



## Summit Laboratory Adds Value and Efficiency Using Autoverification

Summit Medical Group was formed in 1995 by 37 Knoxville physicians. Today, they are recognized as the largest and most widespread primary care organization in Eastern Tennessee, with more than 220 physicians practicing at 56 locations and five hospitals. In response to the Affordable Care Act (ACA), Summit was one of 89 organizations approved to become an Accountable Care Organization (ACO) in July of 2012. Summit Health Solutions, a wholly owned subsidiary of Summit Medical Group, is the largest of five ACOs in Tennessee, with 35,755 Medicare beneficiaries.

As expected from a healthcare leader, Summit has a highly efficient and quality-oriented laboratory supporting their efforts to provide superior patient care in conjunction with reduced healthcare costs. Summit's centralized laboratory provides tremendous value to their organization by resulting more than five million tests per year with a remarkable same-day turnaround time. Even more commendable, while maintaining this large workload and prompt speed of testing, they simultaneously perform at a level of quality that COLA has awarded with their distinguished Laboratory Excellence Award. 95% of Summit Laboratory's testing is performed in-house and tests are completed on the same day as collection, giving providers quicker access to lab data to expedite patient diagnosis and treatment.

### Meaningful Use Prepared

Last year, Summit gradually implemented Computerized Physician Order Entry (CPOE) via Allscripts. They use Orchard® Copia® to route orders from their multiple collection sites through the EMR to Orchard® Harvest™ LIS. Copia then prints analyzer-ready bar code labels at the collection site.

Additionally, Operations Supervisor Kim Merry has nearly completed the task of incorporating LOINC codes using a combination of information from instrument manufacturers and the Regenstrief LOINC Mapping Assistant (RELMA) website. By implementing CPOE and having the standardized language of LOINC available in their system, they are Meaningful Use enabled from a laboratory standpoint.



The Summit Medical Group laboratory staff has used Harvest LIS to increase productivity in their clinical laboratory since 2004. Pictured are (from left to right) Dee Phillips, Lab Director; Jeremy Daniels, LAB EMR Coordinator; Vance Barnes, LIS Coordinator; and Kim Murray, Operations Supervisor.

### Vital Reports that Support Quality and Proper Billing

According to Vance Barnes, Summit's LIS Coordinator, reports generated via Harvest LIS' data browsers are used quite extensively. "We run reports on everything from billing to test result statistics," he says. Dee Phillips, Laboratory Manager, adds, "I absolutely love the reports in Harvest. We can get a report on anything we need because Harvest is so flexible. To me that is one of the best features in Harvest." Summit runs reports to verify charges for integrated health services, employee wellness testing, and health fairs. Browser-generated reports are used for many things, including troubleshooting analyte problems, investigating provider concerns, evaluating new testing, and establishing or adjusting reference ranges.

Summit uses Harvest LIS' reports to sharpen their focus on quality. For

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# Summit Laboratory

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instance, in an effort to monitor sample integrity using data browser capabilities, you may monitor K+ results and compare them between facilities to evaluate areas that may benefit from further phlebotomy education. In addition, the order choice utilization report is auto-generated so you may gather workload statistics to report to management.

## Autoverification Facilitates Effective Use of Tech Time

One of Summit's most time-saving and productive endeavors is Harvest LIS' autoverification feature. 75% of Summit's large testing volume is autoverified, allowing their technologists to focus on other duties and increase efficiency. "Our volume is so large that we would never get caught up if it weren't for auto-approval," explains Dee. Within a 12-hour time span, Summit's laboratory staff handles over 3,700 samples. Dee continues, "We couldn't do it without auto-approval. It just blows my mind to look at the volume of tests that our lab handles in a day."

Vance recalls working in the lab and having to click "Approve" over and over, so he made it a priority to streamline the reporting process and eliminate unnecessary steps by applying result evaluation and auto-approval rules. "I got my feet wet by starting out with one order choice, following that carefully for several months, and just expanded from there until we had almost every test auto-approving," he explains.

