
Real-Time Case Management with Blaise

September 23-26, 2013

**Presentation at the 2013 International Blaise Users Conference
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**MATHEMATICA
Policy Research**

Outline

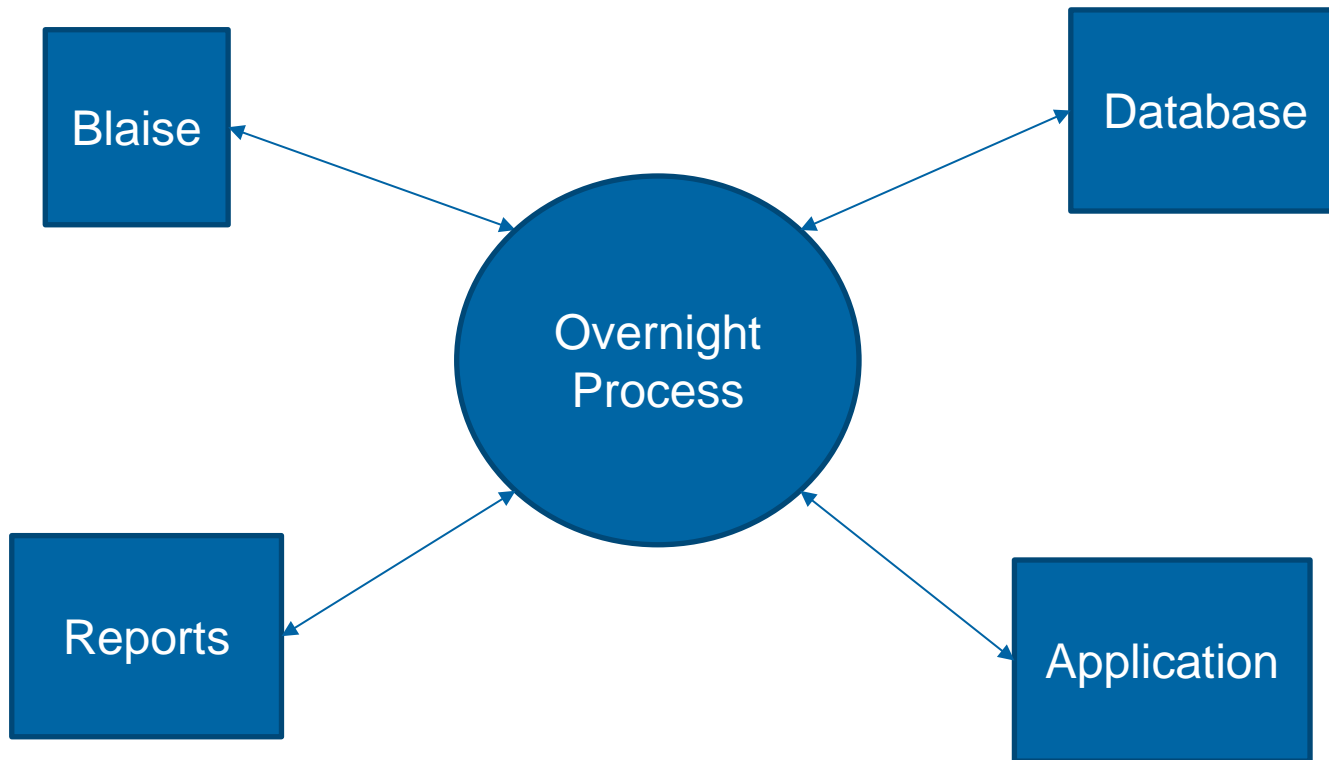
- **Background**
- **Real-time system**
- **Future plans**

