

DATA SHEET

Watson Care Manager

An intelligent approach to integrated care management

Challenges

Managing the care of a population depends on your ability to guide individual care across the continuum, not just when the person is being treated in the hospital, visiting a doctor's office, or engaging with a social services organization. Coordinating care among care teams and providers is a key factor.

Solution

Watson® Care Manager helps organizations unlock and integrate the full breadth of information from multiple systems and care providers, automate care management workflows, and scale to meet the demands of growing populations under management.

Watson Care Manager can empower your care teams to individualize care plans and recommend the optimal combination of structured programs, best practices and personalized insights, contributing better management of overall health across the population.



Optimize care management through individualized care plans that manage the whole person



Scale engagement to meet growing populations



Better coordinate care by unlocking the potential of structured and unstructured data with cognitive insights



Work smarter with automated workflows

Cohesive community-based platform

Watson Care Manager is built on an innovative HIPAA-enabled, cloud-based platform that aggregates data and connects stakeholders, helping to support coordination and delivery of services. Watson Care Manager provides the foundation for better understanding trends, interdependencies and anomalies happening in an individual care plan.

Risk identification and stratification

With Watson Care Manager, there's no longer any need to wade through outdated claims risk reports, electronic medical record (EMR) data, homegrown risk algorithms, spreadsheets or paper to identify referrals for care management. Watson Care Manager can integrate with various analytics solutions to consolidate data from disparate systems and risk stratify populations. This helps care teams quickly and effectively identify appropriate candidates for care management. This means care teams can spend more time with individuals, and less time counting data points or low-value tasks.

Optimized health with holistic care management

Leveraging Merative's expertise in care management solutions, Watson Care Manager helps care managers and case workers to provide a holistic approach to managing a person's health. This holistic approach to an individual's care means that the care team is not just focusing on addressing clinical issues, but on understanding and addressing the psychosocial determinants of a person's overall health. This can facilitate better engagement and adherence to treatment plans, which in turn can lead to better overall health.

Notes highlights

Anyone who has ever observed a care manager at work knows that one of the first things they do is look at the historical notes. The problem is that as time goes on, this becomes a cumbersome process and critical information becomes buried in the unstructured text. Watson Care Manager extracts key concepts and information within the free text of the notes and allows care managers to quickly access the information that is most relevant.

Care mentor

Watson Care Manager supports your team like a care mentor. With all the data points, questions, and assessments that could be collected from an individual, how does a care manager determine what is the most important information to collect in the short time they get with the individual?

Watson Care Manager curates data from historical notes, similar individuals, and structured data sources, and associates it with specific actions. This helps care managers identify relevant data that has already been captured, and find areas that may need to be updated. As a result, care managers can prioritize which assessments and questionnaires to tackle next.

With relevant information collected and curated at the outset, the care manager can focus more time on determining the best next step for the individual.

Speed to value

Watson Care Manager is a complete software as a service (SaaS) offering, including workflows, clinical content, and data integration tools and services. It can be implemented in as little as 90 days, meaning that it can start delivering value quickly.

A better way to manage comprehensive care

Watson Care Manager helps care management professionals to create and administer optimal care plans for individuals and their families. By reducing the burden of administrative paperwork, care professionals can focus on serving the individual and implementing the most appropriate care plan.

With Watson Care Manager, care providers can design individualized care plans and manage care that spans multidisciplinary teams. Care team members can engage individuals directly to help them improve their overall health.

Watson Care Manager Features

Feature	Benefit
Care management workflows	Supports multiple initiatives at scale, including care transitions, palliative care, complex case management, chronic disease management and social program management
Health summary	<ul style="list-style-type: none">– Presents a comprehensive health summary using structured and unstructured information available from across the organization's systems– Includes care plan activity, notes, problems, allergies, medications, laboratory results and more
Structured programs management	<ul style="list-style-type: none">– Enables holistic care management using one care plan for co-morbid conditions, including diabetes, heart failure, COPD, hypertension and more– Enables consistently applied care management best practices through structured programs built in alignment with evidence-based medicine, quality standards and regulatory requirements– Supports care transition management with a program designed to avoid 30-day readmissions– Allows for customer-defined content
Notes summarization	Uses natural language processing to mine free text notes for key concepts, helping care managers quickly access information that is most relevant to their next interaction
Care mentor	Scales the knowledge and experience of seasoned care managers to recommend the most appropriate and effective goals and actions to consider at the next touchpoint
Third-party system integration representation	<ul style="list-style-type: none">– Integrates administrative, clinical and other data from multiple sources– Works in combination with EHRs to enable an enterprise-wide approach to population health management
Oversight and management tools	<ul style="list-style-type: none">– Helps maximize staff efficiency and program efficacy– Helps prove value-based care models by enabling the alignment of financial drivers of care management with daily activities
Intuitive user interface	Provides role-based access to the system for care managers, care team members, supervisors and administrators. Uses responsive web design to support tablets and smartphones, as well as PCs
SaaS offering	Built as a HIPAA-enabled SaaS offering, so every customer is always on the current version of the software

About Merative

Merative is a data, analytics and technology partner for the health industry, including providers, payers, life sciences companies and governments. With trusted technology and human expertise, Merative works with clients to drive real progress. Merative helps clients reassemble information and insights around the people they serve to improve healthcare delivery, decision making and performance. Merative, formerly IBM Watson Health, became a new standalone company as part of Francisco Partners in 2022.

[Learn more at merative.com](https://www.merative.com)

© Copyright Merative 2022

Merative
100 Phoenix Drive
Ann Arbor, MI 48108

Produced in the United States of America, July 2022
Merative, the Merative logo, merative.com, and are trademarks of Merative, registered in many jurisdictions worldwide. Other product and service names might be trademarks of Merative or other companies. The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions. THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. Merative products are warranted according to the terms and conditions of the agreements under which they are provided.

WCM-3040460298 Rev 2.0

