



Hamilton Memorial Successfully Attests Stage 1 Meaningful Use

Hamilton Memorial has bragging rights in the Meaningful Use (MU) arena, as they were within the first 5% of Critical Access Hospitals to attest. Down the Meaningful Use road, Hamilton Memorial predicts that Orchard's LIS will be invaluable as they continue to meet Stage 2 requirements and decrease the amount of paper produced within the lab.

Hamilton Memorial Hospital began in 1957 with a petition calling for a local hospital, and their first patients were admitted on May 20, 1960. Located in rural McLeansboro, Illinois, Hamilton Memorial is an acute care, 25-bed facility. It may sound small, but it boasts a plethora of patient services, including an emergency room,



Hamilton Memorial Hospital Laboratory team from left to right: (Front Row) Linda McCurdy, MLT; Julie Sentel, MLT; Deanna Kanik, MLT; Sarah Fals, MLT; (Back Row) Mark McDaniel, MT, Lab Director; Farrah Boyd, MLT; Ruth McKenzie, MLT; Joe Jodino, MLT—with their Orchard Lab Week bobbleheads.

new surgical suite, family health clinic, senior enrichment center, and a full-service in-house JCAHO-accredited laboratory. It is surrounded by a nursing home, assisted living facility, and low income housing effectively serving Hamilton County's 8,000 citizens. Located roughly two hours from St. Louis and seven hours from Chicago, the facility, with its new \$18 million dollar state-of-the-art renovation completed in 2010, offers a beneficial choice for the Southern Illinois area.

At an average testing volume of 300 tests per day, their full-service laboratory employs eight Medical Technologists and performs hematology, chemistry, urinalysis, blood gas, coagulation, microbiology, serology, and blood bank testing.

Approximately 70% of their tests are out-patient labs, and the remaining 30% are for in-patients. There are four physicians and two PAs on staff, as well as numerous providers from the surrounding towns who come in to staff the clinic on a weekly basis.

Mark McDaniel has been with Hamilton since 1999 and has held the role of Laboratory Director since 2000, the same year the laboratory installed

their Orchard® Harvest™ LIS. Mark began by telling us, "My relationship with Orchard goes back to the 'Costello' days." Orchard was marketed along with some of the Abbott analyzers, hence the name "Abbott and Costello." Costello was renamed Orchard Harvest LIS in 2000. During the quest for the perfect LIS match, what stood out to the staff was Harvest LIS' ease of use in a Windows-based system, the functionality of the QC program, the ease of interfacing, as well as the maneuverability within the software, particularly within the patients' lab results.

See "Hamilton Memorial" on page 2.

inside this issue...

Orchard Symposium 2012	3
Employee Spotlight: David Hardwick	3
Where in the World is Orchy?.....	3
Feature Focus: ICD-10 Update	4
Tech Tip: Auto Start Feature in v9.0	5
Orchard's Blog Series on ACOs.....	5
Tech Tip: STAT Notifications	6
Technical Support Tickets Online	7
Orchard Trellis.....	7

Hamilton Memorial

Continued from previous page.

Besides the successful attestation for Stage 1 Meaningful Use, Hamilton Memorial can also take pride in their laboratory having an extremely knowledgeable, lab savvy pathologist as their Medical Director, Dr. James R. Miller. Dr. Miller's interest in the laboratory goes back many years. Mark tells us that Dr. Miller was actually an acquaintance of the Coulter brothers, the inventors of the Coulter principle, the building block upon which most automated hematology analyzers are based today. Being a pilot, Dr. Miller would make his weekly rounds from St. Louis to the hospitals he served in the Southern Illinois area via his Cessna 310 twin-engine airplane, making difficult landings at the local small airports.

Dr. Miller is very tuned-in to the laboratory and is a huge proponent of Harvest LIS. One of his favorite features is the ability to tightly monitor QC in all of the laboratories he works with. He is able to efficiently review the QC each week and insert in any needed comments easily. Inspectors can then see at a glance the pathologist's comments and the actions taken by the laboratory.

