



eBOOK

How Leading Care at Home Organizations Are Using Axxess intelligence® to Drive Growth



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TABLE OF CONTENTS

Explore the five operational areas where leading care at home organizations are using AI to drive growth.

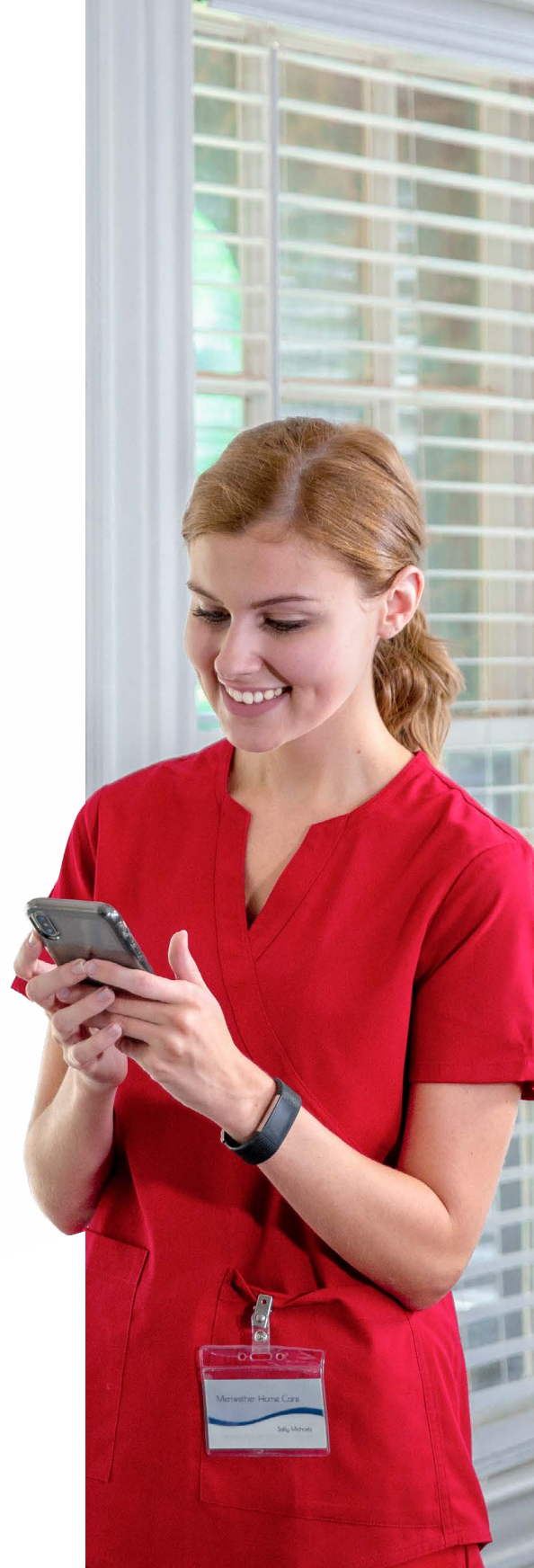
04 Reduce Documentation Burden with Auto-Generated Summaries and Narratives

08 Optimize Field Operations Using Route Visits

12 Turn Data into Actionable Insight from the Clinical Insights Dashboard

16 Enable Faster Decisions with Ask Axxess

20 Improve Coordination Using Axxess Connect



Executive Summary

Care at home organizations are operating in a more complex environment than ever before. Growth is tied directly to how efficiently teams operate, how quickly decisions are made, and how consistently care is delivered across locations.

High-performing organizations are responding by tightening operations and using data more effectively.

What's changing:

- Documentation demands continue to increase, slowing clinicians and creating inconsistency
- Teams are managing more patients across more locations with limited resources
- Data is available, but often difficult to translate into action
- Communication gaps still create delays across field and office teams

What leading organizations are doing differently:

- Reducing manual work in documentation and administrative processes
- Standardizing workflows across locations to improve consistency
- Using real-time insights to guide operational decisions
- Keeping teams aligned with clearer, more accessible communication

What Axxess intelligence enables:

- Faster documentation through auto-generated summaries and narratives
- Smarter field operations with optimized routing and scheduling
- Immediate access to operational insights through centralized dashboards
- Faster decision-making with simplified access to key information
- Stronger coordination across teams through connected communication tools

Organizations that adopt these approaches are able to operate more efficiently, support growth, and maintain high levels of quality across their business.

See how your organization compares. Talk to an Axxess expert.

[Learn More](#)

Reduce Documentation Burden and Improve Consistency

Auto-Generated Summaries and Narratives

The Challenge

Documentation remains one of the most time-intensive parts of delivering care.

