

Worked with Agency	Worked with Agency	Worked with Agency
<b>Sydney G.</b> Registered Nurse 3 years experience ★★★★★ 21 Reviews	<b>Lauren K.</b> Registered Nurse 8 years experience ★★★★★ 80 Reviews	<b>Jeremy D.</b> Registered Nurse 9 years experience ★★★★★ 92 Reviews



## CASE STUDY

# Serenity Home Healthcare

Uses Axxess CARE to Accept More Referrals and Grow Business

**35**  
QUALIFIED CLINICIANS

**2,805**  
VISITS COMPLETED

**277**  
PATIENTS SERVED

**2x**  
REVENUE GENERATED

Serenity Home Health operates in Skokie, Illinois, near Chicago. With 300 visits completed each week and an active census greater than 150 patients, its lean crew of back-office staff was looking for a way to grow their business and scale their operations. Serenity's Lorenzo Torre, the Director of Nursing, chose Axxess CARE to keep up with the growing demand of 15 to 20 referrals per week for its home healthcare services. In just six months, from March 1, 2020, through the end of August 2020, the organization successfully served 277 patients through Axxess CARE, working with 35 independent qualified clinicians to complete 2,805 visits. Axxess CARE helped expand Serenity's reach into 20 new zip codes.





“Axxess CARE helps us accept more referrals and deliver quality care faster, something that we wouldn’t have been able to do in the past. It’s a must-have solution.”

**- Lorenzo Torre, Director of Nursing**  
Serenity Home Healthcare

## THE CHALLENGE

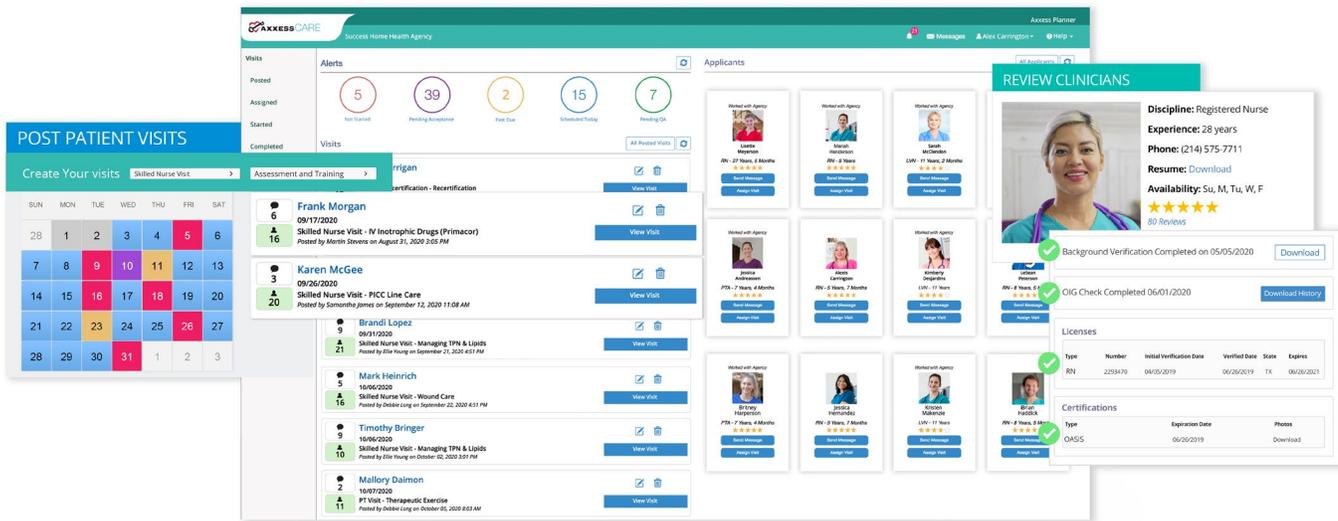
As the volume of new patient referrals grew, the team struggled to meet the 48-hour admission deadline to complete a timely initiation of care. “We were getting referrals fast, but it was taking us hours to sort through every referral and see who on our staff could pick up the visit. We wanted to accept all the referrals to continue strengthening our referral relationships but had a shortage of staff to help admit these patients,” said Torre.

