



## ITxM Diagnostics Views Harvest LIS and Copia as an “Administrator’s Dream”

ITxM Diagnostics, a division of The Institute of Transfusion Medicine, located in western Pennsylvania, is the region’s leading source of coagulation reference testing services. Servicing patients from more than 50 regional hospitals in a tri-state area, the laboratory and clinic of ITxM Diagnostics play a critical role in the diagnosis, treatment, and long-term care of patients experiencing bleeding or clotting issues.

Beginning as Central Blood Bank in the 1960s, ITxM Diagnostics grew and expanded its specialties to include a clinical laboratory. While ITxM is one of the nation’s foremost leaders in transfusion medicine and related services, ITxM Diagnostics’ focus is on patient testing. In the future, they hope to expand into clinical trial work and increase their volume of research study testing.

Processing 600 to 1,000 tests daily,

and serving three physicians on site, ITxM Diagnostics employs a staff of six full-time and two part-time associates in the lab and three full-time associates and two part-time associates in the specimen processing area. Associates in the clinical lab have an average of 22 years at ITxM Diagnostics, which gives the lab the expertise needed to compete in its marketplace.

In 2001, ITxM Diagnostics was informed that its current LIS was to be sunsetted. After receiving this news, ITxM Diagnostics began a search for a suitable replacement. Shortly after attending an LIS seminar in Michigan, where they heard about Orchard® Harvest™ LIS, ITxM Diagnostics began the process of implementing Harvest LIS as their chosen replacement for Advantage.

According to Sherri Kopko, ITxM Diagnostics’ Director of Diagnostic Operations, Harvest LIS



ITxM Diagnostics technologist Claudia Dilanna poses for a picture while working.

provides many tools to help facilitate efficiency, increase productivity, and save time, including instrument interfaces and data mining capabilities with the built-in data browsers. “I don’t think a day goes by without using browsers to export and manipulate data,” said Sherri.

Karen Grasso, ITxM Diagnostics’ System Support Tech, agrees with Sherri.

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Sherri Kopko (left) and Karen Grasso (right) use the Harvest LIS to generate administrative reports to help better manage their laboratory.

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# ITxM Diagnostics



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"I can use a browser to batch results for clinical tests, export them to an Excel spreadsheet, and email them quickly, which is a huge time saver for me."

When asked what her favorite feature of Harvest LIS is, Karen replied, "I love the Message Center. I used to have to manually send weekly reminders to pass on information to the staff. Now, I can schedule a message to the staff with little to no effort, and I don't even have to be in the office."

With the successful implementation of Harvest LIS and the convenience it has brought to ITxM Diagnostics' laboratory, the staff is now focusing on expanding their business. In 2009, they began the process of implementing Orchard® Copia® for increased integration and outreach to their clients.

The staff of ITxM Diagnostics has an exceptional task ahead of them, given the type of clinical testing they perform. Their main competitors are Quest and LabCorp, which is why the customizability of Copia is an important step in growing their business.

According to Sherri, they read the article in the Winter 2008 edition of

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## Where in the World is Orchy?



Orchard's unofficial mascot, Orchy, continues to travel. Last newsletter, Barbara Saylor of Mark Reed Hospital in McCleary, Washington, knew that he was visiting beautiful Québec City in Canada, but now Orchy is back in the United States. If you can identify where Orchy is visiting, send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by August 15 to be eligible to win an Orchard prize package. Sign in to the Orchard website to see where in the world Orchy has been lately! 🍎

employee  
spotlight

### Craig Henson: Copia Project Manager

Craig Henson has been with Orchard Software for five years. As Copia Project Manager, he is the primary contact for all new Copia installations.

Craig attended Stevenson University and the University of Maryland in Baltimore, where he received his B.S., MT(ASCP). He also has his Cisco certification and project management certification. Before joining Orchard, Craig was a laboratory manager/CIO for a mid-sized reference laboratory. He also spent time as a COLA laboratory inspector.

Being somewhat of a Renaissance man, he likes to work on cars and build things in his spare time. Currently, he is restoring a 1977 RV for his family to enjoy. Craig and his wife, LaTonya, have been married for six years. They are parents to three-year-old twins Oliver and Olivia and one-year-old Desmond. 🍎



# Tech Tip: Rejecting and Deleting Orders

Did you know that you can configure pre-defined reasons for rejecting and deleting order choices? Many of our users related to us problems they were having with laboratory or medical staff entering poor documentation when performing this task. All were delighted to learn that Harvest LIS could help them remedy the issue by adding a few key Advanced Configuration Options (ACOs) to their system.

