

Orchard's Products Supporting Toxicology Testing in Labs of All Shapes & Sizes

Orchard Software is bringing more pain clinic and toxicology labs into the Orchard client family. As a result, we have been busy adding software features to support this type of lab and its specific needs. For example, because there are benefits to having standardized medication information alongside lab results, we now have a medications table to make this documentation easier and to add medications into the data mining pool. This customer spotlight is shared by **Lehigh Valley Toxicology**, a small toxicology lab in Bethlehem, Pennsylvania, and **Addiction Labs of America** in Brentwood, Tennessee, a subsidiary of American Addiction Centers, Inc. (AAC), the third largest publicly traded provider of addiction treatment services in the U.S. Both labs are successfully using Orchard Software tools to support their unique workflows.

Lehigh Valley Toxicology Taking Advantage of Harvest LIS & Harvest Webstation

A small, but growing toxicology lab, Lehigh Valley Toxicology performs toxicology testing for 27 national practices using Orchard® Harvest™ LIS and Orchard® Harvest™ Webstation. Jill Yeakel, Laboratory Manager, appreciates that Harvest LIS is user-friendly

and has extensive rule-writing capabilities to assist with their workflow. Yeakel also takes advantage of the advanced data mining capabilities, using data browsers to provide client-specific information that the sales representatives can use for better customer support. They also use data mining browsers to track medication use, sample volume, and specimen disposal. "The data browsers are very helpful because they allow us to monitor accessioning and track samples through the entire testing process," says Yeakel.

Adding Valuable Interpretative Data to Reports

Often in toxicology testing, the lab can help providers with result interpretation for drugs of abuse (e.g., metabolites, detection window, etc.). Lehigh Valley Toxicology uses Harvest LIS to add valuable interpretive

information to their custom reports. Providers appreciate the time savings created by being able to view results through Harvest Webstation, while Lehigh Valley's clients value the customized historical reports used by the lab.

Additionally, Lehigh Valley Toxicology uses Harvest LIS for tracking supply management. Yeake explains, "We use it for drug standards. Often the drugs we are testing are in tiny little bottles, so it's nice to be able to track supplies in Harvest, so we can see what we are low on and what we need to order. This is much easier than having to look in the freezer and inventory, or keep a checklist."

See "Supporting Toxicology Testing" on page 2.



Lehigh Valley Toxicology in Bethlehem, Pennsylvania, performs toxicology testing using Harvest LIS and Harvest Webstation.



Lab Week fun at Lehigh Valley Toxicology.

inside this issue...

Hotkeys Provide Easy Access.....	3
New ACO Guide	4
2016 Orchard Symposium	5
Result Approval Rules.....	6
Where in the World is Orchy?.....	7
Orchard Analytics Consortium.....	8
Added Security Features.....	9
New Database Table	10
Spotlight On.....	11
Featured ORC Question.....	11

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Addiction Labs of America Maximizing Harvest LIS & Copia for Addiction Treatment

On a larger scale, Addiction Labs of America already services the treatment centers of AAC, the third largest publicly traded company with an exclusive focus on substance abuse treatment, and it is quickly working toward becoming a top provider of lab services to outside addiction treatment centers. With a new lab space of 11,500 square feet and 14 mass spectrophotometers, Addiction Labs is branching out from serving the toxicology needs of inpatients to also meeting the comprehensive clinical lab testing (infectious disease, hormones, hematology, UA, and pharmacogenomics) needs of addiction treatment patients. This offers patients the advantage of a full clinical diagnostic lab menu to do initial assessments, as well as to monitor ongoing toxicology and therapeutic management during their stay. In addition to the 900 patients who enter inpatient detox each month at AAC facilities, Addiction Labs serves sober living houses and other outpatient treatment centers, supporting patients as they graduate and continue to progress in their addiction treatment.



Addiction Labs of America in Tennessee offers patients the advantage of a full clinical diagnostic lab menu, as well as toxicology and therapeutic management.