The intake team had to decline referrals to the agency when they did not have clinicians available to fill visits, either due to visits being too far geographically for their staff or due to their nurses working at full capacity in the areas they already served. Torre said their process was not working. “We’d call and text every clinician to see if they could pick up the case. Then we’d wait and wait to hear back from them. Not only

was this manual process a challenge to our back-office staff but inefficient for our clinicians and to our mission of delivering timely care. The hardest part has always been finding a qualified clinician in the area quickly in order to get back to the referral source and accept the case.”

The organization was looking for innovative ways to streamline their operations and better support the clinicians who serve their patients. They also wanted to grow their revenue. They found a solution in Axxess CARE. They knew this platform could help them respond quickly to referrals, match clinicians to patients and schedule the visits. Most importantly, Serenity wanted a solution that would keep its staff clinicians satisfied while helping the organization deliver on its promise to help patients achieve their maximum level of function and independence in the home.

# THE SOLUTION



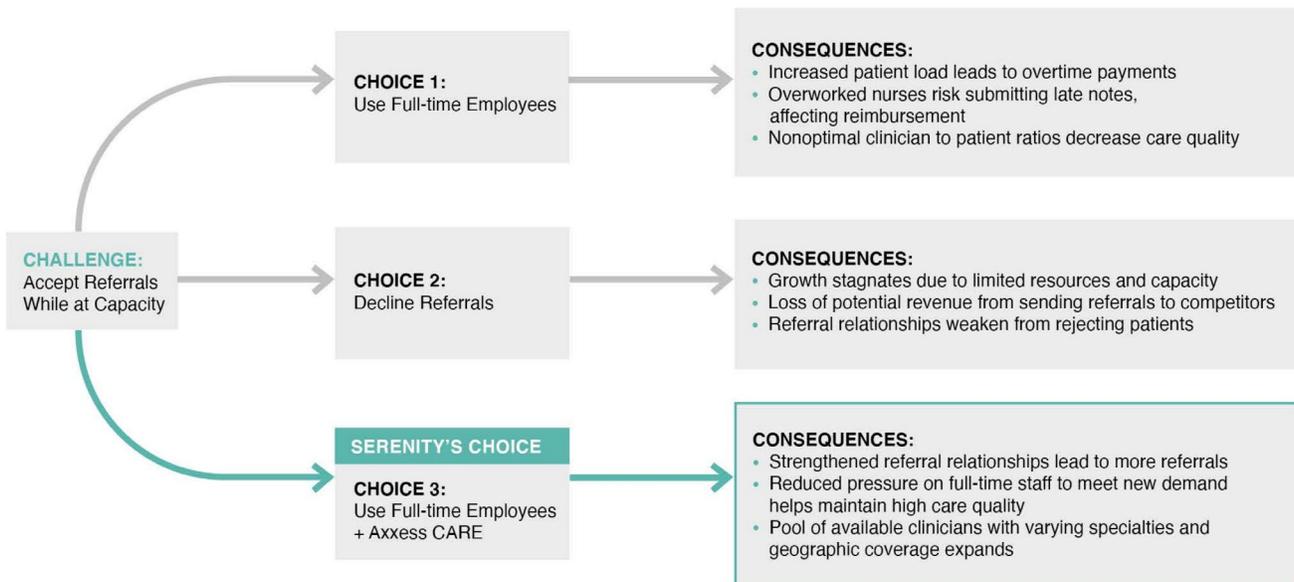
Axxess CARE, Axxess' scheduling and staffing solution integrated with its software, efficiently addresses staffing needs as they arise by connecting home health organizations with qualified clinicians to fill visits that need coverage.

Serenity Home Health's team loved the fact that the solution was integrated with their electronic medical records software, increasing ease-of-use and reducing the need to train their scheduling and administrative staff. "Having Axxess CARE seamlessly integrated with Axxess Home Health was an added bonus. It's been pretty much 'post it and assign it' for visits needing coverage," said Torre.