Clinicians are expected to:

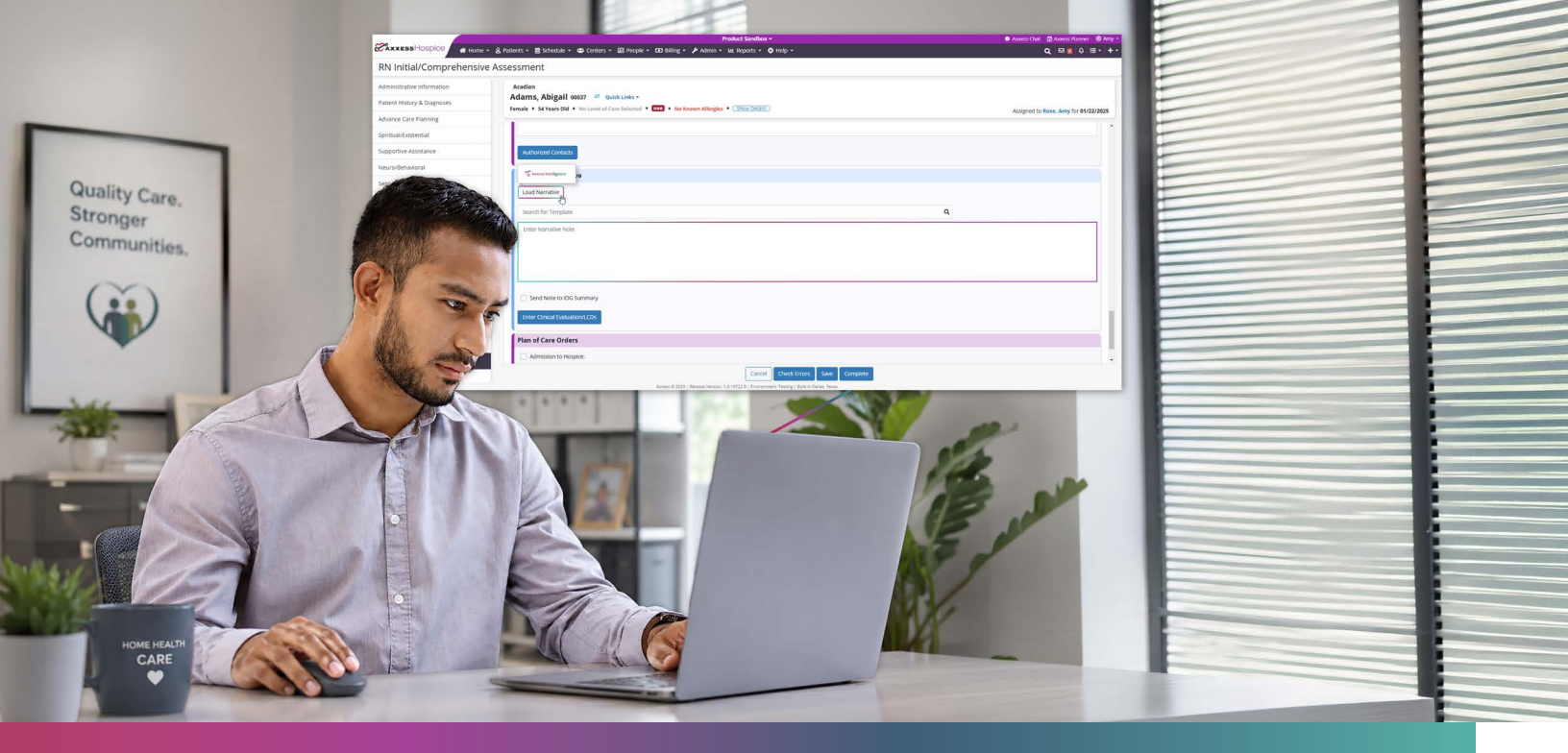
- Capture detailed, accurate patient information
- Maintain consistency across visits
- Complete documentation without slowing care delivery

In fast-growing organizations, this challenge compounds:

- Teams work across multiple locations
- Documentation practices vary by clinician
- Inconsistencies create rework and potential risk

The result is predictable.

Time is pulled away from patient care, and leadership lacks confidence in the consistency of documentation across the organization.



How Leading Organizations Are Responding

High-performing organizations are standardizing how documentation gets done.

They focus on:

- Reducing manual data entry
- Ensuring consistency across clinicians and locations
- Making documentation easier to complete correctly the first time

This enables teams to spend less time writing notes and more time delivering care.

How Axxess intelligence Solves This

Axxess intelligence introduces **auto-generated summaries and narratives** that streamline documentation workflows.

Using structured patient data, the system:

- Automatically generates visit summaries and narratives
- Reduces repetitive documentation tasks
- Supports more consistent, complete records

This gives clinicians a starting point that reflects the patient's condition and care, reducing time spent building documentation from scratch.

Customer Proof: Maintaining Quality at Scale

One multi-state care organization used Axxess to maintain consistent quality performance across more than 40 locations.