Intuitive Function, Interoperability, & Support

Jeff Johnson, VP of Lab Operations, has had previous experience with Orchard and appreciates the software's holistic approach and its ease-of-use from the client perspective—from the portal standpoint all the way through the reporting process. "Based on Harvest's built-in intuitive nature for the techs that use it, its ability to interface to instruments, and the ease of report building in the system, it's pretty clear that it was designed by laboratorians and that's a very important factor," says Johnson. Johnson sees integration and support as two of Orchard's strengths, saying, "The breadth of your ability to interface with most all EMR vendors is another value add, and your support team is great, which I know from both direct experience and from colleagues in the industry."

Johnson says that Addiction Labs is staying true to what it does best: helping AAC facilities to offer the best possible addiction treatment; however, it is also hiring sales representatives to provide services to other treatment centers. When marketing to clients without an EHR, they use Orchard® Copia® as the client-ordering interface. Another added value for Addiction Lab's clients is using Copia to create weekly reports showing compliance vs. non-compliance for their drug testing. Every week, they generate a specific facility report to show physicians all toxicology tests that were positive and may require further action.

Monitoring Key Metrics to Support Population Health

In the future, Johnson intends to monitor other key metrics. He is in the process of enhancing the lab's current report to include the percentage of the patient population that tests positive for every drug metabolite and how many patients have poly-substance abuse. This data can be used for research purposes and to support population health initiatives. The lab will be able to compare inpatients vs. outpatients and look for measurable improvements in their outpatient population. Inpatients who are addicts entering treatment are expected to have more positive results and more poly-substance abuse; as they progress in the program, this is expected to decline. Unique to the toxicology patient population, Johnson would ultimately like to connect genetic testing to research and development data. One example would be identifying all patients admitted to an addiction treatment center for opiate dependence who also have certain genetic marker correlations. "Data mining is very important to us because it will help fuel research and development for this specific niche patient population," explains Johnson.



Jeff Johnson, VP of Lab Operations, recommends that laboratories look to the future and make decisions that will continue to be valid years from now.

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View the newsletter online at: www.orchardsoft.com/newsletters.

Addiction Labs Preparing for the Future

Addiction Labs fully understands the changes taking place in healthcare and is gaining strength in all the right places. “Our intention is to build strong client relationships using data to monitor outcomes. We understand this is where the industry is headed, and we know we will have to demonstrate that our facilities are a preferred choice for in-network providers to refer patients to us based on outcomes; so, our ultimate goal is to move in that direction,” remarks Johnson.

Johnson’s advice to other laboratorians: “I think every lab that undergoes growth and development will experience pain points. Choosing the right LIS is absolutely vital in that growth and

“You need an LIS vendor that can support your growth, be responsive, and provide tools that can grow with you. I learned this lesson from experience, and that is why Addiction Labs chose Orchard.”

- Jeff Johnson, VP of Laboratory Operations, Addiction Labs of America

transition. You need an LIS vendor that can support your growth, be responsive, and provide tools that can grow with you. I learned this lesson from experience, and that is why Addiction Labs chose Orchard.” Johnson recommends that laboratories look to the future and make decisions that will continue to be valid years from now—“you need an LIS that will serve you 10 years from now as well as it did the day you implemented it.”

Biggest Challenges: Shifting Reimbursements & Monitoring Lab Data

Both Lehigh Valley Toxicology and Addiction Labs, despite their size difference, share similar challenges. As all labs face the shift in reimbursements, they must stay on top of coding changes and carefully manage expenses. Additionally, there is renewed focus on being able to leverage data by pulling key metrics from the LIS. “Being able to see what is coming down the road in clinical lab diagnostics, and being able to adjust nimbly to those changes before they impact you adversely, is the name of the game,” summarizes Johnson. With this outlook, Addiction Labs is well-established to become the reference lab of choice for all addiction centers across the U.S. We are proud to partner with both Lehigh Valley Toxicology and Addiction Labs of America. 🍏

Hotkeys Provide Easy Access to Commonly Used Functionality

At Orchard, we develop our applications with the knowledge that your laboratory is busy and your time is valuable. It is our goal to provide you with the tools you need to speed your workflow and increase your productivity. Since its inception, Harvest LIS has always provided hotkeys as a tool for users to easily accomplish simple, commonly used tasks within the application. While some hotkeys are universal to many Windows-based software applications, the majority are specific to the functionality within your Orchard applications.