Autoverification has allowed Summit to expand their test menu without adding staff. "We haven't increased our number of technologists in several years, yet we've been able to add more tests by applying efficiencies like autoverification and upgrading to analyzers that are able to support our turn-around time and volume," remarks Dee.

## Change? Bring It On!

Summit plans to continue their quest for even greater efficiency by adding a front-end automation system later this year. This will further streamline their workflow and automate processes, enhancing their ability to support their organization's mission to deliver distinguished quality of care and help patients control healthcare costs. Summit is an exemplary model of an efficient laboratory enabling the patient-centric focus an ACO requires.

Summit does not shy away from change, which gives them an advantage as healthcare reform continues to take shape. This outlook will help solidify their reputation as a leader in the industry. Dee explains, "This lab has done nothing but adapt ever since it was started. We have grown so fast that we are used to change." Dee summarizes the future situation well: "We know there will be changes. We're not exactly sure what those changes will be, but we're on our toes." ●

# Don't Forget to Submit Your Flat Orchy Pictures!



We wanted to share with you where Flat Orchy has been taken this summer and we are excited to see where many of you will take him next!

Many of you are familiar with our "Where in the World is Orchy?" newsletter feature that documents some of the 59 countries and the 42 states Orchy, our famous mascot, has visited. This year, in celebration of our 20th anniversary and Orchy's 10th birthday, we wanted to see where in the world you might take Orchy! Since there are so many of you and only one Orchy, we have made Flat Orchy available at [www.orchardsoft.com/flatorchy](http://www.orchardsoft.com/flatorchy) for your adventures.

Once you get your Flat Orchy, photograph him in all the interesting places you visit this year, and then submit your photos! We will include some of the photos we receive on our website, and feature 14 of the photos in the 2014 Orchard calendar! As another added bonus, after each month's Flat Orchy submissions, Orchard will randomly select a monthly winner for a special prize pack!

So, grab your Flat Orchy and your camera and get started! We look forward to seeing your fun Flat Orchy expeditions. Good luck! ●

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If you are not on our mailing list and would like to be, please call us at (800) 856-1948, fax us at (317) 573-2528, or email us at [news@orchardsoft.com](mailto:news@orchardsoft.com).

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View the newsletter online at:  
[www.orchardsoft.com/news\\_links/newsletter/newsletterarchive.html](http://www.orchardsoft.com/news_links/newsletter/newsletterarchive.html)

# The Orchard Continues to Grow!

As industry leaders, we know that we must continue to learn, grow, and evolve alongside our customers and the marketplace to ensure that we provide the best possible products and service. To do so, we are looking to enhance and expand our training and documentation teams and the information they provide.

The training department now provides instruction-led online training from a team that has been expanded from one member to four. We will continue to offer our P.A.C.E.®-accredited classes, but we have many great enhancements in the works, including on-demand online training. As part of these changes, Nancy Stoker has been promoted to Director of Training, taking the reins from Thom Franklin, who has been promoted to Senior Technical Process Expert, working in the Research and Development department.

In conjunction with the changes in training, we are adding resources to expand the materials we provide to our clients. Audrey Lorraine has been promoted to Director of Documentation and Communication to oversee a growing team of documentation specialists. Audrey's department is tasked with enhancing everything we produce for clients, from our software documentation to the information available on our website. They will be working closely with all of Orchard to make sure our customers get the best written and online support possible.



**Nancy Stoker, MLS(ASCP)**  
Director of Training



**Audrey Lorraine**  
Director of Documentation  
and Communication

While on the bumpy and ever-changing road of healthcare reform, know that Orchard will continue to do all that we can to smooth and ease the way for you. We know that training and documentation will be a big part of helping you work through all these changes, so as we go forward, keep an eye out for our expanded training and documentation offerings! 🍎



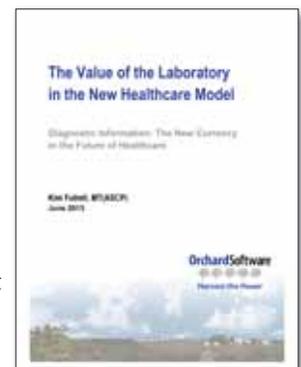
## Where in the World is Orchy?

