



CASE STUDY

Interim HealthCare - Great Lakes Health Partners **Expands to New Markets Using Axxess**



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Preston Lucas,

Chief Financial Officer at Interim Healthcare - Great Lakes Health Partners

Axxess proudly presented the inaugural Distinction Awards at the 2024 Axxess Growth, Innovation and Leadership Experience (AGILE), honoring outstanding achievements in the care at home industry.

Interim HealthCare - Great Lakes Health Partners received the Horizon Expansion Award for their proven commitment to growth and expansion. This award recognizes organizations that have demonstrated exceptional ability to expand their reach and scalability within the care at home industry. Leveraging their Axxess solutions strategically, these innovators have navigated geographic challenges with unparalleled success, contributing to positive patient outcomes and setting a benchmark for the broader home care industry.



It's been an incredible journey here for us at Interim HealthCare of the Great Lakes.



We've expanded rather rapidly, which is awesome. We've had an incredible partner with Axxess. They've been amazing. Their support has been excellent, and we don't feel we could have gotten there without Axxess on our side.



Tony Redpath

Vice President of Sales at Interim HealthCare - Great Lakes Health Partners

Interim HealthCare is a franchise network of more than 320 individually owned and operated offices providing home healthcare, personal care and support, hospice care and medical staffing services. Interim HealthCare - Great Lakes Health Partners opened its first office in 2017 with a focus on providing non-clinical care in northern Chicago. They now operate 14 offices providing home health, hospice, palliative care, and chronic disease management services for seniors across Illinois, Wisconsin and Indiana.

Axxess interviewed Preston Lucas, Chief Financial Officer at Interim Healthcare - Great Lakes Health Partners, to explore the strategies behind this organization's success.

What practices does your organization use to ensure continuous growth and expansion?

Our organization is currently in a rapid growth phase. In order to maintain this growth, we have to stay on top of any challenges presented with regard to recruitment and retention of our staff. Maintaining a clinician-friendly culture helps us excel in our markets.

In what ways do you maintain a clinician-friendly culture?

We're intentional about investing in technology solutions that make clinicians' lives easier and streamline their work. Clinicians who are frustrated by outdated systems, connectivity issues or cumbersome documentation processes are more likely to burn out, making organizational growth extremely difficult.

How has Axxess propelled your organization's ability to grow, expand and scale?

The ease of use of Axxess' solutions has allowed us to accomplish and mitigate this rapid growth phase. Our clinicians are able to learn the Axxess platform quickly, allowing them to be on their own in the field faster. As a result, we are able to accept more referrals and patients.

Did your organization have any issues related to growth or expansion prior to partnering with Axxess?

Our prior software was very difficult to train on and ease of use was not there. The offices we acquire are now immediately transitioned to Axxess to allow for easy management.



What technical features should healthcare providers look for when choosing a software partner?

Reporting. The reports in Axxess have allowed our organization to manage our business quickly and efficiently. Accessibility is also critical. Since Axxess is cloud-based, clinicians can document alongside patients in real time, rather than take their work home with them, which further strengthens our clinician-friendly culture. And though not technical features, ease of use and willingness to sustain a collaborative relationship should also be top of mind.

Is there anything else you would like to share?

It's no secret that being able to find, recruit and retain staff is one of the biggest challenges in healthcare today. Solutions that keep staff happy and make their lives easier are worth the investment, and our growth is a testament to that.

ABOUT INTERIM HEALTHCARE

For over 50 years, [Interim HealthCare](#) has been personalizing care to meet the unique health needs of their clients, patients and partners. Driven by more than 320 independently owned franchises spanning 44 states, their team of 43,000 caregivers serves over 190,000 people every year. From home care and hospice services to healthcare staffing and specialized care, Interim HealthCare combines the resources of a national organization with a personal approach in each of their communities.



ABOUT AXCESS

[Axxess](#) is the leading global technology innovator for healthcare at home, focused on solving the most complex industry challenges. Trusted by more than 9,000 organizations that serve more than 5 million patients worldwide, Axxess offers a complete suite of easy-to-use software solutions that empower home health, home care, hospice, and palliative providers to make healthcare in the home human again. Multiple independent certifications have confirmed that Axxess has the most secure and industry-compliant software available for providers. The company's collaborative culture focused on innovation and excellence is recognized nationally as a "Best Place to Work."