Another feature in Harvest LIS that Hamilton Memorial uses is the robust rule writing for order entry and result evaluation. Harvest LIS allows

them to write rules that are easily customizable for exactly what their laboratory needs. Mark said "We have hundreds of rules; once you get the hang of writing rules, you can set up a rule for just about anything, including rules for specific patients, rules to send testing to specific locations, and rules for reflex testing." Mark found the reflex rules particularly helpful in the Microbiology setup.



Dr. James Miller, MD, FCAP, FASCP, Pathologist

Mark has also been pleased with the experiences he has had involving Orchard's interfaces. They have a customized discrete bi-directional interface with CPSI, their EHR. This interface allows providers to see their cumulative lab reports. Hamilton Memorial also has interfaces to their Emergency Department documentation solution, T-systems, and to their reference lab, LabCorp.

Hamilton Memorial's IT department was fearful that the involved interfaces with CPSI and T-systems would be difficult, but Mark said "Thankfully with Orchard we never felt like the buck was being passed—Orchard's interface specialists go through the problems until they have a resolution. They discover absolutely everything they can and tenaciously follow through."

Mark's greatest compliment to Orchard was that the company continues

to impart a family friendly atmosphere and attitude. He stated "You feel like you know the people that you are talking to." His lab staff particularly enjoys the bobblehead collection Orchard sends out for Lab Week because several of the bobblehead models have visited their facility. He feels that this makes a huge difference. Mark commented, "Orchard makes you feel like they really care about you when you call; you feel like you have a partner." Another plus from Mark's point of view is the fact that Orchard hires many former Med Techs. He said, "It makes a giant difference when you are talking to someone who knows what a chemistry analyzer is."

As the world of healthcare brings inevitable changes, their partnership with Orchard puts Hamilton Memorial in a prime position to continue to put patient care in the forefront, tackle Stage 2 MU requirements, and maintain their ongoing pursuit of continuous quality improvement. ●

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

Orchard Symposium 2012: Register Today!

Orchard's 2012 Symposium will take place in **Indianapolis, Indiana, on Tuesday, Wednesday, and Thursday, October 2, 3, and 4, 2012**, at the **Sheraton Indianapolis Hotel** at Keystone Crossing. This 3-day symposium is designed for current 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 meet Orchard employees and other users of Orchard Software systems. If you are interested in what we will be discussing, please review our agenda for topics that will be covered at www.orchardsoft.com.

Today, with more than 1,000 customers, we have significantly increased our user base of Orchard Copia and Orchard Pathology, and

we are at a point where we need to dedicate an entire day for each of these systems. And logistically, since some of our customers use various combinations of our products, providing these day-long events back to back in the same week will be more convenient for everyone.

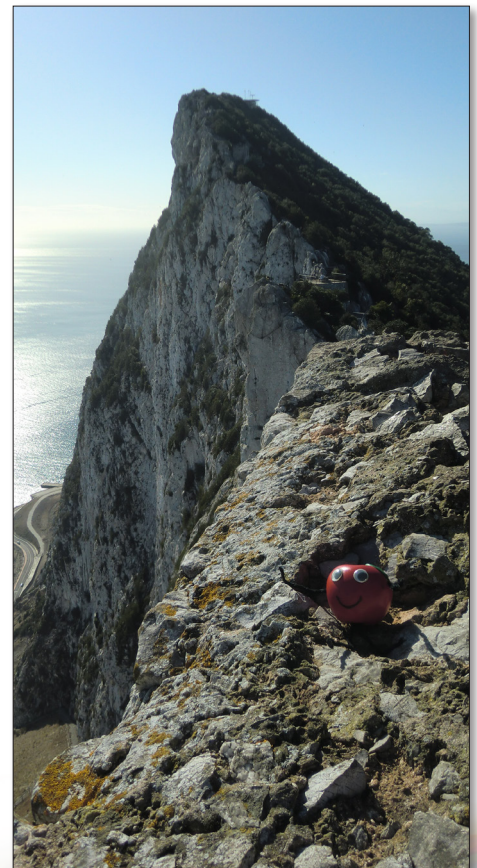
As always, the event is of no cost to those who attend. A complimentary breakfast and lunch will be provided. For your convenience and to help minimize travel costs, we have reserved a block of rooms at a special rate of \$129 plus tax. For more information and to register for the event, please visit our website at www.orchardsoft.com/symposiums.