To learn more about the many hotkeys available in your Orchard system, refer to the application’s help file by pressing [F1] from anywhere within the program. Additionally, you may access information from the Orchard Resource Center or by calling Orchard Technical Support at (800) 571-5835.

Useful Hotkey Examples

Some examples of useful hotkeys are:

Lab Tests Table Hotkeys

- [F3] Clears the reference range field the cursor is in to an empty value of “-999.99.”
- [F4] Places the corresponding value from the opposite sex into the selected field. For example, if the cursor is in the Approval High Female field, pressing [F4] will copy the value from the Approval High Male field.

Order Patient Samples Hotkeys

- [Ctrl] [Down Arrow] Recalls the patient and order information from the last order saved.
- [Ctrl] [Up Arrow] Recalls the patient from the last order saved. 🍏

Improved Usability & Navigation with New ACO Guide

Beginning with version 10.0.151221, Harvest LIS and Orchard Pathology offer an HTML version of the ACO guide. When accessing the ACO guide through the programs by clicking the **View ACO Guide** button in the ACO window, you will notice the ACO guide will default to the new HTML version. The new format offers better usability and navigation of the ACO guide.

ACOs for Orchard System & Instrument Interface ACOs

The ACO guide is divided into two sections. The first section, ACOs for Your Orchard System, marked by blue banners, contains all non-instrument interface ACOs. The second part, Instrument Interface ACOs are marked by orange banners.

Quickly jump to a section header using the drop-down list from the Section area at the top of the ACO guide.

Navigating the ACO Guide

Jump quickly to a section header by using the drop-down list from the Section area at the top of the ACO guide. While scrolling down the ACO guide, identify new sections by the green banner with the name of the new section header. Also, the section header appears at the end of each ACO entry, to let you know you have reached the end of the section, limiting the amount of scrolling needed to determine where you are.

Searching the ACO Guide

You may search the ACO guide in one of two ways. The first is by typing a search string in the Search field. As you type, the guide reduces the contents of the page to only include the section header(s) that contain the specified word(s). Click the **HIGHLIGHT** button to highlight the specified words and **UNHIGHLIGHT** to remove the highlights. Second, you may use the standard **[Ctrl][F]** functionality to search the document. 🍏

Search the ACO guide by typing in the Search field or using **[Ctrl][F]** functionality.

Record Attendance at the 2016 Orchard User Group & Symposium



Changes in the laboratory industry bring great excitement, and there was no shortage of that at the 2016 Orchard User Group & Symposium! In addition to bringing renewed energy, the symposium was big on learning and networking opportunities. More than 100 attendees gathered in Indianapolis to learn the latest healthcare news and gain valuable insights on how to maximize the use of Orchard's products.

How to Play the Hand You've Been Dealt—Start with Utilization Management

Day one opened with a dose of reality from Robert Michel, Editor-in-Chief, The DARK Report. Michel updated attendees on reimbursement changes and the extensive value of lab testing, sprinkling in some remarkable examples of how lab results can impact downstream savings. Dr. Michael Astion from Seattle Children's Hospital discussed the importance of utilization management and entertained all with his witty sense of humor.

Lisa Seliskar, PHM, shared Tulare County Public Health Laboratory's Lean journey, and Kathy Dempsey, change expert and President of Keep Shedding! Inc., lent her Shed® or You're Dead change philosophy, providing focus, inspiration, and practical tools for laboratorians to manage change at work and in life.

Analytics, Analytics, Analytics!

