

Morrill County Community Hospital: QC Made Easy with Harvest LIS

For two consecutive COLA survey cycles, Morrill County Community Hospital Clinical Laboratory Department has achieved a perfect survey score of 100 percent, with no citations or deficiencies, and has also been recognized for the second time as a recipient of COLA’s Laboratory Excellence Award. “Harvest LIS played an essential role in acing our inspection with COLA,” says Rex Famitangco, Laboratory Administrative Director. “By using the full range of capabilities, Harvest LIS allowed us to operate in a high quality, consistent manner and achieve full compliance during our on-site inspection.”

Morrill County Community Hospital (MCCH) is a 20-bed critical access and basic trauma facility located in Bridgeport, Nebraska. At MCCH Clinical Laboratory, medical laboratory scientists are focused on basic “rapid response” testing. The lab operates twenty-four hours a day, seven days a week, runs approximately 135,000 tests annually, and supports three medical doctors, two mid-level practitioners, and six visiting doctors who specialize in orthopedics, cardiology, general surgery, podiatry, internal medicine, pulmonology, and EENT. “You do it all in a facility like this, from phlebotomy, to specimen processing, right up to results analysis and reporting,” says Rex. The laboratory is very proud to have competent, trained, and certified medical laboratory scientists with a cumulative laboratory experience of 80 years, all with Bachelor of Science degrees in Medical Technology.

The laboratory implemented Orchard® Harvest™ LIS in 2008 (the first LIS ever installed at MCCH) for two main reasons: laboratory automation and process improvement.

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“[We needed] a plan to automate our laboratory’s workflow, so we could define, standardize, and measure nearly every laboratory process,” explained Rex. “MCCH also wanted to minimize the time



Morrill County Community Hospital medical laboratory scientists from left to right: Carlo Davac, Gabriel Argamosa Jr., Rex Famitangco, Cheryl Borges, and Agnes Green.

spent on manual processes. With comprehensive laboratory software like Orchard Harvest LIS, automating information can offer undeniable benefits: data mining capabilities provide necessary information for improving the hospital’s efficiencies and maximizing their productivity.”

A great example of Harvest LIS increasing MCCH’s efficiency is how they handle reimbursement issues, such as reimbursement write-offs. Prior to installation, MCCH found that they only had a 54% reimbursement rate. Following implementation, MCCH’s total reimbursement rates went up to at least 90% in their first quarter—a 66% increase compared to pre-implementation. Rex realized that the standardization encouraged by Harvest LIS plus simplifying the time-consuming task of medical necessity validation by using Harvest LIS’ reimbursement screening and rules-based decision making on the order entry process improved his reimbursement rate.

Using the sophisticated quality control features in Orchard Harvest LIS also allowed MCCH to standardize their QC procedures and performance criteria needed to meet and exceed the hospital’s regulatory requirements. “Utilization of these QC features on all of our testing methods, whether waived or non-waived, qualitative or quantitative, assures

See “MCCH: QC Made Easy” on page 2.



Where in the World is Orchy?



Orchard's unofficial mascot, Orchy, sometimes enjoys a vacation overseas. If you can identify where Orchy is visiting, send your answer to news@orchardsoft.com by November 15 to be included in a drawing of all correct answers, where the winner will receive an Orchard prize package. Last newsletter, Dorinda Fiore of Associates for Women's Medicine in Syracuse, New York, sent in the winning entry that Orchy was visiting Frank Lloyd Wright's Fallingwater house in Pennsylvania. Sign in to the Orchard website to see where in the world Orchy has been lately! 🍎

news@orchard is published quarterly by:

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View the newsletter online at:
www.orchardsoft.com/news_links/newsletter/newsletterarchive.html

MCCH: QC Made Easy

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MCCH's clinicians of reliability and accuracy in the test results," affirms Rex. This also ensures that the hospital is compliant with all required and essential standards of the accrediting organization. COLA's documentation and review process of MCCH's quality control using Harvest LIS was highly commended by the inspector. Harvest LIS provided a clear picture of what has to be done to continuously ensure the quality of the hospital's results.



Morrill County Community Hospital medical laboratory scientists from left to right: (Front row) Carlo Davac and Agnes Green; (Back row) Gabriel Argamosa Jr., Rex Famitangco, and Cheryl Borges.