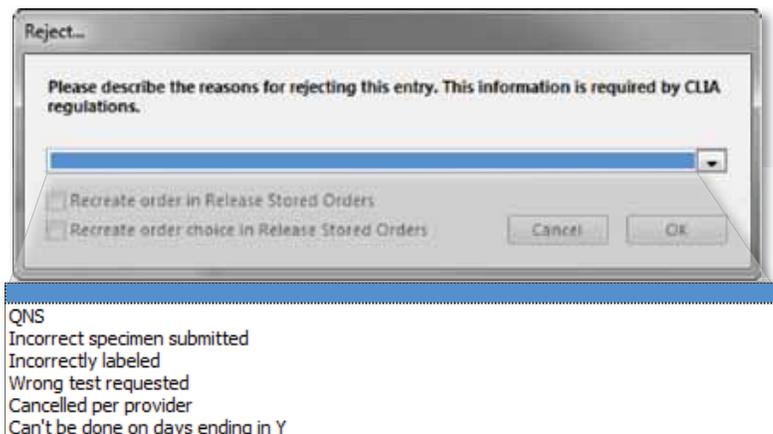
First off though, let's take a look at those two terms: reject and delete. We use the two words to make an important distinction regarding the order. You reject an order when it has been released, is live within the system, and is either in progress or is complete. You delete an order before it is released: it's still in the Release Stored Orders window, and is therefore not yet live within the system. Even though we use two distinct terms to describe what is happening to the order, it boils down to the same thing: the order is being cancelled.

Whether deleting or rejecting, you need to have your users document why. By default, Harvest LIS will display a free text field where the user can enter the reason for the rejection/deletion. As we noted earlier, this has occasionally caused a problem for some clients when their staff entered documentation that was too cryptic, or even nonsensical.

To change the plain text window to one with pre-defined reasons, use the following ACOs:

```
[Order]
RejectReasons=
[RSO]
DeleteReasons=
[Webstation]
DeleteReasons=
```

After the equal sign in each case, enter a comma-separated list of reasons. These will appear in a drop-down list when rejecting or deleting an order. If you need to use a comma in the reason text itself, replace it with #COMMA#. The list of pre-defined reasons will replace the free text field that Harvest LIS normally displays.



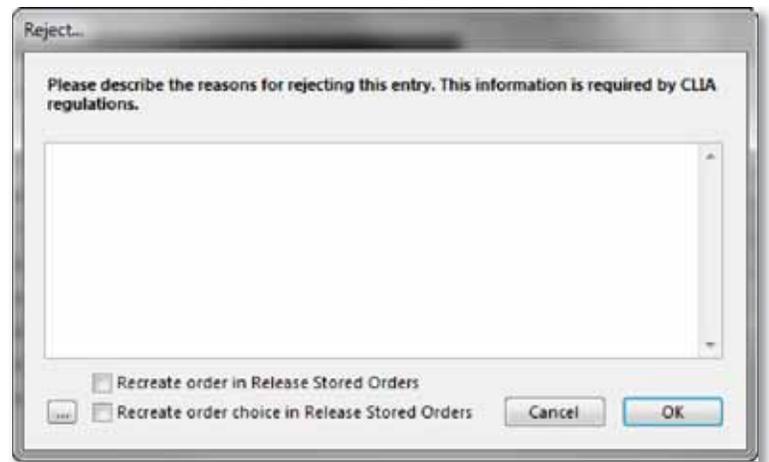
Reject dialog with drop-down list of pre-defined reasons.

Here's an example from the training database using the [Order] section:

```
[Order]
RejectReasons=QNS,Incorrect specimen
submitted,Incorrectly labeled,Wrong test
requested,Cancelled per provider,Can't
be done on days ending in Y
```

You can allow your users to enter additional free text by adding an underscore as a reason:

```
[Order]
RejectReasons=QNS,Incorrect specimen
submitted,Incorrectly labeled,Wrong test
requested,Cancelled per provider,Can't
be done on days ending in Y,_
```



Default Reject dialog that contains a free text field.

