Orchard Copia: Baptist Health System's Lab Integration Solution

With the creation of the ARRA/HITECH incentive program, Baptist Health System recognized that this program would create many business opportunities. However, the integration team was in need of finding the correct integration engine to meet the program's specific requirements as well as expand their business into the future. After meeting with Orchard Software, Baptist found their integration solution with Orchard® Copia®.

Baptist Health System is one of the largest health care systems in Alabama and currently operates more than 40 clinics, as well as four hospitals, all over 100 beds and one with nearly 500. Baptist also serves as a reference lab for more than 40 other clinics that are affiliated with the system. Baptist

employs more than 80 physicians. "We are always growing it seems now, and it feels like the number of physicians in the Baptist system changes by the hour," states Denise Pruitt, Project Director for Outreach at Baptist. Baptist Health System is a not-for-profit, 501(c) corporation that is a ministry of the Birmingham Baptist Association. Baptist also operates a large residency program in many different concentrations to better serve their patients.

Many laboratories are well aware of the HITECH program, though Baptist realized a large business opportunity. Although not required for the lab in Stage 1 of HITECH, computerized physician order entry is a key factor towards improving efficiency in Baptist's

business strategy. The program requires having a system that meets many other standards required by HITECH, so Baptist is in the beginning stages of implementing both a NextGen and Epic software system to serve those needs. However, with all of the new systems being placed in their hospitals and clinics, Baptist also needed the right tool to integrate every one of them, so that all the systems would communicate seamlessly across the entire network for Baptist system's own Health Information Exchange (HIE).

In their search for an integration solution, Baptist found Orchard Copia and realized that it serves many purposes in their long-term business strategy. According to Dwight Garvin, Director of Information Systems, "Copia could do everything we imagined, both for our current and future business strategies." For Baptist's most immediate needs, the system needed a reliable solution that

Baptist Health System's Shelby Baptist Medical Center showcasing its South Tower at dusk.

