Watson™ Care Manager

Release Notes

Note

Before using this information and the product it supports, read the information in Notices *(on page x)*

Edition

This edition applies to Watson™ Care Manager.

Contents

Chapter 1. Watson Care Manager Release Notes

Welcome to the March 2023 release of Watson Care Manager.

Introduction

In this release, we added enhancements to some of the existing features in Watson Care Manager, and further views to the bring-your-own-tool (BYOT) reporting solution.

To watch a video of the enhancements and the BYOT reporting views that have been included in the March 2023 release, see the show and tell March 2023 videos.

- Show and tell March 2023 with captions
- Show and tell March 2023 without captions

For a full list of show and tell videos, see the product videos page on the Merative Support Documentation site.

For you to more easily identify the changes that apply to your instance of Watson Care Manager, updates are tagged as follows:

- **Watson Care Manager** - these updates are for all Watson Care Manager customers.
- **Reporting** - these items apply to all Watson Care Manager customers using Watson Care Manager Reporting.
- **Service Providers** - these items apply to Watson Care Manager customers with the Providers feature enabled.
- **Organization Units** - these updates are for all Watson Care Manager customers with Organization Units enabled.
- **Community Service Referral** - these items apply to customers who have licensed the Watson Care Manager Community Service Referral add-on.
- **Community Service Payment** - these items apply to customers who have licensed the Watson Care Manager Community Service Payment add-on.
- **Connect Providers** - these items apply to customers who have licensed the Watson Care Manager Connect Providers add-on.
- **Connect Individuals** - these items apply to customers who have licensed the Watson Care Manager Connect Individual add-on.
- **Connect 360** - these items apply to customers who are integrated with the IBM Health and Human Services Connect 360 application.

What's new for reporting

Bring your own tool

Reporting

In this release, Watson Care Manager reporting has continued to expand the views available in the BYOT reporting solution. We have included a new view in the Clinical and Vital category, which groups attributes that relate to a client's waist circumference, such as the measurement number, unit, and status.

We have deprecated two views, USERS_V1_VIEW and TEAM_MEMBERS_V1_VIEW. We will be removing these views in a future release, and we recommend that you start using their new versions, USERS_V2_VIEW and TEAM_MEMBERS_V2_VIEW. We have relabelled the ‘rolename’ attribute to ‘defaultworkspace’ for USERS_V2_View and TEAM_MEMBERS_V2_VIEW, to align with the Watson Care Manager application. When you update existing reports or create new reports which contain attributes that relate to USERS_V1_View and TEAM_MEMBERS_V1_VIEW, use the new version of these views.

For the full list of views that are available, see the Watson Care Manager reporting data catalog here. For details on updates to existing views in this release, see the Release Notes section on the Data Summary page of the Watson Care Manager reporting data catalog here.

What's new for administrators

- **Enabling external messaging between Watson Care Manager and external systems**

  Watson Care Manager

  To facilitate messaging between care team members and clients, we have introduced the external messaging feature. The external messaging feature uses the external messaging API to allow exchange of messages between Watson Care Manager and a client’s external system. Messaging has been added as a data type in source systems. A webhooks notification has been added to inform the subscribers when a new message becomes available in Watson Care Manager through the external messaging API. You can hide or show the external messaging feature in the care team application. You can either enable external messaging or messaging with the Connect Individuals application, but not both.

What's new for care teams

- **Messaging clients through external messaging**

  Watson Care Manager

When your administrator enables the external messaging feature, a messaging option, like the existing messaging option with the Connect Individuals application, is displayed to you in the side navigation menu, and a banner notification is displayed when there are new unread messages from your client. The Message Notifications page displays a list of all unread messages received from clients who are assigned to you. You can view a client's messages from their Summary page, by selecting Messages on their Summary page. You can send new messages to your clients, which will be delivered to the clients through the external messaging API. You can read or clear the messages as needed, and filtering will be available.

What's new for integrations and APIs

- **Adding ProviderOfferingID to the inquiries API**

  Watson Care Manager

  We have updated the inquiries API to include the ProviderOfferingID attribute. This attribute enables the external system to associate the provider and service when the external system receives this information from Watson Care Manager.

