

**CORNERSTONE USER GROUP MEETING
MINUTES
APRIL 16, 2008**

1. **Denise Hunt, McLean County Health Dept.:** When is it planned for Cornerstone to correctly count the 3 doses of Rota on the HSPR0304 report?

Answer: The Immunization section had not been informed that this was a problem. We will submit the necessary MIS request to address this. If McLean has a "print screen" or something to demonstrate the problem, it will help in the MIS description. McLean will print screen and send to Call Center and they will forward to the Immunization Section.

2. **Shelley Tulipana, Sangamon County Dept. of Public Health:** We currently have two sites with two different servers. We do WIC/FCM at both sites. A client may be case managed at one site and receive WIC at the other. The case management assessments are completed at WIC with time and activity entry. My question is, are we getting credit for the face to face when the time and activity is being entered on a different server than the program? If not, are we double dipping if time and activity is entered on both servers?

Answer: Time and Activity should be entered where the client is seen and has an active PA15 screen. Reports should pull from both servers. DHS staff requested that specific instances be forwarded to them and they will look into.

3. **Maureen Knudsen, Dupage County Health Dept.:** On the profile screen (PA02) it sometimes list the primary care provider, I would like that information to be able to populate other screens, i.e.: enrollment screen (PA03).

Answer: No, the PA02 is not always going to be correct. It is not necessarily going to be the primary care provider, it may be the primary care manager.

4. **Maureen Knudsen, Dupage County Health Dept.:** On the profile screen (PA02) it sometimes list the coverage type (All Kids) and individual number (Recipient number) but not always. This information can be listed on Participant Med/Insurance screen (PA05) but does not always show up on the Profile screen. Again, I would like that information to be able to populate other screen.

Answer: Version 11.10 will take care of this problem. The PA42 will be updated nightly during the "Wait State".

5. **Jennifer Onken, Logan County Health Dept.:** The TPS codes on the PA55 screen (TPS Verified Participant Activities) need to be updated to include the new codes from FY08 such as: VEE and PSR.

Answer: Barry Lacy responded to this question as follows: We are in the process of removing some codes, and possible adding another next fiscal year, and we will update them then. As long as the 30 day contact is updated, it will suffice until the codes are updated.

6. **Jennifer Onken, Logan County Health Dept.:** Wish List: We would like to be able to toggle back and forth from planed services to goals such as using F10 etc. This has been on the list before.

Answer: The fast path key "F9", then type in the screen that you need is available for going back and forth from screens. Jennifer was going to take this information back to her staff.

7. **Pam VanderVinne, Whiteside County Health Dept.:** When you hit the exit key it quickly exits out, unfortunately this happens by accident frequently and we lose our note we are working on, would it be possible to have the pop up like appears on several other screens asking if you really want to do this function before it closes? Our agency finds that helpful in other screens

Answer: This is the "windows key". This will be forwarded to the CNS staff and they will test.

8. **Pam VanderVinne, Whiteside County Health Dept.:** On goals screen, we can just hit enter and our CM number is entered each time, but on the services screen we have to reenter the CM number every time, could it be added to this screen to pop up CM number every time instead of repeatedly having to type the number. It would make things a lot quicker.

Answer: Yes, this will eventually be done. There is a priority of screens that are in line to be rewritten in visual fox pro. This screen is close to the top of the list. Possibly in Version 11.4

9. **Denise Hunt, McLean County Health Dept.:** Would it be possible to place an alert screen, similar to the BOD message, which comes up each time you enter in a client's number so that staff can see that the client does not want to release info to (designated person). Staff does not have access to the chart when taking phone calls. We need an "in your face alter"; view alerts is not noticeable enough. We are getting more and more requests and orders of protection and don't have a good way to protect the client and ourselves.

Answer: Yes this is possible and can be done per the development team. Jo Durkee will send in a MIS request.

10. **Kelly Stewart, Peoria County Health Dept.:** The help pages are frustrating because they make you inactive in the system when you are in reading them so right when you have finally found the part you want to read it boots you out of the system. Anything they can do about this?