Since 2018, Serenity has tapped into the pool of 4,500 RNs, LVNs, PTs, PTAs, OTs and STs available through the Axxess CARE mobile app. The platform reduced manual labor related to messaging and sourcing clinicians. Torre said the way the organization staffed visits changed for the better. "From the minute we started using Axxess CARE, our team started saving hours every week just finding clinicians. We started accepting more referrals, and it was clear that this was going to be the way we staffed all our visits going forward that our full-time employees were not available to complete."

Torre stated that one of the keys to his success with Axxess CARE is that over time he and his team were able to build relationships with many of the qualified clinicians they worked with through the platform. These relationships

have led to increased visit fulfillment and a diversification of services, including 1,726 wound care, 260 start-of-care and 491 OASIS-D1 visits completed during this six-month period.



## THE RESULTS

### BUSINESS GROWTH

Serenity has strengthened relationships with its referral sources because it does not have to turn down patients. Serenity has just one agency location but has expanded its coverage area as it has added new patients without adding overhead. The added visits have led to stronger revenue growth during the COVID-19 pandemic.

### INCREASED CLINICIAN POOL

Serenity has been able to build a pool of nurses in the counties they serve. It has also picked up more complex nursing cases due to the diversity of talent and specializations available from the network of Axxess CARE clinicians.

### IMPROVED RETENTION

The Serenity team has increased employee retention and can deliver better quality care because the full-time clinicians feel less pressure to meet the new demand.

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**“It’s been pretty much ‘post it and assign it’ for visits needing coverage.”**

**- Lorenzo Torre**

Director of Nursing at Serenity Home Healthcare

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### ABOUT SERENITY HOME HEALTH

Serenity Home Health provides care to patients with acute illness or who require assistance in managing chronic conditions. Since inception, the company has been committed to helping clients achieve their maximum level of function and independence at home. Its highly skilled interdisciplinary team of clinicians provides the highest level of healthcare services to clients within the home.

### ABOUT AXCESS CARE

Axcess CARE is a powerful scheduling and staffing solution that is revolutionizing the delivery of healthcare in the home by giving home health organizations control to connect with qualified clinicians to provide timely care.

[LEARN MORE](#)



### ABOUT AXCESS

Axcess is the leading technology innovator for healthcare at home, providing solutions that help improve care for more than two million patients worldwide. Trusted by more than 7,000 organizations, Axcess offers a complete suite of easy-to-use, innovative software solutions that empower home health, home care and hospice providers to grow their business while making lives better. The company’s collaborative culture focused on innovation and excellence is recognized nationally as a “Best Place to Work.” Founded in 2007 by CEO John Olajide, Axcess began as a consulting firm specializing in the home health industry and developed expertise in all aspects of agency operations by working closely with clients to deeply understand their unique needs. This philosophy of addressing industry needs has helped inform many innovations and the creation of state-of-the-art solutions that benefit home health, home care and hospice organizations.



# Is **Axxess CARE** right for your organization now?

Organizations of all sizes have successfully implemented Axxess CARE.

Use this checklist to evaluate whether your organization is ready to implement Axxess CARE. Check the boxes that apply to your organization's current situation.

- We are looking to improve relationships with referral sources and increase revenue through higher referral acceptance rates.
- We are looking for an innovative staffing strategy to manage missed visits and Low Utilization Payment Adjustments (LUPAs).
- We would like to supplement our team's clinical capacity or develop high-tech programs such as intravenous therapy and wound care to meet new nursing demands.
- We prefer to source new clinicians to fill visits as needed versus paying employee overtime.
- We want to grow our business by offering services in new locations, all while scheduling and supervising visits from a single location.
- We want to expand and diversify the types of clinical specialty services offered by our organization.
- We would like to save money on contract therapy firms by working with a pool of independent, qualified therapists.
- We would like to save time vetting clinicians for hire by taking advantage of an easy-to-use rating and reviews system.

If you have marked any of these options, your organization is ready to post visits on [Axxess CARE](#). More than **30,000** visits have been completed using Axxess CARE. Use this proven solution to address staffing challenges and grow business. [Learn More Now.](#)