Orchard's mascot is working on seeing all 50 states and he only has a few left to go. If you can identify where Orchy is visiting, send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by September 15 to be eligible to win an Orchard prize package. Last time, Andy Applegate of Kindred Healthcare in Louisville, Kentucky, sent in one of the 27 correct responses that Orchy was in the Panama Canal, where he was transiting the Gatun Locks. Sign into the Orchard website to see where in the world Orchy has been lately! 🍎



## Orchard Software's New White Paper: *The Value of the Lab in the New Healthcare Model*

In an effort to empower laboratorians and give specific suggestions for ways to prosper within a value-based healthcare setting, Orchard has published a white paper entitled *The Value of the Laboratory in the New Healthcare Model*. If you are concerned about how your laboratory will fit in the changing healthcare environment, this white paper can help you rethink your lab's role within your organization, encourage you to become more engaged in your facility's overall success, and help you successfully maneuver through the volume-to-value shift in the healthcare reimbursement model. You can find the white paper at [www.orchardsoft.com/news\\_links/oscnews/oscnews.html](http://www.orchardsoft.com/news_links/oscnews/oscnews.html). 🍎



# Feature Focus: ICD-9 to ICD-10 Conversion— Performing Reference Mapping with GEM Files



A date that many laboratories using Orchard products have almost certainly memorized is October 1, 2014—the date when labs must make the jump from ICD-9 to ICD-10. This transition does not need to be painful, and it can be simplified by utilizing General Equivalence Mapping (GEM) files. It is important to know that these files are only usable in v9.0 of Orchard Harvest LIS and Orchard Pathology. These files, once properly formatted, allow you to select the ICD-10 codes that are equivalent to, and should replace, the ICD-9 codes already on an order—otherwise known as performing reference mapping.

For the reference mapping functionality to succeed, your facility must have ICD-10 codes and GEM files imported into its database. You will also need the proper National Coverage Determinations (NCD) codes in place in order to be able to utilize medical necessity. This article explains the database setup required for performing reference mapping and how to use the reference mapping functionality in Orchard Harvest LIS or Orchard Pathology. The process for Orchard Copia is similar.

## Importing ICD-10 Codes

Before you can select an ICD-10 equivalent in reference mapping, you must import the ICD-10 codes to the database. To obtain the latest ICD-10 code file, sign in to our website—[www.orchardsoft.com](http://www.orchardsoft.com)—and follow the instructions on the “ICD and NCD” page of the Download Center.

Once you have the properly formatted ICD-10 code import file, import the file into your Orchard Harvest LIS or Orchard Pathology database:

1. Open the master Diagnosis Codes table by selecting **File**, then **Table Setup**.
2. When prompted to select a table, select the master ICD-10 Codes table.
3. Click the **Import** button.
4. Click the **Select File** button to navigate to the location of the ICD-10 file to import.
5. Once you select the file, click the **Import** button.
6. Your Orchard software will import the selected codes.