You can enforce the use of both the drop-down list and additional free text by adding an exclamation mark to the end of the reasons list:

```
[Order]
RejectReasons=QNS,Incorrect specimen
submitted,Incorrectly labeled,Wrong test
requested,Cancelled per provider,Can't
be done on days ending in Y,_!
```

You can also use the DeleteReasons ACO for the Send Results or Billing to Host (STH) window. However, in the STH window, the order choice's record in the STH queue is being deleted, not the order choice itself.

```
[Send To Host]
DeleteReasons=Reason1, Reason2, Reason3, _!
```

(works just like everywhere else)

Now, a note about versions: almost all of these have been in the software for a while (except Send To Host, which is brand new in 8.5).

Should you need assistance with configuring these ACOs in Harvest LIS, please give Orchard Technical Support a call at (800) 571-5835. 📞

# Feature Focus: Test Patients

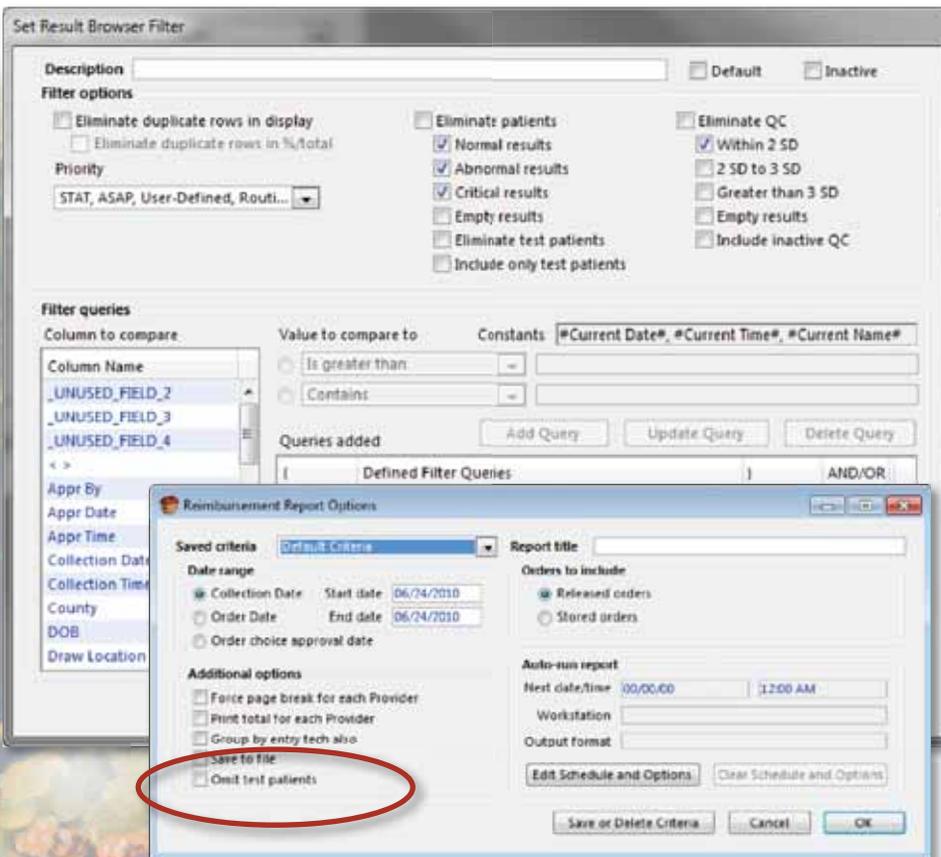
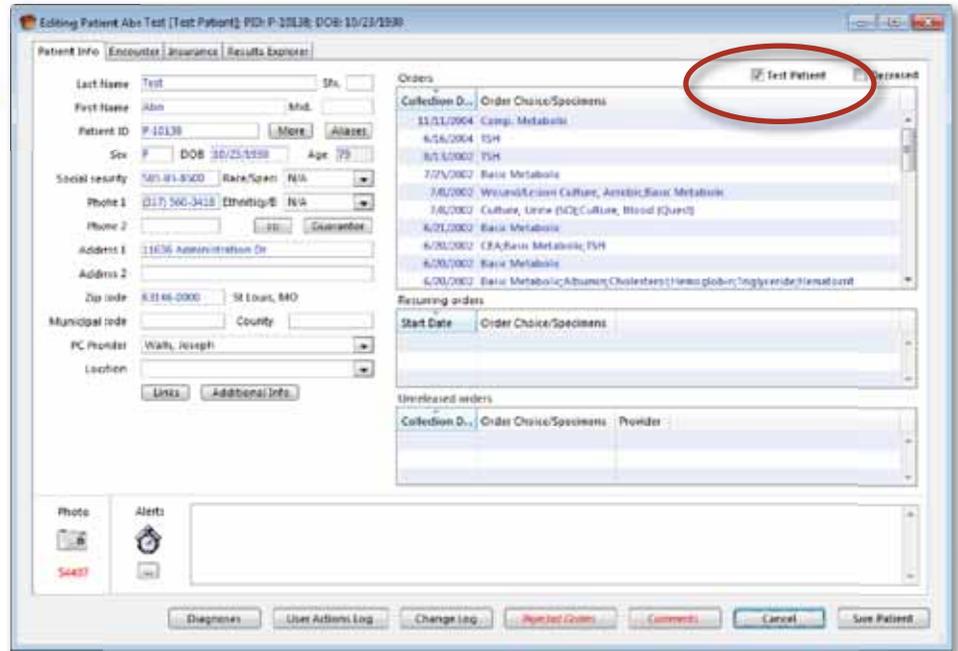
In today's laboratory environment, with integration between disparate medical applications, it is more important than ever to test new updates to your software to ensure that both data flow is correct and compliance with government regulations is maintained. Many Harvest LIS users have configured a separate test system for such purposes. Others use their live system but create specific test patients to use for validation scenarios. To make testing easier in Harvest LIS 8.5, you may now designate these patient files specifically as test patients. Doing so allows you to leverage a number of beneficial features in Harvest LIS.

