

CASE STUDY

Professional Home Care Associates Achieved Five-Star CAHPS Performance Using Axxess



Mary Rice
Administrator
PHCA



Kayleigh Fink
Intake Coordinator
PHCA



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With a growing census of more than 160 home health patients across California, Professional Home Care Associates (PHCA) has steadily elevated its patient experience outcomes in recent years.

Most notably, the organization advanced from a four-star Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAPHS) survey rating to achieving consistent five-star ratings, a milestone reflecting both operational excellence and exceptional patient-centered care.

PHCA leadership attributes this success to a renewed focus on data-driven decision-making, strategic staff education, and a highly collaborative partnership with Axxess. Their exceptional clinical staff continues to set the standard, delivering outstanding, compassionate care that consistently puts patients first.



Axxess interviewed PHCA Administrator Mary Rice and Intake Coordinator Kayleigh Fink to explore the strategies that powered this transformation.

What accomplishments has your organization achieved in the past year?

Over the past year, our team has made a deliberate effort to improve our HHCAHPS scores and increase survey participation. We had already been performing at a strong four-star level, but we knew that with the right focus, we could reach five stars, and we did.

We saw notable gains in multiple domains, including communication, timeliness of care, and overall patient experience. Survey response rates also increased as staff became more intentional in educating patients at the start of care and recertification about the importance of sharing their honest feedback if contacted by Axxess for a survey.

Describe the processes you used to achieve these accomplishments.

To lay the foundation for improvement, we worked with our Axxess Account Manager to conduct an in-depth review of the Axxess CAHPS Portal dashboard. This included trend identification, score analysis, and targeted action planning.

A key driver of progress was aligning our communication practices with the themes reflected in HHCAHPS, not by coaching responses, but by reinforcing the fundamentals of clear, timely, patient-centered care.

We also strengthened our internal quality processes by leveraging:

- The Axxess PDGM Center for financial and clinical trend analysis,
- Axxess Business Intelligence reports to pinpoint operational opportunities, and
- Axxess Interim Performance Reports as ongoing tools for course correction.

Matt, our Axxess Account Manager, brought so much clarity to the data. He didn't just show us the numbers; he helped us turn those numbers into meaningful action.

How has partnering with Axxess strengthened your operations?

Axxess helped us move from intuition to precision. The Axxess ecosystem gives us access to the right insights at the right time, and the partnership ensures we know how to act on them.

Axxess' clear reporting tools and consistent support enabled PHCA to educate staff more effectively, quickly address documentation challenges, and build a culture of continuous improvement.

Our collaboration with Matt has been essential. He brings energy, expertise, and a genuine desire to see our team succeed.

What challenges have you overcome using Axxess?

Like many organizations, PHCA initially faced some hesitation as we introduced new expectations tied to quality improvement. Any time a team adjusts long-standing habits, especially those connected to patient experience measures, there can be uncertainty. But once our clinicians saw how the changes improved consistency, communication, and overall care delivery, buy-in grew quickly.

With real-time visibility through Axxess reporting tools, our team could easily spot trends, address issues sooner, and standardize the patient experience across the organization. As soon as clinicians understood the 'why,' everything aligned. Axxess helped us connect the dots in a way that made meaningful, measurable progress possible.



Is there anything else you would like to share?

We are incredibly proud of our team. Our five-star performance is a direct reflection of our dedication, professionalism, and desire to grow. Our partnership with Axxess was also instrumental in our success. Their support has been invaluable.



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.

Professional Home Care Associates received the Excellence in Patient Care Award, celebrating their commitment to data-driven quality improvement, successful advancement to five-star HHCAHPS performance, and dedication to delivering exceptional patient-centered care.



ABOUT PROFESSIONAL HOME CARE ASSOCIATES

Since 1993, [Professional Home Care Associates \(PHCA\)](#) has been a trusted provider of high-quality, patient-centered healthcare delivered in the comfort of the home. Serving Alameda, Contra Costa, San Mateo, and Santa Clara counties, their comprehensive care team includes skilled nursing, therapy services, medical social work, and home health aide support, all designed to promote recovery, safety, and independence. PHCA is both Medicare-certified and Joint Commission accredited, reflecting its unwavering commitment to clinical excellence and adherence to the highest levels of safety and quality standards.

PHCA is grounded in the belief that exceptional home healthcare fosters independence and brings meaningful comfort to patients and their families. Their interdisciplinary team works in close collaboration with physicians to develop individualized care plans that address each patient’s medical, functional, and social needs. Whether supporting chronic condition management, guiding recovery after illness or hospitalization, or assisting with essential daily activities, PHCA consistently delivers compassionate, dependable, and professional care directly to the patient’s doorstep.



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.