



CASE STUDY

PurposeCare of Illinois **Wins Quality Standards Award Using Axxess**



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Agency Administrator at PurposeCare of Illinois

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.

PurposeCare of Illinois received the Quality Standards of Excellence Award for their exceptional dedication to upholding the highest standards of quality care. This award recognizes achievement in star ratings for both patient experience and clinical quality.



I am accepting this award on behalf of my team because the team is what brings quality.

It's all about patient care and putting clinicians first, and that's our way.

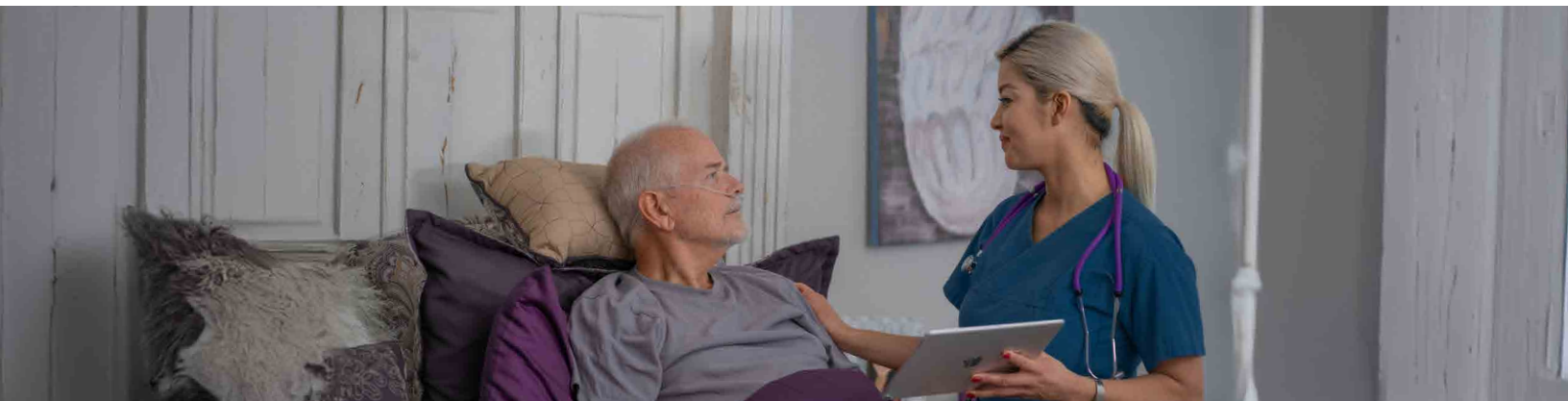


Julia Lakomiak, RN, BSN, COS-C
Agency Administrator at PurposeCare of Illinois

PurposeCare of Illinois, formerly Newsome Home Health, was founded 12 years ago by two people driven by their vision to provide exceptional in-home care to the Joliet, Illinois, community.

Today they employ a staff of more than 100, are licensed in 12 counties and maintain four-star ratings on Care Compare in both patient experience and clinical quality. Their hard work, tenacity and partnership with Axxess enabled them to elevate their quality measures rating to five stars in February 2024.

Axxess interviewed Julia Lakomiak, RN, BSN, COS-C, Agency Administrator at PurposeCare of Illinois, to explore the strategies behind this organization's success.



What practices does your organization use to maintain excellent quality standards?

We always maintained the original vision – to put clients and clinicians first. We knew we needed to listen to and understand both clients’ and employees’ needs, provide as much support as possible and implement ways to make their jobs easier.

What tools or processes did you implement to make clinicians’ jobs easier and stay focused on quality?

Our philosophy is to “work smarter, not harder.” We switched to Axxess in 2017 and one thing we often hear is how user-friendly the software is for staff in the field. Changing the software an entire company uses can be a challenging time, but we were excited for the great things it would bring.

How has implementing innovative software solutions enhanced the quality of your operations?

While using Axxess, our agency has been able to maintain a four-star patient satisfaction and outcome rating. Axxess’ PDGM tool allows us to monitor utilization as well as LUPA thresholds and groupings, which of course helps us maintain a profitable business. The PCR systems have allowed us to stay on top of our submissions and helped us to maintain a 100% approval rate with Palmetto.

How has working with a collaborative technology partner like Axxess enhanced the quality of your operations?

Customer service is what sets Axxess apart from the other products I have tried. Over the years I have had many encounters with different staff at Axxess, from administrative assistants to those in VP roles. Every person has listened and taken my suggestions seriously. That’s what’s important in a software provider. That’s how you can take the documentation burden off your staff so they can focus on delivering exceptional client and patient experiences.

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

One of my favorite features is the ability to multi-screen. Axxess gives you the ability to have eight windows or tabs open at a time, and that is amazing. You can be in QA, billing, a client's chart and viewing authorizations all at the same time. The reporting has also made us very compliant, between pulling open OASIS reports, billings reports, admission reports, schedules, and expiring license reports, just to name a few. It has greatly increased our productivity and performance. Behind-the-scenes compliance has also improved. Staff members have access to training videos, tips and tools that help utilize the software.

How have interoperable solutions facilitated high-quality care at your organization?

Axxess has many integrations that allow us to be excellent. The integration with WorldView has helped speed up getting our physician orders signed and uploaded to charts. Additionally, our integration with SHP has allowed us to have real-time data to assist with star ratings and quality outcomes. The ability to scrub through both systems allows us to monitor things in real time. Thanks to the assistance of this program, we were able to improve to a five-star rating for February 2024 by seeing the data and fixing the cause in real time instead of waiting a year for the CMS data to be released.

Is there anything else you would like to share?

The bottom line is it takes a village to run an agency, to provide excellent care to clients and support such a highly skilled staff. We may only represent Illinois (now joined by our family of companies in Indiana, Michigan, and Ohio), but we are providing excellent care to our clients and giving clinicians the tools they need to be successful. We strive to lead the home care industry as one that puts clients and clinicians first. That takes partnerships like the one we have with Axxess.

ABOUT PURPOSECARE

Established in December of 2021, [PurposeCare](#) and its family of companies offer comprehensive services including home care and home health that are carefully coordinated to keep clients healthy and safe at home. With excellent caregivers, innovative technology, and family care navigation, PurposeCare ensures that our most vulnerable are provided with the support necessary to live full lives in their community.



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.”