www.orchardsoft.com

Baptist Health System

would connect the EMRs in their clinics with their four hospitals that are beginning to implement Epic. Along with this integration initiative, Baptist also has a partnership with Quest Diagnostics as a reference lab. In partnering with Quest, Baptist's complicated integration flow was solved with Orchard Copia and a special interface Quest created for Baptist's system. (For a visual representation, please refer to the integration diagram.)
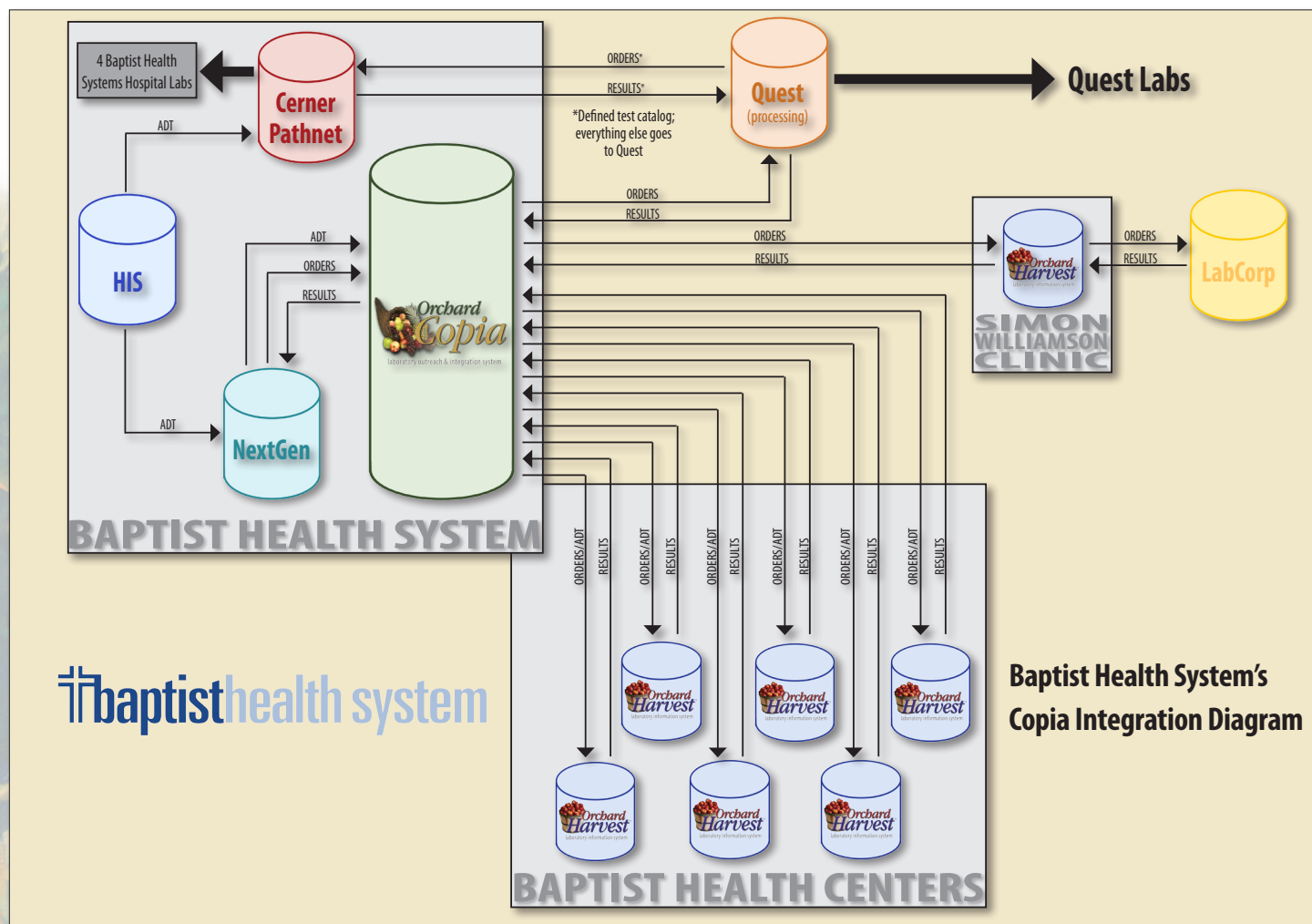
During Baptist's implementation of Orchard Copia, Garvin discovered other potential for long-term growth in the form of expanded outreach. After some internal business changes, the Baptist team is looking to expand

its laboratory outreach services larger than ever with Orchard Copia as the tool for affiliated clinics to place reference lab orders.

They also plan to have an internal HIE among the hospitals, clinics in the system, and affiliated clinics outside of the system, with Orchard Copia being the central hub for that HIE. Although the implementation for this phase of the project for Baptist and Copia isn't for a few more years, the HIE can potentially optimize and create Baptist's most efficient system. "The ability to create such a large store of information with a tool like Copia is a competitive advantage most systems don't have," adds Garvin. The HIE would have added benefits of

dramatically improving patient care, reducing administrative costs, and reducing laboratory expenses.

The last few years have been a very exciting period in the history of Baptist Health System. They have purchased two other health care systems in addition to Orchard Copia. The three systems, with Orchard Copia at the center, will fulfill Baptist Health System's requirements to satisfy HITECH, expand their outreach, and create an HIE.
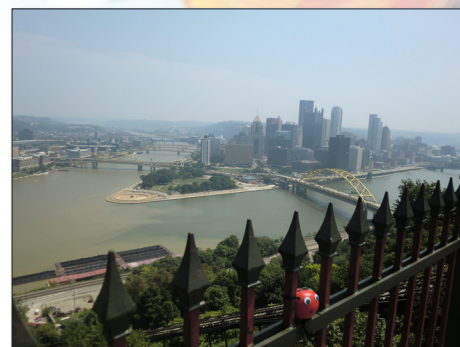

Baptist Health System's Copia Integration Diagram

Sarah Crabtree
Accounts Payable Specialist

Dedicated, adventurous, and compassionate are all words that describe our Sarah! Sarah Crabtree is Orchard Software's Accounts Payable Specialist and has been working here at "The Orchard" since April of 2004.

