

MOSAIC Advances Regulatory Compliance and Client Care with MPLS Service

INTRODUCTION

Mosaic Community Services (Mosaic) is a non-profit mental health organization devoted to enhancing the quality of life of its more than 6,000 clients. Since 1984, Mosaic has developed a fully integrated, behavioral health care system which offers an array of services throughout central Maryland.

Mosaic promotes recovery through effective, community-based outcome focused services that are individually driven, flexible and comprehensive. Mosaic is committed to transforming its clients' lives by setting the standard for high-quality healthcare. Services include residential apartments and group homes, case management, clinic-based psychiatry and psychotherapy, residential crisis, medical day care, supported housing and vocational services.

SITUATION

As the largest outpatient behavioral health organization in MD; Mosaic has grown to four major clinics, nearly 100 residences and a large staff of therapists and medical professionals. The organization continues to expand in both markets and in clients served.

Mosaic utilizes proven processes including evidence-based practices to deliver its services effectively. Mosaic's best-practice processes ensure its compliance with both HIPAA and other healthcare industry regulatory standards. Eligible Mosaic programs are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), meeting internationally accepted patient quality standards.

Mosaic's shift to an Electronic Medical Records (EMR) platform, including document imaging and paper medical records, placed greater demands on its infrastructure. Its elimination of manual processes and transformation to a digital environment meant Mosaic also had to institute a resilient infrastructure for business continuity and disaster recovery.

Quick access to patient records is vital to accurately interpreting and establishing an effective wellness program. Therefore dynamic image routing and secure record access were non-negotiable for Mosaic.

SELECTION

To support its dynamic technology, security and quality assurance goals, Mosaic selected Cavalier's "Enterprise Express"- MPLS-enabled VPN solution. This converged network service securely transports voice, video and data traffic while reducing operating costs.

Enterprise Express is a natural fit for infrastructures like Mosaic's that require frequent data backup and archiving of large files including document imaging and EMRs. Active data replication increases the need for scalable, high-capacity bandwidth to maintain record accessibility and instant transmission of critical records.

THE CAVALIER SOLUTION

Enterprise Express is based on leading edge technology, with the flexibility to support multi-location organizations. The MPLS technology ensures clinical delivery data transmissions without interruption.

Enterprise Express rides on Cavalier's high performance and versatile MPLS network. It seamlessly converges different applications (data, VPN, Internet, video, multimedia VoIP) and delivers them via a single connection. Compared to legacy network architecture, Cavalier's Enterprise Express service provides equivalent levels of privacy and security without having the same scaling or efficiency problems and at a lower cost structure.

MOSAIC

Timonium, MD

Health Services

BUSINESS CHALLENGES

- Improve regulatory compliance
- Gravitate to EMR
- Leverage technology for greater collaboration

OUTCOME

- **Seamless** – Network transport for all applications
- **Information on-Demand** – Secure data access anytime
- **Adapt** – Emerging technologies and regulatory compliances

CASE STUDY: MPLS

“We consider Cavalier an attentive, responsive and trusted business partner. They steadily deliver custom solutions that meet our technology goals and an enabler for delivering incredible client care.” – Matt Peeling, Chief of Information and Telecommunications

The dynamic capability of MPLS addresses Mosaic’s needs to manage large volumes of images and facilitates collaboration across its many locations. Advanced communication tools securely manage client data between distinct organizations and their environments. Enterprise Express addresses Mosaic’s needs to share and frequently replicate data across multiple data warehouses.

RESULTS

Mosaic has reduced private network costs and eliminated medical storage costs by virtualizing data storage within their private network. Information is always accessible. Medical staff readily accesses medical screening tools to make faster, more accurate diagnoses and has the ability to deliver better care. IT staff at Mosaic are able to prioritize data and voice traffic, allowing for more efficient scanning, indexing, viewing and processing of image documents and digital picture captures. These capabilities all translate into better levels of care and improved regulatory compliance.