We would like to thank all those who have attended our symposiums in the past, and we look forward to seeing and meeting more of you in Indianapolis. We hope to see you there! 🍎



Where in the World is Orchy?

Orchard's unofficial mascot, Orchy, enjoys seeing unusual scenery. In this photo, Orchy is seen in front of a famous geological feature somewhere in Europe. If you can identify where Orchy is visiting, send your answer to news@orchardsoft.com by August 15 to be eligible to win an Orchard prize package. Terri Tucker of Yuma District Hospital in Yuma, Colorado, sent in one of the correct responses that he was in Barcelona, Spain, where he was enjoying architect Antoni Gaudí's beautiful Park Güell. Sign in to the Orchard website to see where in the world Orchy has been lately! 🍎



employee
spotlight

David Hardwick *Senior Software Engineer*



David Hardwick has been with Orchard Software for eight years. As a Senior Software Engineer for Orchard Copia, he is responsible for managing and writing code for Copia.

David attended Ball State University, where he received both his bachelor's and master's degrees in Computer Science. He joined Orchard Software right after graduation.

During David's free time, he is a member of an Americana rock band and he plays the bass guitar. When he isn't playing music, he hangs out with his cat, Tybalt. In 2011, he was one of the brave volunteers to represent Orchard at the Over the Edge charity event, rappelling down a 17-story building to raise funds and awareness for the Special Olympics of Indiana. 🍎

Feature Focus: ICD-10 Update Now Available

ICD-10 is a long-overdue update to the coding system for procedures and diagnoses that are widely used in medical billing, research, and for other purposes. The 10th revision to the International Classification of Diseases will expand the current number of diagnosis codes from 18,000 to nearly 140,000.

As part of a proposed rule that would include not only ICD-10 compliance, but add a number of unique identifiers (including the now-familiar NPI), the implementation of the rule has been less than smooth, with the Department of Health & Human Services (HHS) now proposing a one-year delay in the implementation of ICD-10. The new proposed implementation date is October 1, 2014.

How is ICD-10 Supported?

Orchard Software products have support for ICD-10 in the present shipping versions of Harvest LIS and Orchard Pathology 9.0, with support in Copia 5.0 soon to follow. Now that the implementation date has been pushed back to 2014, there is greater opportunity not only to educate the medical staff about the upcoming changes, but also to give you ample time to plan for the necessary upgrades to your Orchard products.

The October 1, 2014, implementation date is significant in terms of how Orchard products will handle the changeover. System table support for diagnosis codes includes both the presently used ICD-9 and the importing and use of ICD-10 codes, as well. As orders are placed in the system, your Orchard system tracks what type of diagnosis code is included in the order and handles it accordingly.

On October 1, 2014, Orchard products will immediately require the use of an ICD-10 code, and will offer to convert any ICD-9 codes to ICD-10 as the order is saved.

How Do I Convert Codes to the ICD-10 Format?

Using the General Equivalence Mapping (GEM) or “crosswalk” files supplied by HHS, Orchard products will offer suggested ICD-10 codes that correlate (or expand upon) the ICD-9 code supplied. The crosswalk files will be available on the Orchard website and can be imported into your Orchard products.

When the conversion is required, the program will display

the ICD-9 to ICD-10 conversion window, where you may select from a list of suggested codes or use a keyword search to select the correct code. If you perform a search, the results will display below the drop-down menu. For an expanded view of the ICD-10 description, click the magnifying glass icon to the right of each menu.

Once you have selected all the ICD-10 codes, click **OK** to finish saving the order.

