

AGILE

DISTINCTION AWARD



AXXESS



Kansas City Hospice
& PALLIATIVE CARE

Kansas City Hospice & Palliative Care Wins Quality Standards of Excellence Award

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Axxess presented the Distinction Awards at the 2025 Axxess Growth, Innovation and Leadership Experience (AGILE), honoring achievements in the care at home industry.

Kansas City Hospice & Palliative Care (KCH) received the Quality Standards of Excellence Award for their commitment to delivering compassionate, high-quality care and their dedication to operational excellence.

Founded in 1980, KCH is one of the oldest and largest nonprofit hospice and grief support providers in the Kansas City area. Each year, KCH serves over 5,000 people and their families in the Kansas City metropolitan area.

Kansas City Hospice & Palliative Care provides a comprehensive range of services designed to support patients and their families through some of life's most challenging moments. KCH includes board-certified hospice and palliative care physicians, nurses, social workers, chaplains, grief counselors and volunteers.

Axxess interviewed David Wiley, Chief Executive Officer and President of Kansas City Hospice & Palliative Care, to explore the strategies behind this organization's success.

“This platform helps us provide quality care every day and we are very thankful for our partnership with Axxess.”



David Wiley
President & CEO
Kansas City Hospice & Palliative Care

What quality-related achievements has your organization accomplished in the past year?

Kansas City Hospice & Palliative Care received hospice care index scores of nine and 10, star ratings of three and four and deficiency-free surveys from regulatory organizations.

Describe the processes your organization used to achieve these accomplishments.

As a Suncoast client for over 20 years, our users have developed a deep understanding of the solution and tight operational processes. This is evident in our deficiency-free surveys.

Which Complia Health solutions helped your organization achieve these accomplishments? How did they help?

The following features have helped us achieve our accomplishments:

Client Chart Search Functionality: Enables our staff to easily navigate and link to chart sections.

Inpatient Bed Management Module: Helps our staff quickly identify bed availability.

Historical Data: Allows our clinicians to view historical responses across assessment elements, supporting accurate, timely and comprehensive documentation.



Explain any issues or challenges the organization experienced in the past and how they overcame them using Complia Health products, services, or partner organizations.

Using a hosted solution has been impactful to our success and the pharmacy benefit manager integration streamlines our medication and billing processes.

Is there anything else you would like to share?

Our team is passionate about providing excellent, quality care to patients and their families. KCH prioritizes giving back to the community, doing so annually through Sunday Night Live. This event raises funds to support families served by Kansas City Hospice.



Ericka Hale, RN, Clinical Software Specialist
Kansas City Hospice & Palliative Care
accepted the Quality Standards of Excellence
Award at AGILE

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Our mission ensures that we reinvest in our people, providing technology and tools that allow them [clinicians] to focus their time and energy on patients and their families. For more than 20 years, Suncoast has enabled us to be successful with patient care, compliance and strong revenue cycle management.

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David Wiley
President & CEO, Kansas City Hospice & Palliative Care



About Kansas City Hospice & Palliative Care

The mission of Kansas City Hospice & Palliative Care is to bring expert care, peace of mind, comfort, guidance, and hope to people who are affected by serious illness or by grief. And, our vision is that each person in our community is valued from life through death and each family is supported in their grief. The team of caring and trained professionals is considered the leader and innovator in palliative and end-of-life care in this region. We are also the area's only provider of comprehensive community-based grief support services. More than 300 volunteers assist in many roles, including administrative duties and working with patients and families. [Learn more at KCHospice.org](https://www.kchospice.org).



About Axxess

Axxess is the leading global technology platform for healthcare at home. The company offers a robust ecosystem that empowers healthcare organizations and professionals to deliver the highest quality care. By integrating with partners and payers from across the healthcare continuum, more than 9,000 organizations trust the Axxess network to care for more than 7 million patients worldwide. Multiple independent certifications have confirmed that Axxess has the most secure and industry-compliant software solutions. The company's collaborative culture focused on innovation and excellence is recognized nationally as a "Best Place to Work."



The platform to make lives better.

