IBM Watson Health

IBM Social Program Management (SPM) V8.0.0

Introduction to V8.0.0 – Caseworker Productivity

IBM Watson Health / © 2021 IBM Corporation

Agenda

Problem Background

Solution Outline

IBM Watson Health / © 2021 IBM Corporation

David Nader

Caseworker
HHS Government Agency

*"I'm **excited to help people but I'm overwhelmed** by the number of things I need to know and keep track of."*

Key Jobs to be Done

- Lead interviews with new and existing clients based on the tasks assigned to him, and answer questions from the client
- Ensure fair payments and support to clients in line with up-to-date circumstances
- Complete follow-up case work

Goals and Motivations

- To understand cases so that I know where they are at and how to progress them, so that I can progress them in a timely manner and meet deadlines
- To process cases without any issues, so that I help people and make a difference in their lives by providing benefits and services

Challenges

Difficult to Find Specific Information

There is too much navigation. Onus is on caseworkers to find information, to know the system sufficiently to know exactly where everything is. Risk is that important information is missed.

Cumbersome to Complete Tasks

There is a lot of clicking for David to do, which means that it takes time and effort to complete day-to-day tasks.

IBM Watson Health / © 2021 IBM Corporation

Caseworker Productivity Improvements

With a focus on improving caseworker productivity and addressing the two key pain points, the following enhancements are delivered in Version 8:

New User Interface

New Case Overview

New Caseworker Virtual Assistant

Streamline Incoming Evidence workflow

IBM Watson Health / © 2021 IBM Corporation

Easier to Complete Tasks

- The new UI makes it easier for caseworkers to read and understand information presented in SPM and enables them to have more efficient UI interactions.
- The V8.0.0 UI makes day-to-day work more productive, efficient, and satisfying by adopting the latest IBM Carbon Design System.

The New UI provides productivity gains across all of the SPM application.

- Improved layouts
- Increased interaction space
- New styling that includes color, fonts, and icons
- Responsive UI

Streamline Incoming Evidence Workflow

- Combines two actions to create one intuitive **Update** action
- Reduces the number of steps and clicks

For further details on these topics, refer to the following V8.0.0 Deep Dives:

- *Improving the Caseworker Experience of the SPM User Interface (UI)*
- *Evidence Broker Improvements*

IBM Watson Health / © 2021 IBM Corporation

Easier to Find Information

V8.0.0 introduces two new capabilities that make it easier for caseworkers to find specific information.

With Case Overview, the caseworker can view a case's most critical information from a single page. They can progress the case with access to additional details without the need to forage.

The caseworker can get answers to specific, frequently asked process and case data questions through a Caseworker AI Virtual Assistant.

The new Case Overview highlights critical information, reducing clicking and navigation.

- The Entitlement Card brings entitlements and payments information together in one place.
- Latest payment and entitlement information, such as nominee, deductions, over or underpayment.

Caseworker Virtual Assistant can be used in many ways to assist caseworkers:

- Provide answers to case-specific queries
- Provide process guidance

For further details on these topics, refer to the following V8.0.0 Deep Dives:

- *Case Overview and Entitlements Card*
- *Integration with IBM Watson Assistant*

IBM Watson Health / © 2021 IBM Corporation

IBM Watson Health / © 2021 IBM Corporation

Legal Disclaimer

© IBM Corporation 2021. 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.