## Designating a Test Patient

You can designate a particular patient as a test patient by marking the "Test Patient" checkbox in the Editing Patient window and then clicking Save Patient. Who can be marked as test patients? In addition to the specific patient files that were created to test your system configuration, you may also consider marking the patient files for proficiency testing, continuing education patients, or even "sensitive" patients—those patients who require special handling due to celebrity or notoriety.

## What Happens to Test Patients?

You can order and result test patients like any other patient in Harvest LIS. You can also restrict the ability to access, add, or edit test patients with security, and even specifically allow or disallow the ability to approve test patient results. There are also a number of reports in Harvest LIS where you can specifically omit test patients from displaying or printing:



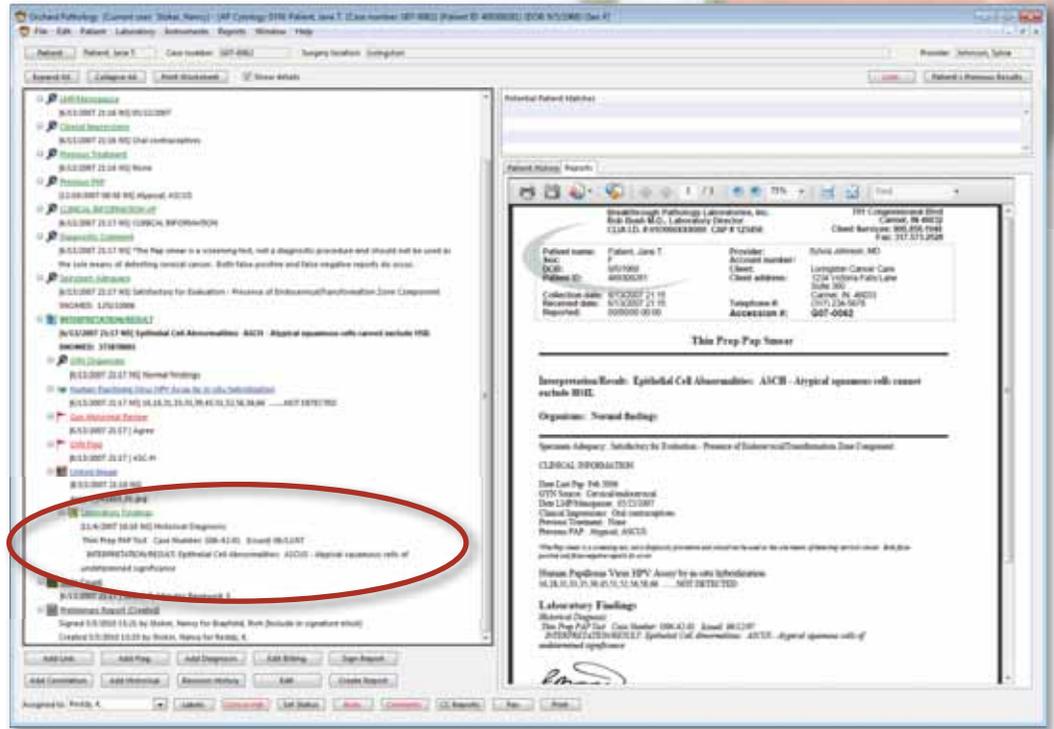
- Billing Summary Report
- Reimbursement Problem Report
- Completion Report
- Billing Invoice Report
- All data browsers
- Order Choice Utilization Report
- Test Utilization Report
- Antibigram Report