Orchard's own Matt Modleski, VP of Business Development, and Dr. Brad Brimhall shared tips on how to succeed as part of an analytics team, and explained the advantages of integrating external sources of data with lab data to add value your organization.

New Analytics Consortium at Orchard Revs Up Evidence-based Test Utilization

Day two started with an update on what is new at Orchard, including an informative session given by Dr. Thomas Novicki outlining the utilization management projects that Orchard is working on with Marshfield Clinic. Modleski bookended Dr. Novicki's session with information about the new Orchard Analytics Consortium to help jump start labs with their own utilization management program. See related Orchard Analytics Consortium article for more information or visit www.orchardanalytics.com.

Ask the Experts Format Much Appreciated

Have you ever just wanted to sit down with your Orchard folks and pick their brains? Well, day two's breakout sessions included opportunities for extensive Q&A in the Ask the Experts sessions. Attendees were very receptive to the open format and opportunity to ask questions and get immediate answers in these interactive group sessions.

To download available slides and videos, visit www.orchardsoft.com/symposiums/.

Between the expert knowledge about Orchard's products and the latest industry updates, the atmosphere was full of positive energy and excitement about the future prospects to add lab value. Be sure to check out the event materials and join us next year. Stayed tuned for more information as we plan our 2017 User Group & Symposium. 🍏



Result Approval Rules Provide Additional Options for the Timing of Result Evaluation Actions

The Right Rules Reduce Frustration & Save Time

In many laboratories, there are common workflow scenarios where people need an option for a result evaluation rule to run at approval, as opposed to running when the initial result is posted. If these scenarios are set up as result evaluation rules and someone accidentally types in an incorrect result, the rule could fire unintentionally. This could cause frustration and time-consuming additional steps to correct the unintended rule's action. If you set up the rule as a result approval rule instead, users have the option to double-check their values before the rule fires.

Get More Value from Your Rules

There are two scenarios where result approval rules would be of value. The first is when adding a comment based on a verified

result. The second scenario where a result approval rule could be of value is when reflexing an additional test based on a resulted value.

Option for Comments to Only Be Entered Upon Approval

In this example, a result approval rule has been configured to add a reportable order choice comment indicating that a high potassium result was verified by repeat analysis. By configuring this as a result approval rule, the comment is only entered upon approval. The alternative of configuring this as a result evaluation rule could have triggered a comment at both the initial reporting of the result and on the repeat analysis.

Rules - Result Approval

Description: Apply to: ☐ QC ☐ Patient ☒ QC and patient

☐ Inactive

Actions:

Conditions:

Conditions which must all be true to trigger this rule

Conditions

AP Report Signed Draw locations Providers Test Results User Defined Fields

Compare Dates/Times Order Choice Statuses Security Group Testing Locations Users

Current Order Choices Priorities Severities Delete

Notes Clear Cancel Save

In this example, a result approval rule has been configured to add a reportable order choice comment indicating that a high potassium result was verified by repeat analysis.

By configuring this as a result approval rule, the comment is only triggered to report upon approval of the repeat potassium testing, not with the initial elevated potassium result.

Reflex Next Test Based on Resulted Value

In this case, by using result approval rules, the reflex would only occur once the initial result had been approved. This eliminates ordering and running additional tests based on a result that wasn't final, which could have subsequently been changed, rendering that reflex unnecessary.

For more information on result evaluation or result approval rules, visit the Orchard Resource Center or contact Orchard Technical Support at **(800) 571-5835**. 🍏



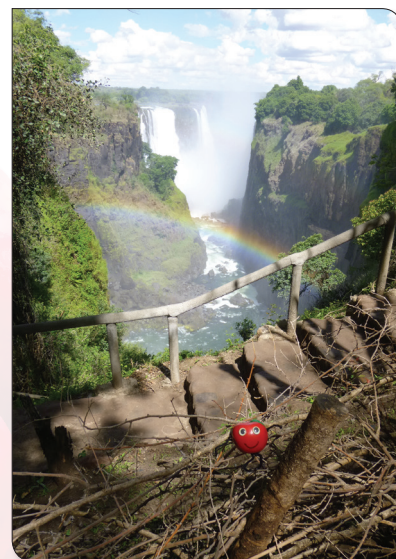
Where in the World is Orchy?

