

CORNERSTONE USER GROUP MINUTES  
JANUARY 16, 2008

1. **Sharon Witwer, Wayne Co.:** I am still sometimes getting a small font especially on the toddler assessment screens. Also, really like the fast path for WIC F11 going to the notes but would also be great if it would go to the immunization screen since we need to check that on all the kids.

**ANSWER:** The Development Team is aware of this problem. It is very time consuming and they have a list of things to do. These are done on a basis of which screens are most problematic. Agencies need to continue to call this problem in when it is a problem. Per Stephanie Bess: No to the fast path to the immunization screen in WIC. This is not part of the WIC process and will not be done.

2. **Angela Hoots, Scott Co. Health Dept.:** On the AS01, the 708 screen: when I am entering my assessment, I have never been able to write in the blood pressure correctly – this is number 34. It does not allow me to use the backward slash – such as “120/70.” I have to put in a period – “120.70.” for the system to accept it; then I have put the bp in correctly under comments

**ANSWER:** Per Debra Phillips, the field is numeric and can be changed. After much discussion between users and DHS staff the decision was made to leave as it is. Glendeen will send a note to MCH Nurse Consultants that it is OK to leave this and a comment is not necessary.

3. **Angela Hoots, Scott Co. Health Dept.:** On the care plans, when I complete a planned service4 (CM03), is there anyway to be able to enter an earlier date on “planned completed date?” For instance, after a mom has delivered her baby, I then complete “prenatal care.” It makes sense to have the planned completed date as her EDC, but I always have to enter the completed date as the date I am working in the computer – sometimes this is weeks later. Hope this is not a silly questions!

**ANSWER:** Per Bev English, she is aware that the planned services and care plan has a lot be desired. They are continually working on trying to make these better. This is not a huge priority but Jo Durkee will send in a MIS request.

4. **Lynn Inyart, Jasper Co. Health Dept.:** The case finding report is automatically generated and we are having problems with clients receiving a medical card in their married name and already being in Cornerstone under their maiden name. Is there any way to avoid creating duplicates? Does HFS ask “Have you ever been know by any other last name?”

**ANSWER:** Version 11.1 will reflect changes to the PA05 screen that may help this situation. There will be a new screen PA42 which is “Read Only” and will have a 2 year history of the client Medicaid status. This screen will be updated daily. If the client has an Active or

**Income Eligible screen this information will be updated. You will no longer be able to add, edit or delete any "Medicaid" information on the PA05. This screen will be used only for other insurance. The Case Finding Report will continue to be run monthly.**

- 5. Lynn Inyart, Jasper Co., Health Dept.:** Are there any solutions for the problems created by the TOTS program? These immunizations are supposedly entered in TOTS and replicated, but are not being "downloaded" into C-stone. Our WIC office has been informed that if we manually enter immunizations into C-stone it flags them as duplicate shots in TOTS. Most immunizations make it into C-stone.

**ANSWER: Terry from Immunizations said to give her specifics and she will see why this is happening by researching. Jasper Co was going to get the specific information to her.**

- 6. Lynn Inyart, Jasper Co. Health Dept.:** Can the BOD messages be turned off for the EOD/BOD login?

**ANSWER: This was discussed in length and the majority of the agencies want the BOD/EOD to get the BOD messages. This will be left as in for now.**

- 7. Peter Byrne, Child and Family Connections 12:** Is it possible to add spell check to the AS03 screen?

**ANSWER: This is an EI screen, the development team said it was not a big deal to change. Ann Freiburg will send in a MIS request.**

- 8. Yvonne, Monroe-Randolph Bi-County Health Dept.:** Why are there clients listed on the monthly Case management Alpha report that have never been sent to our agency as a case find? In December I compared report and have 18 clients who we have not received case find for and did not know about them. I know that at least one has been in another county initially and case find there but when client has DHS case transferred to our county and county code in case number is our county why isn't CM then sent to us the preceding month DHS transfer show in system?

