

# United Energy Workers Healthcare Excels at Growth and Innovation Using Axxess

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**Will Burton**  
President of United Energy Workers Healthcare



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

United Energy Workers (UEW) Healthcare received the Growth and Innovation Award for its outstanding dedication to expanding its reach through technological and process innovation.

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At UEW, we are deeply committed to improving the lives of patients and their families. This award highlights the hard work and dedication of our entire team and fuels our passion to continue pushing the boundaries of what's possible in care at home.



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**Will Burton**  
President of United Energy Workers Healthcare

United Energy Workers Healthcare was founded by two brothers whose grandfather's passing of uranium-related occupational illness inspired them to open a business helping families who face similar struggles. They consider this personal connection, coupled with their commitment to ongoing innovation and technological improvements, to be the driving force behind becoming a national leader in home healthcare.

Today they operate 37 offices across 25 states, providing a wide range of care at home services to accommodate the unique needs of former nuclear and uranium workers.

Axxess interviewed Will Burton, President of United Energy Workers Healthcare, to explore the strategies behind this organization's success.



### **What accomplishments led your organization to win this award?**

In 2024, UEW transitioned more than 2,000 patients to Axxess Home Care and trained more than 2,000 caregivers located in 37 offices across 25 states. In addition to the web version of Axxess Home Care, more than 20% of our caregivers adopted regular use of the Axxess Home Care mobile application.

Since then, we've seen our census grow by about 15%. The Axxess Home Care platform has enabled us to increase our productivity and keep our operations so well-managed that we're able to expand our reach, meeting the needs of more and more patients and families across the United States.

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### **How has the Axxess platform increased your productivity?**

Axxess Home Care has increased productivity across all departments.

One of our goals when starting with Axxess was to minimize the number of caregivers we had documenting on paper. With our previous EMR, more than 37% of our caregivers were still on paper documentation. We now have only 11% of caregivers using paper documentation and are decreasing that number even further by increasing use of the Axxess Home Care mobile application.

Communication notes in Axxess Home Care are a huge time-saver, as is the Schedule Center. Case managers have total oversight of caregivers' visit notes and can follow up with them conveniently and efficiently using communication notes. The Schedule Center facilitates easy, compliant scheduling, ensuring we adhere to the approved authorization hours when scheduling visits.

Our weekly billing of claims has quadrupled with Axxess Home Care and we have a much lower rebill rate, saving us time and effort and ensuring we get full reimbursement.

### **How did you train your staff to get them acclimated to the Axxess Home Care platform?**

We initially were worried that our caregivers would have a slow adoption rate to Axxess Home Care, that a lot of training would have to be deployed because our prior EMR was so different from Axxess Home Care. However, the forms and GUI layout offered by Axxess Home Care enabled most of our caregivers to complete assigned tasks using their intuition about the system – like using any popular social media software. We were very pleased that our caregivers adapted so quickly to Axxess Home Care.

The Axxess implementation team also did a wonderful job of acting as extended team members to the UEW team by helping identify issues and then committing to resolve them. We were given an Axxess Home Care testing account to test out new features prior to their release so our leadership team was able to get accustomed to them before bringing this training to our staff.

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### **Is there anything else you would like to share?**

Axxess has worked with our team to transition many of our internal paper documents to an electronic format, making documentation, QA, and billing faster and more efficient yet still tailored to our specific needs.

My recommendation to other organizations looking to grow is to focus on how you can innovate processes, and partner with a technology provider that's willing to collaborate to make that happen.

## ABOUT UNITED ENERGY WORKERS HEALTHCARE

By combining experienced, respectful staff with the compassion derived from first-hand experiences, [United Energy Workers Healthcare](#) has set the industry standard for treating, guiding, and assisting individuals affected by illnesses related to nuclear and uranium exposure. Understanding, empathy, and admiration for those they serve has paved the way for their rapidly growing company to provide care to families like theirs.



## 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."