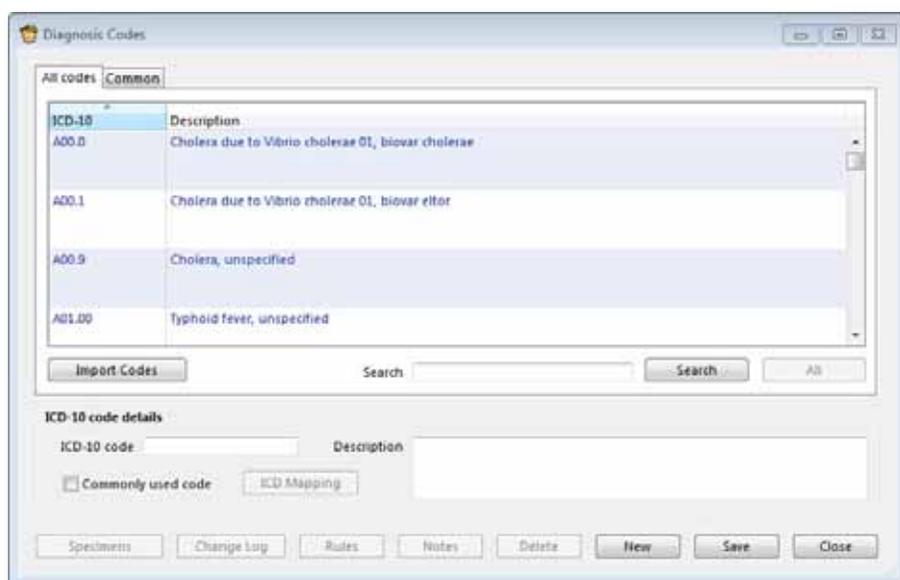
Note that due to the large number of codes, the import may take some time to complete.

## Importing GEM Files

Once you have completed the ICD-10 diagnosis code import, you must import the forward-mapping GEM (ICD-9 to ICD-10) and the backward-mapping GEM (ICD-10 to ICD-9) files into the database. You may obtain these files for free from the Centers for Medicare and Medicaid Services (CMS) website at [www.cms.gov/Medicare/Coding/ICD10/2013-ICD-10-CM-and-GEMs.html](http://www.cms.gov/Medicare/Coding/ICD10/2013-ICD-10-CM-and-GEMs.html).

Once you have the GEM files, import them into your Orchard Harvest LIS or Orchard Pathology database:

1. Open the **File** menu and select **Import**.
2. Select **ICD-9 to ICD-10 GEM**.
3. Click the **Select File** button to navigate to the location of the forward-mapping GEM file to import. Make sure to import the forward-mapping GEM file before the backward-mapping GEM file.
4. Once you select the file, click the **Open** button.
5. Your Orchard software imports the selected GEM file.
6. Return to the **File** menu and select **Import**.
7. Select **ICD-10 to ICD-9 GEM**.
8. Click the **Select File** button to navigate to the location of the backward-mapping GEM file to import.
9. Once you select the file, click the **Open** button.
10. Your Orchard software imports the selected GEM file.



## Using the Reference Mapping Functionality

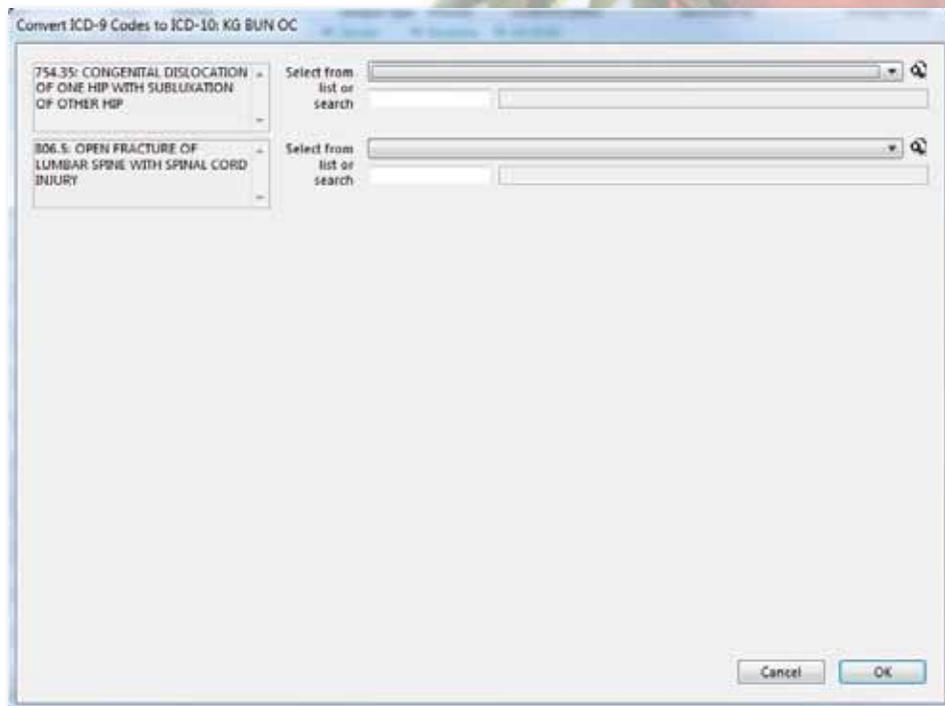
After you have imported the ICD-10 and GEM files into your facility's database, you may begin using the reference mapping function. The reference mapping itself actually happens at order entry. Be aware, however, that there are multiple order entry scenarios you must consider (e.g., host orders that are auto-accessioned, recurring/standing orders, order entry deferred orders, etc.). We will release a technical document at a later date that investigates these different scenarios in much greater detail. For now, we will focus on an order placed using the Order Patient Samples window.