**ANSWER: The question came up; "What do you use the Alpha Report for?" Agencies use this report for EDC cross check. Julie suggested that they add the EDC to the 724 report and get rid of the 802. Per Bev English the 802 report is only for agency use and has no bearing on performance standard. Julie and Bev will discuss this concern.**

- 9. Yvonne, Monroe-Randolph Bi-County Health Dept.:** Okay, now that I have this great system with three clinic sites and only one server we have found

that running some reports is not as easy to do as it was with separate servers. (but not complaining). The one thing that we feel would help us greatly and it is available on some but not all reports is the use of loc code (location code). Here are the reports that we have found that we would like to be able to use loc code on: HSPR0304, HSPR0305, HSPR0306, HSPR0308, HSPR0309.

**ANSWER: Yes, this can be done. Jo Durkee will send in a MIS request.**

10. **Julie Sharp, Kane County Health Dept.:** On the immunization history/future printout, the provider ID is a little too short for us in some cases. Can it be extended by about 10 characters

**ANSWER: Yes, this can be done. Jo Durkee will send in a MIS request.**

11. **Julie Sharp, Kane County Health Dept.:** ON the PA19 screen, would it be possible to add a field after the caseworker name for the agency with which DCFS ward is affiliated? This would allow a lot of opportunity for Foxfire reports about our wards.

**ANSWER: Per Bev English, this is a reasonable request if the developmental team feels it can be done and the work load allows. Debra Phillips stated it could be done and is not a hard fix. Jo Durkee will send in a MIS request. Bev English was to check with DCFS on questions concerning Healthworks PA19 initial and comprehensive dates being the same and if few could F2 share data this screen.**

12. **Laura Demeuse, Service Coordinator CFC#6:** I noticed that authorizations for services (SV07) have a print date at the bottom and pretty much need to be printed each time a coordinator enters a new auth... Is there a way we could get cstone to only print the auths that have no print date?? I.e. print the auths that have not been printed/the most recently entered auths? OR even print the authorization number?

**ANSWER: This is a EI screen. Per Ann Freiburg this will need more research and she will follow up.**

13. **Laura Demeuse, Service Coordinator CFC#6:** Also, many of us in CFC 6 who are desperate to find providers would like to be able to use the provider look-up (SV03) screen more effectively. Is it possible to put a sort function on those lists? Or if it could be split between CFCs instead of by county? I know that foxfire is supposed to help with these kinds of issues, but we don't use it here. It would be nice to be able to sort by city or some other category than name.

**ANSWER: Others in the group felt that having the sort function available on zip code would be helpful with other programs as well. This was going to require more research.**

**14. Laura Demeuse, Service Coordinator CFC#6:** On screen like SV08 and system X-ref pages it would be fantastic if you could select a child's name from the list and hit enter and it would pull up that child, PA01 could pop up, or just the participant bar across the top perhaps. AV08 is another screen it would be nice to be able to just click on a particular therapist's name for example, and that authorization would come up.

**ANSWER: This is an EI screen and will require more research per Ann Freiburg.**

**15. Laura Demeuse, Service Coordinator CFC#6:** Is there any way for the BOD operator to lock our users at "end of day" so that no one can accidentally log on while end of day is running?

**ANSWER: No this is not going to happen.**

**16. Laura Demeuse, Service Coordinator CFC#6:** Can we get a little more room to type in names and addresses? Sometimes if someone has a long last name or an address with an extra word it gets cut off and you can't type in the whole thing.

**ANSWER: This field is extended to the max, we are unable to extend it any longer.**

**17. Lois Hendrickson, Adams County Health Dept.:** We have issues with storage of Cornerstone consents forms. For a variety of reasons, some participants have multiple consents signed at beginning of different programs or reentry to programs. Do we need to keep duplicate copies if the dates are different or just the oldest one? How long do they have to be kept on file? Please give us some guidance on this issue. Thanks

**ANSWER: There was much discussion on this question. It seemed that everyone had different ideas of what we were to do. Jo Durkee and Stephanie Bess are going to work together and get back to the users by the next meeting as to how the consents should be handled across the board.**

18. **Doris Hodes, Lake County Health Dept.:** WIC: The revision 8 risk factors combined C010, C020 and C030 into 1 risk factor: C101 is now high weight gain during pregnancy (regardless of pre-pregnancy weight). However, when C010 is assigned (by answering Y to question on AS01 screen), the AS02 screen reads "C010 HIGH PREG GAIN-UNDRWT." Our WIC staff feel it should read "C010 HIGH PREG GAIN." We called this into the help desk (HT #296389), but they said that they made the change that was requested by WIC.

