



## CUSTOMER SUCCESS

# Touchstone Behavioral Health

## Personalized Patient Care and Five-fold Faster Backups with Symantec Solutions

Going the extra mile for youth-aged clients is nothing new for the therapists and caseworkers at Touchstone Behavioral Health. Visiting clients at their schools, homes, or wherever they feel comfortable means securing staff endpoints outside the network. Touchstone was also looking for flexibility of its backup environment since migrating its documentation to an electronic medical record (EMR) system. By deploying endpoint security and data protection solutions from Symantec, Touchstone has reduced its backup window fivefold, and can get HIPAA reporting done in a fraction of the time.

### Data-driven patient visits

Patient medical records are among the most important type of data managed by healthcare organizations. They're confidential, contain extremely personal information, and can hold the keys to the right answers in life-or-death situations.

For most providers, those records have traditionally been kept on paper. Touchstone Behavioral Health is no exception. Delivering outpatient, home treatment, and preventative services to children and their families throughout Arizona, Touchstone knew that a manual, paper-based system had limitations, however.

"A physician may see a child at our Mesa clinic one week; next time it's more convenient for them to be seen at one of our Phoenix locations. This presents a logistical problem," says Steven Porter, chief information officer for Touchstone. "Now you need to move this physical documentation around the county and store it temporarily in a chart room so that it will be available for the patient's next visit. It's a model that only works some of the time."

### Saying goodbye to paper

When Porter started at Touchstone several years ago, he knew the move toward electronic medical records (EMR) was going to happen on his watch. "Anybody who has tried moving pieces of paper around multiple campuses for any period of time recognizes that it becomes something of a filing nightmare," Porter relates. "It assumes all the appropriate pieces of paper get attached to the correct chart—but things tend to get lost."

### ORGANIZATION PROFILE

**Website:** [www.touchstonebh.org](http://www.touchstonebh.org)

**Industry:** Healthcare

**Headquarters:** Phoenix, Arizona

**Employees:** 200

### SYMANTEC SOLUTIONS

Data Protection

Endpoint Security

## Why Symantec?

- Provides secure data protection for HIPAA compliance
- Reduces total cost of IT ownership
- Maximizes security and data protection services with small IT staff

To facilitate improved patient care and better support its therapists and counselors, Touchstone transitioned to EMR, leveraging Symantec™ Endpoint Protection to extend security to its network and workers in the field. “The threat landscape continues to evolve, so we have to make sure we’re a step ahead,” Porter says. “To a hacker, the value of a breach is in the wholesale value of the data—my challenge is to make him work harder to get in, reducing his return on the effort.”

### Eliminating 50 days from the billing cycle

Symantec Endpoint Protection goes with Touchstone’s behavioral specialists to schools, homes, or wherever clients feel most comfortable talking. “The nature of the work and the dedication and caring nature of our staff means they’re out on the fringes of the Internet looking for solutions,” Porter explains. “We deal with some very serious, very specific behavior issues, and sometimes the research leads you into areas you wouldn’t normally think of going in a business environment.”

To meet security audit requirements set by the Health Insurance Portability and Accountability Act (HIPAA), Porter and his staff rely on Symantec solutions to reduce audit report times, avoid fines, and give their clients peace of mind. “With Symantec Endpoint Protection, we have a snapshot view of the security status for each of our field devices, minimizing the time required for remediation,” explains Porter. “We’ve also reduced the time required for our HIPAA report creation to 30 minutes, down from 10 hours.”

By enabling electronic collection of required approvals to accompany the electronically updated medical records, Touchstone has reduced its billing time significantly. “With Symantec security solutions enabling our EMR platform, we’re able to capture the signatures, complete the visit, and send the information to billing before we leave the site,” Porter says. “We’ve gone from a billing cycle of 53 days down to three.”

## SOLUTIONS AT A GLANCE

### Key Challenges

- Enhance disaster recovery capabilities
- Minimize backup window and IT staff time dedicated to backups and restores
- Reduce future storage costs in the face of data growth
- Fulfill HIPAA data security requirements

### Symantec Products

- Symantec™ Backup Exec™ 2010
- Symantec™ Endpoint Protection

### Symantec Services

- Symantec Essential Support

### Technology Environment

- Server platform: Microsoft Windows Server 2003, 2008
- Applications: Microsoft Exchange Server, VMware View, Microsoft Hyper-V
- Databases: Microsoft SQL Server
- Storage: Intel Modular Server iSCSI internal storage