As the organization expanded:

- Leadership needed better visibility into documentation and outcomes
- Teams needed to maintain consistency across a growing footprint

Using Axxess tools to support documentation and quality oversight:

- Teams were able to monitor performance trends more closely
- Leadership could act earlier when issues appeared
- Care delivery remained consistent across locations

Interim HealthCare Great Lakes

- ✓ 43 locations across multiple states
- ✓ Operations spanning home health, home care, hospice, and palliative care
- ✓ Maintained strong CAHPS performance across programs
- ✓ Sustained value-based purchasing (VBP) alignment with benchmarks

“

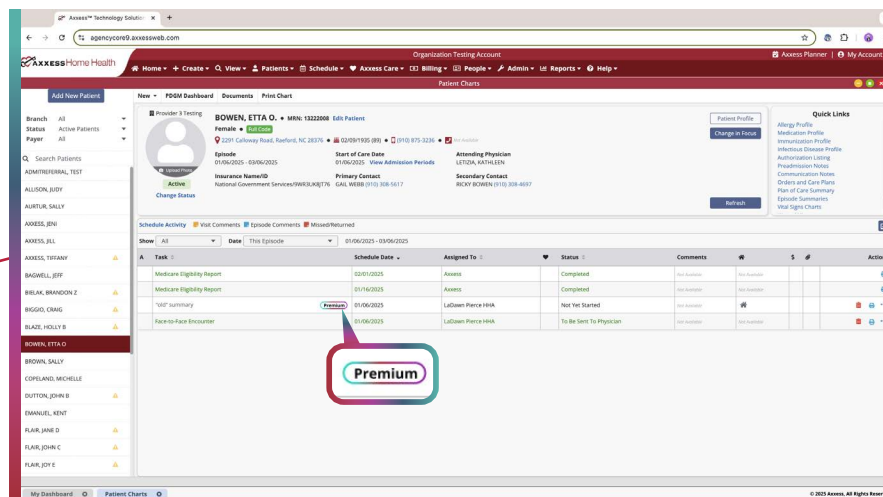
AI-driven support features, like documentation checks and smart suggestions, have also helped our clinicians work more efficiently and with greater consistency.

”



Steven Alessandro

Owner and CEO
Interim HealthCare Great Lakes



Business Outcomes

Organizations using this approach see measurable operational improvements:

- More clinician time spent on patient care
- Reduced variation in documentation across teams
- Improved visibility into performance and trends
- Stronger quality outcomes as organizations scale

Reduce documentation time and improve consistency across your organization.

See how auto-generated summaries and narratives work in Axxess intelligence.

[Learn More](#)

Route Visits

The Challenge

As organizations grow, field operations become more complex.

Clinicians are responsible for:

- Managing full daily schedules
- Traveling between multiple patient locations
- Staying on time while adapting to changing conditions

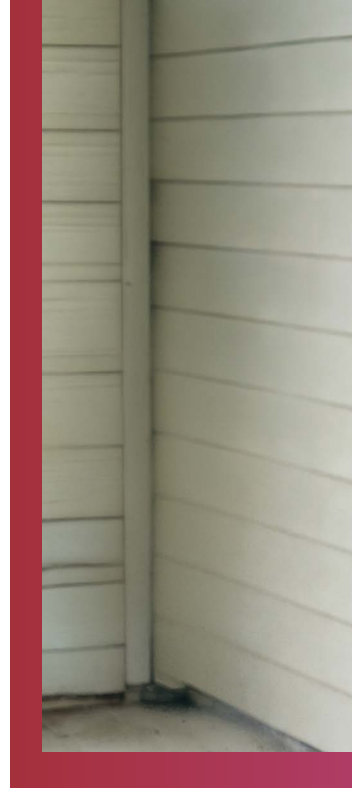
Without a structured approach to routing:

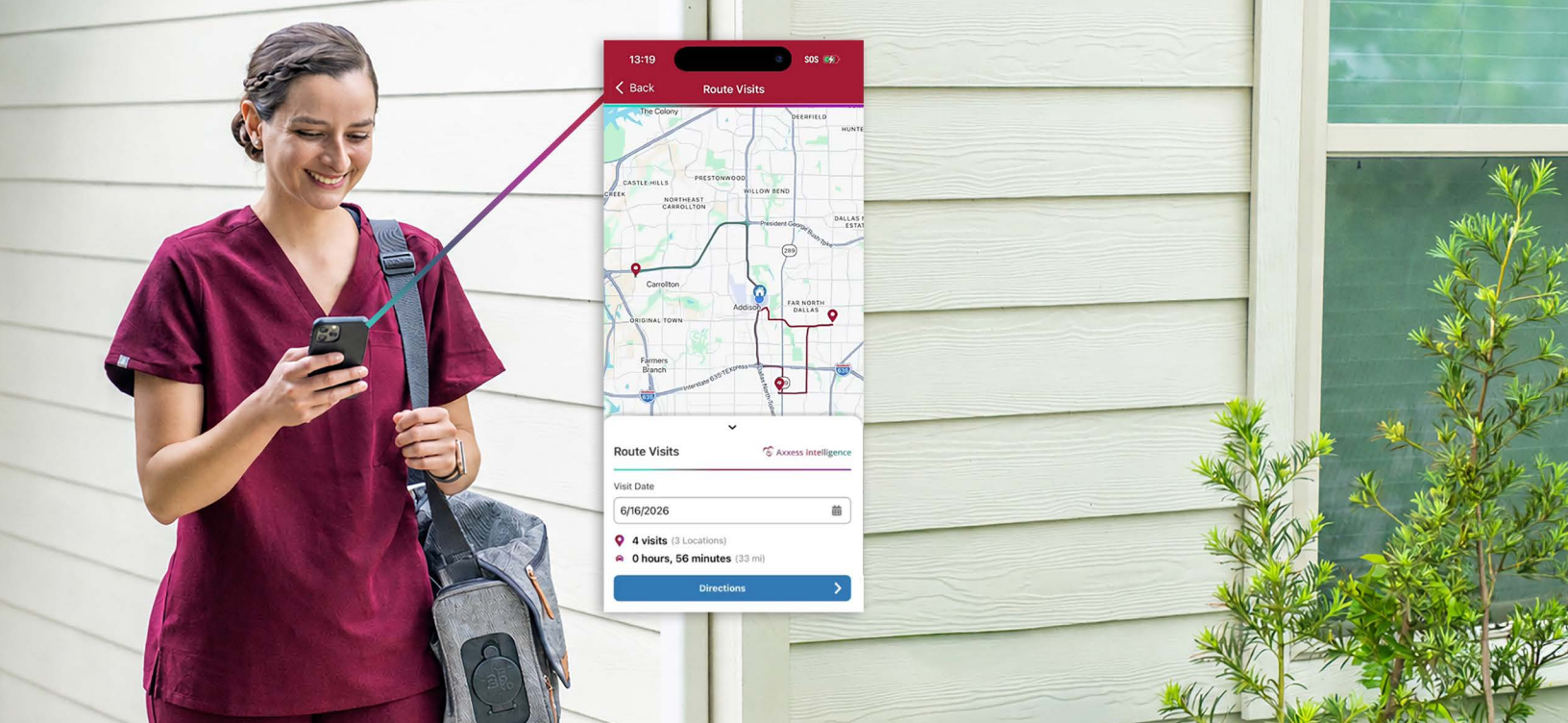
- Travel time increases
- Schedules become harder to manage
- Clinician productivity is limited

For organizations expanding into new services or higher-acuity care, these challenges become even more pronounced.

The result is a constraint on growth.

Teams spend more time navigating logistics and less time delivering care.





How Leading Organizations Are Responding

High-performing agencies are treating field operations as a core part of their growth strategy.

They focus on:

- Structuring clinician schedules more intentionally
- Reducing unnecessary travel time
- Improving coordination across visits

This creates capacity within existing teams without increasing workload.

How Axxess intelligence Solves This

Axxess intelligence enables **Route Visits**, giving clinicians and schedulers a smarter way to manage daily activity.

With intelligent routing, organizations can:

- Map visits more efficiently
- Reduce travel time between patients
- Improve punctuality and overall schedule adherence

This helps clinicians move through their day with less friction and greater predictability.

Customer Proof: Scaling Advanced Care at Home

One organization launched a new advanced care at home program to deliver higher-acuity services directly in the home.

As part of this expansion:

- The organization increased the number and complexity of in-home visits
- Teams were responsible for coordinating more care across more patients
- Operations needed to support a higher level of service delivery at scale

By strengthening operational workflows with Axxess:

- The organization expanded services while maintaining efficiency
- Care teams were able to support more patients in the home
- Leadership built a model that could scale as demand increased

American River Healthcare

- ✓ 700+ patients supported across services
- ✓ Launch of Sacramento's first Advanced Care at Home program
- ✓ Expansion included second infusion suite location

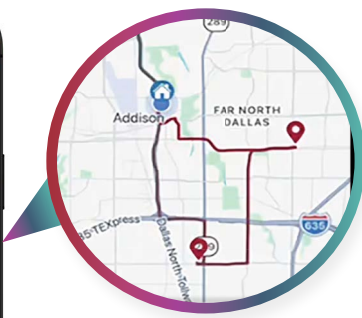
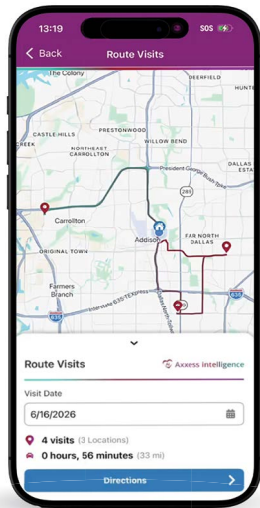
“

Our collaboration with Axxess transformed a complex operational challenge into a sustainable, scalable solution that supports continued growth and the long-term success of our advanced care and home-based service lines.”

”



Phillip McMillan
CEO
American River Healthcare



Business Outcomes

Organizations that optimize routing and scheduling see measurable results:

- More efficient clinician schedules
- Reduced travel time and operational friction
- Increased capacity without adding resources
- Stronger support for higher-acuity care models

Improve field efficiency and unlock more capacity in your organization.