Answer: The development team was unaware that you could not print just 1 page. They are looking into new software that will do "Help" more efficiently. As of now "Help" is another application outside of Cornerstone and they do talk to each other. The development team (Debra Phillips) will test.

11. **Kelly Stewart, Peoria County Health Dept.:** It would really help me to see a summary page under assessments. It would list all assessments done for a client and the most current date completed. It would be a quick way for case managers to see the assessments are done and up to date or need updated and for us doing audits it would be fantastic!

Answer: Per the development team this is possible. Jo Durkee asked for an estimate of cost/time to make this change and if it is not too much she will send in an MIS request.

12. **Lynn Inyart, Jasper County Health Dept.:** Why do I have several Medicaid clients showing up as non-Medicaid on my 734A report?

Answer: When everyone gets Version 11.10 the PA42 will correct this inaccuracy.

13. **Vivian Fernbacher, Near North Health Service Corporation:** We are not able to enter lead values on the infant/child health screen. In the past we had been able to enter them. Is this being addressed?

Answer: Leads are now entered on the PA40 screen. Stephanie Bess will discuss this with the agency.

14. **Vivian Fernbacher, Near North Health Service Corporation:** For a diet clerk to go from screen to screen from the service entry screen, the quickest way is to use F11. However, in doing that the case note now pops up which the diet clerk had previously not been able to access. Can anything be done about that (keeping diet clerks from having access)?

Answer: This is a program question. Stephanie Bess will talk to the agency.

15. **Betty Johnson, Whiteside County Health Dept.:** BCCP on the PA30 screen can the date of service either be edited or be able to add a future date in order to create the open screening day and not have to delete the fake one.

Answer: This is a program question and will be addressed with the agency by program people.

16. **Pam Vandervime, Whiteside County Health Dept:** #6 on the 708 form, the question asks about elevated cholesterol in parents using 240 as level or elevation. Perhaps it could be changed to 200 which is the prevailing margin above which is considered elevated.

Answer: Per Glendeen this should be changed. Val will submit an MIS request for the change.

17. Mary Weyand, Winnebago County Health Dept.: With all the upgrades and changes that they have made in Cornerstone, how is it that the only termination reasons we have for individuals leaving the immunization program is “deceased” or “moved”? How does Cornerstone interface with ICARE? Are there plans to utilize the immunization portion of ICARE rather than spend time upgrading the immunization component of Cornerstone?

Answer: This has been discussed before. For program reporting purposes, an individual is either in the system or out of the system and deceased is usually a standard term for IT systems and Moved is equivalent to “gone elsewhere” which basically means that the patient is no longer served by the health department/agency. Cornerstone interfaces with ICARE the same way it has with TOTS for several years. Any provider can choose to implement ICARE if they have the internet connection. However, since Cornerstone is a complete maternal and child health management system for the public sector, a local will be using 2 systems if they choose ICARE for all of their immunization needs.

18. Yvonne Vieregge, Monroe Randolph Bi County Health Dept.: Would it be possible to have Location Code on SV01 Service Entry screen. This would be helpful when running Foxfire Reports when agency has more than 1 site/location for services.

Answer: Per the development team, this can be done and will be implemented.

19. Vivian Fernbacher, Near North Health Services Corporation: After selecting “Run Report” (to print a WIC master copy), the report parameters screen comes up. Under “value”, the default is “A” for All. Most of us in WIC only need to print out a master record of the most recent visit, i.e. “1”, instead of all of the client’s visits. Please consider making “1” the default value so that one step can be eliminated. We would need to move our cursor to “Value” only if we wanted to print out more than one copy.

Answer: Most agencies felt that this was a good idea. Per Stephanie Bess, you do not have to print Master Records, they can now be saved to a file. They will look at this. Request.

20. Peter Byrne, Child and Family Connections 12: Why to authorizations for assessments and direct service end on the day prior to the day the PA35 is entered for an annual meeting?