## BUSINESS RESULTS

- 17-fold reduction in billing cycle (3 days vs. 53)
- Projected six-figure savings on future storage over 5-7 years through deduplication
- 480-fold faster HIPAA audit preparation (10 minutes vs. 2 weeks)
- 20-fold faster HIPAA reports (30 minutes vs. 10 hours)

### Technical Benefits

- Five-fold reduction of backup window (14 hours vs. under 3 hours)
- 100% success rate for file restores
- 97% backup success rate

### Data protection that evolves with business needs

Protecting data doesn’t stop at the endpoint. Once entered into Touchstone’s system, the electronic medical records become subject to technical safeguard requirements mandated by HIPAA. Keeping those records safe, even in the event of a disaster or data center failure, is a challenge Touchstone meets with the help of Symantec Backup Exec™. “I look at Symantec Backup Exec as a key component in our disaster recovery and Business Continuity Plan,” Porter says.

A Backup Exec customer since Porter came on board, Touchstone has used the data protection solution to protect its critical data, citing a 97 percent success rate for backups and 100 percent success rate for restores.

As the IT environment at Touchstone has continued to evolve, Backup Exec has grown with it, offering support for Porter’s Microsoft Hyper-V virtual servers. “Since we’ve virtualized our servers, it’s great to be able to use

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### Steven Porter

Chief Information Officer  
Touchstone Behavioral Health

Backup Exec to grab a snapshot of our virtual environment and move it off to another site,” Porter says. “Being able to use a product we’re already familiar with to protect our virtual servers means one less tool to learn and manage.”

Virtual machine support gives Touchstone confirmation that its disaster recovery strategy is viable. “I occasionally spin up one of the virtual machines at the remote site coming off Backup Exec just to prove that our plan is in place and functioning—it gives us peace of mind all across the enterprise.”

### Five-fold faster backups with Backup Exec deduplication

Backup Exec has also played into Touchstone’s recent move away from tape-based backups. With the influx of EMR data, Touchstone was looking for a way to reduce its backup time. “Toward the end of our reliance on tape, our full backups were getting up into the 27 hour range,” relates Porter. “By moving to a disk-based backup environment, that went down to about 14 hours, but that was still too long.”

To optimize Touchstone’s backup strategy, Porter and team upgraded to Backup Exec 2010, which includes integrated deduplication capabilities that significantly reduce the proliferation of redundant data that occurs in virtualized server environments. With customizable offerings that allow Touchstone to provide single-instance storage of its virtual server data, the healthcare provider is saving time, storage costs, and minimizing its backup time.

“Deduplicating our data with Backup Exec 2010 has increased our backup speed dramatically,” Porter says. “We’ve gone from a 14-hour backup window to under three, avoiding network latency issues during production hours. We used to get a high volume of support calls whenever our backup window overlapped production hours—we don’t have that problem anymore.”

### Driving six-figure savings

The fact that deduplication is managed through an interface Porter and his team are already familiar with is another way in which Backup Exec has grown with Touchstone’s needs. “It makes life a whole lot easier because we have such a small IT staff,” says Porter. “With four IT staff supporting 200 end users, sending somebody off for three days of deduplication training just doesn’t seem to be the best use of our time.”

The technology is also driving efficiencies in Touchstone’s disaster recovery plan. “Once we deduplicate at the data center, then we replicate less data out to our remote site,” Porter says. Because deduplicated backups can be up to 90 percent smaller than typical backups, Porter and team will be realizing projected savings on future storage capacity.

“Knowing that the deduplication capabilities of Backup Exec 2010 will reduce the amount of storage we’ll need to buy in the future makes this a great long-term solution for Touchstone,” Porter says. “We’re projecting six-figure savings on storage because of deduplication over the next 5-7 years.”

### Enabling better care

Ultimately, the beneficiaries of the improved data policies at Touchstone are the patients. Since moving to an EMR workflow, therapists and counselors now have real-time access to changes in patient data, which can mean the difference between a generalized visit and a relevant, personalized session.

“Now with records accessible anywhere, the therapist can literally pull up the most recent records on their laptop, review the chart, and have a meaningful conversation with the parent or guardian, medical authorities, legal authorities, or whoever is involved,” Porter says.

As Touchstone continues on its mission to provide services and support to help youth acquire the skills they need to live productive and responsible lives, it views Symantec as a trusted resource.

“What we value most about Symantec is they understand that our needs in the healthcare SMB space are really the same as the needs of a large enterprise,” Porter sums up. “And the fact that they are constantly working to give us those same tools and that same access that the larger organizations have—that ultimately means the overall quality of care we can offer our patients has improved dramatically.”

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