



# Orchard Products Support Use of CPT II Codes to Close Care Gaps

Using CPT Category II (CPT II) codes is one way to document care gap closure for payers. CPT II codes are a new version of Current Procedural Terminology (CPT) codes that are used to assess Healthcare Effectiveness Data and Information Set (HEDIS) and Star rating scores. As always, Orchard Software is listening to its customers' needs and has added functionality in its systems to support the addition of CPT II codes.

## HEDIS & Star Ratings Influence Reimbursements

HEDIS is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) that is used to measure and compare quality across health insurance plans. The Centers for Medicare & Medicaid Services' (CMS) Five-Star Quality Rating System is used to measure the quality of care for Medicare Advantage (MA) and Prescription Drug Plan (Part D) beneficiaries. Both HEDIS and Star ratings affect healthcare organization reimbursements.

Laboratory Tests & CPT II Codes in the Comprehensive Diabetes Care HEDIS Measure		
Hgb A1c (83036, 83037)		
CPT II	3044F	Hgb A1c < 7.0
	3045F	Hgb A1c 7.0-9.0
	3046F	Hgb A1c > 9.0
Neuropathy Screening Codes (82042, 82043, 82044, 84156)		
CPT II	3060F	Positive microalbuminuria; result documented and reviewed
	3061F	Negative microalbuminuria; result documented and reviewed
	4010F	ACE Inhibitor or ARB therapy prescribed or being taken

Figure 1

They are improved by:

- encouraging patients to have preventive health visits, screenings, and tests
- educating patients about medication adherence and side effects
- reaching out to patients who are non-compliant

## CPT II Codes Provide Additional Information About Quality of Care

CPT II codes are determined by insurance carriers and are used to "grade" performance. As "follow-up" codes, CPT II codes provide additional information to the insurance provider that demonstrates the level of quality. For example, the Comprehensive Diabetes Care HEDIS measure is for diabetes patients age 18-75 years old. The measure includes Hgb A1c control, a retinal eye exam, medical attention for neuropathy, and blood pressure control. In tracking Hgb A1c levels for diabetic patients, the CPT II codes correspond to the Hgb A1c result (see Figure 1), showing the insurance company where the patient stands regarding their diabetes. Laboratory professionals need to be aware of these types of reimbursement policies and determine where lab data applies.

See "Support Use of CPT II Codes" on page 2.

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# Support Use of CPT II Codes

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## New CPT Code Rule Functionality for Multiple CPT II Rules

To help you manage your CPT II codes, Orchard's laboratory systems have added functionality to CPT rules, allowing for the creation of result evaluation test conditions. This means users can create a range with numeric results and several text results in one rule. Figure 2 shows how the CPT II rule setup looks for Hgb A1c in Orchard® Harvest™.



#	Description	Conditions	Actions	Group	Continue
41	Hemoglobin A1C <7.0	Current Order Choice is: HA1C Test HA1C result is less than 7	Replace order choice CPT codes with 83036, 3044F	CPTII	x
42	Hemoglobin A1C >=7.0 and <=9	Current Order Choice is: HA1C Test HA1C result is greater than or equal to 7 Test HA1C result is less than or equal to 9	Replace order choice CPT codes with 83036, 3045F	CPTII	x
43	Hemoglobin A1C >9	Current Order Choice is: HA1C Test HA1C result is greater than 9	Replace order choice CPT codes with 83036, 3046F	CPTII	x

Figure 2: CPT II rules for the Comprehensive Diabetes Care HEDIS measure in Harvest.

In Harvest, select Table Setup from the File menu, then click the Rules - CPT Codes button, followed by the New Rule button. Enter the rule description and select the applicable conditions (see Figure 3) and actions (see Figure 4) under those tabs. You can add multiple test result conditions instead of just one; to add each condition, click the Test Results button.

