



An Integrated Approach to the Delivery of Community Health Services

Introduction to IPHCA and CQuest

As the State began the Cornerstone project in the early 1990's, it was clear that a partner was needed to assist with the administrative aspects of developing and implementing the system. The ideal partner would have a statewide policy-making process, experience in creating health care collaboratives, and belief in the benefits of Cornerstone. Based on this criteria, the Illinois Primary Health Care Association was chosen, and has proved to be an instrumental partner in the Cornerstone project.

A widely recognized key advocate for primary care in Illinois, IPHCA is a non-profit trade association representing the interests of community health centers throughout the state. Because of its familiarity with local agencies, IPHCA was uniquely qualified to manage the administrative tasks associated with installing Cornerstone in over 320 local agency sites. After initial implementation, the Cornerstone system continued to grow, and IPHCA was awarded additional funding by the State to provide overall operational management of Cornerstone.

Given the increased responsibilities under its contract with IDHS, IPHCA's staff grew tremendously. In 1999, the Association's members decided to separate its business operations from its trade association activities. The result was the formation of CQuest America Inc., a nonprofit corporation. IPHCA now subcontracts with CQuest to fulfill the duties and responsibilities required to operate and support the Cornerstone system. As such, CQuest includes the following departments:

- The **Software Development & Software Support** team is responsible for continued maintenance and enhancements to the Cornerstone application, as well as providing second level help desk support to Cornerstone users.
- The **Hardware Services** team is responsible for installation, maintenance, and repair of the Cornerstone Wide Area Network, including workstations, servers, printers, and communications equipment. In order to provide these services effectively to the entire state, CQuest operates and maintains two Cornerstone Solution Centers - one located in Springfield, Illinois and the other located in Chicago, Illinois. These facilities are used for storing equipment that require repair or are scheduled for future installations, configuring and staging equipment for installation, and repairing equipment that is no longer under warranty. Hardware Services technicians also coordinate moves, adds, or changes (MACs) to Cornerstone equipment in the field, and facilitates the Authorized Vendor Program, thereby providing a venue for local agencies to purchase Cornerstone ready equipment. Finally, Hardware Services is also responsible for tracking the assets used within the Cornerstone system.
- The **Cornerstone Network Support** (CNS) team provides support for communications and hardware problems at Cornerstone agencies by providing second level help desk support, documentation, and monitoring. CNS is responsible for advising IDHS as to the optimal operations of the communications network, and for recommending configuration standards for Cornerstone installations.
- The **Cornerstone Call Center** (CCC) provides support to Cornerstone agencies five days a week from 7:30 a.m. to 5:00 p.m. The CCC provides a centralized help desk service that responds to Cornerstone users' basic questions and problems with the application, computer equipment, and communication network. When necessary, or when more information is needed, calls are referred from the Call Center to the appropriate resources for more thorough explanations/problem resolution.