These allow the hospital to operate in a high-quality and consistent manner, which increases the probability of achieving full compliance during an on-site inspection.

"Acing COLA's inspection would not be possible without the hospital's Harvest LIS," states Rex. Harvest LIS helped MCCH achieve and maintain their compliance with COLA standards and with quality system essentials, minimized the preparation time for each inspection because of the availability of data in real time, and increased the overall productivity and efficiency of laboratory operations, thus improving the quality of the hospital's services and significantly reducing costs. 🍎



Geoff Ginther: Tech Support Team Leader

Geoff Ginther has been with Orchard Software for one and a half years. Throughout his time here, he has been involved with managing Harvest deployments, and he currently is one of the Tech Support Team Leaders.

Before coming to Orchard, Geoff was a Project Coordinator for a structured cabling firm. He managed data and telephony cabling projects for customers such as Jos. A. Bank, McDonald's, and Walgreens.

Geoff graduated from Ball State University's Miller College of Business with a B.S. degree in Management Information Systems, minoring in Philosophy. He also received his M.S. degree from Ball State's Center for Information and Communication Sciences. Geoff enjoys volunteering at a local school and playing video games, as well as reading and knitting. 🍎



Feature Focus: User Defined Fields Offer More Flexibility with Data Storage

In Harvest LIS 5.0, we added User Defined Fields, a feature that allowed system administrators to rename certain field labels throughout Harvest LIS and to create up to ten order-level fields that could be used to capture additional information on the order. Since then, we've received many requests for the ability to add similar fields to the database setup tables and to the patient file itself.

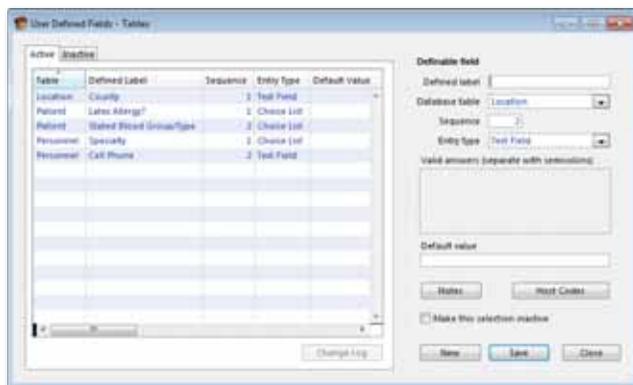
Beginning in Harvest LIS 8.5, you may add an unlimited number of fields for locations, personnel, order choices, lab tests, and patients on the User Defined Fields – Tables window.



Open the Table Setup window from the File menu or by pressing [Ctrl][T] from the Harvest LIS desktop, and then click the **User Def Fields – Tables** button to access this window.

Creating a User Defined Field

Begin by entering the field name in the “Defined label” field, and then select which area of Harvest LIS the field should display in using the “Database table” drop-down list.



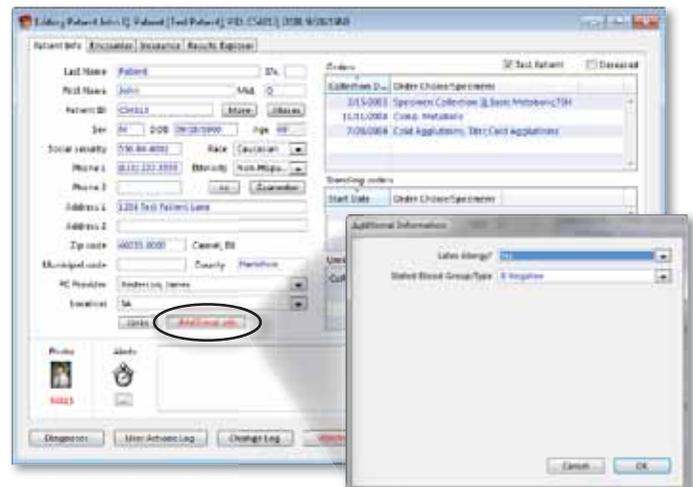
If there will be more than one user defined field for the table, you can determine the order they are displayed in using a sequence number.

