

# How Integration Stacking Completes the Caregiver Management Lifecycle

## The Challenge

Before adopting AxisCare, Hireology, and CareAcademy, Abernathy Home Care **struggled with inefficiencies in recruiting, onboarding, and training new caregivers.**

The agency primarily **relied on referrals, online job postings, and walk-ins to find candidates**, but the process was manual and prone to errors. HR staff had to collect applicant information such as email addresses over the phone, leading to mistakes and a slow hiring process. **Onboarding was also a tedious task**, requiring manual data entry and paper-based forms, increasing the risk of errors and adding to administrative workloads.

The **disconnect between systems and reliance on outdated processes** hindered the agency's ability to efficiently recruit, onboard, and train new caregivers, resulting in operational bottlenecks and challenges in scaling their workforce.



## The Solution

To tackle these challenges, Abernathy Home Care sought **solutions that would integrate seamlessly** with AxisCare, which they were using to manage day-to-day operations. By incorporating CareAcademy and Hireology into their AxisCare site, Abernathy Home Care capitalized on Integration Stacking—the strategic pairing of complementary integrations.

This approach created a **cohesive workflow that streamlined recruitment, scheduling, training, and day-to-day communication.** Here's how each tool has helped the agency.



**"I love that all of the platforms are integrated into our software system like a well-oiled machine. Hireology, Axiscare, and Care Academy seamlessly work together and provide a comprehensive and efficient solution for hiring, managing schedules, and training staff to deliver top-quality care."**

– Sarah Clark, Agency Director, Abernathy Home Care

### CareAcademy™

Leveraging CareAcademy's diverse, on-demand training content, the agency enhances caregiver skills and professional development. Caregivers can complete training in multiple languages at their convenience, while homemakers transitioning to Personal Care Attendants (PCAs) receive video training and in-person skills checks with a nurse.

### AxisCare

To manage daily operations efficiently, AxisCare provides scheduling and shift management features, like the Preferred Weekly Hours tool, which offers caregivers flexibility and consistency. This approach improves job satisfaction and retention. Additionally, real-time communication tools and a mobile app allow caregivers to access schedules, client information, and clock in or out, even without Wi-Fi.

### Hireology

Recruitment is simplified through Hireology, which automates the application process and reduces manual data entry. Caregivers can input their own details, while staff use QR codes for easy internal referrals. Candidate data integrates directly into AxisCare, minimizing errors and speeding up onboarding.

# The Results

The integration of AxisCare, CareAcademy, and Hireology has **transformed Abernathy Home Care's operations**, leading to a more efficient, cohesive workflow that **supports both caregivers and agency leadership**. Since leveraging these integrations within AxisCare, Abernathy has experienced:



## Streamlined recruitment

Since adopting Hireology, Abernathy has grown its care team each quarter, thanks to faster onboarding and more efficient recruitment processes.



## Improved caregiver retention

With AxisCare's flexible scheduling, real-time communication, and mobile app access, caregivers feel more empowered and satisfied, which has significantly reduced turnover.



## Enhanced caregiver skills and confidence

CareAcademy's accessible, high-quality training has helped caregivers feel more competent in their roles, contributing to a more skilled and engaged workforce.



## Seamless workflow

The integration connects recruitment, training, and management, reducing admin tasks and fully supporting caregivers throughout their employment.



# Transform Caregiver Management with CareAcademy

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"At every trade show I attend, every recruitment professional or agency manager I talk to says hiring is the number one pain point for most agencies. We do not have problems hiring, and our processes have been made easy and efficient with the AxisCare, Hireology, and CareAcademy implementation. It's like one-stop shopping."

– Lisa Furtado, Director of Operations, Abernathy Home Care