Orchy, Orchard's unofficial mascot, has once again been spotted as he travels across the globe. This time, Orchy can be found located near one of the largest waterfalls in the world. The waterfall, which is roughly twice the height of Niagara Falls, is unique due to the fact that it borders two countries.

If you think you know where Orchy is located, please send your answer to news@orchardsoft.com by September 15th in order to be eligible to win an Orchard prize package.

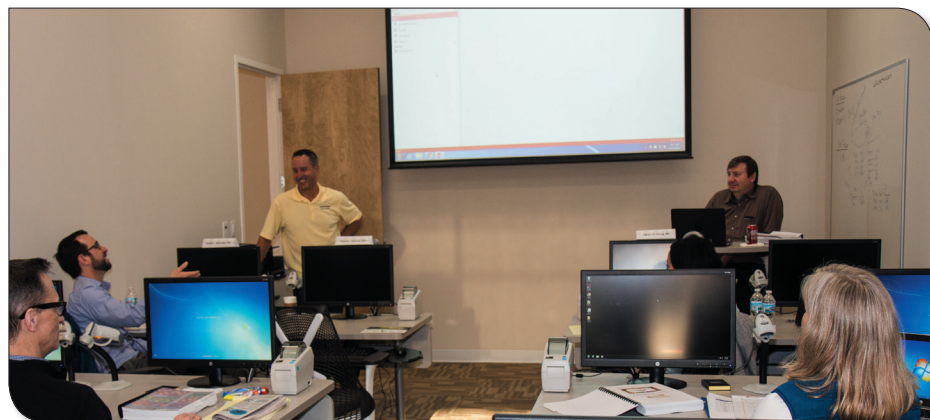
The last time we saw Orchy, he was found in Petra, Jordan. Petra is known for its stone colored rock-cut architecture. This scene was featured in the 1989 film *Indiana Jones and the Last Crusade*. Petra was named one of the "New 7 Wonders of the World" in 2007 and was named as one of the "28 Places to See Before You Die" by *Smithsonian* magazine.

Martha Brown of Hagyard Laboratory correctly guessed his location in Petra and was awarded with the Orchy prize package. 🍏



Where's Orchy?

Join the Orchard Analytics Consortium Today to Increase Your Lab's Value



Dr. Brad Brimhall, Director of Medical Analytics, and Matt Modleski, VP of Business Development, welcome attendees to the Orchard School of Medical Analytics. Attendance to the school is just one of the benefits offered to Orchard Analytics Consortium members.

Orchard Analytics is offering an exclusive, client-only membership to the Orchard Analytics Consortium to help our customers begin the transition to value-based reimbursement systems. We want to help our customers offer the best patient care, while improving the overall cost structure. You may already be experiencing reimbursement shifts in your lab. Membership in the consortium will help you position your lab to demonstrate its value for what is necessary within accountable care organizations, bundled payment plans, risk-based contracts, payer-led denials, PAMA, and overall declining reimbursements.

From Volume to Value: Great Opportunities for Laboratories

Healthcare is moving away from a system that rewards for quantity to a system that rewards for quality—for improving patient outcomes. In this new value-driven environment, clinical data is key to success because this information will be analyzed to determine which activities yield value and which do not. Payments will be directed towards value-added actions. **Laboratories can begin to step into the value-based models by providing valuable insights into ordering patterns and finding areas of potential savings.**

Three Benefits Offered to Consortium Members

1. Identify Unnecessary Testing

Consortium membership includes evaluation of your lab test ordering patterns for ten different testing combinations

compared against national benchmarks, looking for instances of unnecessary testing. This analysis can discover: reflex testing opportunities, redundant testing, mis-ordered tests, excessive repeat testing, and opportunities to advise clinical decision support rules.

