

# Supporting citizens affected by COVID-19

IBM® Watson Care Manager

Agencies worldwide are working tirelessly to respond to the rapidly evolving COVID-19 pandemic. To lessen the burden on healthcare systems, agencies must find new ways of managing the influx of citizens affected by COVID-19 and get them the care they need at alternative care sites, clinics, hospitals, or within their own home. These populations also require services such as food and medication delivery, clinical visits, home care, telehealth counseling, income support, and more.

IBM's Watson Care Manager helps government agencies manage and track individuals affected by COVID-19 and connects them with relevant community services through an interactive directory of providers to accelerate throughput and transition them rapidly from one level of care to another.

Watson Care Manager tracks individuals from initial assessment through recovery; easily enables agencies to capture critical information about symptoms, test results, and disposition; and connects them to telehealth or other remote monitoring services to keep them safely at home when possible.

## Watson Care Manager: A smarter approach for managing citizens holistically

### Easily configurable

SaaS solution

### Rapidly deployed

in as little as a week

### HIPAA enabled

to protect citizen data

### Monthly pricing

based on citizens under care

**Cloud-based** for remote monitoring and collaboration

**Reporting support** for state requirements

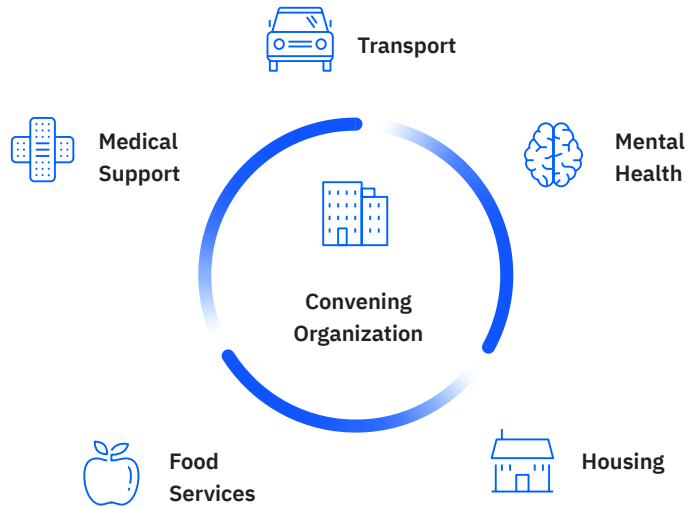
**Mobile responsive** and accessible

**Improve collaboration between agencies**

For many governments, collaborating cross-departmentally is a challenge. Data exists in multiple systems, is typically governed by different entities, and often doesn't support collaboration. Watson Care Manager breaks down silos that inherently exist, enabling teams to collaborate through an integrated software system. This approach becomes critically important during a crisis, where the public and private sector must work together quickly to make the most immediate impact.

**Watson Care Manager can help your agency:**

- Bridge the gap between you and community service providers
- Invite service providers to a network to collaboratively provide holistic care
- Identify and track citizens' physical, behavioral, and social health needs and required services
- Manage a directory that providers can keep up-to-date with available services, descriptions, prices, locations, and contacts



**Managing and tracking individuals and families affected by COVID-19**

When an individual presents with symptoms of the virus, care teams can quickly assess their needs and capture critical information up front. They can manage their on-going care and connect them to relevant resources within the community to support their recovery. Additionally, care teams can address any social needs for affected populations or vulnerable citizens who may need extra support during this challenging time.

Clinical		Holistic
<p><b>Initial Patient Tracking</b></p> <p>When patient presents at the clinic or hospital:</p> <ul style="list-style-type: none"> <li>- Assess symptoms and needs</li> <li>- Capture demographics, symptoms, the hospital's actions, patient disposition (admit or shelter in place), and status</li> <li>- Track COVID-19 test results</li> <li>- Monitor bed availability</li> <li>- Report to the state and the CDC</li> <li>- Manage care with regular check ins and engage Alternative Care Sites</li> </ul> <p><b>“The most urgent need for a county Public Health officer is to track clients who are coming to the clinic and emergency rooms”</b></p>	<p><b>COVID-19 Outreach</b></p> <p>COVID-19 Triage Assessment: guided clinical pathways to determine best response for individual needs during citizen outreach.</p> <ul style="list-style-type: none"> <li>- Level 1: Stay home, drink fluids</li> <li>- Level 2-4: Various in-home treatments, e.g., non-invasive respiratory ventilators</li> <li>- Level 5: Request ambulance transport to clinic/hospital</li> </ul> <p>Use Community Connect to identify available regional medical and remote monitoring services to support home care.</p> <p>Develop a multi-disciplinary team plan for the client to monitor the remote response, collaborating across silos of data.</p>	<p><b>Expanded Support</b></p> <p>For COVID-19 patients at home, understand food, safety, mental health, and income needs.</p> <ul style="list-style-type: none"> <li>- Deploy social determinants of health assessment to review access to food and other resources required to live safely</li> <li>- Add to the Community Connect Registry providers to deliver food, medication, in-home care</li> <li>- Manage referral, track activities, and process payment to community services providers on an on-going basis</li> </ul> <p>Document notes on progress over time and leverage Notes Highlights to quickly see a summary of key themes across care team members, each time the citizen is reviewed.</p> <p>Follow up with populations beyond “containment” periods.</p>

## Learn More

IBM Watson Health is committed to building smarter health ecosystems. This means simpler processes, better care, faster breakthroughs, and improved experiences for people around the world. We have the essential capabilities necessary to help our clients drive their digital transformations: deep industry expertise, data and analytics, and actionable insights—underpinned by security and trust.

<https://www.ibm.com/watson-health/covid19>

© IBM Corporation 2020.

All Rights Reserved. The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this presentation to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in this presentation may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific sales, revenue growth or other results.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

IBM, the IBM logo, ibm.com, Watson, and Watson Health are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at [ibm.com/legal/copytrade](http://ibm.com/legal/copytrade).