**ANSWER:** Per Stephanie Bess, this was a mistake and she will send in a MIS request to fix this problem.

19. **Doris Hodes, Lake County Health Dept.:** WIC: Why is it that sometimes the EDC date cannot be edited on the PA10 screen? Had case where after the PA10 was entered the Doctor changed EDC date 2 weeks earlier. Cornerstone originally generated risk factor PREMATURE which was now wrong. However the system wouldn't let us go back and change the EDC date in order to change the risk factor. Is it possibly after the nurse enters a record that locks EDC date down? We called it in and were told it would need to be brought up at CUG , no HT# was ever assigned.

**ANSWER:** Per Stephanie Bess; this needs to be thought through on the front end when entering the PP screen. Once the PP screen is saved you can no longer change the EDC. If the EDC is changed prior to adding the PP screen there is not documentation from the provider necessary to make this change as some of the users were under this impression.

20. **Doris Hodes, Lake County Health Dept.:** WIC: Would like Participant ID added to the HSPR0116 report (WIC Special Formula). Right now client name and DOB are listed. We are now required to do several special formula audits per month and having Part ID on audit forms is better for patient privacy vs. name and DOB. The actual HSPR0116 report stays locked up but the audit sheets are handed out. If we don't know the part ID (apart from looking each one up with the name/DOB) then there is more potential for names getting out.

**ANSWER:** Other users felt this would be a good idea. Per Development Team it would be a huge overhaul. Stephanie Bess said to email her if you had strong feelings and she would research it.

21. **Doris Hodes, Lake County Health Dept.:** FCM: Ran SHPR0704 report (Participant Referral) for Program Code=CM, but it is listing BCCP participants on the report? Would like report changed to separate the CM referrals from BCCP referrals. You have to look at SERVICE TYPE to determine if it's a BCCP referral. Opened HT #298619 and was told the report is working "per design" by: 1. When you select Pgm Code = CM; 2. Program looks for participants that had an active program record (PA15=CM) during the date range entered; 3. For those,

it lists ALL referrals; 4. Thus, it doesn't separate a CM referral from a BCCP referral or any other possible referral type.

**ANSWER:** Per Debra Phillips, this only looks for Service Type it does not distinguish programs.

**22. Doris Hodes, Lake County Health Dept.:** What is the status on the immunization import errors that are received? Would like to know, is anyone outside DuPage and Lake importing immunizations into Cornerstone?

**ANSWER:** No other users were importing immunizations into Cornerstone. Per Debra Phillips, she is still working on this problem.

**23. Doris Hodes, Lake County Health Dept.:** V11.1 was originally due to be released 12/31/07, when is anticipated release date? Is it still planned for this release to include nightly Med Match imports?

**ANSWER:** Yes, this will be in Version 11.1

**24. Doris Hodes, Lake County Health Dept.:** Please provide an update on the Cornerstone Modernization project; Connections.

**ANSWER:** Per Jo Durkee; they are in the process of putting out Request of Information. They are looking into the possibility of purchasing a "Commercial off the shelf application." These will have to be examined to see how much they meet our requirements and what we would have to add to it. This is slow process but we are moving forward.

**25. Laurie Roxworthy, Will County Health Dept.:** On the 706 assessment, would it be possible to add a question about carbon monoxide detector(s) in the home?

**ANSWER:** A MIS request was sent in January 15, 2008.

**26. Laurie Roxworthy, Will County Health Dept.:** For TIPCM clients: The OPEN/CERT date on the PA15 screen is inaccurate and is often earlier than when the client was actually enrolled in the program. Therefore, it is difficult to run an accurate FOXFIRE report to identify the number of clients that were enrolled in TIPCM during a particular time period. Could the date be changed to accurately reflect the date of enrollment in TIPCM?

**ANSWER:** Bev English will get with Jerry Winn and discuss this more in length and have an answer for the Users at the next meeting in April.

