lower our missed visit count, allowing our organization to meet our company goals. Our Axxess account manager helped us identify a lack of knowledge related to pain assessment. In response to this discovery, we implemented training and education company-wide and introduced weekly monitoring of HIS errors.

What achievements has your organization accomplished in the last year?

BeyondFaith Hospice has two locations with five-star ratings. Additionally, three of our locations have achieved a nine out of ten on the Hospice Care Index (HCI). All of our locations have above average quality outcome ratings on all HIS items. Our census numbers grew by 20%. Our organization also received the following awards and recognition:

- Vernon Chamber of Commerce Business of the Year Award
 - Best of the Best Healthcare In Home Healthcare
 - Parker County Best of the Best 2024
 - The Graham Leader's 2024 Reader's Choice Award
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Which Axxess products and services helped your organization achieve excellence in compliance?

Using Axxess' Consumer Assessment of Healthcare Providers and Systems (CAHPS) reporting tools and the mixed survey administration mode, we have been able to improve our CAHPS return rate and satisfaction percentages. This method enabled half of our locations to improve return rates enough to qualify for a star rating. We also used Axxess Business Intelligence's financial reporting tools to monitor and correct our HIS errors and improve our billing turnaround time.

Is there anything else you would like to add?

Axxess has implemented or is in the process of implementing most of our enhancement requests, something that wasn't available with our previous EMR. With Axxess, we have a dedicated account manager who reviews our tickets and issues on an ongoing basis.

ABOUT BEYONDFaith HOSPICE

BeyondFaith Hospice is nurse owned and spiritually led and because of this we have truly seen the difference in the lives of our patients and families. BeyondFaith Hospice takes pride in our qualified and passionate interdisciplinary team who interacts with our patients and their families. We recognize this is a sacred time and we would be honored to walk this journey with you and your family.



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."