Additionally, Mosaic practices a highly collaborative work environment. Video conferencing is frequently used. Medical professionals have eliminated barriers to delivering quality care and leverage responsive video technology for meeting facilitation and counseling services. Clinicians and therapists can easily monitor home-based clients, thus decreasing costs, time and risk while improving client satisfaction.

“Our technology like video conferencing gives us a new means to deliver clinical consultations and continuing medical education to far reaching audiences.” – Peeling

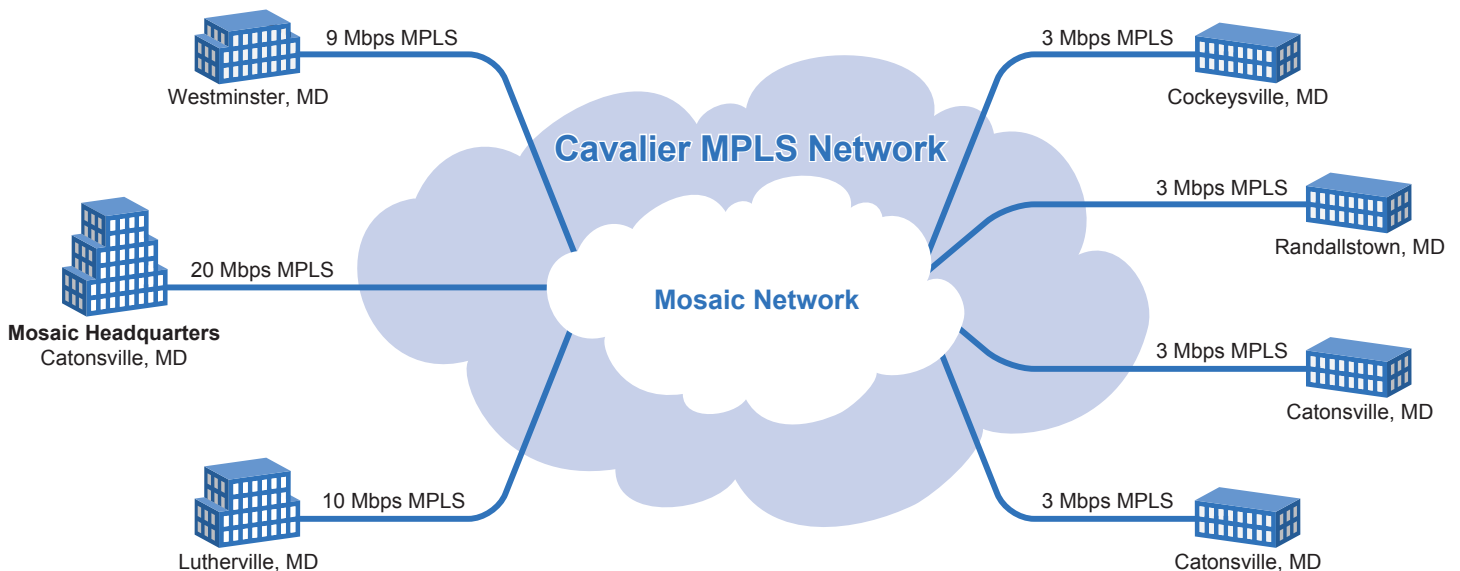
Mosaic’s person-focused standards emphasize an integrated and individualized approach to services and outcomes. Technology procedures including record retention, data archiving on systems, security across the footprint on a per terminal basis to encryption of electronic signatures and on-demand ability to perform during crisis situations through tools like video infrastructure.

“With Cavalier, I know that we are important. They genuinely care about our mission to better the lives of our clients.” – Peeling

Mosaic is committed to the lives of those living with mental illness with programs from childhood to senior adults. The organization helps its clients rehabilitate themselves and become active participants in the community and workforce.

It is critical to Mosaic that they continue to receive individual and compassionate care. The MPLS service aids Mosaic in its delivery of vital information and further promotes its security and data protection best practices.

MOSAIC NETWORK



Visit our website at www.cavtel.com to learn more about Cavalier’s product suite.