



## The Value of Laboratory Diagnostics in Value-based Healthcare

As healthcare business models transition from fee-for-service models to value-based models, laboratory leaders have an opportunity to share strategies that offer cost savings and improve provider and patient satisfaction. Orchard Software has written a series on the value of laboratory diagnostics in value-based healthcare, which we encourage all healthcare professionals to read.

### Help Shape the Laboratory's Role in Value-based Healthcare

The big puzzle of healthcare reform is taking shape, causing facilities to focus their efforts on coordinated, value-based systems, where payment is based on measurable quality outcomes, rather than a fee schedule. The puzzle piece that the lab brings to the table is in the form of valuable diagnostic information, which is necessary not only for diagnosis, but also to support preventive medicine, monitor disease management, and determine efficacy of treatments.

Early, accurate, and upfront diagnoses, made possible by precise lab orders combined with quality results and reliable turnaround times, can save healthcare dollars by enabling early detection and treatment. As organizations make the transition from fee-for-service to value-based coordination of care, the role of the laboratory should be taken into consideration. What data does the lab provide and how is it used?

As molecular and genetic advances

continue, they bring yet another aspect to the future of healthcare, supporting the fact that the lab's role is growing. As personalized medicine and companion

approach to predictive modeling.

As organizations strive to better understand and impact the health of their patient population, they are

Early, accurate, and upfront diagnoses, made possible by precise lab orders combined with quality results and reliable turnaround times, can save healthcare dollars by enabling early detection and treatment.

turning to more sophisticated analytical software solutions that handle care management and that aid in understanding utilization behaviors by incorporating data from many different sources, such as lab, pharmacy,

payor, PMS, and EHR. In value-based healthcare, the financial risk shifts from the payors to the providers. As Accountable Care Organizations become financially responsible for the health of a specific population, these risk stratification and predictive modeling techniques can be instrumental in attaining the goals of achieving better outcomes at reduced costs.

See "Value-based Healthcare" on page 2.

diagnostics move forward, the lab can play a role by working with pharma, as well as providing consultative services to providers to better coordinate patient care.

### Predictive Modeling Aids in Proactive Patient Care

It has become clear that in order to shift to a value-based healthcare system, analytics are vital—no exceptions here. In order to get actionable analytics, you must have structured data and electronic integration between systems that allows for data exchange. For example, laboratory data can be linked to claims data at the payor level and processed together to obtain predictive analytics. This produces predictive scores for individual patients to enable accurate prediction of which patients will need additional care. Practices can then take a proactive stance that is focused on improved outcomes. Take this a step further and consider the lab and EHR data linked into an HIE (Health Information Exchange), providing an even more real-time, forward-focused

### inside this issue...

|  |   |
|--|---|
| Orchard Software Day in Carmel, IN.....                        | 2 |
| Where in the World is Orchy?.....                              | 3 |
| Orchard's 20th Anniversary .....                               | 3 |
| Feature Focus: Result Approval.....                            | 4 |
| Orchard Symposium 2013 .....                                   | 5 |
| Access Education Tutorials Online .....                        | 5 |
| Orchard a Top Workplace .....                                  | 6 |
| Employee Spotlight: Bobby Brown.....                           | 6 |
| Orchard's Blog Posts on Laboratory Business Intelligence ..... | 7 |
| ICD-10 is Coming! Will You Be Ready?.....                      | 7 |

# Value-based Healthcare

Continued from previous page.

Laboratories are professionals at data collection and analysis because they have dealt with federal regulations for decades. The Accountable Care Organization (ACO) brings in 33 quality measures, five of which require data directly from the lab, making it imperative that laboratory data be stored in a structured manner, so that it can be properly mined and analyzed to monitor the health of a population. The lab is the repository of massive amounts of data needed for analytics that facilities are combining with claims data to achieve population health management. Whether you are in an ACO or not, as patterns and outcomes are tracked, pathologists and laboratorians have the ideal background to analyze and help refine clinical pathways and control costs.

## Care Management Teams

Another widespread addition to facilities are care management teams—or health coaches—who are leaders in the value-based care arena. Nurse care managers may be made responsible for the management of targeted patients who need chronic disease support. These nurse care managers focus, in

part, on the transition from hospital to home—a crucial time when interventions are imperative to avoid unnecessary readmissions.

Part of the attractiveness of having an in-house laboratory is that you can include key laboratorians as members of the care management team. The lab team can be in direct communication with the nurse manager or provider, looking at new evidence or new research and having discussions about how the lab can provide better service or introduce new offerings and technologies.