You may also employ ACOs to omit test patients from HL7 results and billing interfaces. We recommend you consult with an HL7 specialist at Orchard Software regarding implementation of these ACOs.

Using this feature in Harvest LIS will make it easier to test your system configuration without biasing report data or transmitting undesired information to other integrated systems. If you need assistance or have questions regarding designating test patients, give Orchard Technical Support a call at (800) 571-5835.

# Tech Tip: Automatically Include Historical Results on Orchard Pathology Worksheet

In Orchard® Pathology, there are two ways to include historical results on the pathology worksheet and on the patient report. The first way is to manually include them. To do this, you right-click on the pathology worksheet, select the “Add Historical” option, and then select the historical result. For situations such as gynecology, where the previous five years’ results are required on the report for high-risk patients, it can become cumbersome to manually add 5 results to the pathology worksheet. Therefore, Orchard Pathology enables you to configure the system to automatically include previous results from pre-defined specimens and tests.



For example, you may configure the ACOs in Orchard Pathology to include results from the test named “Interpretation” from the specimen “Thin Prep Pap” for the previous 5 years. With this ACO set, all Interpretation results from Thin Prep Pap specimens for the previous five years on any patient will automatically display on the pathology worksheet without any user intervention.

The ACO settings to make these configuration changes are as follows:  
 [AP Historical Test Default Historical Diagnosis]  
 CreateDefaultResult=true  
 OC#Name=<order choice name>  
 OC#Qty=<number of times>  
 OC#DateRange=<number of days>  
 OC#Tests=[TEST NAME1][TEST NAME2], etc.

For example:  
 [AP Historical Test Default Historical Diagnosis]  
 CreateDefaultResult=true  
 OC1Name=Surgical  
 OC1Qty=3  
 OC1DateRange=90  
 OC1Tests=[Surgical Diagnosis][Surgical Finding]  
 OC2Name=Cytology  
 OC2Qty=10  
 OC2DateRange=360  
 OC2Tests=All

In the above example, if you add “Historical Diagnosis” to the pathology worksheet, the default result would include Surgical Diagnosis and Surgical Finding results for the Surgical specimen from the last 90 days, limited to the most recent three. The default value would also include all results for the Cytology specimen from the last 360 days, limited to the most recent ten. Additionally, you may elect to include these pre-defined historical results on the worksheet even if you do not want to include it on the printed report. You can configure the AP test type in Preferences under the AP tab and set that type to not report. If you need assistance, please call Orchard Technical Support at (800) 571-5835.

# Positive Specimen Identification for Anatomic Pathology

The foundation for an efficient and error-free laboratory is accurate identification of specimens and samples. Orchard Pathology enables pathology, histology, and cytology laboratories to streamline and protect themselves from errors by positively identifying and tracking all specimens from accessioning to analysis.

There are several manufacturers who are now producing equipment that print both alphanumeric and bar coded patient identification information on cassettes and slides. Orchard Pathology has the capability to interface directly to these devices. Along with traditional specimen labelers and bar code readers, cassette and slide labelers can streamline the workflow process of your pathology department.