Some items to note:

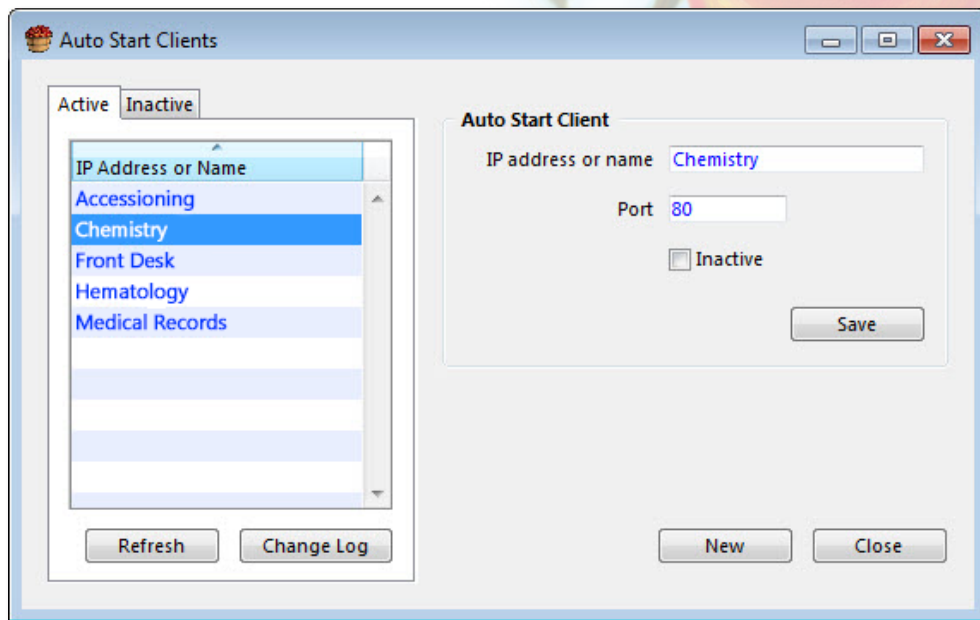
- Stored orders that contain ICD-9 codes and are released via Order Patient Samples will have the conversion window displayed.
- Conversions to ICD-10 will happen to ICD-9 codes at the order level first, followed by the order choice level. This means the conversion window may be displayed more than once.

For now, your Orchard products will continue to function as-is. Once HHS settles on a firm implementation date, we will adjust our products accordingly. As the implementation date nears, watch the Orchard Software website and the user forums for additional information regarding this important change to our products.

Tech Tip: Auto Start Clients Feature Provides Maximum Uptime for Client Workstations

In most organizations, system updates and power outages are a few of the instances that may require the Orchard Software application to restart unexpectedly. In many of those cases, interfaces may be unavailable if someone isn't available to restart the client workstation on which the interface resides. Beginning in Orchard Harvest LIS and Orchard Pathology 9.0, users now have the ability to configure the system to auto-restart client workstations.

In Table Setup, the **Auto Start Clients** button provides system administrators the tools necessary to configure client workstations to auto-restart if the server ever restarts. In order for this feature to work, the Harvest LIS/Pathology server application must be set to run as a service. Once this is set and the "Auto



Start Clients" setting is turned on in system security, the system administrator may designate which client workstations should be automatically restarted upon a server restart.

For additional help or information, please contact the Orchard Technical Support staff at (800) 571-5835. 🍎

Orchard's Blog Series on Accountable Care Organizations

With the knowledge that major changes in healthcare are hovering just over horizon, one of the "fixes" to what is "broken" in our current system is the prospect of Accountable Care Organizations (ACOs)—organizations of providers

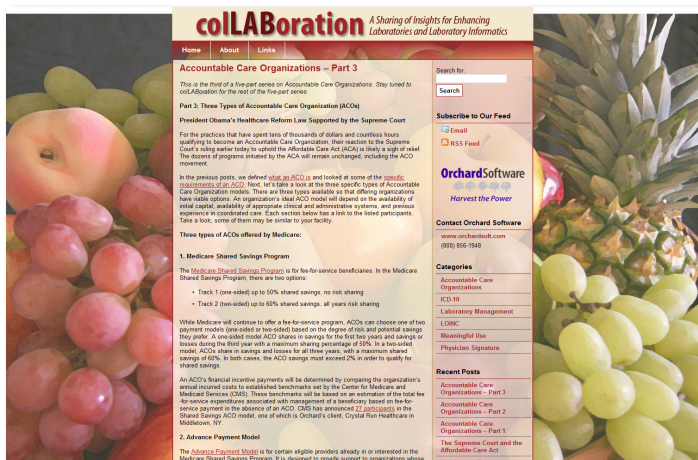
that can potentially improve the way medicine is practiced and reduce costs.