## Integration of Point-of-Care Testing

Healthcare reform is accelerating the shift of providers away from private practices into the protection of large hospitals. Over the last five years, hospital employment of physicians has grown steadily. According to a survey by Accenture, only 36 percent of physicians will own their own practice by the end of 2013, which is a 57 percent decrease from the year 2000.

As healthcare organizations shift in size and ownership, decisions are being made about where laboratories fit

to provide the best service. ACOs or Patient-Centered Medical Homes (PCMHs) that include large laboratories may introduce several satellite urgent care testing sites that offer POC lab tests to deliver care to patients at the site of service. This can help reduce the burden on primary care providers and reduce unnecessary hospital admissions. POC testing can provide the information needed to quickly make decisions and stabilize the patient, ultimately avoiding an unnecessary hospital admission or ER visit.

This makes integration of POC testing into the EMR an important area because, as POC testing increases, that data needs to be structured and mineable just as other lab results to enable analytics that include POC test volumes and results.

There is more detail on our website on how laboratory diagnostics plays a vital role in value-based healthcare. You can find this information on our blog at [www.orchardsoft.com/blog](http://www.orchardsoft.com/blog) or sign up for our emails where useful information will be sent to your inbox. 📧

## April 26, 2013, is Orchard Software Day in Carmel, Indiana.

At the monthly company meeting, Orchard's management and employees were greeted with a surprise visit from Carmel Mayor Jim Brainard. To acknowledge Orchard's 20th anniversary in 2013 and its contribution to the Carmel community, Mayor Brainard stopped in to proclaim April 26, 2013, "Orchard Software Day" in the city of Carmel. Mayor Brainard noted, "Orchard plays an integral role in the Carmel business community by being a valuable employer and business partner with local hotels restaurants, vendors, and retailers." Rob Bush, Founder, Owner, and CEO, and Ben Bush, Founder and Owner, were on hand for the surprise event. 📸



Mayor Jim Brainard proclaiming April 26, 2013, Orchard Software Day!





## Where in the World is Orchy?

Orchard's unofficial mascot, Orchy, sees a lot of the world courtesy of Orchard employees who take him along on their travels. If you can identify where Orchy is visiting, send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by June 5 to be eligible to win an Orchard prize package. Last newsletter, Orchy was visiting Angkor Wat in Cambodia, and Adam Parker of Wardenburg Health Center in Boulder, Colorado, sent in one of the correct entries. We also congratulate our first Flat Orchy monthly contest winner, Karen Grasso of ITxM Diagnostics in Pittsburgh, Pennsylvania. We encourage everyone to visit our website to see where in the world Orchy has been lately! 🍎



## Orchard Continues to Celebrate Our 20th Anniversary!

Orchard is thrilled to announce that this year marks our 20th anniversary, and we have special things planned for the 2013 calendar year. Lab Week was a short time ago and Orchard surprised our clients with another special Orchard gift, and this year it was an Orchard dry-erase poster!

Along with celebrating Lab Week, Orchard has kicked off our Flat Orchy picture contest for this year. Orchy has been travelling with Orchard employees for a decade now, but we are offering a version of Orchy to travel with you for this contest. All you need to do is go to our website at [www.orchardsoft.com](http://www.orchardsoft.com) and click on the 20th Anniversary logo on the right for instructions and advice on how to travel with your new Flat Orchy.

At the end of 2013, we will randomly select pictures that were submitted throughout the year to create our 2014 calendar featuring only Flat Orchy pictures from our Orchy followers. If you have any questions, please check out our website and stay

tuned to our 20th anniversary page for pictures and fun facts about our company and the contest! 🍎



[news@orchard](mailto:news@orchard) is published quarterly by:  
Orchard Software Corporation  
701 Congressional Boulevard, Suite 360  
Carmel, IN 46032

If you are not on our mailing list and would like to be, please call us at (800) 856-1948, fax us at (317) 573-2528, or email us at [news@orchardsoft.com](mailto:news@orchardsoft.com).

### Contributing authors:

|                  |                     |
|------------------|---------------------|
| Audrey Lorraine  | Kerry Foster        |
| Thom Franklin    | Kelly Haemmerle     |
| Chris Livengood  | Ford McAlexander    |
| Debbie Schilling | Christine Henderson |
| Kim Futrell      | Daphne Davis        |

If you have any questions or suggestions, please contact our Publishers, Christine Henderson and Ford McAlexander, or Editor, Kerry Foster, at (800) 856-1948.