See how Route Visits can optimize your operations with Axxess intelligence.

**Turn Data Into
Actionable Insight**

Clinical Insights Dashboard

The Challenge

Most care at home organizations have no shortage of data.

They track:

- Clinical performance
- Visit utilization
- Patient outcomes
- Financial metrics

But having data is not the same as using it effectively

Common issues include:

- Data spread across multiple systems or reports
- Delays in identifying trends or risks
- Limited visibility into performance across locations

When insight lags behind operations, teams are forced to react instead of manage proactively.

This slows decision-making and creates unnecessary risk as organizations scale.

Customer Proof: Driving Growth with Better Visibility

One organization achieved sustained growth across both home health and hospice by strengthening how it used data.

As the organization expanded:

- Leadership needed better visibility into performance across service lines
- Teams needed to act quickly on trends impacting outcomes and operations

Using Axxess reporting and insight tools:

- Leadership gained clearer visibility into performance trends
- Teams were able to make more informed decisions faster
- The organization maintained operational alignment while growing across multiple service lines.

Interim HealthCare Albuquerque

- ✓ 48% increase in home health census
- ✓ 42% revenue growth in home health
- ✓ 67% increase in hospice census
- ✓ 200% revenue growth in hospice

“

*Axxess provided the visibility, structure,
and flexibility we needed to grow safely
and efficiently.*



Brandon Sayler

Owner and CEO
Interim HealthCare Albuquerque

”



Business Outcomes

Organizations that centralize and act on their data see clear operational benefits:

- Faster decision-making across leadership teams
- Earlier identification of performance issues
- Improved alignment across clinical and operational teams
- Stronger, more sustainable growth

**Turn your data into actionable insight
and lead with clarity.**

See how the Clinical Insights Dashboard can support your growth
with Axxess intelligence.

[Learn More](#)

Enable Faster Decisions Across Your Organization

Ask Axxess

The Challenge

Operational teams spend a significant amount of time trying to find information.

Whether it's:

- Patient details
- Documentation status
- Billing information
- Operational data

Staff often have to:

- Navigate multiple screens
- Pull reports
- Ask colleagues for answers

These delays add up quickly.

Instead of moving work forward, teams get stuck trying to locate the information they need to do their jobs—and that creates friction across workflows, especially in high-volume environments.





How Leading Organizations Are Responding

High-performing agencies are removing barriers to information access.

They focus on:

- Reducing the number of steps required to find answers
- Making critical information easier to access in real time
- Enabling staff to act faster without relying on manual processes

This improves both speed and consistency across operations.

How Axxess intelligence Solves This

Axxess intelligence introduces **Ask Axxess**, which simplifies how teams access information.

With Ask Axxess, users can:

- Quickly retrieve key details without navigating multiple screens
- Surface important data when it is needed
- Reduce time spent searching for information

This allows operational teams to stay focused on execution instead of administrative work.

Customer Proof: Eliminating Friction in Billing and Operations

One organization implemented Axxess to streamline billing and reduce administrative burden.

As part of this transformation:

- Teams reduced reliance on manual processes
- Billing workflows became more automated and consistent
- Staff were able to access the information needed to complete tasks more efficiently

This shift supported a fully AI-driven billing process and reduced the time and effort required to move work forward.

Home Care RN, Inc.

- ✓ 100% AI-driven billing implementation
- ✓ 80% reduction in manual billing hours
- ✓ 30% growth in census and revenue in 2025

“

*Axxess is the best software for our model.
Their willingness to work directly with us and
their partner network made 100% AI billing
possible.*



Max Geselkovich

Chief Operating Officer
Home Care RN, Inc



Business Outcomes

Organizations that simplify access to information see immediate operational gains:

- Faster task completion across teams
- Reduced administrative workload
- More consistent execution of workflows
- Improved efficiency in billing and operations

Give your team faster access to the information they need.

See how Ask Axxess simplifies decision-making with Axxess intelligence.

[Learn More](#)

Improve Coordination Across Teams and Locations

Axxess Connect

The Challenge

Care at home operations depend on coordination.

Teams are often spread across:

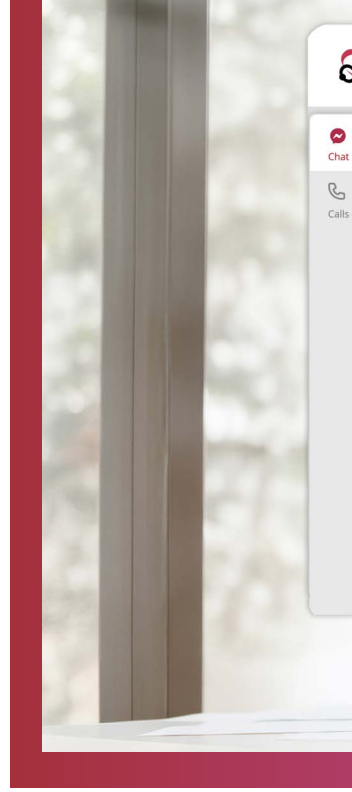
- Multiple locations
- Field and office settings
- Different roles and responsibilities

