



CASE STUDY

# CNS Cares Excels at **Growth and Innovation** Using Axxess



**It was a team effort. It's all about the people.**

**Dave Baker**

Chief Information Officer at CNS Cares



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.

CNS Cares received the Growth and Innovation Award for their remarkable dedication to advancing the care at home industry through technological innovation. This award recognizes organizations that are reimagining care at home through technology and leveraging Axxess solutions in unique ways to achieve positive patient outcomes and exceed compliance standards of excellence.



It was a team effort. It's all about the people. And while it's innovation and growth, it's not necessarily IT or technology, but the people that made it happen. Willingness to be open to change and growth, and striving for that change and growth, is what's made it happen. Of course, we couldn't have done it without the team of Axxess and the partnership that we've developed.



**Dave Baker**  
Chief Information Officer at CNS Cares

CNS Cares was founded by nurses in 2006 to serve former energy workers with the highest quality, most compassionate home healthcare. Since inception they have helped thousands of energy workers, military veterans and injured workers access these benefits.



Following a change in management in 2022, CNS has worked tirelessly to drive growth and innovation, elevating their partnership and collaboration with Axxess and identifying different areas of Axxess' solutions to leverage in unique ways that accommodate their specific needs.

Axxess interviewed Dave Baker, Chief Information Officer at CNS Cares, to explore the strategies behind this organization's success.

### **How has your organization set a standard of excellence in growth and innovation?**

In our markets, particularly in our rural markets, technology and data were not widely utilized, so by making a conscious decision to be on the forefront of technology and data collection, we were able to be market leaders.

### **What practices does your organization use to ensure continuous growth and innovation?**

Our IT team meets weekly with the ops, billing, authorizations, and HR teams to review all components of Axxess, technology, enhancements and strategies. These meetings promote the belief that technology and data can improve and create efficiencies through all aspects of the business. This in turn encourages feedback from all levels and all departments on how they see where improvements can be made.

We also maintain open, transparent lines of communication with our partners. By taking the position that the relationship between Axxess and CNS is not a vendor-provider relationship, but a partnership with similar goals, we encourage the free exchange of ideas, needs and growth paths. We've worked together with Axxess to configure and, in some cases, customize the Axxess products with both companies' best interest at heart.

### **Did your organization have any issues related to growth or innovation prior to partnering with Axxess?**

Yes, very much so. New executive management started at CNS in early 2022 and embraced the use of technology and innovation to accelerate growth. Prior management did not have the same views. A key component of how Axxess helped was the long-standing relationship the Axxess team built with all levels of management at CNS, even prior to the arrival of the current executive team. By continually checking in and building the relationship, it made it easy to create the partnership between Axxess and CNS, and really make things take off.

### **How has using Axxess propelled your ability to grow and innovate?**

Migrating to Axxess allowed us to consolidate all management of our patients, including authorizations, scheduling, visit completion and billing. Once we were in a unified central system, we were able to 1) collect more data associated to all aspects of the patient's care from which we were able to build analytics, and 2) partner with Axxess to improve and expand functionality of the system with the goal of improving care and making the processes more efficient.

### **What technical features should healthcare providers look for when choosing a software partner?**

Data analytics and a business intelligence integration. Every company or provider is different and works in different ways and different markets. Having the ability to access and use the data collected specifically tailored to your needs allows for greater flexibility.

### **How have the analytic features in Axxess solutions contributed to your success?**

The data that Axxess collects is very valuable to us because it helps us to create the reports we need to best guide our business.



## ABOUT CNS CARES

[CNS Cares](#) strives to provide unparalleled home healthcare to the American workforce, including veterans of the United States Armed Services, Workers Compensation Claims, and former energy workers who want to remain independent and live in their own homes. They aim to ensure their patients feel safe, comfortable, and confident at home, secure in the knowledge that CNS will support and care for them and their families every step of the way.



## ABOUT AXXESS

[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.”