View the newsletter online at:  
[www.orchardsoft.com/news\\_links/newsletter/newsletterarchive.html](http://www.orchardsoft.com/news_links/newsletter/newsletterarchive.html)

# Feature Focus: Rules – Result Approval

As the laboratory industry changes, Orchard Harvest LIS continues to expand rules-based technology to improve efficiency, reduce errors, and increase reimbursements. One of these improvements is the addition of rules for result approval.

You may approve patient results in Harvest LIS using one of the following methods:

- Manual approval from the Review Results window.
- Manual approval from the Work in Progress window.
- Manual approval from the Hematology Test Results window.
- Manual approval from the AP/micro worksheet (this includes both the creation and issuing of final, amended, or addendum reports).
- Automatic approval, which can only occur under certain circumstances.

There are situations in the laboratory when manual approval of results needs to be restricted for certain personnel. The most common situation requiring this is approval of waived testing by non-certified personnel.

While a facility may allow certain non-certified personnel to manually approve specific testing results, they will not want them to approve others, per regulatory requirements. Harvest LIS can assist with these manual approval restrictions with the use of rules for result approval.

Rules for result approval allow the Harvest LIS System Administrator

to govern which users can approve specific order choices and when. You may restrict manual approval of order choices in Harvest LIS based on the following criteria:

- Specific order choices
- Order choice severity (normal, abnormal, or critical)
- Harvest LIS user(s)

When the specified conditions in the approval rule are met, Harvest LIS will prevent manual approval of the designated order choices and can display a message to the user explaining why.

Orchard's broad and diverse customer base has made Orchard, with its award-winning lab systems, the leader in flexible, rules-based, decision-making technology. Rules for result approval is another example of the rules-based decision support technology Orchard uses to address regulatory issues, improve efficiency, reduce errors, and increase reimbursements.

Harvest the power of your Orchard system today! 🍷

The screenshot shows the 'Rules - Result Approval' window. The 'Description' field contains 'Non-certified personnel can only approve waived testing'. The 'Inactive' checkbox is unchecked, and the 'Prevent manual approval' checkbox is checked. The 'Conditions' field contains 'Current User is: Payne, Jon or Prange, Chris; Current Order Choice is not: RAPID STREP or UADIP'. The 'Actions' tab is selected, showing 'Display this message to the user' with the message 'Non-certified personnel can only approve waived testing.' Below this is a list of actions with the same message. At the bottom are buttons for 'Notes', 'Clear', 'Cancel', and 'Save'.

This screenshot shows the 'Rules - Result Approval' window with the 'Conditions' tab selected. The 'Description' is 'Non-certified personnel can only approve waived testing'. The 'Inactive' checkbox is unchecked, and 'Prevent manual approval' is checked. The 'Actions' field shows 'Display message: Non-certified personnel can only approve waived testing.' The 'Conditions' list includes 'Current User is: Payne, Jon or Prange, Chris' and 'Current Order Choice is not: RAPID STREP or UADIP'. Below the list are buttons for 'Current Order Choices', 'Severities', and 'Users'. At the bottom are buttons for 'Notes', 'Clear', 'Cancel', and 'Save'.



# Orchard Symposium 2013: June 13 in Portland, Oregon

Orchard is excited to announce that registration is open for Orchard Symposium 2013 in Portland, Oregon. This year it will take place on June 13 at the Sheraton Portland Airport Hotel. There is no cost to attend the symposium, and a continental breakfast and lunch will be provided; however, travel, lodging, and other meals are not included. We wanted to remind everyone now so you have plenty of time to plan your trip. Remember, it is a limited-space event!

Orchard was thrilled to bring back our symposium last year with a new, expanded format featuring all of Orchard's products. The symposium took place this past October at the Sheraton Indianapolis Hotel near Orchard's headquarters, and the new format was appreciated by all 150 attendees. Our product offerings have grown since the first symposium in 2006, and the new format provided a convenient

way to offer more learning experiences for all of Orchard's products.

In Portland, during our one-day symposium, we will be discussing the role the laboratory will play in the future of healthcare and offering numerous breakout sessions for three of our products—Orchard Harvest LIS, Orchard Pathology, and Orchard Copia. We will also be introducing our newest product, Orchard Trellis. You can see the entire agenda at [www.orchardsoft.com/symposiums](http://www.orchardsoft.com/symposiums).