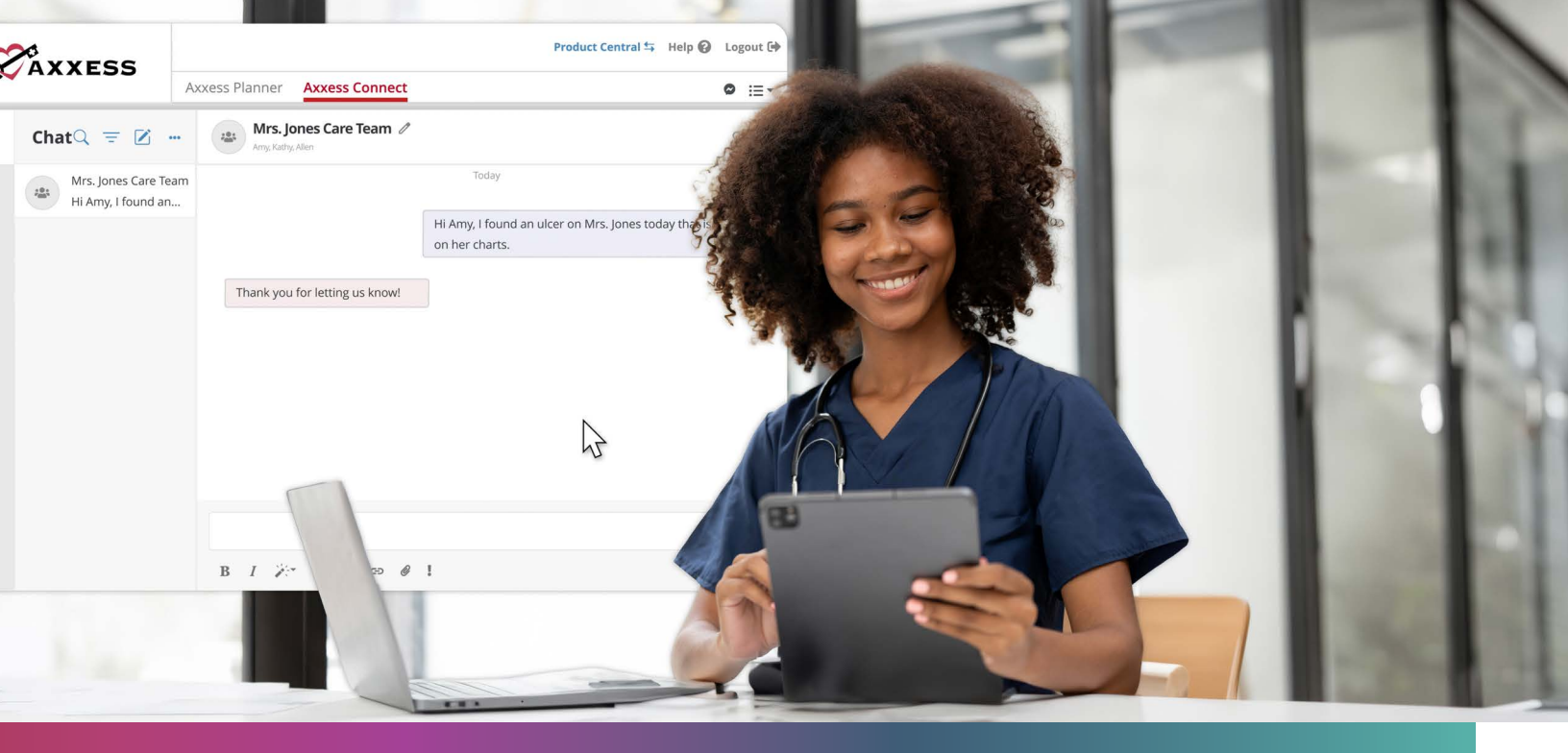
Without a clear and consistent way to communicate:

- Updates are delayed or missed
- Information gets fragmented across systems and channels
- Teams spend extra time trying to stay aligned

As organizations scale, these gaps grow.

The result is slower decision-making, reduced efficiency, and increased operational friction across the business.





How Leading Organizations Are Responding

High-performing agencies are standardizing how their teams communicate.

They focus on:

- Keeping communication tied to workflows, not separate from them
- Ensuring updates are accessible across roles and locations
- Reducing reliance on disconnected tools and manual follow-ups

This creates a more aligned organization where teams can move quickly and operate with confidence

How Axxess intelligence Solves This

Axxess intelligence includes **Axxess Connect**, which centralizes communication across the organizations.

With Axxess Connect, teams can:

- Communicate within the context of their workflows
- Share updates across care teams in real time
- Reduce reliance on fragmented communication channels

This helps ensure that everyone involved in care delivery has access to the same information when it matters

Customer Proof: Coordinating at Scale Across a National Organization

One national care organization expanded rapidly, operating across dozens of offices in multiple states.