You may define how your staff enters data in the user defined field using the “Entry type” drop-down list. Valid entry types are: Choice List, Date, Date & Time, Location List, Number, Phlebotomist List, Provider List, Provider list (including CC: only providers), Sample Type List, and Text Field.

While many of these entry types are self explanatory, there are a couple of useful things to note. A Choice List will allow the user to select only one answer. When using a Text Field, Harvest LIS will allow free text and, in expanded view, Quick Comments and text shortcuts.

Editing a User Defined Field

The **Additional Info** button will be enabled when a user defined field has been created for a patient file or table.



Click this button to open a window where you can edit the values. Click **OK** once your edits are complete. Don't forget to click the **Save** button on the table detail or Editing Patient window!

Where can I use these fields in Harvest LIS?

User defined fields are available in column views, the data browsers, and specific rules tables. Also, there is an **Additional Info** button in Harvest Webstation to view any user

See “Feature Focus” on page 7.

Tech Tip: Using Label Printing Rules in Copia

Overview

One of the newest features in version 4.5 of Copia is label printing rules for auto-printed labels. These rules make it easy to completely customize how Copia handles printing or suppressing master and tube/container labels based on various conditions. You may even set up label printing that is specific to selected order choices.

Before You Begin

To access this feature on the Label Printing Rules administration page, you must have the “View/Edit Label Printing Rules” right. Because label printing rules only fire when Copia is auto-printing labels, you must enable the auto-print label settings on the Locations administration page before your label printing rules will fire. Keep in mind that if you have enabled the location-based settings that restrict auto-printing labels to those for uncollected orders and/or for STAT order choices, then Copia will only run the label printing rules on auto-printed labels for uncollected orders or for STAT order choices.

Defining Label Printing Rules

As you begin creating a label printing rule, you may determine when Copia executes the rule. By default, Copia will always evaluate your label printing rules; however, you may choose to have it execute the rules only for electronic messages or for all events other than parsing electronic messages. You may also select whether Copia processes any additional label printing rules after this rule is triggered. This is important because Copia will continue printing all of the designated labels for every rule that fires, as long as the “Continue processing label printing rules after this rule executes” setting is enabled for the rules. It will only stop evaluating rules when this setting is disabled. This allows you to print multiple sets of master and/or tube/container labels to multiple label printers based on your specified conditions (see Example 1).

Once you decide how Copia evaluates the rules, you may establish the conditions that control what triggers the rules to fire. You may use one or more of the following: Collection Locations, Order Choices, Days of the Week, Order Choice Priority, Ordering Locations, Signed In Locations, or Testing Hosts. For each condition, you create a list of items to include or exclude as the condition to be met. If you do not set any conditions, then Copia will always run the rule. Note that when you set the conditions for tube/container label rules at the order choice level, the rule will fire if at least one order choice-level condition is met for at least one of the qualifying order choices.

Once you have defined the conditions, set up the actions that Copia takes when the conditions are met. You may define separate actions for master labels, tube labels, or for labels printed for specific order choices. The actions you may define include always suppressing the selected type of label, modifying the number of labels printed, and selecting which printer(s) the labels are sent to. If you are creating an action for specific order choices, you must also select which order choice(s) the rule applies to.

For master labels, you may also choose to have Copia only suppress summary and/or lab master labels when it has already printed tube/container labels for the order. For tube/container labels or order choice specific labels, you may have Copia only print tube/container labels for new order choices added to an existing order.

Evaluating Rules & Generating or Suppressing Labels

If you have enabled auto-printing for labels, then as you place orders or receive electronic orders, Copia evaluates your label printing rules. If an order with conditions that match your settings triggers one or more rules, then Copia performs the defined actions for all the qualifying rules, according to your settings. If you have not defined any rules or if you have defined

Example 1: Continue Processing Setting

Rule Conditions:

Configure three rules with conditions that cause them to qualify when a specific order's labels are supposed to print.

Rule Actions:

The first rule's action is to only print an order choice-specific tube/container label to Label Printer A. The second rule's action is to print lab master labels to Label Printer B. The third rule's action is to print all master labels and tube/container labels to the location's configured label printer.

Results:

If all three rules have the “Continue processing label printing rules after this rule executes” checkbox selected, Copia prints the labels to their respective printers for all three of these rules.

