

CASE STUDY

Trellis Supportive Care Eliminated Manual Recertification Tracking Using Axxess



Jennifer Bauguss
VP of Compliance and Quality
Trellis Supportive Care



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Trellis Supportive Care, a hospice and palliative care organization serving a current census of more than 440 patients, has long been recognized for its commitment to delivering exceptional end-of-life care. Their team’s disciplined approach to quality, paired with Axxess technology, has empowered Trellis to strengthen internal processes, remove administrative barriers, and enhance both patient and family experiences.



Axxess interviewed Jennifer Bauguss, Vice President of Compliance and Quality at Trellis Supportive Care, to explore the strategies behind this organization's success.

What accomplishments has your organization achieved in the past year?

Trellis is a strong four-star hospice with a goal to reach five-star status. Our scores are strong in all measures, many exceeding state averages that are higher than national averages. In addition to our strong CAHPS scores, Trellis has excelled in the Hospice Visits in the Last Days of Life (HVLDL) metric. While national averages are under 50%, Trellis consistently averages well above that. Our current score is 74%. Our Hospice Care Index has always been 10/10. These metrics show outcome integrity, consistency, and reliable compliance performance.

Describe the processes you used to achieve these accomplishments.

Trellis has a robust culture of quality embedded into every aspect of our agency. We view quality as a strategy, not a Medicare requirement. By setting that standard, Trellis was able to create processes like Feedback Huddles and Case Studies that allow the agency as a whole to participate in learning opportunities. We also created a position that focuses strictly on patient experience and customer service, allowing earlier involvement in any possible concern before it becomes a grievance.

How has partnering with Axxess strengthened your operations?

Axxess as a solution has streamlined our workflows in many ways. For example, documentation via Axxess assessments is clear and concise. The user-friendly functionality allows our staff to focus on our patients and their families. Additionally, Axxess and its ability to integrate with other vendors like Forcura, now called Mosai, and QAPIplus has increased efficiency and decreased paper utilization throughout our agency. These administrative improvements support increased patient- and family-centered care.

What challenges have you overcome using Axxess?

One challenge that we faced was the administrative barriers with tracking recertifications. Previously, staff utilized spreadsheets to develop, track, and distribute the patient list for upcoming recertifications. Each staff member had to pull this information the same way or there would be discrepancies in the list. The Axxess Recertification Dashboard has streamlined our process by auto-calculating the recertification needs of each patient, removing the potential for human error.

Is there anything else you would like to share?

We are grateful for the opportunity to partner with Axxess. One thing we are especially thankful for is the enthusiastic way in which Axxess staff is willing to work alongside us to meet our needs. It felt like a true partnership from day one. Axxess wants to ensure our patients are the focus of our daily operations. By eliminating administrative burdens, they have allowed us to excel in patient care.

Axxess proudly presented the annual [Distinction Awards](#) at the 2026 [Axxess Growth, Innovation and Leadership Experience \(AGILE\)](#), honoring outstanding achievements in the care at home industry.

Trellis Supportive Care was recognized with the Culture of Integrity Award, honoring their unwavering commitment to quality, organizational transparency, and a deeply embedded culture of patient-centered excellence.



ABOUT TRELLIS SUPPORTIVE CARE

Trellis Supportive Care provides compassionate care for individuals living with a life-limiting illness and their families, through quality medical, emotional, spiritual, and social support. With support from their local communities, they seek to provide the absolute best in compassionate, competent, and cost-effective end-of-life healthcare to all who need it.



ABOUT AXXESS

Axxess is the leading global technology platform transforming how care is delivered in the home. Trusted by more than 9,000 organizations worldwide, its robust ecosystem empowers healthcare professionals to deliver exceptional care to more than 7 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.