Sample identification begins at collection. The first step to streamlining the workflow of an anatomic pathology laboratory is properly labeling specimens with a printed label that includes a bar code. Orchard Software has the tools necessary to provide specimen label printing where collection of the specimen occurs. Bar coding specimens collected in the physician's office or in the surgery suite greatly improves the speed and accuracy of specimens being accessioned into the pathology lab. With a cassette labeler interfaced directly to the Orchard Pathology system, print jobs with the appropriate patient identifiers and the number of cassettes needed for each case can be transmitted to the labeler during the accessioning process.

For those interested in creating an even leaner workflow process, cassette labeler(s) positioned at the grossing station(s) can produce labeled cassettes upon scanning of the specimen container immediately prior to grossing of the specimen. This creates an environment where the only empty labeled cassettes in the grossing workstation are those specific for the case being analyzed and

grossed. Once the specimens have been loaded into bar coded cassettes, Orchard Pathology users can utilize the status functionality and a bar code reader to identify, locate, and move cassettes through the tissue preparation process.

The next key step in streamlining the workflow is slide preparation. By scanning the bar code on a cassette, the technologist seated at the microtome has two options. For the first option, they can access the case associated with the cassette in hand, and allow Orchard Pathology to communicate the information and number of slides for the case to the slide printer. The second option is available for laboratories printing 2D bar codes on their cassettes. Some slide labelers can produce a labeled slide that matches the cassette with the simple scan of the 2D bar code printed on the cassette. Either way, these two options greatly reduce the risk of error associated with the preparation of tissue specimens onto a glass slide.

Once slides have been bar code labeled, pathology laboratories have more options to utilize positive specimen identification in the staining and analysis stages of a pathology specimen. With advances in slide staining technology, manufacturers of tissue staining equipment are building in bar code reading technology to identify each individual slide and determine the staining procedure to be applied to that slide. Orchard Pathology has the capability to interface directly to slide staining equipment to improve efficiency and accuracy in the staining process. The Orchard Pathology staining worksheet greatly assists the histotechnologist with the management of all slides to be stained. Additional staining procedures ordered during the study of a case by the pathologist can be easily sorted and prioritized. Once the additional bar coded slides have been prepared, the slide stainer can identify the type of special stain required through the interface with the Orchard Pathology system.

Not to be left out of the bar code process is the pathologist. With a bar code reader by the microscope, the pathologist can identify and open a case in Orchard Pathology for analysis by simply passing the bar coded slide under the bar code reader. This gives pathologists the confidence of knowing that they have positively identified the case for the slide being analyzed. Additionally, any additional stains required for the case in question can be ordered electronically and posted to the slide staining worksheet in the histology lab.

In summary, bar coding specimen containers, tissue cassettes, and slides is the key step to creating a lean work process, while at the same time improving accuracy and confidence throughout specimen preparation and analysis in the anatomic pathology laboratory. Orchard Pathology is designed to help meet the existing and newer regulations required to maintain laboratory accreditation. ■

## ITxM Diagnostics

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*news@orchard* about ViraCor and their custom-branded implementation of the Copia system, which they branded Retriever. The article inspired them to use Copia as a tool to increase ITxM Diagnostics' business and differentiate their lab from the competition.

"We are working with our marketing department and focusing a lot of effort on making Copia our own and branding it to build our business the way ViraCor did," said Sherri. ITxM Diagnostics continues to look to the future and is excited about the opportunities Orchard's products provide for growing its footprint in the clinical testing industry not only in the region, but also nationally. As Sherri and Karen exclaim, "Harvest and Copia are an administrator's dream!" ■

# Orchard Software Launches Blog—eLABorate

This past March, Orchard launched its blog—eLABorate. “Our goal with eLABorate is to provide the laboratory community with an assortment of topics discussing clinical labs, anatomic pathology labs, lab business, informatics, reporting, integration, and the latest with molecular testing,” says Curt Johnson, Vice President of Sales and Marketing at Orchard Software.

As the Electronic Health Record matures and as the laboratory community and industry continues to change and evolve, many opportunities will present themselves for those within the laboratory industry. Orchard will use this blog as a forum for the discussion of topics pertaining to the laboratory. “We plan on covering all aspects of the lab from clinical to AP, from IT issues to those of general business,” Johnson continues.

To view eLABorate, sign up to get it sent to your email, or voice your opinion on topics pertaining to the laboratory industry, please visit [www.orchardsoft.com/blog](http://www.orchardsoft.com/blog).