2. Receive Quarterly Updates

Consortium members will receive quarterly online updates with access to the aggregate of project results and new ideas from all members. Members can identify benchmarks, develop financial strategies, and establish measures to improve test utilization.

3. Attend Analytics Training

Consortium membership also includes one fully funded seat (\$7,500 value) at the Orchard School of Medical Analytics, plus unlimited additional seats are available with no course fees. Additional attendees will cover their own food and travel expenses. The Orchard School of Medical Analytics is a 4-day course designed to train analytics-minded healthcare leaders to process healthcare analytics involving the compilation of lab data with other data sets to reveal opportunities to improve patient care and save healthcare dollars.

Members of the Orchard Analytics Consortium can identify benchmarks, develop financial strategies, and establish measures to improve test utilization.

Next Orchard School of Medical Analytics in October

Training takes place at Orchard Software headquarters in Carmel, Indiana. The next

available 2016 class dates are October 3rd-6th. The 2017 dates are April 24th-27th and October 2nd-5th. Classes are led by Dr. Brad Brimhall MD, MPH, Director of Medical Analytics, Orchard Analytics.

For more information about Orchard Analytics, the Orchard Analytics Consortium, or the Orchard School of Medical Analytics, please visit www.orchardanalytics.com. To join, contact your Account Manager at (800) 856-1948. 🍏

Added Security Features Ensure Appropriate Access

Beginning in the December 2015 build of Harvest LIS and Orchard Pathology and January 2016 build of Copia, Orchard added an extra layer of security to the programs. This feature allows the assisting tech to generate a user- and client-specific password that ensures Orchard personnel are able to access the system only with your permission, and that there is a log of which specific Orchard user accessed a system, rather than just showing “Orchard Superuser.”

You may set these access windows in advance, if desired, and there is no time limit to how long these access windows may be. If you are on these or more recent builds of our software, you must create a PIN when scheduling a project, such as an update or migration. Your Orchard scheduling tech can assist you in determining how long the window will need to be. *Be aware: Projects on systems utilizing these builds will be cancelled if you do not follow this step. See below for instructions on generating the PIN in the systems.*

To Create a PIN in Harvest LIS & Orchard Pathology

Open the **Laboratory > Grant Orchard User Access** window, and enter the date and time range for the Orchard tech to access the system. This generates a PIN, which you will need to provide to the Orchard tech. In order to access and use the Grant Orchard User Access window, you must have the **(L6) Admin – Grant Orchard User Access** security permission.

To Create a PIN in Copia

Navigate to **Administration > System Defaults > Superuser Access button > Grant Orchard User Access** pop-up and enter the date and time range for the Orchard tech to access the system. This generates a PIN, which you will need to provide to the Orchard tech. In order to access and use the Grant Orchard User Access page, you must have the Level 7000 **Grant access to the Orchard superuser** right. 🍏

To generate a security PIN in Copia, navigate to the **Administration > System Defaults > Superuser Access button > Grant Orchard User Access** pop-up.

In Harvest LIS or Orchard Pathology, open the **Laboratory > Grant Orchard User Access** window to generate a security PIN.