Answer: This is a program decision and should be discussed with your program representative.

21. **Peter Bryne, Child and Family Connections 12:** Why is spell check not active on the AS03 screen?

Answer: This was followed up on and an MIS request was sent.

22. **Peter Bryne, Child and Family Connections 12:** Why is the level or percent of delay field on the PA35 un-editable?

Answer: More information is necessary for this question to be answered.

23. **Doris Hodes, Lake County Health Dept.:** We have a problem with FI's where they occasionally print out of order. We are multiple sites, single server, using Citrix. Have had this problem both before and after the State equipment refresh, several heat tickets. Are any other agencies reporting this problem? If so, what is the platform you're using. Has anyone resolved this? HT #313184

Answer: Doris Hodes will follow up with the call center on this question.

24. **Doris Hodes:** Have sporadic issues where a users session freezes up, sometimes flashes repeatedly. Various screens at different sites & programs, not consistent, can not recreate on demand. Or some may freeze up if they try to do a print screen (CTRL – F10). Anyone else encountering this? If so, what is the platform you're using? Has any resolved this? HT313184

Answer: The development team will look at the Heat tickets called in with this problem and try to recreate and test.

25. **Doris Hodes:** WIC: Once a schedule number is set in Cornerstone (AD04), can we go in and edit the number of resources? Right now we can edit the names and the times, but the number of resources is locked. I think at one time we were able to do this, but now I don't think we can?

Answer: Per the development team (Debra Phillips) you should be able to edit the number of resources. Macon County has a heat # that was called in 4-15-08 that Debra will look at and try to recreate.

26. **Doris Hodes:** Back at the September 2007 CUG, several agencies brought up about the Okidata printers that are still required for FI's Stephanie explained that WIC is in discussion about changing paper and contracts with the bank. That is great news as a long term goal, but in the meantime could the software be changed to allow other new models of printers (or newer Oki's) to be used to replace these broken down printers?

Answer: Per Jo Durkee, they are looking into replacing the OKI's with new ones, hopefully within the next fiscal year.

27. **Doris Hodes:** EI: Can a new CFC report be created for CFC Managers of "Active Service Authorizations by Early Intervention Provider"? In February this was discussed between Ann Frieberg and other CFC agencies about needing reports other than through Foxfire, and she showed an interest.

Answer: Per Ann Frieberg, they are working on a report.

28. **Doris Hodes:** FCM: On occasion the PA02 screen does not show the current PA05 information. Per the Help Desk, PA02 screen is not to be relied on for this information. Reason being is: 1) The PA02 shows the PA05 with the most recent Effective Date record. 2) And THEN it will only show the information on the PA02 if that PA05 record has not been terminated. Why even put the information on the PA02 screen then if you can't rely on it? Can another layer of IF/THEN be put in when check for the most recent Effective Date to only consider the record IF THS PA05 IS NOT TERMINATED? When asked if there were any plans to change this was told the program is working per design. Can we get the design changed? HT #314317

Answer: Version 11.10 will correct this problem. The information will be displayed on the PA42 screen.

29. **Doris Hodes:** How can we resolve duplicates when one participant is HFI Active in another agency (which we don't have) and the other participant # gets created by the Medicaid import bring in the PA05 to us?

Answer: This is an ongoing problem. Per Ann Frieberg they are constantly working on training and trying to fix this problem. Duplicates are not only created by EI. The possibility of more time being spent on Duplicates during Cornerstone training through the Training Center could be helpful. There is also a report that is available to agencies through their Regional Team that can actually show them who in their agency is making the duplicates. This could be very helpful in training or retaining staff.

30. **Doris Hodes:** What is the anticipated release date for V11.1?

Answer: Statewide date for release of Version 11.10 is April 22, 2008, April 29, 2008, and May 5, 2008. The BOD messages will go out with this information.

31. **Doris Hodes:** Is there a sample screen of the PA42 we could be given to show programs?

Answer: A sample was given out by Debra Phillips (Development Team).