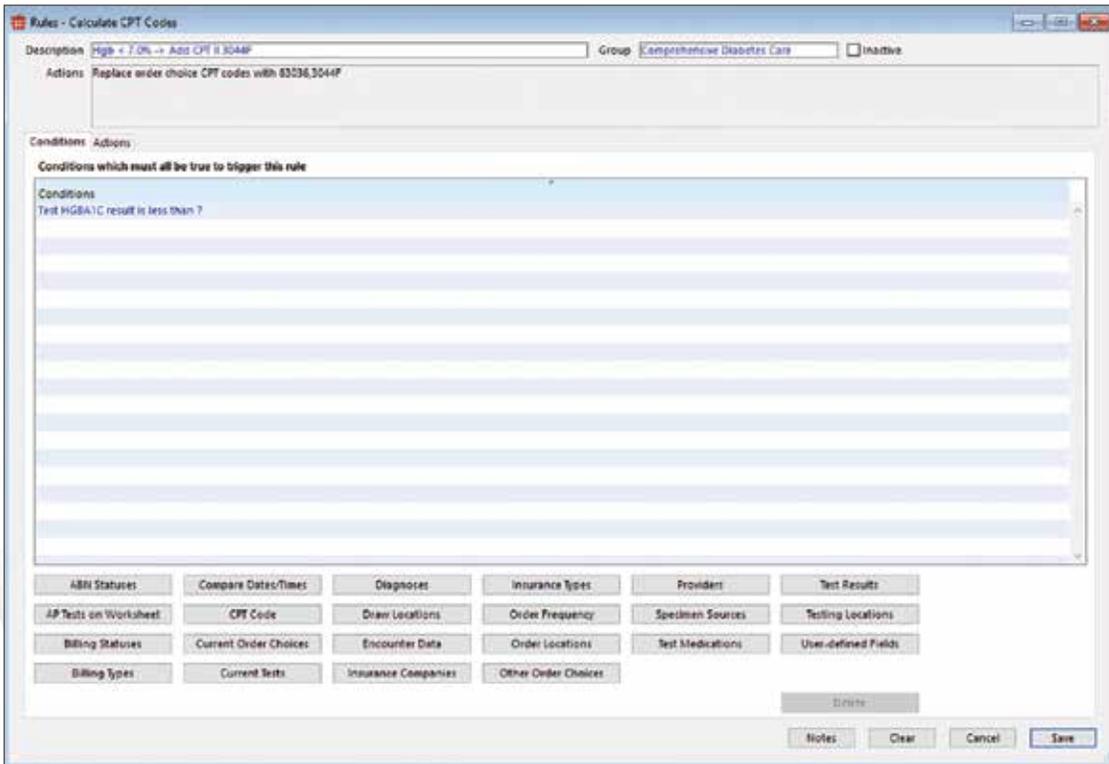


Figure 3: Adding a rule condition.

