

Cúram Coordinated Health and Social Outcomes

Transform fragmented services into coordinated outcomes

Health and social challenges rarely occur in isolation. Individuals and families often interact with healthcare providers, government programs, community organizations, caregivers, and social services, each with different systems and processes.

At the same time, organizations are managing:

- Rising chronic disease and complex social needs
- Growing demand amid workforce and budget constraints
- Fragmented data, systems, and workflows
- Limited coordination across health, social, and community partners
- Increasing expectations for personalized, digital experiences

These pressures make it difficult to deliver coordinated, person-centered support or measure outcomes across organizational boundaries. Improving outcomes requires a more connected approach that considers the full range of factors influencing well-being.

From fragmented services to coordinated outcomes

Cúram Coordinated Health and Social Outcomes (CHSO) is a person centric service delivery model where health and social outcomes are pursued in a coordinated way.

CHSO helps organizations identify complex needs, coordinate stakeholders and interventions, exchange information appropriately, engage individuals in their own care journeys, and measure progress against shared goals. This shifts the focus from managing isolated programs and transactions to improving outcomes across the service ecosystem.

Research shows that only about 20% of a person's health is determined by access to and quality of healthcare, while the remaining 80% is influenced by socioeconomic factors, health behaviors, and environmental conditions.¹

The six elements of care transformation

Cúram CHSO is built upon six interconnected components that support coordinated, person-centered care transformation.



1. Segmentation

Identify individuals and populations that would benefit most from coordinated interventions.

2. Coordination

Bring together all stakeholders involved in achieving a person's outcomes.

3. Integration and interoperability

Enable seamless information sharing across systems and organizations.

4. Self-activation

Empower individuals to actively participate in achieving their own outcomes.

5. Technology innovation

Leverage modern technologies to scale coordination and improve decision-making.

6. Operational transformation

Align people, processes, governance, and culture around outcomes.

Turning coordinated outcomes into action

Cúram helps organizations apply CHSO through person-centered case management, digital engagement, ecosystem collaboration, outcome measurement, and secure integration. Together, these capabilities help multidisciplinary teams coordinate services, maintain a more holistic view of individual and family needs, and track progress toward shared outcomes.

Applying CHSO to real-world challenges

Cúram CHSO can support a wide range of coordinated care and support initiatives, including:

- **Rural health transformation**
Connect healthcare with transportation, food, housing, employment, and community resources that can affect access and outcomes.
- **Chronic disease management**
Coordinate clinical care with the social and community supports that influence long-term health.
- **Aging and long-term care**
Bring providers, caregivers, community resources, and social supports together around the needs of aging populations.
- **Home and community-based services**
Coordinate providers, caregivers, and community organizations to support independence and person-centered care.
- **Behavioral health and community care**
Connect interventions across health systems, community organizations, and social support networks.
- **Health and human services transformation**
Create more connected experiences across eligibility, enrollment, case management, benefits administration, and social services.

A proven partner for outcomes transformation

Cúram helps organizations connect multidisciplinary teams, service providers, community partners, and support networks around shared goals. Backed by decades of experience supporting person-centered service delivery, Cúram provides a proven foundation for turning coordinated services into measurable impact.

Let's connect to explore how Cúram can help your organization improve outcomes for the people and communities you serve.



About Cúram

Cúram by Merative has over 25 years of experience helping national, regional, and local governments, and organizations across health and social ecosystems, to transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Cúram solutions and services expertise are trusted in 12 countries and jurisdictions, and support over 970 government programs. Available in 7 languages, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Learn more at merative.com/curam

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1. UCLA Health. (n.d.). Social determinants of health. Retrieved from: <https://www.uclahealth.org/sustainability/our-commitment/social-determinants-health>