IBM Watson Care Manager

Providing holistic support for transition age youth

Highlights

- Improve care coordination by unlocking the potential of data

- Help staff work more efficiently

- Optimize service coordination and collaboration across providers

When an individual reaches the age of maturity—either 18, 21 or 25, depending on the state—he or she may no longer be eligible to receive assistance from publicly funded child welfare programs. In the US, approximately 100,000 youth are released from secure and residential facilities each year.[1] Aging out of the foster care system often leads to additional challenges in an already difficult period. These transition-age youth can have higher instances of dropping out of school, unemployment, involvement in the criminal justice system and reliance on social services as an adult. Disabilities or mental illness can increase the challenges.

Improve collaboration to support transition-age youth

While some are calling for government policies to extend the age when benefits cease, better processes and tools are required to ease this transition, regardless of when it occurs. IBM® Watson™ Care Manager helps youth and family service agencies improve upon the transactional features of existing case management systems to transform them into a person-centered, collaborative care management solution. As a software as a service (SaaS) offering, IBM Watson Care Manager is delivered through the cloud and can be quickly implemented and maintained to reduce the demands on an agency's IT resources.

Unlock the potential of data

With IBM Watson Care Manager, organizations have a 360-degree view of an individual. A robust platform helps to capture data that would normally reside in disparate systems, pulls it together in a single view, and enhances the data with near real-time analytics to provide additional insight.

Moving beyond data to knowledge

IBM Watson Care Manager uses IBM Watson cognitive capabilities—the ability to understand, reason and learn—to provide care managers, caseworkers and providers with the knowledge needed to support a youth's overall care plan. Massive data sets from multiple programs and organizations, including social determinants of health, can be combined with sophisticated analytics, natural language processing, and machine learning to help human experts synthesize findings and improve their decision-making. For example, previously hidden health and social data can be used to introduce and teach healthy habits for long-lasting impact on a youth's overall well-being.

Optimal planning

For transition-age youth, social determinants of health can have a greater impact over the course of their lifetime. Critical factors include education, housing, access to healthy food, job training, employment and social assistance. This requires the ability to create individualized care plans that focus on goals, activities, education, job readiness and placement, or required medical treatment. Over time, team members can collaborate to personalize the plan, adjust for progress or setbacks, and share results electronically with the extended team. This supports the youth's success and simultaneously creates a single, longitudinal record.

Assess progress and harness opportunities

When youth are still a part of foster care services, an initial assessment provides a baseline reflecting their current strengths, goals, needs and challenges. As they approach the transition to independence, ongoing assessments can be completed over time and compared to previous versions to highlight success, obstacles and opportunities. Assessment results include recommended activities that staff can select and move to a youth's care plan, acting as a support system as opposed to navigating the process without guidance. These suggested care plans are evaluated for effectiveness leading to the development of evidence-based best practices.

Collaboration for multidisciplinary teams

Caseworkers, foster care families and providers currently record information in disparate systems and often rely on paper, email and phone to share information with other team members. With role-based security, IBM Watson Care Manager allows the youth and their support team members to update and share plan items as they are completed, establish new tasks and goals, and collaborate using an online tool for real-time access. They also have a 360-degree summary view of the youth's progress. Items of concern can be investigated further or followed up with the team member responsible for the activity.

Features and potential benefits

IBM Watson Care Manager can help:

- Meet the evolving needs of health, social services and wellness programs.
- Integrate health and social information from multiple sources.
- Provide the core functions of a collaborative, person-centered care management solution.
- Incorporate physical, social and behavioral determinants of health for integrated care management.
- Foster better health and wellness based on an understanding of the individual.
- Safeguard information through role-based access to appropriate information.

A better way to deliver collaborative care

IBM Watson Care Manager enables agencies and providers to work with youth to create and administer optimal care plans. They can design personalized care plans, coordinate service delivery that spans multidisciplinary teams and engage individuals directly to improve health and wellness. By reducing the burden of administrative paperwork, support teams can focus on serving the individual and determine the most appropriate outcome plan for their specific needs.

A new partnership between humanity and technology

IBM Watson Health is working to enhance, scale and accelerate human expertise across the domains of health and human services to help people live healthier, more productive lives. It is pioneering the use of cognitive technologies that can understand, reason and learn to help health and social program organizations unlock the potential of data and analytics to improve service delivery.

For more information

To learn more about IBM Watson Health, contact your sales representative or see **ibm.com**/watsonhealth

1 Transition & Aging Out Overview. Youth.gov (http://youth.gov/youth-topics/transition-age-youth/transition-age-youth-overview)

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