Before being promoted and switching to the Accounting department in 2008, Sarah was the receptionist in the Technical Support department. Since 2005, Sarah has built databases for new clients and assisted in the implementation of our virtual documentation software, which she currently maintains.

Sarah enjoys riding her motorcycle, spending time with her family, and traveling. In 2011, she had the opportunity to fulfill her dream of swimming with dolphins while on her honeymoon in Cancun with her husband, Charles. The experience for her was not only a therapeutic and spiritual one, but also inspiring. She is now researching wild dolphin expeditions for a family vacation when her son Hunter (now 10) is a little older.

As a committed member of the Shrine Hospital Ladies Auxiliary, Sarah serves as Chaplain for the Smyrna Shrine Guild, which raises money for scholarships for children of the Shrine Hospitals of America. Both Sarah and her husband Charles are passionate and active volunteers within the Shrine organization.

In Sarah's usual optimistic attitude, she wanted to add, "I feel very fortunate to be a part of Orchard. It's a wonderful company that not only is the leader of its market, but also very family oriented."

Sarah, Hunter, and Charles celebrating the 2011 holidays!

Where in the World is Orchy?

Orchard's unofficial mascot, Orchy, likes to travel all over the United States. If you can identify where Orchy is visiting, send your answer to **news@orchardsoft.com** by February 29th to be eligible to win an Orchard prize package. Last newsletter, Lina Gurgenian of Facey Medical Foundation in Mission Hills, California, sent in one of the correct entries that Orchy was visiting Northern Ireland in the United Kingdom. He was pictured in front of Dunluce Castle. Sign in to the Orchard website to see where in the world Orchy has been lately!

Orchard Harvest LIS and Orchard Pathology v9.0 Upgrades Are Coming!

Orchard Software is pleased to announce that Orchard® Harvest™ LIS and Orchard® Pathology version 9.0 will be released during the first quarter of 2012! Information regarding the specific date of release will be posted on our website and via our online forums. **This is a very important upgrade for everyone, as ICD-10 codes will only be supported going forward in version 9.0 and higher!**

Orchard is committed to developing, installing, and supporting the very best laboratory information systems, and regular software upgrades, at no charge, are part of this commitment. Besides regulatory changes, like the change from ICD-9 to ICD-10, the feedback from you, our customers, is what drives the continuous development of our systems. Regular upgrades provide you with the necessary features for regulatory requirements and greater flexibility to handle a variety of laboratory workflows and business situations. Of the more than 150 enhancements and added features, approximately 50 requests for modifications (RFMs) were included.

Orchard Harvest LIS

- **New Send to Host System Rules:** This feature automates what has been a manual process of selecting and releasing completed orders for billing. Now you can automatically send completed orders to billing based on pre-determined conditions, such as ABN status, billing status, draw location, date/time, insurance company/type, order location, patient, priority, provider, specimen type, order choice, and testing location.

- **New Sample Tracking:** Using bar code labels and scanners, you now can easily track a sample through the laboratory from receipt, through testing, to storage, and disposal. This feature simplifies order add-ons and passing one sample through multiple departments. It also will help you locate samples stored in the refrigerator/freezer.

- **Expanded Result Delivery Rules:** We have added more non-HL7 reporting options, and you may now send results via email—PDF, HTML, or report link.

- **Enhanced Quality Control:**
  - The system can prompt users for corrective actions when approving or rerunning results that triggered Westgard violations.
  - You may now add Westgard violation corrective actions to test-level or result-level comments for the test result that created the event.
  - We have enhanced control file editing, allowing you to edit start/end dates for previous ranges and to delete old ranges.

- **New Backup Blackout Period:** Added a prompt to notify you of a backup conflict when scheduling a browser to run automatically. This will allow you to prevent the backup from proceeding while the browser runs.

