



## CWV: 360-DEGREE VIEW OF CONSUMERS VIA HEALTH CLOUD INTEGRATIONS

### | OVERVIEW

Mastek has partnered with Community Wellness Ventures (CWV), a free-standing Mental Health and Disability Services Clinic located in Washington, D.C. to deliver a comprehensive solution for their growing business based on Salesforce Health Cloud. Using to unify data from disparate EMRs and automated processes previously tracked in spreadsheets, Mastek has enabled CWV to unify Consumer data across service lines, modernize and automate workflows, and realize efficiencies necessary to scale quickly.

### | CHALLENGE

Experiencing exponential growth, CWV saw its processes and system challenges becoming an impediment to more growth. Spreadsheet-driven processes, limited external/remote access options, and disparate primary data sources (two separate EMRs for separate service lines) created significant complexity in business workflows and made it challenging for staff to access the data they needed about key patient management data (status, scheduling, billing, etc.).

Also, like most other healthcare organizations, CWV has also had to adjust to the new realities that COVID-19 has introduced. The way CWV engages with their Consumers and interacts with staff has changed completely in 2020.

Engaging referrers, patients, and service providers alike suddenly became even more complicated and required significant manual / offline efforts to keep the business running steadily.

### | SOLUTION

After collaborative design and ideation, Mastek implemented a solution centered on Health Cloud with key integrations and leveraging Community Cloud to broaden access to internal and external users alike. Health Cloud's built-in data model quickly adapted to CWV's Consumer care processes. The full journey of the Consumer is now tracked and centralized within Salesforce. from Consumers' initial referral and intake, through handling of provider assignments and on-going care for the Consumers, and the eventual offboarding and aftercare support. The full 360 view on Consumers is now at CWV staff's fingertips with Health Cloud acting as the connecting hub across multiple key systems.

The system leverages Salesforce's core Lead Management capabilities for CWV's Intake and Referral Solution. and ongoing care and appointment management is handled through out-of-the-box Health Cloud capabilities, allowing authenticated users to quickly gain insight into

where a Consumer is in the lifecycle of care. Clinical data from two EMR's, Antworks and Therap, is also integrated into the system, so the internal users are able to quickly and securely view select elements of clinical data efficiently. Additional integrations support other business processes for remote service sessions.

## | KEY OUTCOMES

- Disparate EMR data integrated for 360 patient view
- Streamlined referral process
- Business Growth Insights via Reporting / Analytics
- Automated workflows

## | KEY TECHNOLOGIES USED

- Health Cloud
- Community Cloud

## | INTEGRATIONS

- Antworks EMR & Practice Mgmt
- Therap EMR

## | ABOUT

Mastek is a turnkey & trusted Digital Engineering & Cloud Transformation partner that delivers Innovative Solutions and Business Outcomes for clients in Healthcare & Life Sciences, Retail, Manufacturing, Financial Services, Government/ Public Sector, etc. We enable customer success and business change programs by partnering with enterprises to unlock the power of data, modernize applications to the cloud, and accelerate digital advantage for all stakeholders. Customers Trust Mastek to deliver Business Value with Velocity and we operate in 40+ countries including the UK, Americas, Europe, Middle East, APAC with ~5000 employees. We are in the business of de-complexing Digital and making our clients future-ready with an industry-first approach. For more details, please visit our website [www.mastek.com](http://www.mastek.com).

