CATI Management – Behind the Scenes

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Introduction

• Declining contact and response rates

• Blaise CATI
  – Satisfies most organizational needs
  – Differing organizational needs

• Manipula as a flexible tool
CATI Features

- Appointments
- Daybatch select
- Daybatch sort
- Time slices and time zones
- Routing to interviewers and groups
- Limit calls based on results
Constraints

• Missed appointments (inefficient reschedule)
• Time slices and case expiration
• Daybatch exclusion
Manipula scripts

- Resetting missed appointments
- Routing cases between multiple time slices
- Sub-sampling and gridding
- Other uses of appointments
Solution

- Windows task scheduler
- Project .dat file
  - Blaise hospital
  - Study specific manipula scripts
  - Daybatch
  - Notification e-mail
Task example

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Task example

Hospital-Daybatch MCS Prod

Schedule Task:
Daily

Start time:
4:00 AM

Schedule Task Daily
Every 1 day(s)

Show multiple schedules:

OK Cancel Apply

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What appears in .dat file

- R:\blaise\blaise47\hospital.exe^/Lr:\blproj\daybatch\myproject.log
  /R/MR:\blproj\cati\MYPROJECT\PROD\2007_08\SMS.bmi

- R:\blaise\blaise47\Manipula.exe^R:\blproj\cati\myproject\prod\2007_08\ResetHardAppts.msu

- R:\blaise\blaise47\Manipula.exe^R:\blproj\cati\myproject\prod\2007_08\SetSoftApts.msu

- R:\blaise\blaise47\btmana^R:\blproj\cati\myproject\prod\2007_08\sms.bts /B
  /Hr:\blproj\cati\myproject\prod\2007_08
  /Wr:\blproj\cati\myproject\prod\2007_08

- R:\blproj\daybatch\batmail\batmail.exe^R:\blproj\daybatch\batmail\myproject.txt R:\blproj\daybatch\batmail\message.txt

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Sample Manipula code

- MANIPULATE
- SMSData.READNEXT
- REPEAT
-   {Check for a hard appointment}
-   IF (SMSData.CatiMana.CatiAppoint.AppointType = CertainDate) AND
-       (SMSData.CatiMana.CatiCall.Regscalls[1].DialResult = 4) AND
-       (SMSData.CatiMana.CatiAppoint.DateStart >= SYSDATE) THEN
-       { Assign hard appointments to be interviewer who made appointment }
-       SMSData.WRITE
-   ENDIF
- SMSData.READNEXT
- UNTIL SMSData.EOF
Conclusion

- Overnight processing has greatly improved the efficiency of sample delivery.
- Automatic coding of cases based on conditions made has saved countless supervisor hours.
- This process is required of all CATI studies.

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Questions

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