Orchard Pathology

- **Web-enabled Access Via the New Orchard® Web AP Module:** In the new version of Orchard Pathology, we now offer an add-on module called Orchard Web AP. This add-on module will be available with v9.0, and it provides an interactive web extension allowing providers and other staff to edit, add, review, and sign out cases from any remote location with Internet access.

- **Enhanced Grid Cell Options on AP Reports:** You now have options for formatting the result grids on your AP reports. These options include: formatting grid cells with bold or color; defining headers and footers for a grid that do not have individual columns; applying formula logic to numeric answers; specifying that a row or column should be omitted when printing or that a row or column should be read-only when entering data; and adding a whitespace buffer around text in a grid.

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v. 9 supports ICD 10

Some new enhancements in Orchard Harvest LIS v9.0:

- New send to host system rules
- New sample tracking
- Expanded result delivery rules
- Enhanced quality control period
- New backup blackout period

Some new enhancments in Orchard Pathology v9.0:

- Web-enabled access via the new Orchard Web AP module
- Enhanced grid cell options on AP reports
- Result evaluation rules for formatting grid cells
- Result evaluation rules for applying images and annotation
- New sample/slide tracking and storage

Version 9.0 is Coming

- **Result Evaluation Rules for Formatting Grid Cells:** This feature allows you to establish grid cell formatting actions (listed above) based on specific diagnoses. In other words, you can set up cell formatting rules that automatically reformat the grid cell and the text within the cell based on a specific diagnosis. You can also establish formula logic rules to apply to numeric values within a specific grid cell.
- **Result Evaluation Rules for Applying Images and Annotation:** Result evaluation rules may now be set to automatically add a specific image (primarily used for prostate reporting) to the report and then automatically add to that base image another image,

text, test results, grid cell results, or a linked image. Based on the established result evaluation rule, data entered at the grid level will trigger the rules to automatically pull in the image and annotate the image with data. This speeds up reporting because it eliminates manual entry of the same data.

- **New Sample Tracking:** Using bar code labels and scanners, you now can easily track a sample/specimen/slide through the laboratory from histology, through review, to storage, and disposal. This feature simplifies slide tracking through multiple departments and helps you locate slides in storage.

Please stay tuned to our website and to the online user forums for specific announcements surrounding the release date of Orchard Harvest LIS and Orchard Pathology v9.0. Remember that this upgrade is necessary for supporting ICD-10 codes. ICD-10 will not be supported on any previous versions. In addition, there are very specific hardware requirements to support this upgrade. Please review the article on hardware requirements on page 6 of this issue. The best rule of thumb is to talk to Orchard's Technical Support staff as you begin planning for your upgrade. You can reach them at **(800) 571-5835**. This will ensure that you have the appropriate hardware and are ready for your upgrade. ●

Copia v5.0 to be Released Q1 of 2012

The upcoming Q1 release of Orchard Copia version 5.0 incorporates a wide array of new features to enhance the versatility of Orchard's Internet browser-based outreach and EMR integration tool. For many laboratories, electronic outreach for remote order entry and result delivery via the web is a necessary facet for success and revenue growth.

As you may know, Orchard Copia upgrades take place once each quarter and are available at no charge to our customers with current support contacts. A few of the new enhancements recently added and available in Orchard Copia v5.0 are listed below:

- Ability to interface with a scanner connected to a user's workstation.
- A layout template for the billing summary report.
- A rules engine for Result Release, used in conjunction with the feature that holds results until a user goes in and manually releases them to be viewed on result reports or viewed by patients using the patient portal.
- Sorting filters on the billing summary report page.
- Sort orders that define the order in which order choices are displayed in profile components.

- Values are cached in memory, speeding the process for looking up host codes.
- Ability to require a client to acknowledge a message before allowing them to sign in.
- PDF encryption support for email delivery.
- A layout template for the patient insurance page.
- More detailed control of STAT notifications.
- A high priority faxing designation.
- The option to change the Order Patient Samples (OPS) template used when the ordering location changes.
- Mobile device-specific web pages have been created for select Copia functionality.
- Updated user interface throughout the application to reduce the number of full-page redraws required.

