

CASE STUDY

Cardinal Hospice Care Safeguarded Patient Care While Navigating Complex Medicaid Requirements Using Axxess



Tina Pell
Vice President of Hospice
Cardinal Hospice Care



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Cardinal Hospice Care is a North Carolina-based hospice provider with more than 25 years of experience supporting patients and families at the end of life. Serving a growing census of more than 300 patients across the state, the organization has built a reputation for dependable, patient-centered care supported by strong internal processes and a highly educated care team.

In 2025 and into 2026, Cardinal Hospice Care sustained consistent average daily census growth while navigating increasingly complex North Carolina Medicaid reporting, licensure and billing requirements. Rather than allowing regulatory change to disrupt operations or compromise care continuity, the organization focused on education, workflow standardization, and close collaboration with Axxess to maintain compliance and operational continuity.



Axxess interviewed Cardinal Hospice Care Vice President of Hospice Tina Pell to explore how this disciplined, partnership-driven approach has strengthened operations and supported high-quality patient and family experiences.

What accomplishments has your organization achieved in the past year?

In both 2025 and into 2026, we've experienced steady and continual growth in our average daily census while operating on Axxess Hospice. That level of consistency is especially meaningful in hospice, where so much depends on the strength of our internal processes and the ability of our staff to work efficiently and confidently.

One of the accomplishments I'm most proud of is our team's commitment to education. We've always believed that the better our staff understands the system, the better care we can provide. Pairing Axxess best practices with our internal training efforts has paid off in smoother workflows, fewer administrative burdens, and more time focused on patients and families.

Describe the processes you used to achieve these accomplishments.

Education is at the heart of our operations. Every staff member receives dedicated training on Axxess Hospice so they fully understand where information lives, how to document properly, and how to use the system in a way that supports accuracy and compliance.

When new requirements arise, especially state-specific ones, our process is structured and collaborative. We bring all the right people to the table early, including clinical leadership, billing, compliance, and the Axxess team.

A perfect example of this was when additional North Carolina Medicaid reporting and billing requirements came out. Rather than simply trying to "make it work" on our own, we partnered closely with Axxess to build a solution that not only ensured compliance but gave us a repeatable workflow. That partnership approach is woven into how we operate: get clarity, build a workflow, confirm accuracy, and then refine as needed.

How has partnering with Axxess strengthened your operations?

Our partnership with Axxess has been invaluable. They don't just give us software; they work alongside us to understand what we need and then help build the processes and tools that make compliance and reporting manageable.

When the new North Carolina Medicaid reporting requirements were introduced, Axxess immediately established a biweekly meeting cadence with us. During that period, they helped us manually gather the required information and created a detailed process document showing exactly where each data point lived in both Axxess Hospice and Axxess Business Intelligence (BI). That document became our bridge while the Axxess BI team developed automated reports for the next cycle.

Once the automated reports were released, Axxess continued to support us while we collected and validated data. They took our feedback back to the BI team to improve the experience even further for the next reporting year. The end result wasn't just a solution for Cardinal; it was something that now benefits every hospice provider in North Carolina using Axxess.

We went through a similar process with the state-specific Medicaid billing requirements. Again, we set a biweekly meeting cadence, and Axxess helped ensure our interim workflow supported uninterrupted billing. They provided updates throughout development, and once all enhancements were live, we were able to complete claims and reporting successfully. The moment everything was working smoothly, we naturally closed out that series of support calls, which shows just how effective the solution was and continues to be.

Throughout all of this, our monthly stakeholder meetings kept everyone aligned, including leadership on both sides. That level of transparency and collaboration made the entire process feel like a true partnership.

What challenges have you overcome using Axxess?

The biggest challenges we faced were related to changing state requirements, especially around Medicaid reporting, licensure reporting, and billing.

Before the enhancements were available, pulling the required data could have been incredibly time-consuming and prone to error. Axxess helped bridge that gap by giving us clear documentation and hands-on support until the automated reporting was released.

We also needed very specific billing capabilities unique to North Carolina Medicaid. Those enhancements required thoughtful development, but Axxess helped us create workflows that enabled us to continue billing without interruption.

Now that everything is automated and functioning as expected, these areas are no longer sources of administrative strain, and that is a direct result of working through those challenges together.

Is there anything else you would like to share?

What stands out to us most about working with Axxess is the trust we've built over time. We don't feel like just another customer; we feel like a partner whose perspective is genuinely valued. When we raise concerns or ideas, the conversation doesn't stop at our organization; it becomes part of a broader effort to strengthen hospice care across the state and beyond.

Axxess plays an important role in helping us stay adaptable in an increasingly complex care environment. That responsiveness and long-term perspective give us confidence that we're supported not just for today's challenges, but for what's ahead.

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.

Cardinal Hospice Care was honored with the Excellence in Patient Care Award for their sustained patient-centered outcomes and leadership in partnering with Axxess to address complex state-specific reporting and billing requirements in ways that protect care continuity and support exceptional patient and family experiences.



ABOUT CARDINAL HOSPICE CARE

[Cardinal Hospice Care](#)'s interdisciplinary team of hospice healthcare professionals have specific skill sets to support patient-centered hospice care. They work together toward a common goal of providing optimal care with the patient's wishes at the forefront. Their philosophy of care includes the physical, social, and psychological, as well as the spiritual aspects. By managing symptoms, controlling pain and decreasing fear, they give patients the opportunity to enjoy the highest quality of life at the end of life.



ABOUT AXCESS

[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.