If the first rule does not have the “Continue processing label printing rules after this rule executes” checkbox selected, Copia prints the order choice-specific tube/container label to Label Printer A, but the other two rules will not cause any labels to print, because Copia stops processing rules after the first one is triggered and is set to not continue processing.

An Update on ARRA/HITECH Stimulus, EMR Certification, and Meaningful Use

The ARRA/HITECH bill was introduced in 2009, where financial incentives are being offered to both physicians and hospitals to stimulate the adoption of certified EMR technology and use it in a meaningful way. This past January, proposed Stage 1 rules and definitions for EMR certification and meaningful use criteria were published and commented on throughout the spring. On July 28, 2010, final Stage 1 rules and definitions were released. Here is a summary of what has been published. Be sure to go to our website for the most up-to-date information.

EMR Certification

Use of “certified EHR technology” is a core requirement for providers and hospitals who seek to qualify to receive incentive payments authorized in the ARRA/HITECH Act for 2009. Certification assures healthcare providers and hospitals that the EHR technology they adopt has been tested and includes the required capabilities they need in order to use the technology in a meaningful way to improve the quality of care provided to their patients.

This summer, the ONC began accepting applications from entities and organizations interested in becoming ONC-ATCB (Authorized Testing and Certifying Bodies). As of this writing, the following three organizations have been selected as ONC-Authorized Testing and Certification Bodies (ATCBs):

- Certification Commission for Health Information Technology (CCHIT) - Chicago, IL
- Drummond Group Inc. (DGI) - Austin, TX
- InfoGard Laboratories, Inc. - San Luis Obispo, CA

Please note that while CCHIT is one of the ATCBs, EMRs certified by CCHIT prior to this announcement

will need to reapply for certification under ONC-ATCB.

The ONC expects to have certified EMRs listed on their website by October 2010.

Will my existing EMR qualify? The answer is yes, as long as your EMR vendor applies for and obtains certification from the ONC-ATCB. We recommend that you check with your existing EMR vendor to determine their plans for certification. Some EMR vendors are not applying for certification on earlier versions of their software, and an upgrade by your organization may be necessary to qualify for incentives.

LIS Certification? The Answer is “Not Eligible for Certification.”

On page 10 of the ONC’s Regulations FAQs (visit our website page on ARRA for a copy), it states that “Other IT systems that act as data sources and are not intended to perform required capabilities in accordance with adopted certification criteria do not need to be certified simply because they supply data to a Complete EHR or EHR Module. This applies to Laboratory Information Systems (LIS), and therefore at this time, an LIS is not eligible for certification by any of the ONC-ATCBs (Authorized Testing and Certifying Bodies).

For additional support and clarification, please refer to subpart C page 44651 of the Federal Register dated July 28, 2010, 45 CFR Part 170, Initial Set of Standards, Implementation Specifications, and Certification Criteria for Electronic Health Record technology. Per this document and conversations with Steve Posniak, Director of Policy at ONC, LIS systems such as Harvest LIS, do not perform any of the functions listed in the above referred document, hence do not need to be certified. If the option becomes

available for Harvest LIS to be certified, Orchard will take the necessary steps to complete the certification process.

Meaningful Use

In addition, the Centers for Medicare & Medicaid Services (CMS) issued final regulations to implement the EHR incentive programs. The final rule on Stage 1 meaningful use has also been published in the Federal Register. As you may recall, to qualify for these financial incentives and to avoid penalty, physicians and hospitals need to adopt certified EMR technology, achieve meaningful use objectives, and then apply for the incentive payment.

In summary, Stage 1 meaningful use criteria established 15 Core Objectives for providers and 14 for hospitals. Then, you must select five out of ten objectives from a menu, of which one must be a public health objective. In addition to that, there are six total Clinical Quality Measures required of which three must be from core measures (or alternate core measures) and an additional three chosen out of a menu of 38 measures.

