

Conduent Maven[®] Disease Surveillance and Outbreak Management

Monitoring and protecting the everyday health
of our communities




Maven[®] is an automated and comprehensive disease surveillance and outbreak management solution that securely and efficiently tracks, manages and reports on the health status of individuals, communities, countries and those exposed to communicable diseases.

Maven provides government agencies with a stable and powerful tool to produce actionable intelligence based on robust case management data analytics. This long-standing, reliable technology platform facilitates timely and accurate collaboration among multiple healthcare organizations and epidemiologists to help contain the spread of diseases, manage contact tracing, better understand public health metrics and create more equitable and improved healthcare outcomes. Maven offers powerful features that streamline processes, enabling organizational efficiency and increasing effectiveness to monitor and protect the health and welfare of over 195 million individuals around the world.

Maven is a tested and trusted disease surveillance solution, backed by more than 18 years of proven performance and continuous development and relied upon by 28 international, state and local jurisdictions to improve the health outcomes of more than 195 million individuals





Maven is a scalable and flexible disease management platform and case management application used by public health officials, medical providers, epidemiologists and laboratories to provide support and share information during a health crisis.

Proven, scalable, secure and configurable

Maven is an agile application — scalable, configurable, web-enabled and stable. It has been proven through many successful implementations supporting some of the largest health communities over the past 18 years in their efforts to track and report on communicable diseases and health status. The Maven platform is a user-centric, highly configurable, cloud-hosted solution designed to support daily disease tracking or quickly scale to capture critical healthcare data for acute outbreaks, including pandemics.

Core platform features

- Fully hosted SaaS solution on AWS, Azure or Conduent Cloud
- Secure - NIST compliant, FedRAMP certified
- HIPAA and ISO27001 compliant
- Reporting in HL7 standards and ELR integration
- Geocoding and GIS integration
- Interoperability and data interchange via XML
- Fully managed, continuously updated version, update and patch management
- On-demand scalability to meet unforeseen spikes in volume
- Full micro-service architecture for faster development and deployment
- Base modules, pre-configured to stand up quickly to respond to emergent needs and reduce costs
- User-configurable parameter modifications eliminate the need for source code changes
- Multiple-layer user, role, and group-based security measures including LDAP, Active Directory and two-factor authentication support
- Mobile browser compatibility for all standard browsers, iOS and Android smartphones and tablets

Collaborative, intuitive and responsive interoperability

The Maven platform integrates across healthcare providers, clinics, labs and public health organizations to automate tracking of cases and reporting to centralized government agencies. Maven reporting can also be set up through HL-7 standards messaging, as needed.

Maven facilitates timely and accurate collaboration among multiple healthcare organizations, epidemiologists and other critical stakeholders to help contain the spread of diseases. In the United States, Maven enables state and local health agencies to collect required data and generate mandatory reporting to the Centers for Disease Control and Prevention (CDC) through an automated system that provides information in a CDC-approved format. This automated reporting tool can provide continuous and direct integration with the CDC during an outbreak crisis. Maven automates contact tracing, reporting and management to save time and money.

Flexible and comprehensive

There are over 40 implementations of Maven spread across 28 jurisdictions in the U.S. and international state and local public health agencies. The platform is used to monitor and track the spread of more than 90 communicable diseases.

Maven enables government agencies, healthcare providers and community organizations to efficiently track and analyze health status related to communicable diseases as well as gain insights into important and strategic issues regarding healthcare disparities and inequities.

Epidemiologists can leverage Maven's reporting module to query and analyze the rich centralized data collected by Maven to reveal hidden trends and patterns. Maven can report externally, supporting the need for automatic case reporting to centralized government agencies as well as out of jurisdiction reporting. Maven's advanced de-duplication algorithms automatically match persons, disease episodes and laboratory results for highly accurate data collection and analysis.

Maven provides data integrity, consistency and ease of data interchange in a single system based on user-driven functionality. Conduent's Rapid Deployment Modules help government health agencies and related stakeholders quickly respond to dynamic healthcare changes and address sudden peaks in volume to help contain the spread of diseases with accurate data and actionable intelligence.

Conduent has extensive experience supporting a broad range of mission-critical public health, healthcare and operational services. We strive every day to provide the expertise, guidance, support, and solutions that help government health and human services agencies meet their thorniest operational challenges. With Maven, we continue to work closely with our public and private sector partners, along with public health clients to streamline disease surveillance and outbreak management to help effectively manage community health issues and respond to the immediate contact tracing requirements. As an example, Maven was recently deployed to capture non-human (rabies) incidents to track a community's health for a potential outbreak and proactive measures. Maven's non-human surveillance capabilities are important in our world today to uncover and monitor environmental and human health hazards, bioterrorism, predict the spread of diseases and help target interventions for high-risk areas. for highly accurate and swift pinpointing of trending issues and outbreaks.

The Maven team includes epidemiologists to guide implementations and ensure our clients' unique operational and technical needs are reflected in Maven's functionality and performance.

Data analytics and reporting

Maven has a full suite of embedded data standardization and analytics tools that seamlessly interface with government agencies' systems and informatics.

Maven provides users with a full set of data visualization and geo-coding that utilizes network graphs and GIS tools to create geographic visualizations of cases and exposures for highly accurate and swift pinpointing of trending issues and outbreaks.

Maven COVID-19: Empowering public health organizations with critical insights to contain the outbreak

As the COVID-19 outbreak rapidly transformed into a global pandemic, Conduent developed a Maven COVID-19 software module as a standalone cloud deployment. This module can be implemented within one week of acquisition and allows for easy integration of existing outbreak data to glean quick insights.

Maven COVID-19 module plays an important role in the reporting ecosystem, allowing public health officials to track the virus, identify those at risk, and inform containment decisions among key stakeholders locally and across the nation. Maven supports timely and accurate contact tracing, data collection, analysis, and collaboration among multiple healthcare organizations that is crucial to preventing the spread of this highly contagious disease.

Usergroup directed continuous improvement

Maven is purpose-built for daily field deployment and support relying on an active client user group to provide direct feedback of technical issues, functionality, systems performance and suggestions for new features and capabilities.

Maven's development team reviews the user group feedback to ensure ongoing improvement and innovation of the Maven platform. System updates, patches and versions are automatically processed through the cloud interface allowing clients to focus on the critical management of disease surveillance and tracing.

The Maven development team provides full tech-stack training and systems support to quickly resolve systems issues and support user customization. A robust, user-accessible knowledge base provides clients with best practices and informational resources for frequently asked questions.

Selected Maven clients:

- State of Connecticut
- Commonwealth of Massachusetts
- State of Minnesota
- State of New Hampshire
- State of North Carolina
- State of North Dakota
- State of South Dakota
- State of Texas
- State of New South Wales, Australia
- State of Victoria, Australia
- Houston, TX
- New York, NY
- Philadelphia, PA
- San Francisco, CA
- Washington, DC
- United Kingdom Health Security Agency

Conduent Government Healthcare Solutions

We deliver mission-critical program administration solutions for state-administered Medicaid programs that reduce costs, streamline operations and improve compliance — creating exceptional outcomes for the communities they serve.

Through process, technology and our diverse and dedicated associates, Conduent solutions and services automate workflows, improve efficiencies, reduce costs and enable revenue growth. It's why most Fortune 100 companies and over 500 government entities depend on Conduent every day to manage their essential interactions and move their operations forward.

To learn more visit us at conduent.com/government-healthcare-solutions and contact us at **1-844-ONE-CNDT** or email govhealthcare@conduent.com