Registration is open on our website, where you can find more



Farmer Gordon made a surprise visit at the 2010 Orchard Symposium and took a photo with Rebecca Burk, Stephanie Murphy, and Jaime Calnan from Central Ohio Primary Care.

detailed information about the hotel, breakout sessions, and other information relevant to this year's symposium. Also, don't hesitate to call your Account Manager should you have questions. We look forward to seeing you in Portland! 🍎

## Access Orchard Educational Tutorials Online

When it comes to training at Orchard Software, clients are not restricted to a classroom setting. The training team maintains online tutorials in the form of Microsoft PowerPoint presentations. These tutorials are performed live via Cisco WebEx by Orchard's trainers. WebEx lets the instructors run the Microsoft PowerPoint presentations alongside a teleconference, allowing clients and employees to listen while the instructor is presenting.

Currently, there are 10 online tutorials that cover Harvest LIS topics, ranging from *Using Find a Patient or Sample* to *Using Quality Control* to *Using Data Browsers*. We offer these tutorials on a quarterly schedule, with each quarter consisting of three cycles. The online tutorials are performed four times a week, at 11:00AM and

1:00PM (EDT) on Wednesdays and Fridays. These online tutorials are very helpful for both brand new clients and existing clients who have been with Orchard Software for some time. Along with being a great resource for keeping up on Harvest LIS topics, these tutorials are also free-of-charge!

To access them, sign into Orchard's website, [www.orchardsoft.com](http://www.orchardsoft.com). Once signed in, open the Support, Training, & Feedback menu on the left side of the home page. Next, click the Training link, and then click the Online Tutorials link to view the available tutorials, as well as their descriptions. This is also where you may register for specific tutorials by clicking the View Schedule & Register button. Once enrolled in a tutorial by the training team's administrator, we will send you an invitation email with step-by-step

instructions on how to access the tutorial when the time comes. All you need is an Internet connection to access the tutorial, as well as a telephone so you may join the teleconference portion of the training. Note that you may register yourself and/or colleagues when you sign up for the tutorials.

Our clients are the most important part of Orchard Software. We want you to be as comfortable and confident as possible when using our products, and providing high-quality training helps us achieve that goal. If traveling to our office for training is not feasible for any number of reasons, our popular online tutorials are extremely valuable resources to get some additional training from the comfort of your very own computer. Visit our website and sign up today! 🍎



# Orchard Software is a “Top Workplace”

For the second year in a row and third time overall since 2010, Orchard Software was named to the *Indianapolis Star*’s Top Workplaces list for 2013. We are proud to announce Orchard was ranked fifth for the mid-size company category as a top place to work, joining the ranks of very prestigious companies around the Indianapolis area.

The survey asked over 36,000 employees from 119 companies in central Indiana to rate their employers in various categories. Nearly 23,000 responded to the 20 survey questions covering such areas as company values, leadership, management, benefits, pay, growth opportunities, appreciation, retention, and work/life balance. Each year, the *Indianapolis Star* sponsors the survey conducted by Workplace Dynamics.

Over 82 percent of Orchard’s employees responded, giving strong ratings

for the company overall and expressed that “Atmosphere is what sets Orchard Software apart from other companies” and “The doors are always open for C-level executives and director staff to chat.” Also noted was “Each department seems minded towards achieving perfection in their work and ultimately, satisfying their clients.”



Orchard is excited to have been recognized again as a “Top Workplace” in central Indiana. Curt Johnson, Chief Operating Officer of Orchard Software, said, “As with any company, our employees are the organization. Orchard Software has been ranked by KLAS as the leading LIS vendor in the healthcare industry, and it is our employees that deliver the products, service, and support to be honored with this high ranking. We would like to thank our employees for everything they do, but we could not accomplish our success without our customers, and we would like to thank them for being part of the Orchard organization. Our relationship with our customers is a big reason why it is a pleasure to be an Orchard employee. We thank our customers for their continued support.”

## employee spotlight

## Bobby Brown: Senior Software Engineer

Last year was a significant year for Orchard Software and for one of our Senior Software Engineers, Bobby Brown. Last year was the introduction of Orchard® Trellis™, our POC software product for which Bobby is the primary developer. For those who use our Orchard Harvest LIS product, he is also responsible for managing the development of instrument interfaces.

He has been working at Orchard for eight years, but he does a lot more than create lab software products and manage interfaces. He enjoys spending time with his family, watching the Indianapolis Colts, and investigating the newest advances in consumer electronics.

Bobby graduated from Indiana University in 2004 with a Bachelor’s of Science degree in Informatics. He met his wife, Hillary, at a movie theater where they both worked during college. They have two sons, Owen and Connor.



