

## CASE STUDY

# Interim HealthCare Great Lakes Unified Quality Oversight Across All Branches Using Axxess



**Steven Alessandro**  
Owner and CEO  
Interim HealthCare Great Lakes



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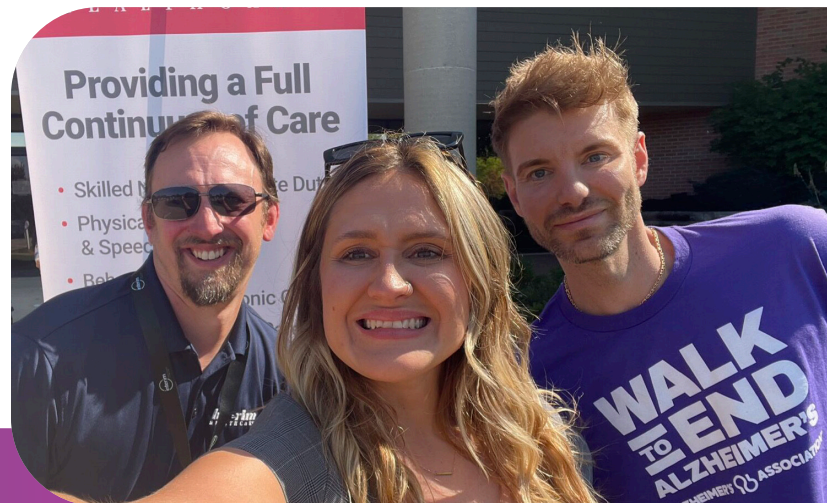
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Interim HealthCare Great Lakes has built its reputation on delivering consistent, high-quality care across home health, home care, hospice, palliative care, and chronic disease management services. Since opening its first office in 2017, the organization has grown to 43 locations across Illinois, Wisconsin, Indiana, Minnesota, and Florida, all centered on the mission of improving the patient and family experience.

To support this mission, Interim HealthCare Great Lakes uses integrated tools within the Axxess ecosystem to stay proactive in monitoring quality, streamlining workflows, and responding to real-time patient feedback. This combination of visibility, efficiency, and actionable insights has helped the organization elevate patient experience and maintain strong outcomes across its expanding footprint.



Axxess interviewed Interim HealthCare Great Lakes Owner and CEO Steven Alessandro to learn more about the strategies behind the organization's success.

### **What accomplishments has your organization achieved in the past year?**

Interim HealthCare Great Lakes has maintained strong performance across quality, clinical, and patient experience measures. Throughout the year, our teams consistently monitored patient outcomes and function trends, which helped support improvement in our discharge function scores. We've also sustained strong value-based purchasing (VBP) performance, staying well aligned with benchmarks.

Our home health and hospice programs both achieved high CAHPS results, supported by our ongoing focus on listening to patient feedback in real time. By keeping a close eye on trends and acting early, we were able to maintain consistent, high-quality performance across our multi-state network.

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### **Describe the processes you used to achieve these accomplishments.**

Success for us starts with giving our teams the right information at the right time. We used a combination of Axxess dashboards and internal quality processes to stay proactive rather than reactive.

The Discharge Function Score Dashboard in Axxess Business Intelligence helped us track functional improvement throughout the year, making it easier to identify and address any dips in performance. Our quality leadership relied heavily on the QAPI Executive Dashboard as well because it consolidates everything—clinical indicators, operational trends, and quality measures—into one central, easy-to-interpret view.

We also focused on cross-team communication and early intervention. Having visibility into real-time patient feedback through the Axxess CAHPS Portal enabled us to quickly identify both strengths and opportunities. This continuous learning loop strengthened care delivery, supported consistency, and ensured our patient and family experience stayed strong.

## How has partnering with Axxess strengthened your operations?

Axxess has played a key role in simplifying how we work. The platform's streamlined workflows and documentation tools have significantly reduced administrative time for our staff. User-friendly assessments, intelligent prompts, and alerts help ensure documentation is accurate, complete, and on track.

One of the biggest advantages is having home health, home care, and hospice all within one integrated system connected through Axxess Central. With multiple branches and services across state lines, having everything in one place has made communication and coordination much easier.

AI-driven support features, like documentation checks and smart suggestions, have also helped our clinicians work more efficiently and with greater consistency. These tools reduce the cognitive load on our staff, allowing them to focus more on delivering excellent care.

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## What challenges have you overcome using Axxess?

Before switching to Axxess, having information spread across different systems made it difficult to maintain a clear view of our quality and operational performance. The Axxess Business Intelligence suite eliminated that challenge by giving us a single, easy-to-use source of truth.

For example, the Value-Based Purchasing Dashboard helped us understand exactly where we stood, how our measures compared to benchmarks, and which areas needed attention. Instead of spending time gathering and validating data, we were able to focus on action and improvement.

Similarly, the Axxess CAHPS Portal helped us overcome the challenge of delayed or limited insight into patient feedback. The ability to see responses in real time has been a game-changer for maintaining a consistent and positive patient experience.

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

We appreciate the partnership we have with Axxess and the way the platform continues to evolve to meet our needs. Having simple, reliable, and easily accessible tools has helped us stay aligned, proactive, and focused on what matters most: providing high-quality care to the patients and families we serve.

By removing administrative complexity and giving us clear visibility into our performance, Axxess has supported our ongoing efforts to consistently deliver excellent outcomes across our organization.

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 Great Lakes received the Culture of Integrity Award for operationalizing integrity through proactive quality oversight, real-time patient feedback loops, and strong cross-team alignment, ensuring reliable, compassionate care throughout their expanding organization.



## ABOUT INTERIM HEALTHCARE GREAT LAKES

[Interim HealthCare Great Lakes](#) is committed to fostering a culture of compassion, dignity, and respect. Their mission is to prioritize the comfort, well-being, and individual needs of each patient, ensuring their experience is filled with support and dignity. Through unwavering dedication, they strive to empower patients and their families, honoring their unique stories and creating meaningful moments during life’s most unexpected and challenging transitions.



## 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.