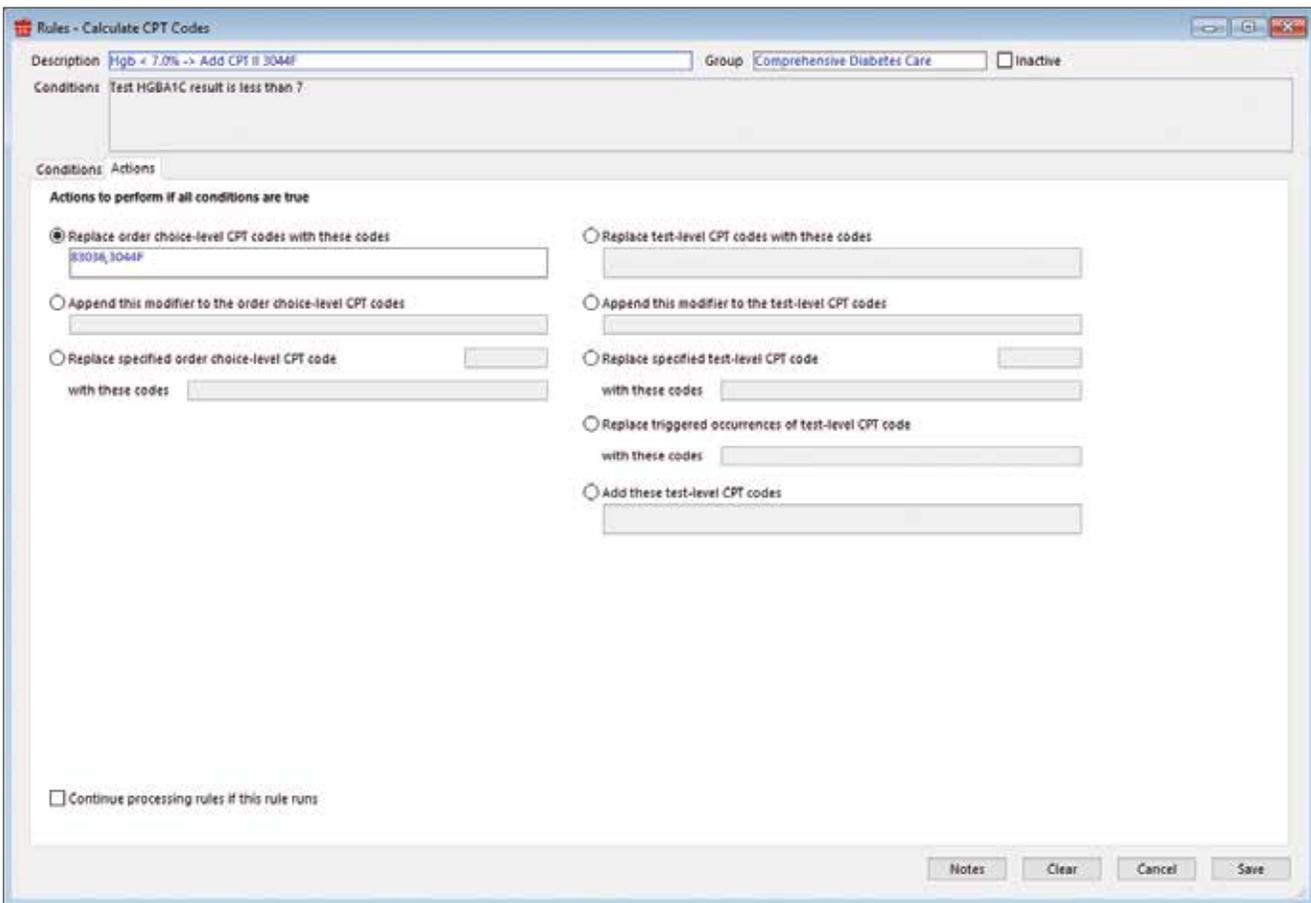


Figure 4: Adding a rule action to include a CPT II code.

In addition, CPT II codes will be available in the AdminCenter of Orchard® Copia® and Orchard® Trellis™ in the upcoming release. You can set up CPT II rules in the CPT Rules table in Copia and Trellis as outlined in the following images:

Step 1: Click the Add CPT Rule button.



Step 2: Select the order choice for the rule.



See “Support Use of CPT II Codes” on page 4.

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# Support Use of CPT II Codes

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Step 3: Configure a test condition.

**Edit Test Condition CPT Rule**

All Test Condition groups are met  
 Any Test Condition group is met  
 Evaluate result comment lists with no comments as an empty result comment.

Test Condition Group #1

Test Name	Result Value	Abnormal Flags Value	Result Comment Value	Delete
Is Equal To HA1C	Is Less Than 7.0	Is Not Used	Is Not Used	X

(cs) Denotes Case Sensitive Operations  
\* Only applies to results from instruments.

Sign Out

Step 4: Add the CPT II code and save.

**Add CPT II codes**

CPT Codes

Select	Code	Active
<input checked="" type="checkbox"/>	3044F	Yes

Step 5: Review saved rules.