For More Information

We here at Orchard will do our best to keep you aware of the proposals and final rulings for “Meaningful Use” as they are announced. Monitor our website, www.orchardsoft.com/meaningfuluse.html, regularly and check our eLABorate blog, www.orchardsoft.com/blog, to stay up-to-date on this topic. We recently held a complimentary webinar on this subject and have a recording and PDF of the slides on our website for your review. Also, don’t hesitate to send us your ARRA questions via the buttons on the Meaningful Use page of our website. We encourage you to keep in touch with these proposals and determine how they will impact you.

Searching Orchard's Online Forums

Earlier this year, Orchard Software migrated the Orchard Harvest LIS and Orchard Copia YahooGroups content to our own servers, presenting proprietary forum communities to our customers that provide integration with associated website sign ins, threaded discussion, and a host of versatile tools not available through the YahooGroups format.

One of the main reasons we moved our user groups onto our website was to provide the ability to search through the entire ten-year history of posts. The advanced search functionality of the forums can be helpful, and with some of the tips offered here, you can make your searches even more successful.

Performing a basic search, or using the advanced search without making any changes, will give you a set of all discussion threads that contain any one of the words in the keyword box. Many threads are several pages long, and these search results contain no hint of the page or post to find the search result on. With a few simple changes, the results can be very specific and useful.

Targeting Your Search

To get good search results, start by formatting the keyword search correctly.

Phrases: Enclose multiple words in a pair of quotes to search for that exact string of text.

Example: Searching for “*egfr calculation*” (with quotes) returns only 2 results (at the time of this writing), while *egfr calculation* (without quotes) yields 13 results.

Note: Only results with an exact match will return. In this example, the phrase “*egfr calculation not working*” will NOT match.

Wildcards: The asterisk * can be used at the end of a word in case the word could end with multiple spellings.

Example: Searching for *reset** will

return posts including the words: reset, resets, resetting, etc.

Excludes (NOT): Specify words that you know should not be related to your search by preceding them with the word NOT.

Example: Searching for *billing NOT software* will show all posts that include the word billing, but ignore any post with the word software.

Boolean Operators (AND / OR): These operators will force specific words to exist without them being in any order with the use of AND, or force one of a few words to exist with OR.

Example: Searching for *instrument AND interface AND working* will return any post with all 3 words, no matter their order or placement. Searching for *instrument OR interface OR working* will return any post with 1 or more of those words.

Note: By default, typing multiple words without any surrounding quotes or any operators will be treated as if each word is used with OR. In the example, *instrument OR interface OR working* would be treated the same as searching for *instrument interface working*.

Additional Tips

- Search for posts instead of threads (default is set to threads) by changing the “Show Results as” radio button from Threads to Posts. The search results will include the exact post instead of just the thread containing the result. Note that in this mode, the results will be shown with the Date first, Thread Title in bold, Author, and then a link to the individual post printed in italics (right above the first few lines of the post). In most cases, you’ll want to click that italic link instead of the bolded link above it.
- Save your search preferences. At the bottom of the page is a drop-down

with the option to save or clear search preferences and a Go button. Once you’ve found a good set of search settings, save your preferences, so you won’t have set them each time in the future.

- Keywords with 3 letters or less will frequently not work because the search function assumes that too many results will be returned. This will cause problems with common searches like *gfr*. The only good workaround is to use at least one keyword of at least 4 letters in length. As long as one keyword is long enough, the keywords that are too short will also be considered valid. For example, entering *gfr* will fail to return results, while *gfr calculation* will be valid.

We hope that these tips help you to locate and navigate through the collection of information in our Orchard forums a bit easier. With nearly ten years of historical posts from the user groups, there is a great deal of user input and discussion of the lab that can assist you with your Harvest LIS and Copia software. ●

Label Printing

Continued from page 4.

rules but none of them are triggered, then Copia prints labels according to the existing label printing settings.

Examples & Additional Information

There are many ways to use this highly flexible feature in Copia, including directing AP or Microbiology labels to specific label printers in those areas by order choice to help avoid duplication of labels and extra effort by staff to reprint labels. For additional information and examples, see the “Using Label Printing Rules in Copia” tech tip on our website. For help configuring this feature, contact Orchard Technical Support at (800) 571-5835. ●

Tech Tip: Patient Photos

The patient photo is a long-standing feature in Harvest LIS that is enjoying a bit of a renaissance lately with the help of inexpensive digital cameras and some new enhancements in version 8.5.