Please stay tuned to our website and to the online user forums for specific announcements surrounding the release date of Orchard Copia v5.0. The best rule of thumb is to talk to Orchard's Technical Support staff as you begin planning for your upgrade. You can reach them at **(800) 571-5835**. This will ensure that you have the appropriate hardware and are ready for your upgrade. ●

Hardware Requirements for v9.0 Upgrades

Below is a brief overview of the upgrade process and recommended hardware specifications for the upcoming release of version 9.0. For facilities with Orchard Harvest LIS and/or Orchard Pathology, upgrading from version 8.0 or earlier will have very specific server hardware requirements! These requirements include:

- 64-bit processor
- 12-24 GBs of RAM
- Standard Edition Windows 2008 Server

Due to numerous new features, version 9.0 is only available as a 64-bit application running on Windows 2008 Server, the current industry standard, which takes advantage of advanced processing and increased memory allocation. Please see the recommended hardware specifications for additional system requirements. Upon review of this document and before making purchasing decisions, please call Orchard Software support at **(800) 571-5835** for a unique and personalized hardware review to determine your facility's hardware needs. The hardware is specific to Orchard Harvest LIS and Orchard Pathology v.9.0, which is needed to support ICD-10 codes. For this reason, server hardware is the most important factor of your upgrade.

Pre-upgrade Process

The upgrade process to version 9.0 is a multiple-step process that begins with a review of your facility's current hardware specifications, including server(s) and workstations. This step can be started by submitting an upgrade request via Orchard's website, **www.orchardsoft.com**, or by contacting Technical Support directly at **(800) 571-5835**.

During the hardware review, our Technical Support Representatives will provide recommendations on what (if any) additions, changes, or replacements need to be made to the current hardware deployment in order to upgrade and support Orchard Harvest LIS and Orchard Pathology v9.0.

Once the new or updated hardware is installed and operational on your facility's network, you will be able to work with Technical Support to schedule a convenient date and time for upgrading your Orchard system to version 9.0.

System Upgrade Process

The system upgrade process is designed to not only upgrade your Orchard system to version 9.0, but also to compact and clean the database so that your system runs more efficiently.

Recommended Hardware Specifications for version 9.0

Standard Server Offering

(Recommended for systems with 15 or fewer users)

- HP Proliant ML150 G6 Series Server (Midtower Desktop Chassis)
- Intel Xeon Series Quad Core 2GHz
- 12 GB DDR3-10600 ECC Memory
- (2) 250 GB SATA Hard Drives (7200 RPM)
- RAID 1 Mirror Configuration
- Drive 1 (C:) 150 GB Containing the OS
- Drive 2 (D:) 100 GB for backups
- 48X DVD/CDRW Drive
- 10/100/1000 Ethernet Network Card
- HP Dat160 Internal USB Tape Drive
- Daily Overwrite Backup (pre-configured)
- 2 Backup Tapes and 1 Cleaning Tape
- HP Data Protector Express Back-Up Software
- APC Smart UPS SUA1000 Uninterruptable Power Supply
- 17" LCD Monitor
- License for Windows 2008 R2 Server Standard, 5 CAL, 64-bit

Large Server Offering

(Recommended for systems with 15 or more users)

- HP ML370 G6 Series Server (5U Rack Mount/Tower)
- (2) Intel Xeon Series Quad Core 2.53GHz or Greater
- 24+ GB DDR3-10600 ECC Memory
- (5) 146 GB SCSI Drives with RAID Controller (15K RPM)
- 5 Drives arranged in a RAID 1+0 Configuration with Swap
- 48X DVD/CDRW Drive
- Dual 10/100/1000 Ethernet Network Cards
- Redundant Power Supplies
- Redundant Fans
- HP Dat160 Internal USB Tape Drive
- Daily Overwrite Backup (pre-configured)
- 2 Backup Tapes and 1 Cleaning Tape
- HP Data Protector Express Back-Up Software
- APC Smart UPS SUA1000 Uninterruptable Power Supply
- 17" LCD Monitor
- License for Windows 2008 R2 Server Standard, 5 CAL, 64-bit