**CPT Rules**

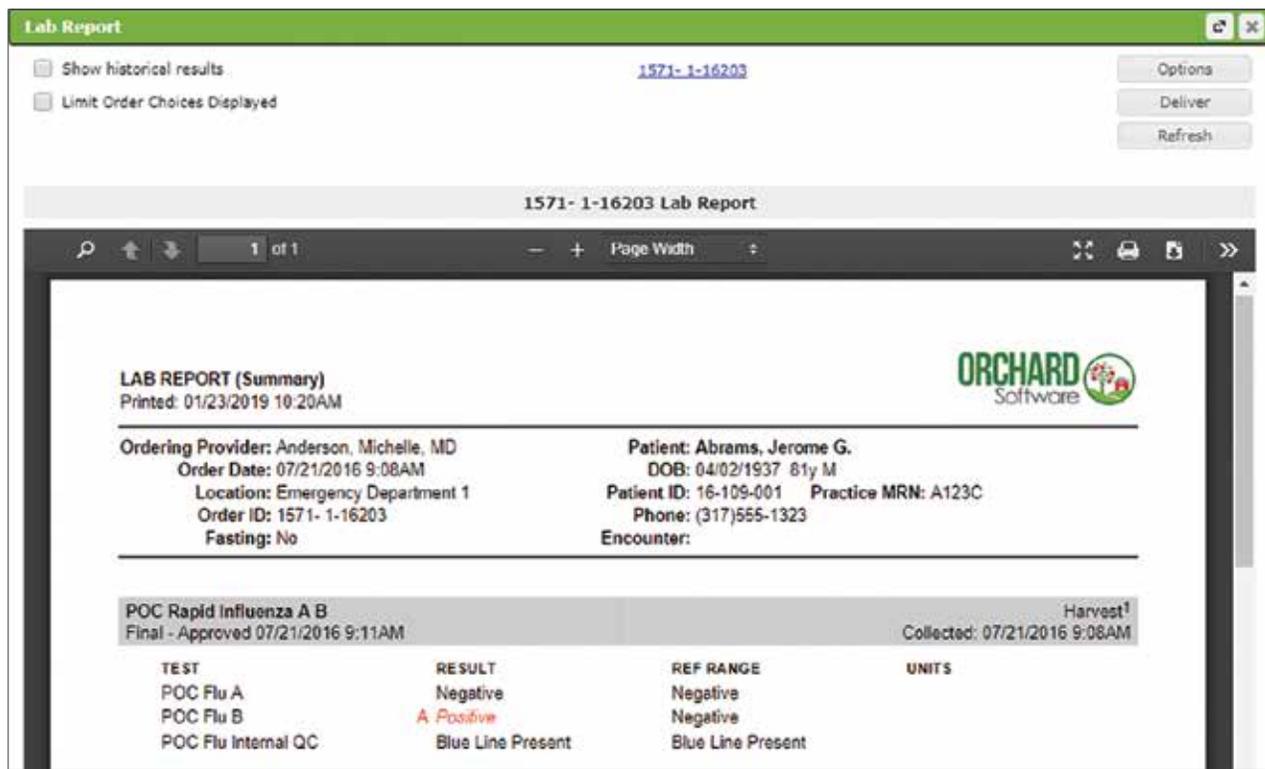
Show Active Only

Description	Rule For	Remove	Active
<a href="#">Hemoglobin A1C is &lt;7.0</a>	HA1C	<input type="button" value="X"/>	Yes
<a href="#">Hemoglobin A1C is &gt;=7.0 and &lt;=9.0</a>	HA1C	<input type="button" value="X"/>	Yes

## Automate CPT II Code Documentation to Increase Reimbursements

Using this setup, Orchard's systems can automate population of CPT II codes into the EHR so that the data can then be sent to the payers. Depending on facility size, a small improvement in HEDIS or Star ratings can equate to a significant boost in reimbursements, while also demonstrating improved quality of care for patients. 🌱

# Tech Tip: Viewing PDF Reports Made Easier, More Seamless



Copia's embedded PDF viewer shows the same options in all Internet browsers.

Recent versions of Orchard® Harvest™, Orchard® Pathology, and Orchard® Copia® include enhancements to the PDF viewing experience that has been managed using the versatile and universal PDF file type.

## Copia Adds Universal PDF Viewer

Beginning in version 7.180907, Copia can display and print all embedded PDF documents in the same universal PDF viewer. This makes all PDF viewers in Copia consistent. Recently, popular Internet browsers, such as Firefox and Chrome, have moved to using their own specific in-browser PDF viewer. Similarly, Copia's use of the same PDF viewer in all browsers eliminates confusion and potential problems with one browser changing its PDF viewer settings, such as when Firefox version 52 completely removed support for the Adobe Acrobat plugin.

The new PDF viewer is enabled by default, but you can disable it by selecting the "Use the browser's native viewer to display all PDFs" checkbox, found on the Result Delivery tab of the System Defaults page. When you select this checkbox, Copia displays the PDF as before this change, relying on your browser's native PDF capabilities. Note that this new PDF viewer is not used for Internet Explorer browsers.

## Harvest & Orchard Pathology Leverage Windows' PDF Functionality

Harvest and Orchard Pathology also enhanced the PDF viewing experience by taking advantage of the Windows 10 Print to PDF option in Harvest and Orchard Pathology versions 11 and above, and the Windows XPS Document Writer printer option for older workstations.

Like the previously required PDFCreator plugin, the "Microsoft Print to PDF" option generates PDF files. To use, navigate to the Printing tab on the Preferences window and select "Microsoft Print to PDF" as your "Print to file driver" setting. The Microsoft XPS Document Writer printer option generates XPS-formatted files. This printer has been available to all Windows users since Windows Vista.

If you want to generate PDF files using the "Microsoft XPS Document Writer" printer option, you need to enable an ACO to convert XPS formatted documents to PDF files. Note that this will only work for automated printing jobs. To set this up, you must have Ghostscript and GhostXPS installed. You can place the ghostXPS.exe files in the same folder as ghostScript (gswin64c.exe).