## An Update on ARRA, EMR/EHR Certification Rules, and Meaningful Use Criteria

On March 10, 2010, the U.S. Department of Health and Human Services (HHS) proposed the establishment of two certification programs for purposes of testing and certifying Electronic Health Records (EHRs)—one temporary and one permanent. On June 18, 2010, the Office of the National Coordinator for Health Information Technology (ONC) issued a final rule to establish a temporary certification program for EHR technology. The temporary certification program establishes processes that organizations will need to follow in order to be authorized by the National Coordinator to test and certify EHR technology.

Use of “certified EHR technology” is a core requirement for providers and hospitals who seek to qualify to receive incentive payments under the Medicare and Medicaid Electronic Health Record Incentive Programs provisions 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.

The temporary certification program final rule issued in June will become effective upon publication in the Federal Register. The final rule for the permanent certification program is expected to be published this fall. For more information about the temporary certification program and rule, please visit <http://healthit.hhs.gov/certification>.

In addition, the Centers for Medicare & Medicaid Services (CMS) will soon (if they have not already done so by your receipt of this newsletter) issue final regulations to implement the EHR incentive programs. As you may recall, to qualify for these financial incentives and avoid penalty, physicians and hospitals need to adopt certified EHR technology, achieve meaningful use objectives, and then apply for the incentive payment. From all we have heard and read, even with all the concern by healthcare constituents that the timelines and criteria were overly aggressive, it appears that much of what was published in January 2010 by the CMS and the ONC regarding meaningful use criteria for Stage 1 will remain.

To help you and your organization stay on top of all these issues, the CMS launched a website to provide the most up-to-date, detailed information about the EHR incentive programs. The website, [www.cms.gov/EHRIncentivePrograms/](http://www.cms.gov/EHRIncentivePrograms/) will also feature information about who is eligible for the programs, how to register, meaningful use, upcoming EHR training and events, and other information. We will also do our best to keep you current on these issues. For more information, please visit our website and blog.

### Orchard to Host Free ARRA/HITECH Webinar—August 19th

Orchard will host a free webinar on Thursday, August 19, 2010, about the importance of the ARRA/HITECH initiatives to stimulate EMR adoption, and how your lab can help your facility meet the meaningful use criteria to earn incentive monies.

Please join us for this 60-minute presentation. For more information or to register, please visit our website at [www.orchardsoft.com](http://www.orchardsoft.com).



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**Orchard's Fall Symposium will take place on  
September 9, 2010, in Carmel, Indiana**



## Orchard's Fall Symposium will take place in our own backyard!

Orchard will be hosting its ninth symposium this fall here in Carmel, Indiana, and we'll be introducing some new topics. The event will take place on Thursday, September 9, 2010, at the Ritz Charles conference center. Please monitor our website, as we are still finalizing the sessions and the agenda.

This day-long symposium is designed for users and prospective users alike, providing each with an opportunity to learn more in-depth information about Orchard Software and Orchard's various lab information system products. The symposium will also offer you an opportunity to interact with other Harvest LIS users, and being in Carmel, meet some additional Orchard employees.

There is no cost to those who attend this event. A complimentary breakfast and lunch will be provided. For your convenience and to help minimize your travel costs, we have reserved a block of rooms at a special rate of \$94 plus tax. For more information or to register for the event, please visit our website at [www.orchardsoft.com/symposiums.asp](http://www.orchardsoft.com/symposiums.asp).

We would like to thank everyone who joined us in Durham, North Carolina, for our Spring 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 ninth symposium held this fall right here in Carmel, our own backyard. Remember, we will be featuring new topics! 🍎

### *Orchard's Trade Show Calendar 2010*

Date	Name	Location
7/27-7/29/10	2010 AACC Annual Meeting and Clinical Lab Expo	Anaheim, CA
9/9/10	Orchard Fall Symposium	Carmel, IN
9/20-9/21/10	Pathology Informatics 2010	New Orleans, LA
9/26-9/28/10	36th Annual NSH Symposium/Convention (National Society of Histotechnology)	Seattle, WA
9/26-9/29/10	CAP 2010—THE Pathologists' Meeting	Chicago, IL
9/29-10/2/10	COLA Symposium for Clinical Laboratories	Scottsdale, AZ