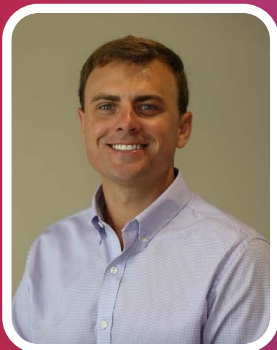




CASE STUDY

HOMETOWN HOME HEALTH DRIVES 63.3% CENSUS GROWTH WITH AXXESS INTELLIGENCE®



Jacob Hitt

Vice President of Commercial Operations
Hometown Home Health

Hometown Home Health didn't grow by working harder.

They grew by removing inefficiencies, optimizing resources and scaling with intelligence.

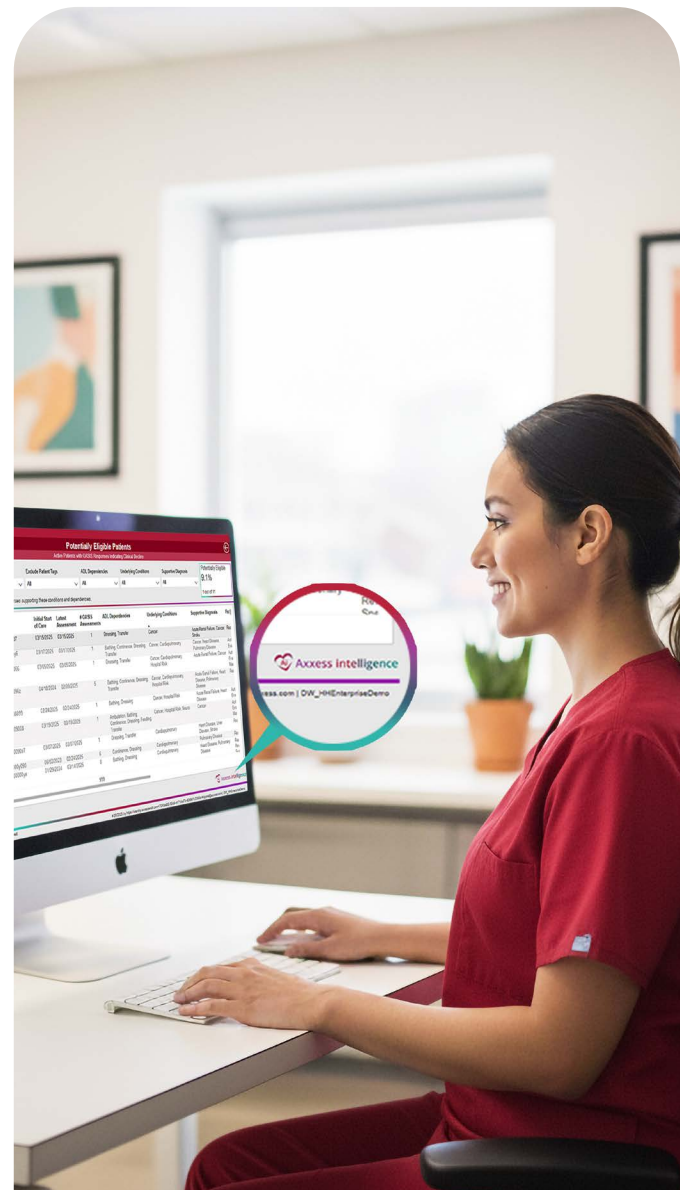
With Axxess intelligence®, they transformed everyday workflows into measurable growth, creating the capacity to do more without increasing overhead.

Background

Hometown Home Health, a Florida-based home health provider, set out to grow strategically without increasing administrative burden or adding staff.

With a strong operational foundation already in place, leadership focused on unlocking greater efficiency, improving productivity, and strengthening financial performance.

To support this effort, the organization expanded its use of Axxess intelligence® to automate workflows and optimize clinician capacity.



The Opportunity

As demand increased, Hometown identified key opportunities to improve efficiency and scalability:

- Reduce clinician time spent on documentation
- Prevent revenue cycle delays before they occur
- Minimize non-productive travel time
- Increase visit capacity without adding staff

The Solution: Axxess intelligence® in Action

Hometown deployed a focused set of intelligence-driven capabilities to streamline clinical, operational, and financial workflows.

Reducing Documentation Time With Auto-Generated Narratives

Auto-generated narratives transformed how clinicians complete documentation by automatically creating care planning content from assessment data.

Results:



~780
hours saved annually



~\$35,000
in labor savings



More consistent, complete
patient records

“This has taken a huge burden off our clinicians,” said Hometown Home Health VP of Commercial Operations Jacob Hitt. “They’re able to focus more on patient care instead of spending extra hours on documentation.”

Jacob Hitt

Vice President of
Commercial Operations,
Hometown Home Health

Preventing Revenue Risk With Medicare Eligibility Intelligence

Automated eligibility summaries enabled Hometown to verify coverage before intake and billing, identifying issues early and reducing costly rework.

Results:



228
hours saved annually



~\$6,840
in labor savings



**Fewer denials and
faster reimbursement cycles**

“Having visibility into eligibility upfront has helped us avoid delays and feel more confident in our billing process,” Hitt said.

Jacob Hitt

Vice President of
Commercial Operations,
Hometown Home Health



Expanding Capacity With Routing Optimization

Routing optimization enabled Hometown to reduce travel time and maximize clinician productivity in the field.

Results:



30%
reduction in travel time



1 additional visit
per clinician per day



~20
additional visits per day



~\$150,000
in cost savings



~\$200,000
in additional annual revenue capacity

“We’ve been able to grow without adding more staff simply by making better use of our time in the field,” Hitt said.

Jacob Hitt

Vice President of
Commercial Operations,
Hometown Home Health

The Bottom Line

With Axxess intelligence®, Hometown Home Health achieved:



63.3%
census growth



**Increased clinician
productivity**



**Reduced administrative
burden**

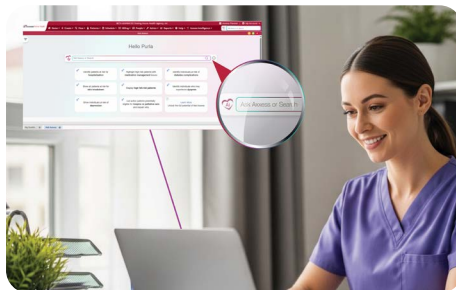
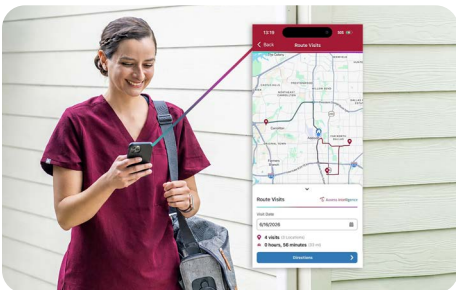


Stronger revenue cycle performance



Greater operational efficiency

Hometown has also expanded into new territory, reinforcing its position as a growing, high-performing provider.



ABOUT HOMETOWN HOME HEALTH

Hometown Home Health was launched in 2020 to address a lack of home healthcare in the founders' home town of Macclenny, Florida. There was a great need, so their founders left the hospitals where they were serving as nurses to start their first entrepreneurial venture. Several years later, Hometown Home Health has become the preferred agency for many doctors and medical institutions in Northeast Florida. They continue to grow far outside of the original footprint of Macclenny into surrounding communities.



ABOUT AXXESS

Axxess is the leading global technology platform transforming how care is delivered in the home. Trusted by more than 10,000 organizations worldwide, its robust ecosystem empowers healthcare professionals to deliver exceptional care to more than 10 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.