See "Tech Tip: PDF Reports Made Easier" on page 6.

## Tech Tip: PDF Reports Made Easier

Continued from page 5.

Once installed, you must add some ACO settings. The first is to let Harvest or Orchard Pathology know the path to the GhostXPS application's executable (gxpswin64.exe) because the program needs access to the application to convert XPS files into PDF files and to view a thumbnail image of an XPS report.

### [Ghostscript]

**XPSFilePath=<directory path to ghostxps executable>**

Harvest and Orchard Pathology include the XPS files on reports and display thumbnail images of the XPS files on the Links window. However, they only display the first page of the PDF files on the thumbnail image. This requires adding "XPS" to the [Link]AllowedDocumentTypes ACO for full implementation.

You also need to enable the function to convert XPS documents to PDF files.

### [Ghostscript]

**ConvertXPSToPDF=<true or false>**

The default is false. Set to true and select the "Microsoft XPS Document Writer" option from the "Print to file driver" drop-down list for XPS documents to be converted to PDF files.

## Other Behavioral Changes

While these changes primarily affect report previews in the program, they also alter the production of email

attachments, faxes, Orchard® Harvest™ Webstation or Orchard® Web AP PDFs, HL7-embedded reports, patient repository reports, the acquisition of multiple images through TWAIN, and the billing summary report. Note the following behavior changes:

- Email attachments can be either PDF or XPS documents.
- Web PDFs can use the XPS printer, but must also use the GhostXPS conversion so that the final product is a PDF report.
- Faxing cannot use the XPS printer with the conversion setup. Only the PDFCreator and Microsoft Print-to-PDF printer options work for a faxing workstation.
- The Patient Report Repository can include XPS reports and preview them as a PDF report.
- XPS files can be encapsulated into HL7 messages or included through a linked folder as a PDF report. Note that XPS files can be included with the HL7 messages; however, the end source may not be compliant. Orchard Software's recommendation is to use the conversion methodology to convert the XPS to a PDF before being linked to the HL7 message.
- When TWAIN is used to get multiple images, those images can be put into either a PDF or XPS file.

For more information on Orchard's support of PDF file types in its applications, visit Orchard Resource Central or call Technical Support at **(800) 571-5835**. 🌱

## Orchard Employees Help Raise Money for Athletes Across Indiana

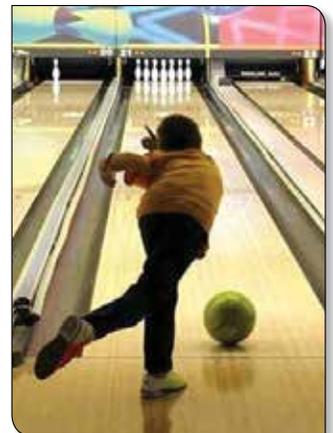


Orchard employee Christy Mutchman and her son, Austin, snap a quick picture while bowling for Special Olympics Indiana.

Orchard Software sponsored and participated in the 5th annual Strikes for Special Olympics Indiana, presented by the Law Enforcement Torch Run. Fifty teams, including four from Orchard, came together to compete for a great cause. The event raised \$20,000 for more than 12,000 Special Olympics athletes across Indiana. Although Orchard's teams did not bring home any trophies, they had a lot of fun. 🌱

**“Let me win. But if I cannot win, let me be brave in the attempt.”**

—Special Olympics Athlete Oath



Source: Special Olympics Indiana



## Where in the World is Orchy?

Last time we saw Orchard Software's famous mascot, Orchy<sup>®\*</sup>, he was celebrating everything pumpkin in Circleville, Ohio. At this small-town festival, Orchy stuffed himself full of every pumpkin-flavored food he could find, including donuts, pancakes, ice cream, and brownies. He also watched parades, judged large pumpkins, and went ghost hunting at an octagon-shaped home. He was glad he didn't see any ghosts, and so happy to meet new friends!

### Congratulations, Chuck!

Chuck Kulla from Washington Hospital guessed Orchy's location and has won the drawing for the Orchy prize package.



