

# Interim of the Great Lakes Gains Competitive Edge with Mosai + Axxess

Discover how Interim optimized efficiency, reduced orders cycle time by 37%, strengthened referral relationships, and enhanced patient care using Mosai and Axxess.

## About the Client

Interim of the Great Lakes provides home health, hospice, and home care services across 17 locations in four states. With approximately 1,800 referrals per month, Interim is committed to delivering high-quality care efficiently and at scale.

## The Challenge

Interim had long embraced technology to support its strategic goals but faced challenges due to systems that worked in silos. This created critical gaps that prevented the business from working as efficiently or collaboratively as they needed. Specifically, they struggled with:

Disconnected systems that made it difficult to track orders or streamline communication

Cumbersome workflows that impacted both speed-to-care and employee experience

A lack of real-time visibility into order status, leading to delays in care delivery

No standardized process across markets, causing inefficiencies and inconsistencies

## Why Mosai Was Selected

Interim's leadership was seeking a streamlined, scalable solution that would connect their staff, systems, and referral sources. Having already adopted Axxess as their EHR, they turned to Mosai to close the loop on their document and orders workflows. Together, these platforms:

Enabled complete end-to-end visibility into orders

Reduced reliance on manual communication and paper-based tracking

Offered standardized workflows across multiple sites

Integrated tightly with Axxess to eliminate double data entry and speed up turnaround



"Just having the data is one thing, but knowing it and acting on it is a whole other beast. We truly use that data to educate all aspects of our business, starting at our referral sources...and with our payers to prove our value and get the contracts that help us succeed."

Preston Lucas  
Chief Financial Officer | Interim of the Great Lakes

## How Our Solution Made a Difference

Their current average order turnaround time is 6.48 days—but with Mosai Circle, they’ve brought that down to just **4.1 days**, representing a **37% reduction in cycle time**.

By combining Mosai’s orders management solution with Axxess’ clinical platform, Interim of the Great Lakes has:

- Accelerated order processing across markets,
- Standardized workflows across all branches, improving staff satisfaction,
- Increased visibility for leadership teams, allowing better prioritization and faster resolution of delays,
- Reduced communication gaps between field and office staff, improving coordination and patient experience.



“Real-time data from Mosai and Axxess allows us to make crucial decisions at the right time. It helps us to spot trends and stay ahead of the market.”

Preston Lucas  
Chief Financial Officer | Interim of the Great Lakes

## Impact to Client

Interim’s leadership also credits their use of data—unlocked through integrated technology—for strengthening both referral and payer relationships.

They use both real-time and CMS-reported data to:

- Benchmark performance against competitors,
- Highlight quality care metrics like reduced rehospitalization rates,
- Strengthen relationships with difficult referral sources by proving value,
- Position themselves more competitively in high-penetration managed care markets to improve their payer mix.



## Final Results

The Mosai and Axxess partnership has enabled Interim to:

Reduce orders cycle time by 37%

Speed care delivery and reduce delays

Elevate staff experience and reduce burnout

Use performance data to grow relationships and business opportunities

Want to see how Mosai and Axxess can help your team work smarter and scale faster? [Contact us at sales@mosai.com](mailto:sales@mosai.com)