- **Introducing the external messaging API to enable external messaging between Watson Care Manager and external systems**

  Watson Care Manager

  We have introduced the external messaging API to facilitate the exchange of messages between care team members and clients. Care team members can send messages associated with clients through Watson Care Manager, and the external messaging API makes the messages available to the client's external portal. Similarly, clients can send messages from their external portals, and the external messaging API makes the messages available for viewing in Watson Care Manager to clients' care teams.

Known issues

Known Issues identified in the current release

Watson Care Manager

- When you use external messaging, the inbound API will only permit a text message. Attachments cannot be sent to Watson Care Manager. Outbound attachments from Watson Care Manager to an external system using the external messaging API are permitted.
- When you view the services list for a client on the client's Services page, an error may be displayed. If you encounter this error, use the Plan workspace page to view the services list for the client.

Ongoing known issues

Watson Care Manager

- When you repeat an Assessment or Questionnaire with prefilling configured at the Assessment or Questionnaire level and the question level, and the prefilling criteria at the Assessment or Questionnaire level is set to True and at the question level is set to Use Assessment or Questionnaire configuration or Always prefill, and you click Cancel to dismiss the repeat action, a new "in progress" assessment or questionnaire record is incorrectly created. The incorrect "in progress" record is displayed the next time the Assessments list page is refreshed or when you manually refresh the Assessments list page. To correct the issue, delete the "in progress" assessment or questionnaire record and start the repeat action again.
- If you edit a date data attribute for a client data type, and select Current Date Comparison, then Custom Message, and enter an incorrect message ID, the custom message fields are no longer visible. To see the fields, select None, then re-select Current Date Comparison and Custom Message.
- When you configure a client data attribute to not use the default value, the value is still visible to care team members. As a workaround, care team members can delete the default value and enter another value.
- When you configure an information message for a client data type cluster, the message is displayed twice. To avoid this, you can add a description to the data cluster instead of an information message. The description displays to care team members below the cluster title.
- If you delete a data attribute from a client data type and that attribute was used in a duplicate validation, the validation is not automatically deleted. If you encounter this issue, you can manually delete the validation.
- You can deactivate a client from your unassigned clients list. If you do and choose to close their client account, you encounter an error. You can proceed to deactivate the client without closing their account. However, if you do, the client appears as deactivated in Watson Care Manager, but they still incorrectly retain access to their Connect Individuals account. On deactivation, a client should not be able to access their Connect Individuals account.
- When you select the Share Care Plan link to generate the Share Care Plan PDF for a client, the date validations are not displayed and the PDF does not download for the following scenarios:

    - When you enter the To date before the From date.
    - When you do not enter the From date and enter only the To date or when you enter only the From date and do not enter the To date.
    - When you enter a display date range greater than six months.

  Additionally, when you deselect the Report Footer section for a default Share Care Plan template, no validation is triggered, and the Share Care Plan PDF does not download.

- In tenant administration, when you edit an answer type for an assessment or questionnaire, the previously configured answer types are not displayed in the answers cluster on the edit modal.
- In tenant administration, if you hide a Non-Configurable data type, and it has an associated Summary card, this card is automatically hidden on the default client summary view on the care team workspace. This card is not automatically hidden on any role-based configurations that a customer has created. You can manually hide these cards on the Role-based Configuration page in tenant administration.
- When you create a note in draft or ready to review status, the first comment is missing from the full set of comments.
- When completing an assessment or questionnaire in the care team application, answers with a large number of characters are not wrapping correctly in drop-down lists in some screen resolutions, and the answer is cut off. To avoid this issue, administrators can configure radio button answer types instead of drop-down list answer types when configuring answers with a large number of characters.
- When you select to view the Sections field for a Share Care Plan template and you then navigate back to the Template Name field to select another template, not all of this template's sections are automatically selected by default. To avoid this, you must review the Sections dropdown for the selected template, to ensure the required sections are selected before you download the Share Care Plan PDF.

Notices

Privacy policy

The Merative privacy policy is available at https://www.merative.com/privacy.

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