- **Placing an Order**

When you place an order, the program looks at the order's draw/collection date in order to determine whether it should use the GEM reference mapping. If the order's draw/collection date is before 10/01/2014, it automatically uses ICD-9 codes for diagnosis. However, if the draw/collection date is 10/01/2014 or after, the program will use the GEM reference mapping, prompting you to confirm that ICD-10 must be used per the draw/collection date on the order and asking if you would like to convert the ICD-9 codes. Once you confirm this, the system displays the reference mapping window.

- **Using the Convert ICD-9 Codes to ICD-10 Window**

The left side of the reference mapping window shows the current ICD-9 codes on the order. The right side of the window displays a drop-down menu containing possible ICD-10 equivalents for each of the ICD-9 codes. Select the appropriate ICD-10 codes as replacements for the original ICD-9 codes, and then click



the **OK** button. The GEM reference mapping window closes, the ICD-9 label on the Order Patient Samples window changes to ICD-10, and the conversion from ICD-9 to ICD-10 on the order is now complete!

### Best Advice: Early Preparation

For many laboratories across the country, the impending change from ICD-9 to ICD-10 may seem like a daunting task that will be here sooner than we think, but using the GEM reference mapping functionality in your Orchard software will help you comfortably and confidently conquer the changeover. Remember that you must be using v9.0 of Orchard Harvest LIS or Orchard Pathology for these changes to take effect. We at Orchard Software strongly encourage preparing for this changeover as soon as possible by obtaining the forward- and backward-mapping GEM files ahead of time. As you continue to prepare, look out for a more comprehensive technical document covering the GEM reference mapping to be released at a future date. ●



# TIME IS RUNNING OUT

The **ICD-9** to **ICD-10** conversion date is fast approaching!

Are you ready? Call **Orchard** for assistance!

# Contact Technical Support by Phone, Email, or Web

Throughout Orchard's 20 years, we have made listening to our customers a major part of our company culture. Recently, we have been listening to our customers specifically about improving the accessibility of our technical support services. As part of this effort, we want to remind everyone of helpful tips on how to improve your technical support experience.

1. Place a call to our Call Center: You can contact our Call Center 24 hours a day, seven days a week at **(800) 571-5835**. This is best used for emergency and urgent issues; however, please feel free to call our Call Center with any issue.
2. Email Technical Support: You can email Technical Support at **support@orchardsoft.com**. This is best used for

non-emergency support issues, scheduling a technical support phone call, or sending screenshots of error messages.

