



An Integrated Approach to the Delivery of Community Health Services

Selecting a Cornerstone Liaison

The benefit of having a local Cornerstone contact person at each agency became obvious with the implementation of Classic Cornerstone. The presence of an individual who is comfortable with computer technology, vested with authority to make decisions, and who has a good understanding of the system is undoubtedly an integral part of helping an agency to maximize the benefits of Cornerstone.

Therefore, it is strongly recommended that the administration of each Cornerstone agency identify a local "Cornerstone Liaison" to assist in the implementation of the system. Ideally, a local liaison and a back-up person for the liaison should be identified for each site that will receive the system. This individual should have a general understanding of computer technology, good communication skills, the ability to make decisions, and the opportunity to use Cornerstone on a regular basis.

Purpose:

- Serve as local resource to assist with implementation
- Expertise available on site at all times during and after implementation
- Acknowledge ongoing resources required to function effectively in information systems environment.

Role/Functions:

- Participate in pre-training visits/meetings at agency site
- Assume primary operational responsibility for having agency prepared to receive Cornerstone Support Staff on all scheduled visits to the agency relating to Cornerstone implementation (site preparation, installation, and site support).
- Assist local users during and after implementation
- Act as the primary point of contact with the Cornerstone Call Center

Enabling Factors:

- Liaisons should receive all applicable training, and should be trained in the first group of staff scheduled for training at the agency.
- The liaison role should be formally recognized and sanctioned as important by the local Agency Administrator and Department.
- The liaison should be provided with the time necessary to perform these new duties.

Requirements:

- A regular user with excellent grasp of Cornerstone
- Good communication, enabling and interpersonal skills
- A problem solver, vested with agency authority to make decisions and/or able to have decisions processed in a timely manner
- Respected by co-workers
- Access to an email account (preferred)

Selection Process:

The liaison should be selected by the Local Administrator in accordance with the above requirements.

Prior to implementing Cornerstone within your agency, you will be asked to identify Cornerstone Liaisons at each Cornerstone site location. These individuals may be scheduled to participate in an Agency Orientation Meeting, if one is held. During the meeting, the local liaisons will meet members of the implementation team and learn the steps involved in implementing eCornerstone. This information will enable the local liaisons to anticipate the system's effect on agency activity during the training, hardware installation, implementation, and post-implementation phases of Cornerstone.