



Highlights

- Provides a fully integrated mobile front end to IBM® Cúram Social Program Management
 - Empowers caseworkers by transforming the visitation process with real-time access to case information
 - Is built for Apple iOS and for use on the Apple iPad
 - Provides RESTful APIs that enable developers to use services from Cúram Social Program Management to develop new systems of engagement, including mobile apps, in their preferred development environment
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IBM Cúram Mobile and systems of engagement for health and social programs

Introduction

Multidisciplinary teams have evolved in the past 30 years to respond to clients who require help from more than one kind of professional.¹ And as the need to serve individuals and families with multiple challenges has increased, so too has that of caseworkers to access information about those individuals and families. And because a great deal of face-to-face client contact takes place in the community, caseworkers can benefit from accessing information and managing cases on the fly: any time, any place. Caseworkers should be able to prepare for client visits while on the go without having to collate and bring along files full of paper. Full access to client information—case notes, risks, progress, family information—at the point of care is critical, as is capturing information to determine an appropriate course of action while remaining focused on the individual. Social program organizations must enable mobile care delivery with new and enhanced systems of engagement.

IBM Cúram Mobile, a fully integrated mobile front end for IBM Cúram Social Program Management, is available for social program caseworkers to use in the field with iPads. It empowers those caseworkers who care for vulnerable populations (children, elderly, homeless) by transforming the visitation process. With real-time access to case files and the ability for on-the-fly updates, caseworkers can be more accurate, efficient and responsive.

In addition, mobile development tools included in Cúram Social Program Management further enable an ecosystem of organizations to innovate new systems of engagement with new application programming interfaces (APIs). These APIs enable developers to independently build mobile solutions in their preferred development environments that connect to Cúram Social Program Management.



“I see this mobile app as a replacement for the desktop. I’m not sure caseworkers would use anything else. They would almost do 90% of their work off the mobile application, which is mind boggling, really.”

— Caseworker supervisor in Canada

Improving caseworker productivity on-the-go

Today, many caseworkers begin the day in the office. They look at their schedules, research open cases, collect client information and prepare to visit clients. They make sure they bring as much with them as possible because after they leave the office, they do not have immediate access to client and case information. While visiting clients, they must try to balance focusing on the client and accurately recording information. And after they leave, caseworkers must spend time transcribing paper notes into their case management systems. Many feel the administrative overhead of their work prevents them from properly caring for their clients.

“Caseworkers could actually go live out in the world instead of sitting in the office all day, and essentially manage their case work as they go along with tablet in hand, which would be... it would actually be revolutionary for the child welfare business!”

— Caseworker supervisor in Canada

IBM Cúram Mobile is a native iOS application built for the Apple iPad. It enables caseworkers to prepare for client visits while on the go and then deliver quality care in the convenience of the client’s home or wherever the client may be. To be fully prepared for a visit, caseworkers can search for a registered client in IBM Cúram Social Program Management and view all the client information they need when they need it without having to collate and bring along paper files.

Client information viewed in Cúram Mobile

Caseworkers can view client information in Cúram Mobile, such as:

- A summary with name, age, address and contact details
 - A photo of the client (if one exists)
 - Client’s location on a map and Apple Maps for directions
 - Any special cautions for the client
 - Relationships with names and contact details for persons related to the client
 - Current outcome plans
 - Completed outcome plans
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Caseworkers can organize clients into groups and immediately access the information about those most recently viewed.

During a visit, the caseworker can capture and view information about the client, the client outcome plan and the client environment to determine an appropriate course of action, while staying focused and without losing vital information. The caseworker can capture and manage:

- Special cautions
- Contact logs, which are the official narratives for previous client visits
- Content log attachments
- Photographs
- Notes

Viewing the client outcome plan with Cúram Mobile

Caseworkers can use Cúram Mobile to view information related to the client outcome plan:

- A plan summary with name, start and end date, outcome and plan owner details
- Plan attachments such as documents or photos that have been added to the plan
- Clients and others included in the plan
- A list of contact logs
- Contact log attachments
- A list of current and completed client activities
- A list of notes that relate to the client and plan
- A list of client assessments and the results for each

Enabling an ecosystem of innovation for new systems of engagement

IBM Cúram Social Program Management enables developers who might be unfamiliar with the Cúram platform to quickly develop new systems of engagement, including mobile applications that interact with Cúram Social Program Management processes and client data. This capability enables a vast ecosystem of innovation that includes social program organizations, project implementation teams and IBM Business Partners.

Mobile developers expect to work with technologies such as representational state transfer (REST) and JSON more than traditional web services technologies such as SOAP and XML. REST is a scalable software architecture for web services that supports stateless communication, typically over HTTP, by means of standard methods (get, post, put, delete). It is a simpler alternative to SOAP and WSDL-based web services.

Cúram Social Program Management provides RESTful APIs that enable developers to more easily call and use Cúram Social Program Management services, which is particularly useful to developers who are building mobile applications that interact with Cúram Social Program Management. However, these RESTful APIs can also be used for other types of integration.

Services from Cúram Social Program Management enable mobile developers to independently develop mobile applications in their preferred development environments. They can also:

- Search services specific to their use cases.
- Discover and try a service in less than a minute.
- Integrate a mobile application with the service in less than an hour.

Conclusion

IBM is committed to the success of health and social program organizations and recognizes that new systems of engagement are critical for improved efficiency and effectiveness. IBM Cúram Mobile empowers caseworkers with access to Cúram Social Program Management on the go. As a result, they can be more focused on client needs and drive better outcomes. APIs provided in Cúram Social Program Management further enable the development of new systems of engagement to address client needs.

For more information

To learn more about IBM Cúram Mobile and systems of engagement for health and social programs, please contact your IBM representative or visit: ibm.com/mobilesystemsengagement



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New Orchard Road
Armonk, NY 10504

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1 Mark Drinkwater, 2008. Multidisciplinary teams. June 19.
<http://www.communitycare.co.uk/2008/06/19/multidisciplinary-teams/>



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