



DSI Domain Knowledge and Business Focus

Case Management

Case Management has two dimensions. The first dimension is the information being stored. A Case Management system will store information that ties directly to individual instances of similar people, places, things, or events. Each of these instances is similar to every other one, as in the case of pediatric patient cases. Every instance will incorporate information specific to a particular child.

The second dimension is the gathering of information. Typically, Case Management involves the interaction of a number of different people, people performing different though related tasks, including interviewing, testing, inspecting, analyzing, planning, and managing. Each of these people can produce or acquire information that needs to be included in the system database and tied to a case. But there are issues of accuracy that arise when disparate sources provide information about the same case.

To manage this second dimension, a robust Case Management system must include a role for a supervisor or supervisors to review selected information before it is included in the master database. Not all information needs to be reviewed in each instance. It is possible that inspection notes can be added directly without intervention. On the other hand, contact information, including changes to names, addresses, phone numbers, and next of kin, requires a degree of accuracy in its maintenance that needs a manager's review and approval before commitment to the master database.

Over the years, DSI has worked with our clients to develop Case Management systems that meet the criteria described above. The technology has not always been the same. In some instances, designated operators enter data at a central point. In other instances, trained staff in the field record information on hand-held devices for later inclusion in the system. Whatever the method, in all our applications, we have applied technology that conforms to the requirements of a robust Case Management system.

Medical Case Management

Medical Case Management requires the recording of patient identification and demographic information, patient contact information, perhaps the identification of guardians or next of kin. It also requires the capture of event-based information, including tests and test results, contacts by case managers, case histories, and treatments. The information in the system may have to refer to hard-copy backup. It will have to include audit functions to track additions and changes to the data in the database, and in some instances will have to track different states of data, the before and after.

Environmental Inspection Case Management

A variety of chemicals and metals can be toxic to humans. It becomes the responsibility of certain organizations, both public and private, to examine instances where toxic contamination may have occurred and to determine if

certain organizations, both public and private, to examine instances where toxic contamination may have occurred and to determine if toxins are present and in what amount. Successful applications must support environmental inspections from the initial assignment of the inspection, to the data capture on hand-held computers in the field, the review of information at the supervisor level, and the final commitment of data in a centralized database with links both to the location of potential contamination and to people who may have been affected by the toxins.

Sanitary Inspection Case Management

Sanitarians inspect sites accessible to the public where strict adherence to rules of hygiene is required to prevent the propagation and spread of disease. Restaurants, grocery stores, butcher shops, fish markets, and public swimming pools represent the kinds of sites that may fall under the purview of the sanitarian. Sanitary inspections usually follow a procedure defined by mandate or legislation. The order in which an inspection occurs, the completeness of the procedure, and the uniformity of the reporting all take on a higher level of importance than in other inspection situations. Since the inspection is designed to assess and encourage conformity to the law, it may be essential to include a process for issuing and recording violations for later adjudication.