3. Submit the online Contact Technical Support form: You can access our Contact Technical Support form on our web-

site at **www.orchardsoft.com/support**. This is best used for non-emergency support issues, scheduling a system upgrade, requesting account information, and seeking technical specifications on all Orchard products and hardware requirements.

Remember that you can also view your technical support history at any time by signing into our website. Once signed in, you may review previously closed and currently open support tickets. The Technical Support team is always looking for processes to improve and best practices to implement. Thank you again for your continued support of Orchard Software. 🍎



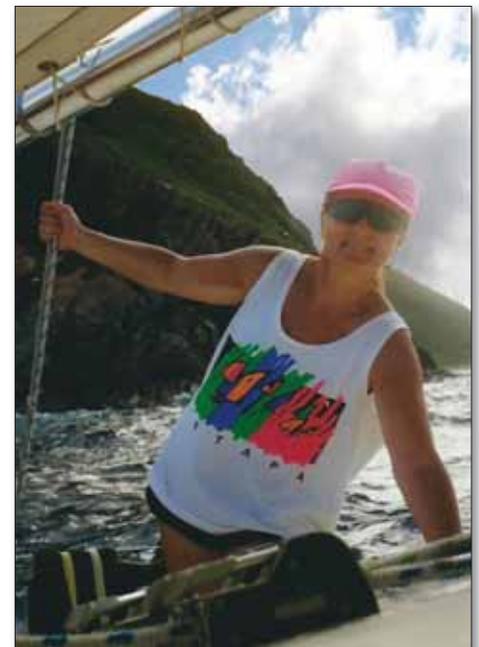
employee  
spotlight

## Ginger Wooster: Director of Regulatory Affairs & Application Specialist

Orchard has been lucky to have Ginger Wooster for the last eight years. Before joining Orchard, she received her Bachelor of Science in Medical Technology from Michigan State University and her MBA from Western Michigan University. She then became the Director of Laboratory Operations at a large healthcare network in the Midwest.

She joined Orchard as an Application Specialist for our sales team, and now doubles as the Director of Regulatory Affairs. This role has many facets, but many clients may be most familiar with her blog posts regarding regulation changes. She is also an expert on Meaningful Use, Accountable Care Organizations, and the upcoming ICD-10 changes for both Orchard and our clients. As an Application Specialist, she assists the sales team by demonstrating Orchard's suite of products to potential Orchard clients.

When she is not ensuring Orchard's preparedness, Ginger enjoys many outdoor activities in her home state of Wisconsin, including cycling, golfing, and sailing. She also enjoys spending time with her husband Mark, her two children, and her five grandchildren. Ginger had the tremendous experience of getting to travel to Tanzania as part of her involvement with Clinical and Laboratory Standards Institute's Global Health Partnerships. For more on her trip and comments on LOINC, visit our blog at **www.orchardsoft.com/blog** and search for CLSI. 🍎



While she travels a great deal for her duties at Orchard, Ginger also enjoys traveling for fun. Here, she is sailing in the British Virgin Islands.

# Orchard Trellis Bridges the Gap Between POCT and Your EMR

With today's healthcare challenges surrounding efficiency and accountability, and the economic pressures to do more with less, Trellis provides the optimal means for electronic connectivity to more effectively manage your point-of-care testing (POCT).

## Orders & Results Management Software for Integrating Results from POC Analyzers to Your EMR

How are your point-of-care results getting into your EMR? Are they getting there accurately and in a timely manner? Point-of-care (POC) analyzers perform laboratory testing outside of the laboratory, and these results contribute to the overall diagnostic information a provider needs access to in the EMR. Unfortunately, POC testing poses some challenges.

Because of low volume, remote locations, and limited connectivity capabilities inherent to many POC devices, most POC test results are not being captured in the EMR. If they are making it to the EMR, it involves manual entry—a time-consuming process subject to clerical errors.

