

From Compliance Chaos to Clinical Excellence

Transforming a Hospice Agency's Operations through Done-For-You QA & QAPI Partnership



CHALLENGE

In crisis, this hospice agency reached out to ILS Care RN Regulatory Solutions. Despite dedicated staff and strong patient outcomes, the agency was drowning in documentation errors, survey deficiencies, and recurring billing delays. Daily chart reviews were inconsistent, and narratives failed to capture the clinical justification required under CMS hospice eligibility standards. Confidence in survey readiness had evaporated. Facing growing risk and disruption, they needed more than a temporary audit. They needed a structured, expert partner who could restore clarity and control.

SOLUTION

Led by former Joint Commission Nurse Surveyor Irene Soirassot-Joseph, MSN, RN, ILS Care RN implemented a two-pillar transformation strategy: the **All-Done-For-You QA Service** and the **Managed QAPI Program**. Together, these programs created a continuous compliance loop that ensured daily documentation accuracy while driving long-term performance improvement. Irene's team conducted multidisciplinary chart audits using her proprietary D.O.C.U.M.E.N.T.™ Framework, mapping deficiencies, coaching clinicians, and verifying care plans for consistency. Meanwhile, the managed QAPI structure converted audit data into measurable improvement projects, guiding leadership through quarterly analyses, progress tracking, and survey simulations. Within weeks, the agency began operating with newfound order and confidence.

CLIENT TESTIMONIAL

"Engaging Irene Soirassot-Joseph and her team was the single most transformative decision we have made as a hospice organization. Their All-Done-For-You QA service immediately stabilized our documentation processes, while their QAPI oversight gave our leadership the data and structure we were missing. For the first time, our audits were completed before surveys—not after them, and the improvements were visible across every discipline. Irene doesn't just audit charts; she cultivates a mindset of quality and excellence."

— Director of Nursing, Destiny Hospice



RESULTS

Within 90 days, the hospice agency achieved measurable transformation:

- **87% improvement** in documentation completeness and alignment with CMS LCD criteria
- **60% faster billing turnaround**, significantly improving cash flow
- **Sharp decline in recurring ADRs** due to consistent, defensible documentation
- **Zero documentation-related citations** in the subsequent CMS and accrediting-body surveys
- **15 hours per week recovered** by leadership, previously spent on manual audits and follow-up
- **Stronger clinician confidence** in narrative writing and care coordination
- **Cultural transformation**—compliance evolved from a burdensome task to a reflection of professional excellence and patient dignity

For the first time, they were ahead of compliance instead of chasing it.

THE BENEFITS

This transformation proves that compliance done right is more than a checked box, it's a strategic advantage. By integrating Irene's QA and QAPI programs, agencies can prevent billing delays, eliminate costly denials, and maintain survey-ready performance year-round. Leaders gain peace of mind knowing their documentation meets the highest clinical and regulatory standards, while staff gain confidence and clarity in their daily work. For hospice and home-health organizations navigating increasingly complex CMS requirements, this model delivers lasting stability, operational efficiency, and a sustainable culture of quality.



IRENE SOIRASSOT-JOSEPH

Irene Soirassot-Joseph, MSN, RN, is the founder of **ILS Care RN Regulatory Solutions** and one of the nation's leading authorities on hospice and home-health compliance transformation. A former **Joint Commission Nurse Surveyor** with over two decades of clinical and regulatory experience, Irene helps agencies achieve measurable improvements in documentation accuracy, survey outcomes, and operational performance. Through her signature **All-Done-For-You QA Service** and **Managed QAPI Program**, Irene and her team serve as the compliance backbone for agencies nationwide.

Connect with Irene at info@ilscarern.com.

Visit www.ilscarern.com to learn how to bring clinical excellence and regulatory confidence to your organization.