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



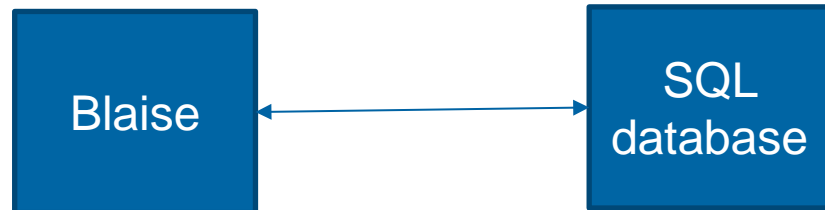
SQL2Blaise

- **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

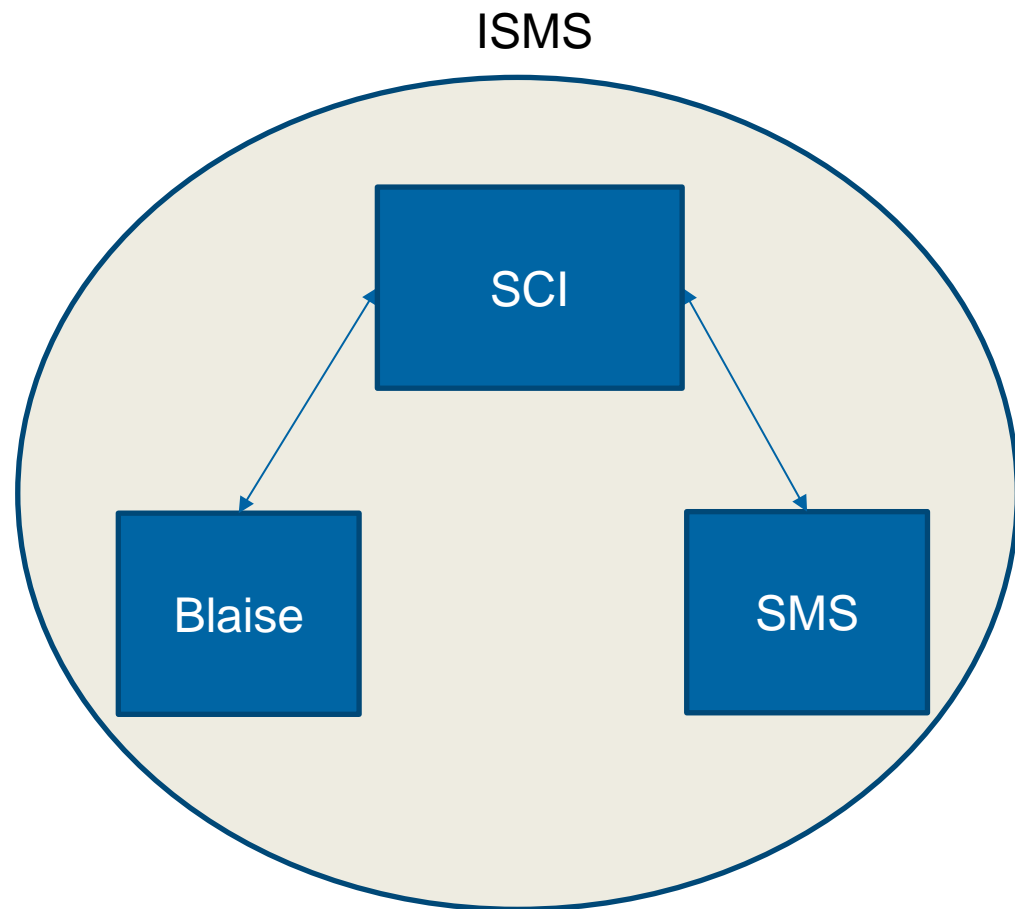
- **There has to be a better way**
 - **Goal**
 - Write once/read everywhere
 - It must be generic
 - **Spec'ing out**
 - What goes where
 - **Proof of concepts**
 - **Prototype**
 - **Load/Stress test**

- **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





MPRID:

20107349

Respondent:

Test Case

11.0

2:58 PM

Interviewer Group:
Days Since Left Msg: 0
Sample Member: Test Case
Telephone Number: 201-354-9793
Call Center Dial Prefix: 10,1
Current Address: 2765 Main St

 Princeton, 08542
Logical Status: 0000 - Untouched

- 1. AUTO DIAL
- 2. MANUAL DIAL
- 3. QUICK EXIT
- 4. RESPONDENT CALLING IN

Contact Start Date/Time	Phone# Attempted	Interviewer Name	Interviewer Notes	Appointment Date	Appointment Type
9/12/2013 2:58:17 PM	2013549793	Robert Sheaff			
9/12/2013 2:56:38 PM	2013549793	Robert Sheaff	123		



MPRID: 20107349

Respondent: Test Case

21.0

2:59 PM

Hello, my name is Robert Sheaff. 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 Sheaff. 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

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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.

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

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?

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

May I read the letter to you and then we can begin?

¿Me permite leerle la carta y luego podemos empezar?

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



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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?**

- **Please contact:**
 - **Leonard Hart**
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 - **Erin Slyne**
 - ESlyne@mathematica-mpr.com