### Reflections of Color

Orchy recently sent a postcard from this famous, ancient city that straddles two continents. He wrote about the old sprawling markets that sell clothing, watches, handbags, scarves, and boxes of baby chicks and ducks. He was amazed and taken in by all the glorious colors. Orchy followed an irresistible scent that took him to a booth selling his favorite dessert, lokum. He purchased some and continued his walk along the reflecting pool, dreaming of the Chronicles of Narnia while eating this tasty treat. When Orchy woke from his dream, he was staring at a reflection in the pool. He counted six minarets surrounding a magnificent building, so of course this was his next stop. While touring the amazing building, he was in awe of the colorful tiles flowing throughout. The colors reminded Orchy of the sky on a clear day. We hope to hear more from Orchy soon.

If you think you know where Orchy is, please send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by March 29, 2019, to be eligible to win an Orchard prize package. 🌍

\* Orchy is a trademark of Orchard Software Corporation for installation of laboratory software and technical support services, namely, troubleshooting of computer software problems; maintenance of computer software.

## Holiday Decoration Contest

The holiday season around the Orchard Software office is always fun and exciting. The main event of the 2018 holiday season was a decorating contest among multiple departments. Each department collaborated and crafted their themes and presented them to a panel of five judges.

Administrative Coordinator (and head decoration judge) Christine Heater said, "The Orchard holiday decoration competition was so much fun. The displays were entirely different and so creative."

The Support department created a replica of Dr. Seuss's Whoville, the Accounting department's decor included Santa and his reindeer, and the Marketing department had an impressive light and music display.



The competition was fierce, but in a razor-thin 1.5-point victory, the Marketing department's light display took home the 2018 trophy. Departments are already brainstorming for the next holiday competition in hopes of taking home the title in 2019! 🌍

# Spotlight On: Orchard Training Department



The team, from left to right: Shannon Bank, *Training Specialist*; Phil Friend, *Harvest/Orchard Pathology Trainer*; Rachel Enlow, *LMS Administrator*; Nicole Carter, *Training Specialist*; Jacob Carlisle, *LMS Administrator*; Daphne Davis, *Senior Instructional Designer*; Andy Gilmore, *Associate Director of Training*; Ed Roberts, *Training Specialist*; Katie Walton, *Administrative Assistant*; Debbie Myers, *Instructional Design Team Lead*. Not pictured: Sarah Goodwin, *Training Specialist*.

The Orchard Software Training department utilizes Orchard's subject matter experts' knowledge and skills to develop training materials for clients and employees. The move to the new Training Center with additional classrooms has enabled the department to expand its course offerings. During the past three years, it has developed several new courses for clients and vendors, as well as enhanced the courses for Orchard employees, including:

- Orchard® Copia® Advanced User Client Training
- Orchard® Trellis™ POCT Client Training
- Orchard® Trellis™ & Orchard® Sequoia™ Administrator Client Training
- Orchard® Harvest™ FIA Training
- Orchard® Copia® FIA Training
- Orchard® Harvest™ Microbiology FIA Training
- Vendor Installation Training
- Onboarding/Harvest/HL7/Copia Technical Support Training

These courses, along with existing Harvest, Orchard® Pathology, and Copia courses, provide a menu full of offerings for various client and employee training needs.

## What They Do

- The Training department assists both internal employees and clients to gain the necessary knowledge and skills to successfully perform their job function. The client-focused classroom training classes offer new system

administrators the opportunity to learn how to utilize the software prior to installation and opportunities to build their skills through advanced classes.

- The Field Implementation Analyst (FIA) training provides an opportunity for new Orchard FIAs to learn how to plan, install, refine the database, and take a system live in the mock laboratory.
- The online Technical Support training provides an avenue for Technical Support employees to continuously learn through online training while on the job.
- The Learning Management System (LMS) the team administers provides an avenue to assign and track completion of required online courses.

## Department Goal

The Training department's goal is to continue to develop and improve its instructor-led classroom training while expanding into eLearning, which will allow it to reach more clients and employees.

## Growing, Growing, Growing

Since 2015, the department has significantly grown the number of training offerings and increased productivity through teamwork, project management, and learning how to manage time, resources, and priorities. It has more than doubled its on-site class offerings for client and employee training. Additionally, there are a variety of eLearning courses for Technical Support training. 🌱

# Registration Now Open for Orchard's 2019 User Group & Symposium on June 18-19

We are pleased to announce that registration is now open for our 2019 User Group & Symposium. The event will be held at the Hyatt Regency in downtown Indianapolis, Indiana, on **June 18 & 19**.

## Opportunities to Learn & Network

Attendees, including both current and prospective Orchard Software users, have the chance to learn in-depth information about the lab industry, Orchard Software, and Orchard's various lab information system products. It also provides the opportunity to network with Orchard employees and other users of Orchard Software systems, as well as earn P.A.C.E.<sup>®</sup> credits toward continuing education requirements.