In an effort to stay abreast of the healthcare changes, Orchard has put together some information to share on ACOs, including what they are and how they may impact the laboratory.

There are five parts with the first three being *ACOs 101*, *Measures and Meaningful Use*, and *Three Types of Accountable Care Organizations*. Each part has its own focus and by the end of the series the reader will have a

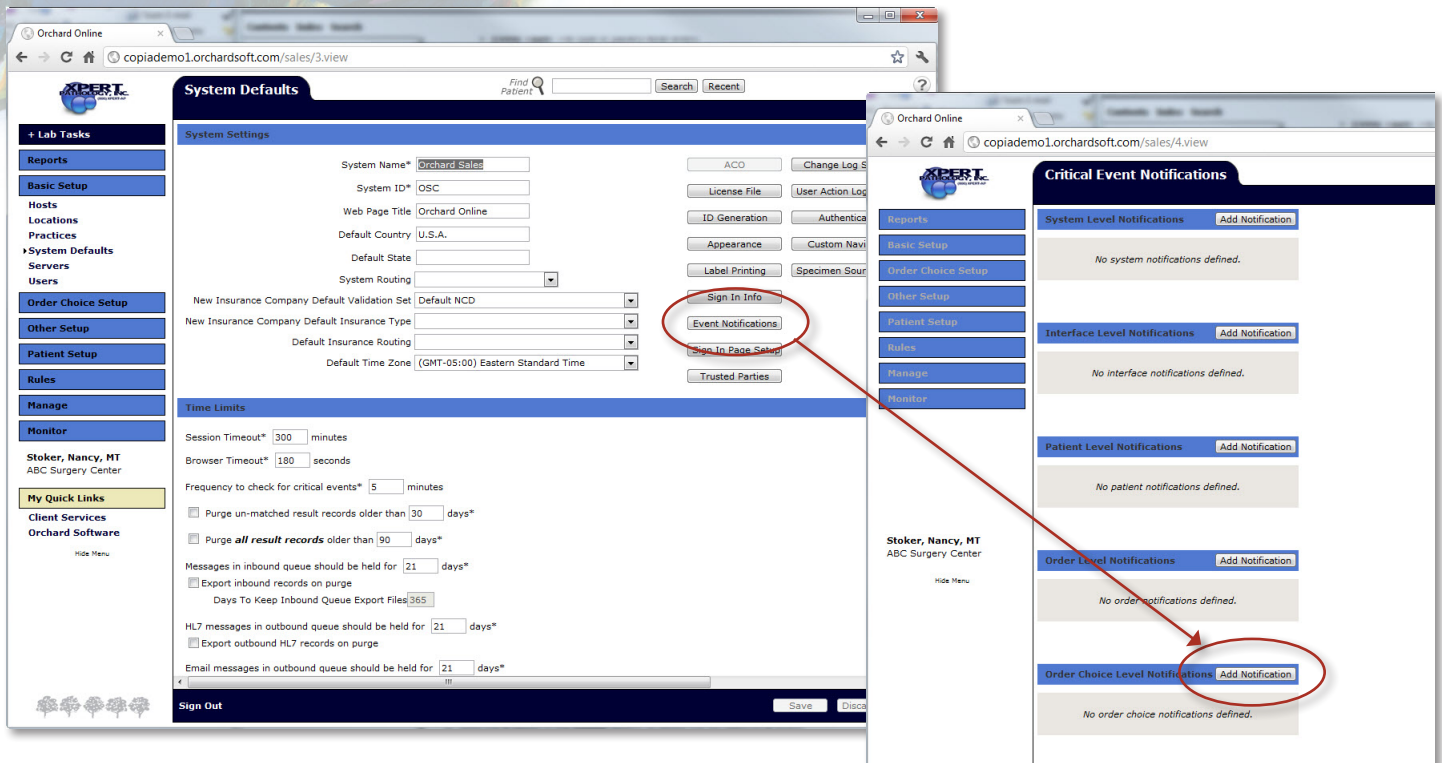
foundation for constructive conversation about ACOs. The first part is called *ACOs 101* due to its focus on the basics of ACOs. After reading this post, a reader should understand what an ACO is by definition and the three core principles that define all ACOs. The post also gives a history of how of the ACO movement started. Finally, *ACOs 101* shares the requirements to become an ACO and what processes an ACO must define.

