



SOLUTION BRIEF

Cúram Coordinated Health and Social Outcomes

Transform fragmented services into coordinated outcomes

Health and social challenges do not occur in isolation. Individuals and families often navigate a complex web of healthcare providers, social services organizations, community groups, caregivers, and government programs, each operating independently with different processes, systems, and priorities.

As chronic conditions, social needs, workforce pressures, and budget constraints continue to rise, organizations have difficulty delivering coordinated, person-centered support at scale. Traditional service delivery models focus on programs and organizations. The people receiving services are left to coordinate their own care journeys.

Cúram Coordinated Health and Social Outcomes (CHSO) helps organizations shift from fragmented service delivery to an outcomes-driven model where health and social outcomes are pursued in a coordinated way. CHSO connects people, providers, and agencies around shared goals, helping organizations improve outcomes while creating better experiences for citizens, clients, patients, families, and frontline workers.

Why better outcomes require a connected approach

Most health and social care systems were not designed to manage today's complexity. Organizations are facing:

- Rising rates of chronic disease and complex social needs
- Increased demand for services with constrained budgets
- Fragmented systems, data silos, and disconnected workflows
- Poor coordination across health, social, and community stakeholders
- Difficulty measuring outcomes across organizational boundaries
- Workforce shortages and caseworker burnout
- Growing expectations for personalized, digital service experiences

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.

As a result, organizations seeking to improve outcomes must take a more holistic approach in coordinating health and social services to address the full range of factors affecting an individual's well-being.



A framework for improving outcomes across health and social services

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.

Rather than organizing services around institutions, programs, or providers, Cúram CHSO organizes services around the individual and the outcomes that matter most to them.

Cúram CHSO creates a framework that enables organizations to:

- Identify people with complex needs
- Coordinate services across multiple stakeholders
- Connect health and social interventions
- Share information securely and appropriately
- Activate individuals and communities in their own care journeys
- Measure progress against meaningful outcomes
- Continuously improve services through data-driven insights

This approach helps move organizations from managing cases and transactions to managing outcomes.

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.

Organizations can prioritize high-risk, high-need populations based on health, social, behavioral, and environmental circumstances.

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

Care teams, Home and Community-Based Services (HCBS) providers, community organizations, government agencies, healthcare providers, family members, and support networks can collaborate around shared goals and coordinated plans.

3. Integration and Interoperability - Enable seamless information sharing across systems and organizations.

Organizations can break down data silos, improve visibility, and create connected experiences while maintaining security and privacy requirements.

4. Self-Activation - Empower individuals to actively participate in achieving their own outcomes.

People become active partners in their care journeys through personalized plans, better communication, and access to services and resources.

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

Organizations can use analytics, automation, mobility, AI-enabled capabilities, and digital engagement tools to improve service delivery and operational effectiveness.

6. Operational Transformation - Align people, processes, governance, and culture around outcomes.

Lasting transformation requires changes beyond technology, including leadership alignment, workforce enablement, and new ways of measuring success.



Turning coordinated outcomes into action

Cúram provides the capabilities needed to coordinate health and social outcomes across health, human services, and social protection ecosystems.

Outcome-Centered Case Management

Coordinate activities across providers, agencies, community organizations, and support networks while maintaining a holistic view of the individual and family.

Person-Centered Service Delivery

Move beyond program silos and support a unified experience focused on the individual's needs, goals, and outcomes.

Digital Engagement

Empower people to participate in their care journeys through intuitive digital experiences, communication tools, self-service capabilities, and personalized interactions.

Outcome Measurement

Track progress against defined goals and outcomes to evaluate effectiveness and continuously improve service delivery.

Ecosystem Collaboration

Enable multidisciplinary teams across health, social services, and community organizations to coordinate interventions and improve outcomes.

Integration and Interoperability

Integrate with existing systems and securely exchange information across organizational boundaries to create a connected service ecosystem.

Applying CHSO to real-world challenges

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

Rural Health Transformation

Coordinate health services with transportation, food access, housing support, employment assistance, and community programs to improve adherence to treatment plans and outcomes.

Chronic Disease Management

Support individuals managing complex conditions by coordinating clinical interventions with social and community supports that influence long-term outcomes.

Aging and Long-Term Care

Connect healthcare providers, caregivers, community resources, and social supports around aging populations with complex needs.

Home and Community-Based Services

Coordinate services across providers, caregivers, and community organizations to support person-centered care, improve outcomes, and promote independence.

Behavioral Health and Community Care

Enable coordinated interventions across health systems, community organizations, and social support networks.

Health and Human Services Transformation

Create more comprehensive, person-centered support models that span eligibility, enrollment, case management, benefits administration, and social services delivery.



A proven partner for outcomes transformation

When health and social services operate in silos, individuals are often left to navigate complex systems on their own. By connecting multidisciplinary teams, community partners, service providers, and support networks around shared goals, Cúram's Coordinated Health and Social Outcomes (CHSO) model helps organizations improve outcomes, enhance experiences, and address the full range of factors that influence well-being.

Backed by decades of experience helping governments and service organizations deliver person-centered services, Cúram provides a proven foundation for turning coordinated outcomes into measurable impact. [Let's connect](#) to discuss how Cúram can help your organization coordinate services and improve outcomes for the people 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

References

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

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