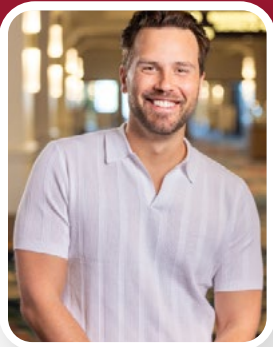




CASE STUDY

Interim HealthCare Albuquerque Sustained Dual-Line Growth in Home Health and Hospice Using Axxess



Brandon Saylor
Owner and CEO
Interim HealthCare Albuquerque



“
Axxess provided the visibility, structure, and flexibility we needed to grow safely and efficiently.
”

“
**Axxess
showed
up every
step of
the way,**

quick to respond and
always ready to build
solutions with us, not
just for us.

”



Brandon Sayler

Owner and CEO
Interim HealthCare Albuquerque

Interim HealthCare Albuquerque achieved exceptional expansion across both home health and hospice in 2025, an accomplishment few organizations manage simultaneously.

Their ability to maintain financial strength, operational consistency, and clinical performance while scaling at speed was made possible by a disciplined, organization-wide use of Axxess reporting, Axxess Business Intelligence dashboards, Axxess clinical tools, Axxess interoperability partners, and strategic staffing decisions.





Axxess interviewed Interim HealthCare Albuquerque Owner and CEO Brandon Saylor to explore the data-driven strategies behind this organization's success.

What accomplishments has your organization achieved in the past year?

In 2025, our organization managed significant, sustained growth across both home health and hospice service lines while maintaining financial stability, supporting staff, and improving quality metrics, including VBP-related performance.

What made this year unique was the pace and complexity of growth, and our ability to stay ahead of it. By relying on Axxess reporting, clinical features, and advanced Axxess Business Intelligence tools, we were able to anticipate needs, prevent bottlenecks, and build scalable workflows across two rapidly growing service lines.

Our home health census is up 48% from the same time last year, resulting in 42% revenue growth, and our hospice census is up 67% from the same time last year, resulting in 200% revenue growth.

Describe the processes you used to achieve these accomplishments.

Axxess' financial reporting provided the foundation for fiscal stability. As our census increased, we depended heavily on Axxess' financial reporting tools to monitor the health of our organization, including:

- General ledger reports to track revenue and expenses,
- Month-end AR roll-forward reporting to understand how receivables were trending, and
- Claim and adjustment reports to proactively catch anything that might delay payments.

These insights enabled us to maintain strong margins and financial confidence while expanding quickly.

Axxess' operational and clinical features also helped us keep workflows smooth at a time when volume was rising across both service lines.



These included:

- The QA Center to prevent documentation slowdowns,
- The PDGM Center for visibility into LUPAs, visit utilization, and PDGM-related items, and
- Clinical and scheduling reports to keep staffing aligned to growing demand.

These tools ensured office and clinical teams had what they needed to deliver care without added administrative burden.

Axxess Business Intelligence was also essential to scaling safely and strategically, and became one of our most powerful resources. We relied on Axxess BI daily to understand trends, identify risks, and guide strategic decisions, using:

- Flash reporting for rapid snapshot updates,
- Census tracking for real-time visibility into home health and hospice growth,
- Payer mix, admissions, and orders data to understand where growth originated, and
- Financial dashboards to monitor margins, case-mix, LUPAs, and key operational indicators.

Axxess BI helped us stay ahead of the curve during a year of significant growth.

Data-driven staffing decisions also kept operations running smoothly. To help inform timely, appropriate staffing decisions, we used:

- The Operations dashboards in Axxess BI,
- Clinical reporting in Axxess Home Health and Axxess Hospice, and
- Guidance from our Axxess Account Manager.

These resources helped us identify rising volumes, emerging pressure points, and areas where adding or shifting staff would enhance efficiency.

Interoperability was another major factor in our success. In 2025, we:

- Leveraged three Axxess interoperability partners to streamline workflows and accelerate referrals,



- Collaborated with multiple channel partners to remove friction and uncover new efficiencies,
- Worked proactively with an additional solution we hope to introduce as a future interoperability partner, and
- Maintained a proactive mindset, always considering what tools and processes we would need next.

This commitment to innovation enabled us to evolve quickly while staying focused on day-to-day needs.

How has partnering with Axxess strengthened your operations?

Axxess provided the visibility, structure, and flexibility we needed to grow safely and efficiently. Their reporting tools, BI dashboards, clinical workflows, and interoperability partnerships gave us real-time insight into every area of the organization, empowering us to make confident, informed decisions during rapid expansion. The support and guidance from the Axxess team also played a crucial role in maintaining performance across both service lines.

What challenges have you overcome using Axxess?

By using Axxess' reporting, clinical tools, BI insights, and interoperability partners, we eliminated manual workarounds, reduced delays, strengthened billing accuracy, and aligned staffing to meet rising demand.

These improvements helped us turn high-velocity growth, from two expanding programs, into something sustainable and operationally sound.

Axxess showed up every step of the way, quick to respond and always ready to build solutions with us, not just for us.

Is there anything else you would like to share?

By combining:

- Axxess financial reporting,
- Clinical and operational tools,
- BI dashboards,
- Interoperability solutions,
- Channel partner collaboration, and
- Data-driven staffing decisions,

We were able to:

- Keep pace with a rapidly increasing census,
- Maintain financial strength throughout expansion,
- Support staff during major operational shifts,
- Improve quality and VBP-related performance,
- Remove friction and create new efficiencies, and
- Grow both home health and hospice at a pace most organizations cannot sustain.



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.

Interim HealthCare Albuquerque received the Growth and Innovation Award for scaling both home health and hospice at an exceptional pace while innovating their workflows, staffing models, and data-driven decision-making to keep performance strong across the board.



ABOUT INTERIM HEALTHCARE ALBUQUERQUE

For more than 50 years, Interim HealthCare has been personalizing care to meet the unique health needs of their clients, patients and partners. Driven by more than 320 independently owned franchises spanning 44 states, their team of 43,000 caregivers serves more than 190,000 people every year. From home care and hospice services to healthcare staffing and specialized care, Interim HealthCare combines the resources of a national organization with a personal approach in each of their communities.

Their team's standard of care is centered around HomeLife Enrichment, their unique philosophy which focuses clinical excellence into highly individualized care plans. Because when care is personal, outcomes are optimal.

Click [here](#) for additional information on Interim HealthCare Albuquerque.



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.