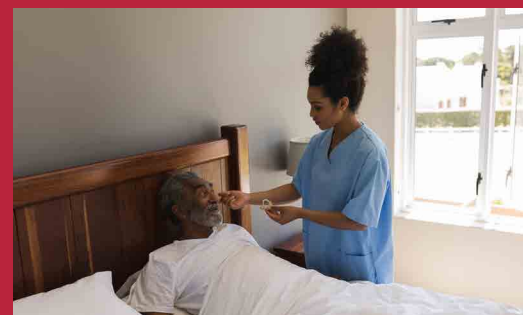




Liberty Home Care and Hospice Exceeds Quality Standards Using Axxess

axxess.com



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

Liberty Home Care and Hospice earned the Quality Standards of Excellence Award, recognizing their commitment to delivering the highest care standards. Their excellence is evident in top star ratings for patient satisfaction and clinical quality.



Liberty Home Care and Hospice, a division of Liberty Health, provides an expansive range of home health care, palliative care and hospice services across North Carolina, South Carolina and Virginia.

They attribute their quality successes to their experienced leadership team and dedicated

staff members, all of which are committed to providing the best care at home possible. This focus, along with the tools and monitoring dashboards available within Axxess solutions, has enabled them to maintain and exceed quality standards, grow their business and increase their star ratings for many of their home health and hospice locations.

Axxess interviewed Donna Turlington, RN, BS, HCM, CCM, President of Liberty Home Care, Hospice and Palliative Care, to explore the strategies behind this organization's success.

What quality-related achievements has your organization achieved in the last year?

Ten of our home health locations have achieved a star rating of 3.5 or higher. In many cases, we increased the ratings by a full point, moving from two to three stars and from 3.5 to four stars. We consistently receive four and five stars on patient surveys. Our hospice locations currently hold a four-star rating and have achieved a Hospice Care Index (HCI) rating of 10. Additionally, we have experienced significant census and revenue growth for our hospice services, with a 48% increase in census and a 52% increase in revenue over the past year.

How has partnering with Axxess contributed to these achievements?

We are continuously identifying ways to leverage the solution to ensure quality and grow our business. For our home health locations, the OASIS Scrubber and OASIS Analysis assist with ensuring compliance, quality and monitoring clinical outcomes. The PDGM Dashboard assists in visit utilization and maximizing revenue. We also rely on the QA Center to ensure quality standards are being met. The HIS Scrubber and Dashboard have been incredibly beneficial for our hospice locations.

“We are continuously identifying ways to leverage the solution to ensure quality and grow our business.”

Donna Turlington
RN, BS, HCM, CCM
President of Liberty Home Care,
Hospice and Palliative Care

These tools provide essential visibility into quality metrics and ensure a thorough review before submitting documentation to CMS. The various reporting tools in Axxess Business Intelligence have also been crucial to our overall quality success. We use these tools to continuously evaluate and assess our operations, enabling us to address issues and pivot as needed.

What challenges has your organization experienced in the past? How has Axxess helped your organization overcome these challenges?

We have experienced several leadership transitions over the past few years and have restructured our palliative care service line. Despite these challenges, we have managed to increase our star ratings and grow our business, thanks to the dedication of our staff and the intuitive solutions provided by Axxess. Our leaders have a deep understanding of Axxess' solutions, which have been instrumental in navigating these transitions successfully. Additionally, the close collaboration with various Axxess teams has further supported our growth and success.

“

Our technology team is very innovative and always looking for ways to streamline operations via partners and integrations. I'm grateful for their vision and willingness to partner closely with Axxess.

”

Donna Turlington, RN, BS, HCM, CCM
President of Liberty Home Care, Hospice and Palliative Care





Liberty Home Care and Hospice

Liberty Home Care and Hospice is a division of Liberty Health, a family-owned company that has provided continuum of care services across the Carolinas and beyond since 1875. Based in Wilmington, North Carolina, we offer a full range of home health care, hospice care and palliative care services across North Carolina, South Carolina and Virginia. Our philosophy is to offer the communities we serve a complete continuum of care, close to home and family. Our continuum extends to Liberty's other divisions that offer skilled nursing communities, independent and assisted living, Medicare Advantage plans, pharmacy and medical equipment, meeting the needs of our patients as they change.

Liberty Home Care and Hospice is a Medicaid and Medicare certified provider through the Accreditation Commission for Health Care (ACHC).



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."