## Expanded Breakout Sessions

In response to your feedback, we have expanded the number of breakout sessions available on day two this year, providing additional opportunities to learn about your Orchard products.

## Cost & Additional Information

There is no cost to attend the symposium, and breakfast and lunch are provided each day. However, attendees are responsible for travel, lodging, and other meals.

For more information on this event, including the agenda, registration, and hotel accommodations, visit [www.orchardsoft.com/symposiums](http://www.orchardsoft.com/symposiums), or contact your Orchard Account Executive at **(800) 856-1948**.

We look forward to seeing you there! 🌱

## We Want to Hear from You

We want your feedback on how you read the Orchard Software newsletter. Please visit [www.orchardsoft.com/surveys](http://www.orchardsoft.com/surveys) to answer a few questions about what you want to see in the newsletter. Do you prefer print or electronic versions? More industry news? More Orchard product tips? Let us know! 🌱



# Technical Support Feedback Process

In October 2018, Orchard Software implemented a new Technical Support feedback process, where clients are emailed a survey link after closing a ticket with an Orchard Support Technician. This survey's goal is to gather information about client interaction with the Technical Support department.

We are pleased to share the survey results from Quarter 4, October 1, 2018–December 31, 2018. The possible answers for each question are Very Satisfied, Satisfied, Dissatisfied, and Very Dissatisfied.

**Question 1:** In thinking about your most recent experience with Orchard Software Technical Support, how satisfied were you with the quality of customer service?

**Result:** Out of 1,016 responses, 96% were Very Satisfied or Satisfied (795 Very Satisfied, 179 Satisfied).

**Question 2:** The customer service representative was very courteous.

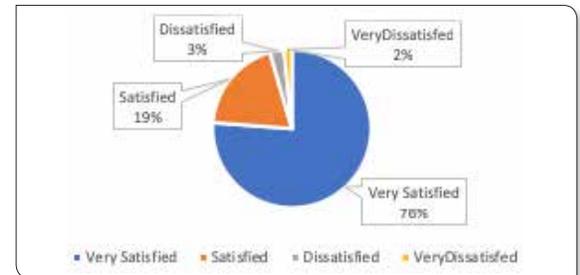
**Result:** Out of 1,008 responses, 99% were Very Satisfied or Satisfied (880 Very Satisfied, 124 Satisfied).

**Question 3:** The customer service representative handled my call quickly.

**Result:** Out of 1,005 responses, 95% were Very Satisfied or Satisfied (766 Very Satisfied, 194 Satisfied).

**Question 4:** The customer service representative was very knowledgeable.

**Result:** Out of 1,005 responses, 96% were Very Satisfied or Satisfied (753 Very Satisfied, 214 Satisfied).



Question 3

While we are pleased the top answer for each question was Very Satisfied, we will refer to all feedback to make improvements in our customer service interactions. If you have contact with our Technical Support department, keep your eyes on your email inbox for your survey link. 🌱

## Mark Your Calendars: Lab Week 2019



### 44<sup>th</sup> Annual Medical Laboratory Professionals Week (MLPW)

Since 1975, the last week of April has been recognized as a time for laboratory professionals nationwide to increase awareness of clinical laboratory

competency, to recognize the importance of the laboratory's role in healthcare, and to celebrate the hard work and dedication each lab professional displays 365 days of the year.

### Orchard's Dedication to the Laboratory

For the past 25 years, Orchard Software has prided itself on listening to and working with its clients to create the best laboratory software on the market. It is with great honor that we share in the excitement of Lab Week 2019.

### How Are You Celebrating Lab Week 2019?

There are 17 national clinical laboratory organizations that coordinate various activities to celebrate MLPW. From hashtags to 5K runs, there are so many opportunities to get involved in the celebration. Do you want to share how your laboratory is celebrating this year? Take this survey:

[bit.ly/LabWeekSurvey](http://bit.ly/LabWeekSurvey)

### Win a Lab Week Lunch

This year, Orchard Account Executives are sending clients two newly designed Orchard lunch bags with information about a raffle inside. Twenty lucky raffle participants will win a \$50 gift card to use toward a celebratory lunch. Register now:

[bit.ly/LabWeekGiveaway](http://bit.ly/LabWeekGiveaway) 🌱



# Compare LIS Usability Scores in Orchard's New White Paper

The way humans think and logically process steps influences how they interact with computers and other technologies. Particularly in healthcare, it is important to design information systems that are user-friendly and enhance workflow. How specifically can technology be designed so that it is easy to use and the next steps are intuitive? Usability includes five quality components: learnability, efficiency, memorability, errors, and satisfaction. From a healthcare perspective, a user-centered design approach would focus on the usability, usefulness, and fit of a technology into daily workflows for each type of healthcare worker who uses the system. When end users find a system to be complicated and inefficient, they develop alternate ways to accomplish a task, which can lead to errors and patient safety concerns.