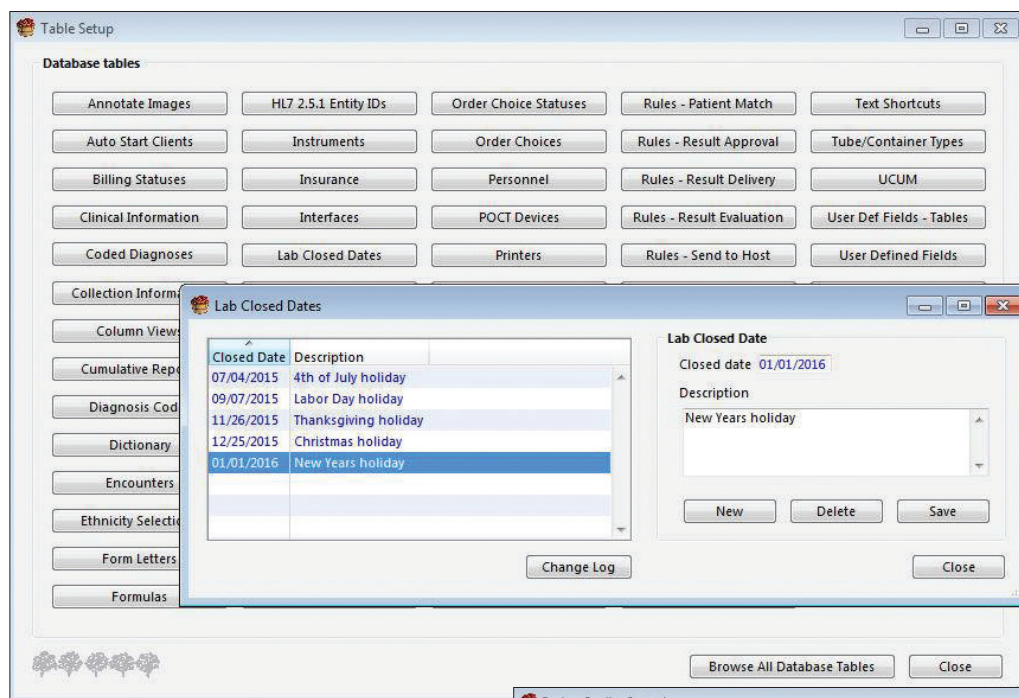
New Database Table Added to Exclude Lab Closed Dates

Have you ever wished that configured schedules would not run on days when your lab is closed? You can now configure the system to omit lab closed dates on all schedules, including QC, Message Center, Recurring Orders, Reports, and Browsers. Labs are often closed on unpredictable dates throughout the year, such as holidays that fall on a weekday. Often, this causes the need to manually delete a QC file or patient order or to discard an unnecessarily printed report. By configuring the system with those closed dates in advance, you can avoid generating unneeded orders and reports.

Expanded Functionality Adds Flexibility in Scheduling Lab Closed Dates

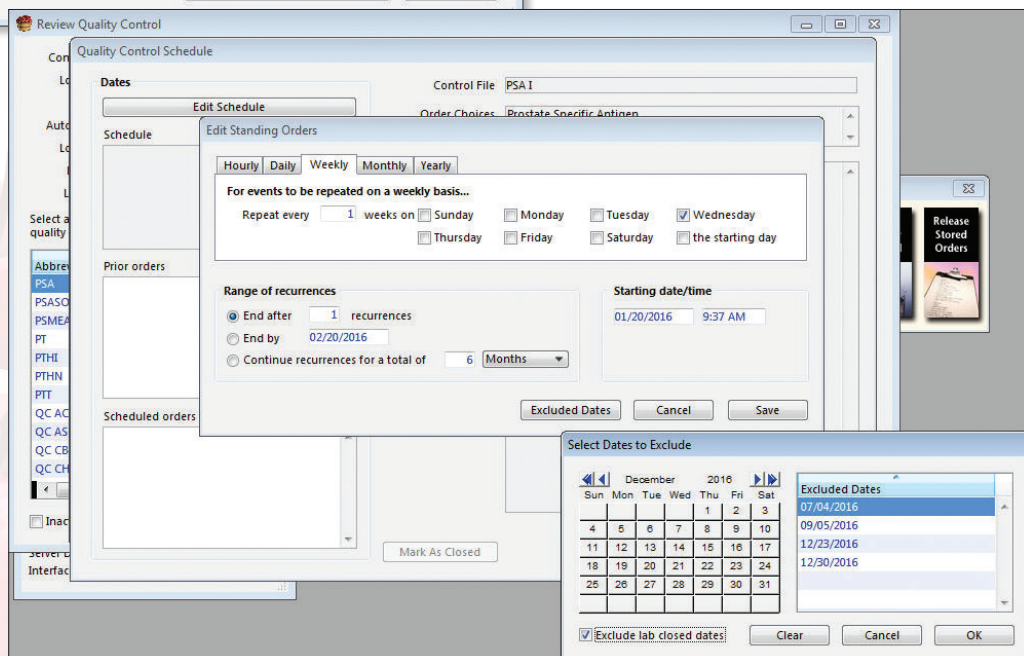
We added in the September 2015 release of Harvest LIS and Orchard Pathology a new database table—Lab Closed Dates—giving you the ability to omit dates from any **daily** schedules. In the December 2015 release, we expanded the feature to include all schedules—**hourly, daily, weekly, monthly, and yearly**. Use this tool to increase efficiency and provide a way to prevent ordered QC files, auto-run reports, and submitted recurring orders. Once you add the desired dates to the Lab Closed Dates table, simply