Workstation

- Current HP/Compaq
- Intel or AMD Dual Core processor 2.4 GHz or Greater
- 4GB DDR3-10600 ECC Memory
- 48X DVD/CDRW Drive
- 10/100/1000 Ethernet Network Card
- USB Keyboard and USB Optical Mouse
- Integrated License for Windows 7 Professional, 64-bit
- 19" LCD Monitor
- APC Back-UPS ES650VA Uniterruptable Power Supply

Questions?

If you have any questions regarding your upgrade to v9.0, please contact Orchard's Technical Support staff at (800) 571-5835.

Orchard Continues to Support the Special Olympics of Indiana

Orchard Software is proud to continue our support of Special Olympics Indiana in their efforts. Special Olympics Indiana is a not-for-profit organization that provides year-round sports training and athletic competition in more than 20 Olympic-type sports for children and adults with intellectual disabilities, reaching nearly 11,000 athletes across the state.

Among the many activities Orchard has participated in, several Orchard employees took part in the annual "Over the Edge" event in downtown Indianapolis on Saturday, October 15, 2011. During this event, participants raised funds in order to earn an opportunity to go "Over the Edge" by rappelling off of the 17-story Barnes & Thornburg Building. Forty-six rappellers raised approximately $50,000 to benefit Special Olympics Indiana during this event. These funds help the athletes train in communities throughout Indiana and compete in a number of local and

Ryan Jones, Director of Finance, prepares to rappel down the skyscraper.

state competitions.

Over the Edge fundraising has become a popular event for Special Olympics in many states throughout the country. If you are interested in

checking it out or participating in an event in your area, visit the website of your state's Special Olympics organization and/or the Over the Edge website at **www.overtheedgeusa.com**.

Ryan Jones and Emily Daniels, Northeast Region Account Manager, looking happy and relieved after successfully rappelling down the 17-story Barnes & Thornburg Building in Indianapolis.

David Hardwick, Senior Software Engineer, going over the edge with the Chase Bank Tower behind him.

OrchardSoftware

Harvest the Power

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Orchard Harvest LIS as well as Orchard Pathology v9.0 and Orchard Copia v5.0 Coming in Q1 2012!

Hardware Requirements

During your scheduled upgrade date and time, the Technical Support Representative will begin the process with a backup of your current production database. After the backup is complete, an export process will begin, which unloads copies of each table in the database. These files will be used to build a new compacted version of the data.

Upon completion of the export, the server software will be upgraded from your current version to version 9.0.

Following the server upgrade, the exported table files will be imported, creating an updated, compacted database. Version 9.0 will then be available on restart and will add new indexes to the

imported tables that were not available in prior software versions. The new indexes will help increase speed and efficiency of the database tables.

The following time frame estimates provide a starting point for planning the upgrade process, and are based on the recommended hardware specifications for version 9.0.

• Export Process: approximately 1 hour per GB for the database

• Upgrade Install: approximately 15 minutes
• Import Process: approximately 30 minutes
• Indexing Process: approximately 30 minutes

Additional questions can be addressed with Orchard's Technical Support staff when scheduling your facility's Orchard Harvest LIS and/or Orchard Pathology v9.0 upgrade. 🍎

Orchard's 2012 Trade Show Calendar

Date	Name	Location
2/9-2/10/12	G-2 Pathology Institute	Fort Lauderdale, FL
2/20-2/24/12	HIMSS*	Las Vegas, NV
3/1-3/2/12	American Pathology Foundation	San Diego, CA
3/7-3/10/12	AMGA*	San Diego, CA
4/12-4/14/12	Montana ASCLS	Bozeman, MT
4/18-4/21/12	Symposium for Clinical Labs/COLA	Las Vegas, NV
4/30-5/1/2012	CLMA	Atlanta, GA

Orchard is not exhibiting