As the organization scaled:

- Teams needed to stay aligned across a distributed workforce
- Communication had to support coordination between caregivers, administrators, and leadership
- Operations required more consistency to maintain productivity

Using Axxess to strengthen workflows and coordination:

- Communication became more efficient across teams
- Staff reduced time spent on manual or disconnected processes
- Productivity improved across departments

United Energy Workers Healthcare

- ✓ 37 offices across 25 states
- ✓ Reduction from 37% to 11% paper documentation usage
- ✓ 15% growth in census after implementation

“

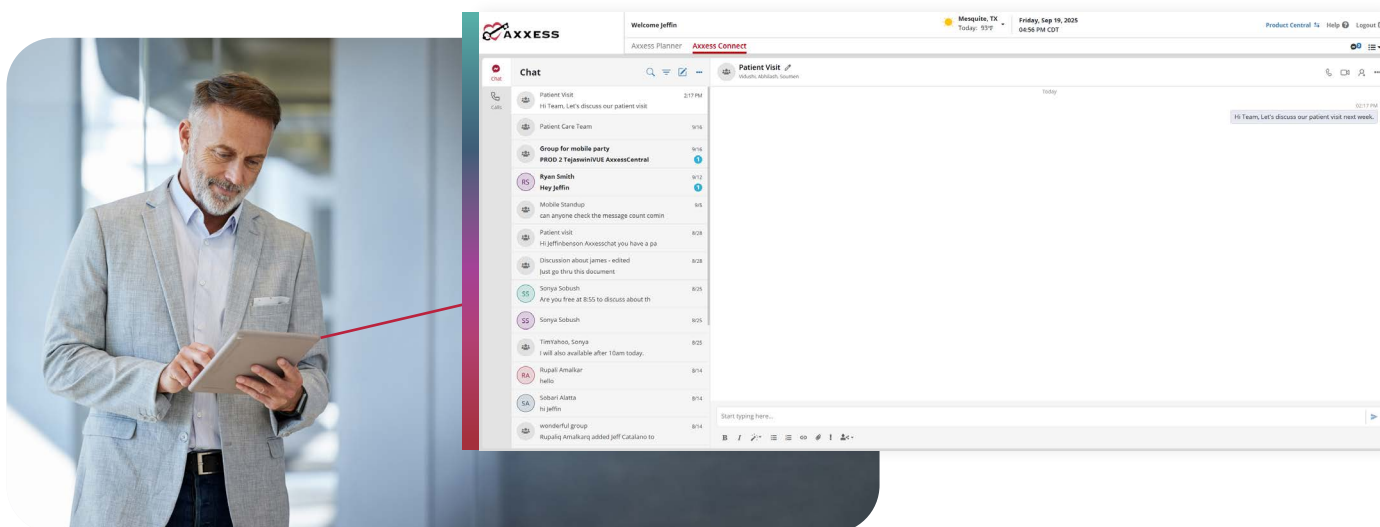
Axxess has helped us increase productivity across all departments and communication notes in the solution are a huge time-saver.



Will Burton

President
United Energy Workers Healthcare

”



Business Outcomes

Organizations that centralize and streamline communication see measurable gains:

- Improved alignment across field and office teams
- Faster coordination and fewer delays in workflows
- Increased productivity across departments
- Stronger operational consistency as organizations scale

Connect your teams and streamline communication across your organization.

See how Axxess Connect supports coordination with Axxess intelligence.

[Learn More](#)

Growth Requires Smarter Operations

Care at home organizations are navigating increasing complexity across clinical, operational, and financial areas of the business.

Growth is no longer just about expanding services or increasing census. It depends on how efficiently organizations operate and how effectively teams execute day to day.

The organizations leading the way are taking a disciplined approach:

- Reducing manual work across documentation and administrative workflows
- Using data to guide decisions in real time
- Improving coordination across teams and locations
- Creating capacity within existing resources

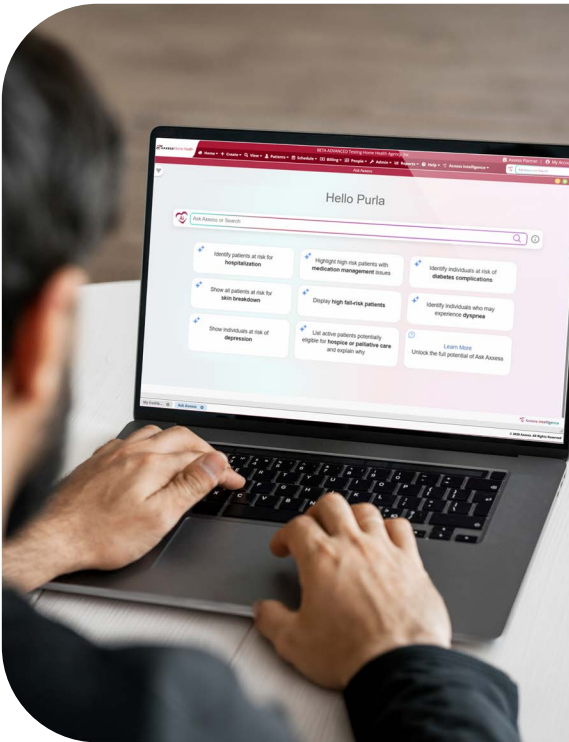
Axxess intelligence supports these efforts by embedding smarter workflows directly into the way care is delivered and managed.