Hillary and Bobby Brown enjoying the outdoors with sons Owen and Connor.



# Read Orchard's Blog, *collABoration*, for Information on Laboratory Business Intelligence

In February of this year, Orchard Software published a blog series on business intelligence in the laboratory written by our Products Marketing Manager, Kim Futrell, MT(ASCP). Over the three weeks that the blog series was published, Kim shared valuable knowledge on what business intelligence is and why a lab needs it. In addition, you will find information on Orchard's experience at the 2013 AMGA conference in Orlando and an upcoming series on the value of laboratory diagnostics in value-based healthcare.

Here is an excerpt from the Business Intelligence series that you can find on Orchard Software's blog, *collABoration*:

"The numerous monitoring and reporting tools made available by Orchard's data browsing strengths can generate valuable business and laboratory analytics. These results can then direct decisions made by facility administration by providing valuable insight into laboratory costs, volumes, provider ordering patterns, and continuous quality improvement efforts. Progress toward strategic goals can be assessed by measuring key performance indicators. Once laboratory key

performance indicators have been defined, data browsers can be utilized to create the reports needed to analyze, discover, and draw conclusions in order to implement useful modifications to improve laboratory operations. Demonstrate value by providing helpful reports that can be used to transform your data into useful business intelligence for your administration, thus contributing to consistent and superior service for providers and patients.

"As we maneuver through healthcare reform, who we choose to partner with becomes crucial to our success. Make sure you carefully choose an LIS partner that can help demonstrate the value your laboratory provides. Orchard products have embedded tools that can be used to improve

productivity, measure performance, and generate valuable business analytics. Orchard's integrated diagnostic platform, structured data framework, and superior connectivity capabilities are what the leaders in the lab industry need to showcase their value."

That excerpt is only a small portion of a larger message from Orchard regarding the importance of business intelligence in the lab and the lab's future. You can find our blog at [www.orchardsoft.com/blog](http://www.orchardsoft.com/blog). If you would like to speak to someone directly about laboratory business intelligence, please contact Orchard Software at (800) 856-1948. ●



## ICD-10 is Coming! Will You Be Ready?

As many of you know, October 1, 2014, is the day we all flip the switch to ICD-10. We want to remind you that for Orchard® Harvest™ LIS and Orchard® Pathology clients, in order to have your lab ICD-10 ready, you need to be on version 9.0 of Harvest LIS or Orchard Pathology.

While October 2014 seems a long way off, we encourage you to schedule your upgrades before 2014. There may be hardware upgrades involved,

for which you may need to budget, and you will need time to test the new codes in your test environment, as well as work through any billing and workflow issues.

In addition, we want to remind you that in February, Kim Futrell, Products Marketing Manager, submitted

See "ICD-10 Readiness" on page 8.





701 Congressional Blvd., Suite 360  
Carmel, Indiana 46032

Phone: (800) 856-1948

Fax: (317) 573-2633

Email: [news@orchardsoft.com](mailto:news@orchardsoft.com)

Website: [www.orchardsoft.com](http://www.orchardsoft.com)

Address Service Requested



**Register today for Orchard Symposium 2013  
in Portland, Oregon!**



## ICD-10 Readiness

*Continued from previous page.*

a post to our *collABoration* blog regarding this topic. You may find this of value as you and your organization make plans for this changeover in 2014. The post highlights why the lab is switching to ICD-10, what the key differences are between ICD-10

and ICD-9, and questions the lab should consider when making the change to ICD-10.

We expect that people will have many questions, so please don't hesitate to contact your Account Manager or call Orchard Technical

Support at **(800) 571-5835**. We will make sure to answer any questions you may have.

As always, we appreciate your support of Orchard Software. 🍎

### *Orchard's 2013 Trade Show Calendar*

| Date           | Name                   | Location              |
|----------------|------------------------|-----------------------|
| 5/15–5/18/13   | COLA Symposium         | San Diego, California |
| 6/13/13        | Orchard Symposium 2013 | Portland, Oregon      |
| 7/28–8/1/13    | AACC                   | Houston, Texas        |
| 9/19–9/21/13   | ASCP Annual Meeting    | Chicago, Illinois     |
| 9/29–10/2/13   | Pathology Visions 2013 | San Antonio, Texas    |
| 10/13–10/16/13 | CAP 2013               | Orlando, Florida      |
| 10/16–10/18/13 | G-2 Lab Institute      | Arlington, Virginia   |