You can easily add a patient photo using the camera button on the patient file. In Harvest LIS 8.5, the camera button changes to a thumbnail of the photo if one is present.

When placing an order in Harvest LIS, you can view the patient photo at any time by clicking the **Photo** button, which will be italicized when a photo is stored for the patient.

If you use collection lists, consider adding the patient photo to the report using column views to help your phlebotomists with positive identification of the patient. You can control the size of the photo on the report with an ACO setting. Positive patient identification using photos can be very useful for facilities performing drugs of abuse testing, and you can include the photo on the patient's report for specific order choices.

In addition to viewing the photo when ordering or reporting, you can now easily access the patient photo from the Release Stored Orders window using the right-click contextual menu. And, for those using Harvest Webstation, the patient photo will display on page two of order entry, in the patient file, and when viewing a report in HTML format. If you are interested in using patient photos and need assistance with configuring any of the features mentioned in this article, please contact Orchard Technical Support at **(800) 571-5835**.



Feature Focus

Continued from page 3.

defined fields for the patient. User defined fields may be transmitted in HL7 messages using special Z segments.

When using these fields with rules, there are some important things to note:

- User defined fields for the Lab Tests table are only available for result evaluation rules. When used with result evaluation rules, all fields must be evaluated as true for all tests on the order to trigger the rule.
- User defined fields for the Order

Choices and Locations tables are available for order entry and result delivery rules. When used with result delivery rules, all fields must be evaluated to true for all order choices and/or testing locations on the order to trigger the rule. An order entry rule may change the value of a patient-level user defined field.

By adding user defined fields, you have greater flexibility to customize more of Harvest LIS to store important and useful information. If you need additional assistance with user defined fields, please contact Orchard Technical Support at **(800) 571-5835**.

Orchard will be closed on the following holidays and during these days Orchard Technical Support Representatives will be on-call 24/7 for emergencies at **(800) 571-5835**.

Thanksgiving

- Thursday, November 25, 2010
- Friday, November 26, 2010

Christmas

- Thursday, December 23, 2010
- Friday, December 24, 2010

New Year's Day

- Friday, December 31, 2010



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Tips inside for getting the most from your Orchard Software products!



Orchard's Ninth Symposium Held in Our Own Backyard!

Orchard hosted our ninth symposium in our own backyard in Carmel, Indiana, and we introduced some new topics. The event took place on Thursday, September 9, 2010, at the Ritz Charles conference center.

The day-long symposium, designed for users and prospective users alike, provided each with an opportunity to learn more in-depth information about Orchard Software and Orchard's various lab information system products. The symposium offered the attendees an opportunity to interact with other Orchard users. Because this symposium was in Carmel, attendees also met more Orchard Software employees than the usual symposium, and were able to have their picture taken with Gordon, our Farmer mascot.

The day began with a keynote address from Curt Johnson, Vice President of Sales and Marketing, on "The Business of Your Lab." We also offered more topics than we have in the past, going from a choice of three of nine sessions to a choice of three of twelve. New topics included: an update on ARRA and its impact on laboratories, Harvest LIS system administration and setting up ACOs, and HL7 interfacing and integration. Rob Bush, founder and President, closed out the day with a short update on Orchard and our plans for the future. He also fielded questions from the attendees. The feedback from attendees was tremendous about the usefulness of the information presented.

We would like to thank everyone who joined us for our Fall 2010 Symposium. It was a wonderful day, and we hope you enjoyed the event as much as we did. For those of you who were unable to attend, we hope you join us for our tenth symposium. We are considering offering a three-day event, with a day for Harvest LIS users, another day for Copia users, and a final day for Orchard Pathology users. Look for details to be published early next year on our website and in our newsletter about topics, location, and registration! ●

Orchard's Trade Show Calendar 2010 & 2011

Date	Name	Location
10/28-10/29/10	American Society of Clinical Pathology	San Francisco, CA
10/28-10/29/10	Central New York CLMA	Verona, NY
11/7-11/10/10	NextGen Users Group Meeting	Lake Buena Vista, FL
11/13-11/15/10	American Society of Cytopathology	Boston, MA
1/14-1/15/11	Texas Society of Pathologists	San Antonio, TX