27. **Louise Hiett, Fulton County Health Dept.:** Regarding the Healthworks program and the PA19 screen (DCFS ward information), could the screen be changed to allow the Initial Health Screening and Comprehensive Health Screening dates to be the same? There are times when they are done the same day, but the system will not allow identical dates to be entered.

**ANSWER:** See question #11

28. **Julie Sharp, Kane County Health Dept.:** On PA23, when you enter imms, the provider ID defaults to our clinic ID. This is probably for the benefit of immunization programs. However, in our FCM program if our staff enters imms from another provider and forget to change the provider ID to the physician, the default remains in and misrepresents our lot numbers. Is it possible to remove the default provider ID?

**ANSWER:** This was discussed in length. This would work for some agencies and complicate Immunization departments at other agencies. Users were advised that they go back to their agencies and discuss with Immunization programs and report back to the User Group in April.

#### **QUESTIONS FROM LAST CUG MEETING UNANSWERED:**

1. When closing goals and planned services when a client has moved or was unable to find could there be another code added instead of using completed? Our nurses feel that **completed** is inappropriate when we did not really **complete** anything.

**ANSWER:** Bev English thought that this had been fixed. Jo Durkee will send in a MIS request.

2. With the new FY08 contract there are new FCM documentation requirements. 1) All clients will be given "All Kids" information and will be given information about "All Kids" application agent closet to them. Insurance information is to be recorded on the PA05. Also indicate on SV01 using code 807 pediatric health education and in comment section indicated that "All Kids" information has been given if the client is not already on "All Kids" or indicate that "is already on "All Kids." **I feel that if the PA05 screen reflects on an active "All Kids" that we should not have to complete a SV01. I also would like to have a Service code that says "All Kids" or since name changes so often maybe "state sponsored health plan"** 2) All Medicaid eligible clients will receive copies of the Healthcare and Family Services' Doral Dental Health packets, and providers will make every effort to link clients with a dentist in their community. Doral . . . . . program. Complete the assessment screen questions that ask

about oral health for Moms, Infants, and children. If answer against norm use the comment screen. If making a referral to Doral Dental place on RF01 screen. On the adult 710 Education assessment answer number 8 (education on oral hygiene provided and select goal and planned services that are generated). On the assessments 708 A-R there are oral health questions on "All Kids" or indicate that "is already on "All Kids." I feel that if the PA05 screen reflects an active "All Kids" that we should not have to complete a SV01. I also would like to have a Service code that says "All Kids" or since name changes so often maybe "state sponsored health plan".

**ANSWER:** Per Bev English these changes came out of a law suit. It was suggested that there be a service entry code for specific requirements as an option. Per the development team this would be a table change and possible to do. The user group was asked to send suggestions for the service codes to Susan Pacot at [spacot@vchd.org](mailto:spacot@vchd.org) and she will forward to Bev English. Bev English will get with Jo Durkee and send in a MIS request.

3. How should we handle closing out a prior pregnancy on the PA10 screen when we have insufficient information with which to complete the PA10? Currently, CS does not allow entry of a new PA07 if a prior pregnancy has not been closed by completion of PA10.

**ANSWER:** Stephanie Bess and Debra Phillips will talk about this and get back to the User Group.

#### **ADDITIONAL QUESTIONS/CONCERNS:**

29. Immunizations #35 (Meningococcal Conjugate (MCV4) and #31 (Meningococcal) print out on the Immunization History (PA13). **Debra Phillips will need an example of this and she will check into it.**
30. Will Shingle vaccine be added to Cornerstone. **Terry from Immunizations will send in MIS request.**
31. Will authorized vendor ever take credit cards to purchase equipment? At this point Authorized **Vendor has no plans to accept credit cards. Jo Durkee will talk to IPHCA regarding this request.**
32. When the questions comes up "Is this address correct?" on the PA03 would it be possible to show the phone number also. **Yes, this is possible and Jo Durkee will submit a MIS request.**
33. Concern that agencies have ordered Lap Top's back in June and not received them as of yet. **They should be in at any time.** There was trouble finding a lap top that was compatible with the resolutions.