## Orchard Trellis

Orchard® Trellis™ is an orders and results management software program that serves as a simple “review, click, and go” cost-effective bridge for electronically passing orders and results between remote, low-volume POC analyzers and your EMR. Whether your POC testing is in a Protimed clinic, a pediatrician's office, a Lipid clinic, or any other POC testing facility, Trellis is the solution

designed to eliminate these problems and electronically integrate POC results into your EMR.

## Simple & Efficient Connectivity to Your EMR

Orchard Trellis orders and results management software uses web services as the connectivity method to enable electronic integration between remote locations and your EMR. Orchard supports standard HL7 messaging to allow for ease in establishing EMR connectivity. POC orders placed in the EMR transmit into Trellis, which is interfaced with the POC analyzer. The analyzer transmits completed results into Trellis, where they can be reviewed and released directly into the EMR. In addition, you can implement autoverification rules to further improve the turnaround time of specified POC test results.

## Orders & Results, Review & Release

You may place orders into your EMR, your Harvest LIS, or directly into Trellis. All pending orders appear in the Pending Review screen of the software and can be selected in order to generate bar code labels as needed. As results come from the analyzer, the microscope icon appears, notifying you that results are available and ready for review. Reviewing results is as easy as selecting a patient and clicking the results icon or by double-clicking a patient. Once you have reviewed the results, simply click **Release** to transmit them into the EMR or Harvest LIS.

## Additional Benefits

- Easy to Use—designed for use by non-laboratory medical personnel
- Simple Rules Enhances POCT Performance
- Previously Released Orders Viewable at POC
- A Flexible Solution Offering Many Deployment Options
- Simple Installation & Minimal Training
- Integrated POCT Improves Billing Accuracy

## Document & Manage POCT Quality Control

QC for POCT has historically been paper-based and sporadically documented; instead, Orchard Trellis allows you to ensure compliance to all POCT QC requirements. QC can be ordered in Trellis by the user or set up to auto-order at the desired frequency. In addition, you can establish rules that will not allow results to be released without acceptable QC results. Orchard Trellis, when used in conjunction with



See "Orchard Trellis" on page 8.



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Address Service Requested



**Check out our new white paper on the value of the laboratory in the new healthcare model!**



## Orchard Trellis

*Continued from previous page.*

Orchard Harvest LIS, complements Harvest LIS functionality to make patient results from POCT analyzers easily accessible for analytics or inspection purposes and simplifies POCT QC management. The QC features of Harvest LIS and the integration with Orchard Trellis enables you to easily manage QC at your POC testing sites.

### Cost Savings & Benefits

With Orchard Trellis, efficiency and cost savings are

derived from the reduction of time spent manually entering patient results. Because results are transmitted electronically into the EMR in real time, faster turn-around time is accomplished as testing is completed. In addition, eliminating the chance of clerical errors ensures greater accuracy. Providers will also have prompt access to the POC testing results for speedier diagnosis and treatment of the patient. All of this means organizations will see increased staff productivity and have more confidence in billing capture and test results because they are handled electronically. Patient care will be improved with faster TATs, benefiting not only the patient, but your entire organization.

So, if you are looking for a cost-effective way to electronically bridge the gap between your remote POC testing and your EMR, call us today at **(800) 856-1948** for a demonstration or visit our website at [www.orchardsoft.com/product/trellis.html](http://www.orchardsoft.com/product/trellis.html) to see how Orchard Trellis could be an appropriate solution for your facility. ●

## Orchard's 2013 Trade Show Calendar

Date	Name	Location
9/19-9/21/13	ASCP Annual Meeting	Chicago, Illinois
9/29-10/2/13	Pathology Visions 2013	San Antonio, Texas
10/13-10/16/13	CAP 2013	Orlando, Florida
10/16-10/18/13	G-2 Lab Institute	Arlington, Virginia
10/23-10/26/13	COLA Symposium for Clinical Laboratories	St. Louis, Missouri
11/16-11/20/13	2013 Annual Meeting American College of Veterinary Pathologists	Montreal, Canada