## Harvest Ranks Highest Among Competitors

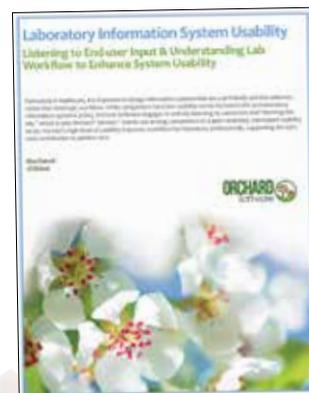
A 2017 *Journal of Pathology Informatics* paper reports the results of an LIS usability study determining that overall, both LISs and EHRs have poor usability scores when compared to benchmark System Usability Scale (SUS) scores.<sup>1</sup> However, in the ranking of LIS usability scores, Orchard® Harvest™ is the clear leader. All of Orchard Software's years spent actively listening to its customers and making product changes has paid off, because Harvest stood out significantly in this peer-reviewed, non-biased usability study, with an overall score of 78.7, which is well above the benchmark mean SUS score of 68.

## We Couldn't Have Done It Without You – Our Customers

By listening to customer requests and “learning the lab,” Orchard has been able to make a product that lab users intuitively and effectively use to make their jobs easier and to increase the laboratory's contribution to patient care. At Orchard, we consider our customers as partners, and we appreciate the ongoing support and input that has made Harvest such a valuable tool for laboratories of all shapes and sizes.

## Download the White Paper for More Details

To learn more, download the full LIS usability white paper at [www.orchardsoft.com/whitepapers](http://www.orchardsoft.com/whitepapers). Orchard regularly publishes laboratory industry information, news, ideas, and recommendations relevant to customers and industry followers. We do this via our website, e-newsletters, blog posts, webinars, and white papers. Visit [www.orchardsoft.com](http://www.orchardsoft.com) for more information. 🌐



## Notes

1. Mathews, A., & Marc, D. (2017). Usability evaluation of laboratory information systems. *Journal of Pathology Informatics*, 2017(8), 40. [http://doi.org/10.4103/jpi.jpi\\_24\\_17](http://doi.org/10.4103/jpi.jpi_24_17)

**Table 2: System Usability Scale mean scores by laboratory information system**

LIS	Responses	SUS score	SD	Percentile rank (%)	Grade
SCC SoftLab	37	54.1	20.1	19.0	D
Meditech	38	54.7	17.1	19.0	D
Cerner Millennium	53	57.8	21.5	29.0	D
Epic Beaker	42	58.0	20.8	29.0	D
Sunquest	61	60.3	21.0	29.0	D
Orchard Harvest	28	78.7	16.9	88.0	B+
All LISs	259	59.7	21.0	100.0	D

SD: Standard deviation. SUS: System Usability Scale. LISs: Laboratory information systems

Harvest stands out significantly, with an overall score of 78.7, well above the benchmark of 68.<sup>1</sup>



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## Register Today for Orchard's 2019 User Group & Symposium

### 2019 Orchard Software Event Calendar

Date	Trade Show/Event	Location
3/31-4/3	CLMA KnowledgeLab	Grapevine, TX
4/1-4/4	Becker's Hospital Review Annual Meeting	Chicago, IL
4/3-4/6	CRI Symposium for Clinical Labs	Las Vegas, NV
5/12-5/15	Netsmart CONNECTIONS2019	Washington, D.C.
6/3-6/6	APHL Annual Meeting	St. Louis, MO
<b>6/18-6/19</b>	<b>Orchard Software 2019 User Group &amp; Symposium</b>	<b>Indianapolis, IN</b>
8/4-8/8	AACC Annual Scientific Meeting & Clinical Lab Expo	Anaheim, CA
9/21-9/25	CAP19	Orlando, FL
11/9-11/13	American College of Veterinary Pathologists Annual Meeting	San Antonio, TX