



CASE STUDY

American River Healthcare Launched Sacramento's First Advanced Care at Home Program Using Axxess



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CEO
American River Healthcare



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American River Healthcare has established itself as a leader in Sacramento’s high-acuity home-based care landscape, supporting more than 700 patients through an expanding array of clinical services.

In the past year, the organization achieved significant growth by launching Sacramento’s first Advanced Care at Home program and expanding access to home-based and outpatient infusion therapy through a second infusion suite location.

These advancements not only strengthened the organization’s clinical capabilities but also positioned them as a trusted partner to local hospital systems and a regional leader in scalable, patient-centered care models.

American River Healthcare CEO Phillip McMillan attributes this progress to strategic partnerships, strong operational readiness, and a collaborative, solutions-focused relationship with Axxess.





Axxess interviewed McMillan to explore the vision, partnerships, and innovations driving this remarkable growth.

What achievements has your organization accomplished in the past year?

Over the past year, our organization has taken significant strategic steps to expand services, improve patient outcomes, and strengthen our presence in the Sacramento region.

A key milestone in this growth was the expansion of our home care services through the launch of an Advanced Care at Home program, making us the first provider in the Sacramento area to implement this innovative model. This program operates under an enhanced home health (HH) model, allowing eligible patients to safely receive higher-acuity care in the comfort of their homes. Patients are closely monitored and supported through a collaborative partnership with the Kaiser Permanente hospital systems, ensuring continuous clinical oversight while reducing hospital stays and improving patient satisfaction. This advancement positions our organization as a regional leader in value-based, patient-centered care.

Simultaneously, we expanded our home infusion pharmacy services by opening a second infusion suite location. This strategic expansion increases access to high-quality infusion therapy, enhances operational capacity, and supports continued growth in both home-based and outpatient infusion services. The additional location enables us to better serve a growing patient population while maintaining efficiency, safety, and clinical excellence.

Together, these initiatives reflect our commitment to innovation, scalability, and meeting the evolving healthcare needs of our community. By expanding advanced care services at home and increasing infusion therapy access, we continue to drive sustainable growth while delivering high-quality, integrated care across the continuum.

Describe the processes you used to achieve these accomplishments.

These accomplishments were achieved through intentional relationship-building, strategic partnerships, and a strong operational commitment to innovation.

A foundational element of our success was developing trusted relationships with community hospital partners who were willing to collaborate in exploring new care delivery models. Together, we navigated uncharted territory by designing and implementing an Advanced Care at Home program, recognizing the shared goal of improving patient outcomes while reducing unnecessary inpatient utilization.



Our organization worked closely with hospital leadership, physicians, and care coordination teams to align clinical protocols, communication pathways, and escalation processes. This collaboration required transparency, flexibility, and a willingness on both sides to adapt workflows in real time as the program evolved. Being the first in the Sacramento area to launch this model meant operating without established local benchmarks, making trust and shared accountability critical to success.

Operationally, we invested heavily in infrastructure and staffing to support these advanced services. This included building and sustaining a 24/7 staffing model, ensuring continuous clinical availability, rapid response capabilities, and seamless coordination between home-based clinicians and hospital teams. Staffing models, scheduling processes, and on-call structures were developed to maintain high-quality care around the clock while supporting staff sustainability.

Additionally, expansion of our home infusion pharmacy and second infusion suite location required coordinated planning across pharmacy operations, clinical teams, compliance, and facilities. Through strong internal collaboration and external partnerships, we were able to scale services efficiently while maintaining regulatory compliance, patient safety, and service excellence.

Overall, these achievements reflect a culture of innovation, collaboration, and accountability. By investing in relationships, operational readiness, and community partnerships, our organization successfully advanced care delivery models and expanded access to critical services within the Sacramento region.

How has partnering with Axxess strengthened your operations?

Through our partnership with Axxess, we worked collaboratively to develop and refine a daily-rate billing model tailored to our Advanced Care at Home program.

Axxess provided both the technology and consultative support needed to configure workflows that aligned with payer requirements and hospital agreements, while maintaining regulatory compliance. Their flexibility allowed us to invoice in new ways that accurately reflected the level of care being delivered and the intensity of services provided.



What challenges have you overcome using Axxess?

By leveraging Axxess' products, services, and partner expertise, we were able to streamline billing operations, reduce manual workarounds, and confidently scale our program without compromising financial accuracy or compliance.

Overall, 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.

Axxess' responsiveness and willingness to innovate alongside us were critical to overcoming these challenges.

Is there anything else you would like to share?

We look forward to the opportunities ahead in 2026 and the continued impact we can make in home care and the broader home-based medical field through innovation, collaboration, and patient-centered 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.

American River Healthcare received the Growth and Innovation Award, celebrating their strategic expansion of advanced care services, commitment to high-acuity care in the home, and impressive scalability across multiple service lines.





ABOUT AMERICAN RIVER HEALTHCARE

American River Healthcare (ARHC) is dedicated to providing exceptional patient care to home-bound individuals. Their primary goal is to restore the health of their patients while preventing future hospitalizations. They are built on a strong foundation of quality professionals who deliver compassionate and competent care.



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.