32. **Doris Hodes:** The release after this was slated for mid-summer, is there any change to the projected timeline for it?

Answer: Per Julie Hagele; Version 11.20 – July 2, 2008; Version 11.30 – October 1, 2008.

33. **Doris Hodes:** Please provide an update on the Cornerstone Modernization project; Connections.

Answer: Per Jo Durkee, This is a slow go. They have received 12 responses to the Request for Information (off the shelf software) and they will be evaluated in June. Jo will continue to give the CUG quarterly reports.

34. **Susan Thornton:** This month we found 9 clients showing non Medicaid on the Caseload Comp report. After checking them on Medi they are all active. Has anyone else mentioned having problems with this?

Answer: Version 11.10 and the PA42 screen will correct this problem with the 734 Report.

35. **Ann Barnett, DeWitt-Piatt Bi-County Health Dept.:** When reviewing the activity area on the SV04, could Cornerstone pull up the SV02 activity entry on the highlighted individual so that the comment section could be read from the SV04?

Answer: This is possible per the development team. Jo Durkee will submit an MIS request.

36. **Question #17 from January 08 meeting:** Cornerstone consents

Answer: Per Jo Durkee, "Best Practice" to keep the first consent as long as the client information is in the Cornerstone system, which at this time is forever. Agencies have requested that there is some way in Cornerstone to document a "Verbal consent". Jo will send request for this.

37. **Questions #26 from January 08 meeting:** TIPCM open/cert date

Answer: DHS staff will follow up with Jerry Wynn.

38. **Kelly Stewart, Peoria City/County Health Dept.:** When 003-Pediatric Primary / Preventive Care Goal is generated/selected, could the system automatically generate 821 Immunizations as a planned service? We have to add the 821 planned service every time, so it would be beneficial to have it automatically generated.

Answer: Per Glendeen, this is a reasonable request and Val will submit an MIS request.

39. **Kelly Stewart, Peoria City/County Health Dept.:** Could the medical diagnoses in the Infant Complications F1 drop down box on the PA11 Birth Data screen be listed in alphabetical order? There a quite a few in the drop down box and this would make it quicker to find the appropriate diagnoses.

Answer: Per the development team this is possible and an MIS request will be submitted.

40. **Denise Hunt, McLean County Health Dept.:** We had a situation this morning with Cornerstone a breastfeeding client. The mom is 4 mos postpartum, and has stopped breastfeeding. When we went to do the WB2N, it didn't change the term date on the AS02 or change her category on the PA15 screen. We called the help line and found out that because her only risk factor was the Q1000breastfeeding priority 1, we would have to recertify her as postpartum instead of just doing the WB2N code. Baby turns 6 months old on 5/19 and her coupons expire on 4/17. By the time I can get this mom back in for a clinic appointment, it wouldn't be worth our time or her time. She'd miss out on a couple weeks of coupons. My question: we have the S070 risk factor available. Why can't the computer be programmed to assign that risk factor when doing the WB2N on a woman with just a breastfeeding risk factor? I don't see many clients wanting to set up a clinic appointment for reassessment just for a month of postpartum coupons.

Answer: Per Stephanie Bess, WIC is aware of this problem and it is on the list to be fixed.

Additional questions:

41. Due to the HIB shortage (4th dose) how will this affect our quarterly reports.

Answer: DHS is aware of this. Stephanie Bess will take the question back and follow up.

42. If a provider and another agency do an Edinburgh on the same day will they both get paid?

Answer: Whoever bills first will be paid. The screening has to be 1 day apart.

43. What is the status of the new contract requirements?

Answer: This in regards to the new service entries for HFS State Insurance Programs; HFS Doral Dental Health; HFS Dental Health Education; and HFS Transportation. Julie

and Val will check on this and see if MIS request has been submitted and if it has not they will submit one.

44. Could there be a fast path between Postpartum and Prenatal?

Answer: The F9 (fast path key) will allow the user to type in the screen they need to go to next.