Real-Time Case Management with Blaise

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Outline

- Background
- Real-time system
- Future plans
Objective

- Eliminate data movement between systems
- Centralize location for data
- Eliminating most overnight processes
- Real-time data for our systems
Overnight Process

- Update various systems

Diagram:

- Overnight Process
  - Blaise
  - Database
  - Reports
  - Application
SQL2Blaise

- Real-time and selected data
- COM object
  - Methods to push data from Blaise
  - Methods to get data from SQL database
- Blaise calls method
Blaise Datalink

- Split management data from survey data
- Other systems to be able to update the management data
- Got it to work
  - Stored Procedure
- Too much effort
Real-Time data movement

- There has to be a better way
  - Goal
    - Write once/read everywhere
    - It must be generic
  - Spec’ing out
    - What goes where
  - Proof of concepts
  - Prototype
  - Load/Stress test

- Integrate Survey Management System (ISMS) was born
Integrate Survey Management System

- **Survey Contact Interface (SCI)**
  - Management data and screens
  - Add on to the questionnaire
  - Written in .net as part of the Survey Management System (SMS)
  - Accesses in real-time the management data such as phone number, name, etc
Interviewer Group: 0
Days Since Last Msg: Test Case
Sample Member: 201-354-9793
Telephone Number: 10,1
Call Center Dial Prefix: 2765 Main St
Current Address: Princeton, 08542
Logical Status: 0000 - Untouched
Hello, my name is Robert Shaaff. I am calling from Mathematica Policy Research on behalf of the U.S. Department of Agriculture. May I please speak to Test Case?

Hola, mi nombre es Robert Shaaff. Estoy llamando de Mathematica Policy Research de parte del Departamento de Agricultura de los EE.UU. ¿Puedo hablar con Test Case?

1. SPEAKING TO Test
2. Test COMES TO THE PHONE
3. PERSON ASKS WHAT CALL IS ABOUT
4. NEED TO CALLBACK
5. Test HAS A HEALTH PROBLEM
6. Test IS IN AN INSTITUTION
7. Test HAS MOVED
8. Test DOES NOT SPEAK ENGLISH
9. NEVER HEARD OF Test Case/WRONG NUMBER
10. HUNG UP DURING INTRODUCTION
You should have received a letter from the U.S. Department of Agriculture regarding a short survey. Each person’s participation is voluntary, but very important and all answers will be held in strict confidence.

Usted debería haber recibido una carta del Departamento de Agricultura de los EE.UU., sobre una breve encuesta. La participación de cada persona es voluntaria, pero muy importante y todas las respuestas se mantendrán estrictamente confidenciales.

Mathematica Policy Research has been contracted by the Food and Nutrition Service of the U.S. Department of Agriculture to conduct a study to learn more about your experiences with the SNAP application process. FNS will use your answers and those of others who participate in the study to help improve the program.

Mathematica Policy Research ha sido contratada por el Servicio de Alimento y Nutrición del Departamento de Agricultura de los EE.UU., para llevar a cabo un estudio para aprender más sobre sus experiencias con el proceso de solicitud de SNAP (anteriormente conocido como cupones para alimentos). El Servicio de Alimento y Nutrición usará sus respuestas y las de otra gente que participa en el estudio para ayudar a mejorar el programa.

Shall we begin? 
¿Podemos empezar?

May I read the letter to you and then we can begin? 
¿Me permite leer la carta y luego podemos empezar?

1. BEGIN INTERVIEW
2. DID NOT RECEIVE OR DOES NOT RECALL THE LETTER
3. WANTS MORE INFORMATION
4. NOT A GOOD TIME
5. HUNG UP DURING INTRODUCTION
6. SUPERVISOR REVIEW

1. BEGIN INTERVIEW
2. WANTS ANOTHER LETTER
3. NOT A GOOD TIME
4. HUNG UP DURING INTRODUCTION

1. YES, READ THE LETTER FROM HARD COPY
2. NO, WANTS ANOTHER LETTER FIRST
3. HUNG UP DURING INTRODUCTION
How it works

- **.NET application**
  - Predefined methods

- **Events within Blaise**
  - Using BLAPI3A.DLL

- **Private message queues**
Obstacles

- Keyboard driven
- Keeping right application on top
- Backing up and going forward
- Making sure events in Blaise fire off at the right time
- Focus on the field in SCI
Lessons Learned

- Strong Specs
- Communications
- Be realistic in your goals
- Scrum meeting valuable
Future Plans

- Add additional features
  - Add CAPI and Web
  - Multi language text
Wrap up

Questions?

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