

VIA Health Partners Accelerates Care Delivery and Clinical Excellence with Mosai Referrals, Orders, and Muse

VIA Health Partners is a nationally respected provider of hospice, palliative care, and home-based services operating in 48 counties across North and South Carolina. As patient volumes grew and care models became more complex, VIA needed technology that could streamline operations, strengthen partner relationships, and support its mission of delivering the right care, at the right time across the care continuum.

To meet these needs, VIA adopted three core Mosai solutions: Mosai Referrals, Mosai Orders with Circle eSignature feature, and Mosai Muse – each delivering measurable operational, clinical, and strategic impact.

Key Results

Dramatically Faster Time-to-Care

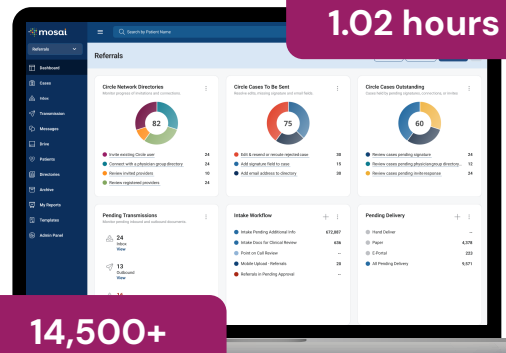
With Mosai Referrals, VIA makes admission decisions in just **1.02 hours** and processed **14,500+ referrals YTD**.

“Time to get patient into care has been a critical metric... and you can’t get much better than an hour.”

Pete Davies

Vice President & Chief Information Officer at VIA Health Partners

This speed enhances the patient and family experience and strengthens referral partnerships.



Make admission decisions in just **1.02 hours**

14,500+
Referrals processed YTD

Stronger LTC Relationships Through Faster, Digital Order Turnaround

With Circle eSignature in Mosai Orders, teams streamline the order signing process through more efficient, end-to-end workflows. These efficiencies are achieved without adding staff, allowing organizations to move faster while maintaining consistency at scale.

“The product facilitates a really efficient workflow... we have not added any medical records staff at all.”

Pete Davies

Orders with the Circle eSignature feature also differentiates VIA as a top-tier partner to long-term care facilities by delivering documentation nearly in real time.

“We’ve got you covered... two clicks and I’ve sent it to you.”

Pete Davies



115,000
Orders Sent YTD

99.74%
Returned within 30 days

2.28 days
Average signed order turnaround vs. industry norm of 4-5 days

Exceptional End-of-Life Care Quality with Mosai Muse

Muse delivers predictive insights and real-time guidance that VIA clinicians trust.

Clinical outcomes include:

- 36% improvement in Service Intensity Add-On (SIA) since 2021
- >8.5 visits in the last 7 days of life
 - more than two visits above the national average
- 83% Hospice Visits in the Last Days of Life (HVLDDL)
 - National average: <50%
 - Muse client average: 74%

“Clinicians don’t typically like to be told anything, but they trust this product.”

Pete Davies

Muse also supports compliance and HOPE-readiness with clear, actionable dashboards. Muse is a “check and balance... it works really well,” said Pete Davies. These results reflect VIA’s commitment to providing the **right care at the right time**, supported by timely, data-driven decision-making.



Strategic Impact

Together, Mosai Referrals, Orders, and Muse enable VIA to:

- Streamline workflows** across intake, documentation, orders, and clinical operations
- Enhance relationships** with referral sources and long-term care partners
- Improve clinical quality** and patient outcomes
- Increase efficiency without increasing staff**
- Support a more integrated and scalable care model**

VIA now operates with greater confidence, responsiveness, and consistency, even as care delivery becomes more complex.

“Giving clinicians the information they need when they need it is the key... that is always going to be our strategy.” – Pete Davies

Ready for What’s Next?

Mosai’s platform positions VIA for continued evolution—from expanding upstream service lines to enhancing clinician mobility, interoperability, and patient transitions across the continuum of care.

How can Mosai help your hospice organization operate more strategically?

[Request a Demo](#)