In the second part, *Measures and Meaningful Use*, the post introduces the 33 measures in the Final Rule on ACOs published by the Centers for



See "Orchard's Blog Series on ACOs" on page 8.

Tech Tip: Email STAT Notifications in Orchard Copia Provide Efficiency to Ordering Laboratories



While the definition of a STAT laboratory order may differ from lab to lab, the general consensus is that its designation on a laboratory order warrants timely review of that order. To facilitate that timely review, we have added the ability to designate Order Level Notifications for STAT orders. This option tracks saved STAT orders and sends an alert via email or through the Client Services Module (if available) when a STAT order has been saved. The system may be configured at the practice level, and the system administrator may determine who receives such notifications.

To enable this feature, you must have Copia system administrator rights. Browse to the System Defaults Administration page in the Basic Setup menu section. On the System Defaults page, click **Event Notifications** to open the Critical Event Notifications page.

Click **Add Notification** in the Order Level Notifications section to add an order-level event notification. At this point, the system prompts you to select the type of notification desired.

Select **STAT Order Saved** to add a STAT Order Saved entry in the list of order-level notifications. You may now modify the settings for the notification,

including selecting the practice the notification should apply to, as well as the threshold for which the notification should be used.

Click the **Add Recipient** button to add the recipients who should receive STAT notifications via email. Recipients may be an internal system user (staff member), an external recipient, or even an entire location.

Once you have configured the STAT Order Saved order-level notification settings, users and/or locations will get an email notification each time a STAT order is saved that meets the notification criteria. 📧

Order Level Notifications							Add Notification
Active	Event Type	Practice	Threshold*	Delete			
<input checked="" type="checkbox"/>	STAT Order Saved	All	Each Occurrence	<input checked="" type="checkbox"/>			Add Recipient
Active	Name*	Note	Description	Delivery Type	Delivery Detail*	Delete	
<input checked="" type="checkbox"/>	Anderson, Michelle	This notification will be delivered for all orders.	Staff Member	Client Services Item	Details	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Stoker, Nancy	This notification will be delivered for all orders.	Staff Member	Email	NStoker@orchardsoft.co	<input checked="" type="checkbox"/>	

View Your Technical Support Tickets Online

A new benefit of being an Orchard Software customer is the ability to review your Technical Support ticket history. This customer-only feature has been available since January 2012 and allows you to see a list of your tickets, with each ticket's status, issue date, and category. You can click on the ticket number to obtain more specifics on that individual ticket, even if the ticket is closed. This ticket detail view gives information such as the ticket's summary, notes written by the Technical Support representative, and the resolution.

Orchard's goals with this feature are to eliminate communication issues, provide accountability, and save you time. If you run into an issue, with a few clicks, you can review the list of your past tickets to

Online Technical Support Ticket List

This page provides a means for retaining all your support tickets and an easy way to review and track your tickets' statuses. Use the checkboxes at the top right of the table to view open tickets, closed tickets, or both. Click a ticket number to review the status and details of that ticket.

If you have any questions regarding your tickets, please [contact Orchard's Technical Support](#) at (800) 571-5835.