From documentation to scheduling, from insights to communication, these capabilities help organizations move faster, operate more efficiently, and scale with confidence.

See how Axxess intelligence can help your organization streamline operations, improve performance, and support sustainable growth.

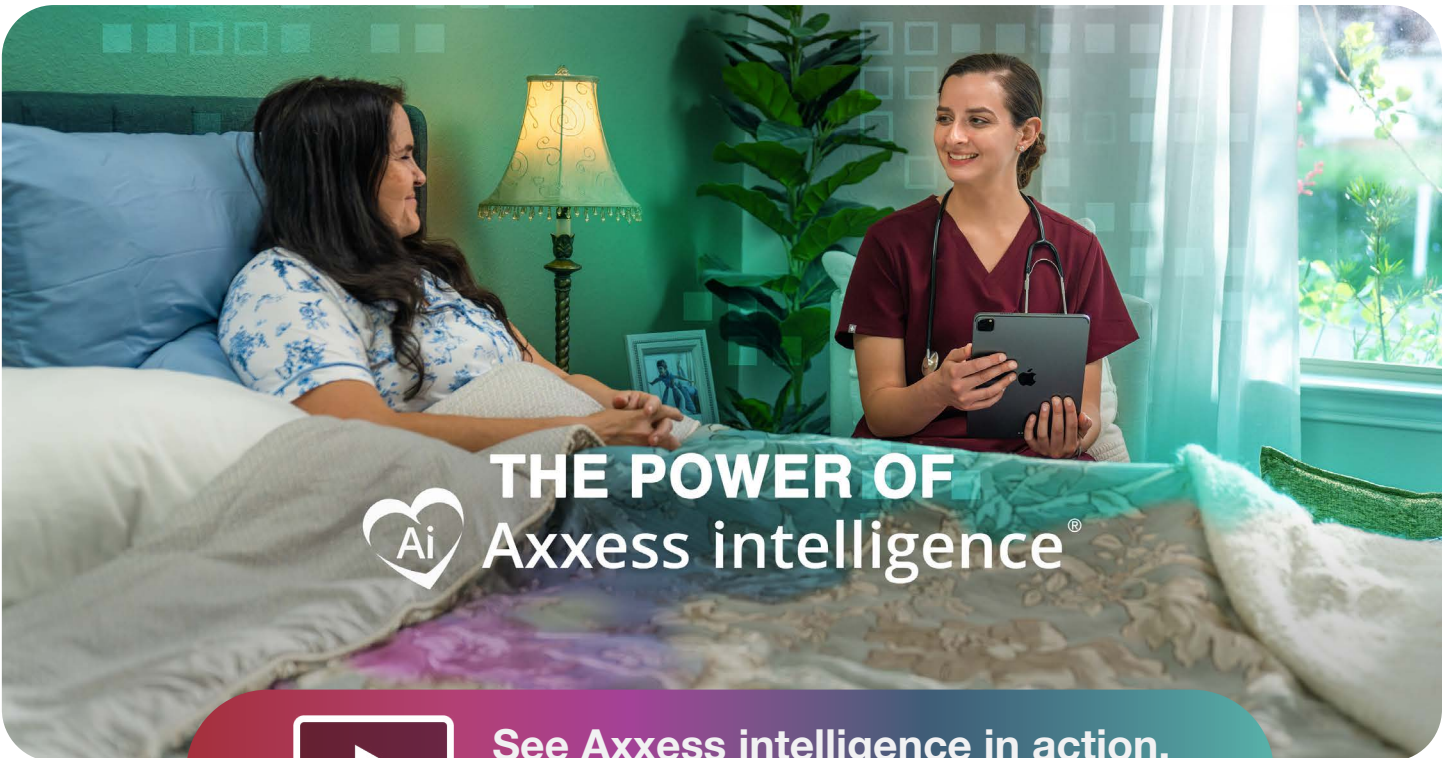
Talk to an Axxess expert to get started.

Learn More



ABOUT AXCESS

Axxess is the leading global technology platform transforming how care is delivered in the home. Trusted by more than 10,000 organizations worldwide, its robust ecosystem empowers healthcare professionals to deliver exceptional care to more than 10 million patients. As a true partner committed to its clients' success, Axxess listens, adapts and innovates alongside them to meet today's challenges and prepare them for tomorrow's opportunities. Recognized nationally as a "Best Place to Work," Axxess fosters a collaborative culture that fuels innovation and excellence.



 **THE POWER OF**
Axxess intelligence®



**See Axxess intelligence in action,
click to watch the video now.**



The **Power** Behind Every Solution

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