click the **Excluded Dates** button on the **Select Dates to Exclude** dialog box. To access the Lab Closed Dates table, users must have the new (L6) **Admin: Table Setup: Lab Closed Dates** right. 🍏



Increase efficiency with the new "Lab Closed Dates" table in Table Setup.

Select "Excluded Dates" on the **Select Dates to Exclude** dialog box.



Spotlight On: Orchard's Emily Kirsch



Before joining Orchard Software, Emily worked as a laboratory technologist, then research scientist for a fungal diagnostics lab. She is a graduate of Ball State University, where she received a Bachelor of Science in Biology as well as an Honors College diploma.

Emily came to Orchard over two years ago as a member of the Executive Care Team in Operations. She has also worked on-site and served as part of the AP documentation revision team. Her current title is Report Analyst (LISSS IV).

After working in labs for 11 years, then changing careers to join Orchard, Emily says she appreciates working for such a diverse and dynamic company where everyone works together to get the best solutions for the clients.

She has been married for six years to her husband Nick; they have two girls: four-year-old Kayleigh and one-year-old Madelyn. They enjoy taking their kids to the park, zoo, and Children's Museum, as well as traveling together as a family. Emily also enjoys running, playing volleyball, and restoring/refinishing furniture. 🍏

Featured ORC Question 🍏

The Questions area of the Orchard Resource Center (ORC) provides a forum for timely and detailed answers to your inquiries regarding Orchard's product line. Navigate to orc.orchardsoft.com/questions to sign into the main Questions page, where you can browse existing questions or topics, and submit new questions. Searching for questions is as simple as typing the question or subject into the search bar of the main ORC page.

Questions are evaluated not just by Orchard staff, but also Orchard clients and other experts!

This quarter's featured question received a couple of answers from fellow Orchard users. Sign in today and join the conversation!

Q Are any users documenting quality assurance problems in Harvest? Such as mislabeling errors, specimen integrity issues, instrument maintenance issues, recollection notations.
(orc.orchardsoft.com/questions/51780349)

A We do. If a specimen is mislabeled we cancel the test and document the reason. If a specimen is hemolyzed or clotted we cancel the test and document the reason in Harvest. It makes it easy to see why there was a delay in testing or why a test was not run.

A We currently do not. We track these "quality detractors" through an Excel spreadsheet. 🍏

orc.orchardsoft.com/questions



Learn more inside about the Orchard Analytics Consortium.

2016 Orchard Software Event Calendar

9/6 - 9/10/2016	PAINWeek	Las Vegas, NV
9/14 - 9/17/2016	ASCP 2016	Las Vegas, NV
9/25 - 9/27/2016	CAP 2016 - The Pathologists' Meeting	Las Vegas, NV
10/17 - 10/20/2016	9th Annual Lab Quality Confab and Process Improvement Institute	New Orleans, LA
10/23 - 10/26/2016	NetSmart Connections 2016	Nashville, TN
10/26 - 10/28/2016	G2 Lab Institute	Washington, D.C.