Display tickets that are: ☒ Open ☒ Closed

Ticket #	Date Created	Status	Area	Category	Issue
001-00026618	6/1/2012	Closed	Harvest	Database Utilities	Workstation Copy
001-00024196	5/14/2012	Closed	Copia	HL7 Interface	Configuration
001-00023592	5/9/2012	Closed	Harvest	HL7 Interface	Question
001-00023297	5/8/2012	Closed	Harvest	Lab Workflow	Review Results
001-00022971	5/4/2012	Closed	Harvest	System Down	Anomaly
001-00020764	4/17/2012	Closed	Harvest	System Down	Power Failure
001-00017013	3/19/2012	Closed	Harvest	HL7 Interface	Anomaly
001-00016960	3/19/2012	Closed	Harvest	HL7 Interface	Host System Issue
001-00016928	3/19/2012	Closed	Harvest	Instrument Interface	Anomaly
001-00016597	3/15/2012	Closed	Harvest	HL7 Interface	Anomaly
001-00015747	3/9/2012	Closed	Harvest	Instrument Interface	New Interface Setup
001-00010948	2/3/2012	Closed	Harvest	Order Choices/Lab Tests	Question
001-00008037	1/13/2012	Closed	Harvest	HL7 Interface	Configuration
001-00008019	1/13/2012	Closed	Harvest	HL7 Interface	Question
001-00006787	1/4/2012	Closed	Harvest	HL7 Interface	Anomaly

see if a previous resolution will help with your current situation.

If you would like to check out this Orchard customer benefit, please visit www.orchardsoft.com and use the Customer Sign In box on the right to sign in. Once you have completed the sign in process, click the Review Tickets

link in the Welcome box to open the Online Technical Support Ticket List page. If you have any questions, please feel free to call Orchard Technical Support staff at (800) 571-5835. Please note that this list only contains your technical issues, not your Requests for Modifications. ●

Orchard Trellis: Bridging the Gap between POC Testing and Your EMR

Orchard® Trellis™, our newest product for connecting POC analyzers, was released this past spring. Orchard Trellis is an orders and results management software program that serves as a simple "review, click, and go" cost-effective bridge for electronically

passing orders and results between low-volume point-of-care (POC) analyzers/instruments and your EMR.

The implementation of Trellis will help to improve patient care and enhance the value of your POC testing by providing real-time results into your EMR.

In addition, Trellis can be integrated to Orchard® Harvest™ LIS to simplify quality control management and make results from POC analyzers easily accessible for analytics or inspection purposes.

Some of Trellis' many features include:

- Simple and efficient connectivity to EMRs
- Elimination of manual entry of POC testing results
- Real-time results into your EMR
- Easy to use, with simple installation, and minimal training
- Quality control measures work in conjunction with Harvest LIS

If you are looking for a cost-effective way to electronically bridge the gap between your POC testing and your EMR, contact us at (800) 856-1948, or complete the Request for Information form on www.orchardsoft.com to receive additional information about Orchard Trellis. ●





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Orchard Symposium 2012: October 2–4, 2012 Register Now!



Orchard's Blog Series on ACOs

Continued from page 5.

Medicare and Medicaid Services. The post gives several examples of the four domains, which are patient experience, care coordination, preventive health, and at-risk population/chronic care. The post also shares how the ACO movement and Meaningful Use measures overlap.

In our third post regarding *The Three Types of ACOs*, we highlighted the three models of ACOs, which are the Medicare Shared Savings Program, Advance Payment Model, and Pioneer ACOs. Each model has its own benefits and advantages depending on a facility's risk desire and immediate participation in the ACO movement.

This post was also released on the day that the Supreme Court upheld the Affordable Care Act. With this ruling, many of the ACO initiatives remain unchanged. Please subscribe to our blog, *collABoration*, to get the most up-to-date information on ACOs and the laboratory industry at www.orchardsoft.com/blog. 🍎

Orchard's 2012 Trade Show Calendar

Date	Name	Location
7/17–7/19/12	Clinical Lab Expo/AACC	Los Angeles, CA
9/9–9/12/12	CAP 2011 - The Pathologists Meeting	San Diego, CA
9/12–9/13/12	AAPA - Pathologists Assistants Show	Miami, FL
10/2–10/4/12	Orchard Symposium 2012	Indianapolis, IN
10/9–10/12/12	Pathology Informatics 2012	Chicago, IL
10/10–10/12/12	G-2 Lab Institute	Arlington, VA
10/10–10/13/12	Symposium for Clinical Labs/COLA	Baltimore, MD