



## Orchard Copia Helps Blount Memorial Hospital Compete with Reference Labs

Located in the foothills of the beautiful Smoky Mountains, Blount County is sought after in the fall months for its colorful foliage. Blount Memorial is a 304 bed facility with numerous satellite facilities that reach out into the Blount County community, extending quality care to eastern Tennessee. Blount Memorial Hospital, founded in 1947, boasts the first hospital laboratory in Tennessee (and among the first 14 in the nation) to be accredited by the College of American Pathologists. They also carry certifications from the American Association of Blood Banks (AABB) and Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Blount Memorial's clinical and pathology laboratories meet the nation's highest standards for quality, efficiency, and customer service, and they provide the community with

state-of-the-art laboratory services in both in-house and outpatient locations. The hospital's in-house laboratories operate 24 hours a day, 365 days a year. Services include anatomic pathology, autopsy service, cytology, hematopathology, and surgical pathology, as well as clinical, microbiology, and transfusion services.

### More than Half Are Outpatients

The hospital's laboratory is 58% outreach, so the number of beds in the hospital may be misleading when it comes to representing the laboratory's testing volume. The laboratory services over 2,500 providers, performing roughly 2,000 tests per day, with about 1,200 of those being for outpatients. They employ 86 full-time employees, and if you include the part-time positions, their staff expands to over 100 employees.

### All Lab Reporting Done in Copia

Blount Memorial has employed Orchard® Copia® since 2007 and uses its outreach capabilities to support their satellite facilities. "We do all of our lab reporting out of Copia, whether the order originated in Copia or not. Copia accepts the unsolicited results and then builds the corresponding order," explains Karen Eastin, LIS Manager. Blount Memorial started providing laboratory outreach services a number of years ago. During a time when other labs were shying away from immunology because of the radioactive material involved,



Blount Memorial's Sylvia Quimby, Medical Technologist, checking specimens in their core lab.

Blount Memorial decided to start a lab specializing in esoteric immunology. Later, endocrinology was added, and their outreach business continued to increase. When the federal government started promoting the usage of EHRs in physicians' offices, they realized that in order to stay competitive in their outreach offerings, they would need an integrated solution for both receiving laboratory orders and returning corresponding results to their clients' EHRs. Laboratory Manager John Bleazey explains, "Before working with Copia, it was difficult to compete with the large

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# Blount Memorial

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reference labs without having an orders and results interface. We couldn't have marketed ourselves for our outpatient community without Copia."

## Copia Interfaces with Non-Orchard LIS

Being one of the first facilities to interface Copia with a non-Orchard LIS, they formed a strong partnership with Orchard to accomplish all that was involved in their setup. "We were very impressed with Copia's ability to customize the system to meet our needs," says Karen. "Orchard's loyalty and commitment means a tremendous amount." In regards to the installation process, John adds, "Orchard, in my estimation, did everything possible to make Copia work for our laboratory, and I was very impressed with the process and the partnership."

## Manage Your Own EMR Interfaces

According to the Assistant Laboratory Manager, BJ Moore, one of their favorite aspects of working with Copia is that they can actually build, support, and manage their own client interfaces. "The fact that they will allow us to build our own interfaces—that's a big plus in my mind," says BJ. In fact, they have plans to take advantage of Orchard's Copia integration training, which is a four-day training session that teaches the necessary concepts and skills required to configure and manage interfaces in the Copia system. The class covers HL7 basics, interface configuration, connectivity methods, and management and troubleshooting of all interface activity, so that you can resolve problems more quickly and efficiently, which is particularly valuable for clients who are interested in handling their own interface needs.

## Remote Order Entry/Patient Look-up

Blount Memorial's laboratory serves about 25 clients who reap additional

benefits from Copia. They place remote orders into Copia, using customized pertinent clinical questions that promote accuracy and reduce errors. These clients also use Copia to look up patient results and route all in-patient laboratory results. Being located in a large retirement community, many of their clients are nursing homes and assisted living facilities. The nursing homes especially appreciate that they can remotely view results from tests that were ordered and performed in the hospital.

## Business Intelligence Reports

One of Copia's features that Blount Memorial's laboratory takes advantage of regularly is the business intelligence reports via the program's data browsing capabilities.

Copia auto-creates a daily standing order report as part of their morning collection

for their nursing homes, creates a utilization report for each of the end users, and generates a daily workload report. These reports assist Blount Memorial's laboratory with workflow efficiency and help track end user volumes to aid in cost-efficient ordering of supplies. Other Copia capabilities that they have put to use to improve client satisfaction are the configurable layout templates and customized billing preferences. By using the appropriate template, Blount Memorial has alleviated potential compliance issues at the order entry stations in their nursing

home clients. They have also been able to save valuable personnel resources. Copia has enabled them to save time that was previously spent dividing up reports for delivery; whereas, now those reports can be automatically sent electronically to the ordering lab, promoting greater productivity and efficiency. "Copia has proved to be a real asset in getting orders in and results out," explains Karen.

## A Collaborative Partnership

As one of our clients that likes to stay current with software upgrades in order to maximize all the benefits that the latest version can offer, Blount Memorial's laboratory is on Copia v5.0, the most current version. Both Karen and BJ like that some

of the feature enhancements that were rolled out in v5.0 were actually Requests for Modifi-

"Before working with Copia, it was difficult to compete with the large reference labs....We couldn't have marketed ourselves for our outpatient community without Copia."  
- John Bleazey, Laboratory Manager

cation that they had entered. "One of the most remarkable aspects of working with Copia is that over the five years that we have been working with Orchard, the software has been able to grow with us and meet our high expectations for progression," remarks Karen. Orchard Software prides itself on being a company that supports collaborative partnerships with our clients, because listening to our clients' suggestions and being responsive to the ever-changing needs of the laboratory is what helps us both be successful. ●





## Where in the World is Orchy?

It's hard to believe it's been 10 years since Orchard's unofficial mascot, Orchy, was first created by one of our software developers. Shortly after that, he went on his first vacation with an Orchard employee, and he's been travelling ever since! Orchy recently visited a famous ancient temple somewhere in Asia. If you can identify where Orchy is visiting, send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by February 28th to be eligible to win an Orchard prize package. Last newsletter, Brenda Sellers of Phoebe Putney Memorial Hospital in Albany, Georgia, was one of the people who correctly guessed that Orchy was outside the New York, New York casino in Las Vegas. Sign in to the Orchard website to see where in the world Orchy has been lately! 🍎



## Diagnostic Information: The New Currency in the Future of Healthcare

The healthcare arena is undergoing immense change. Integrated diagnostics, personalized medicine, companion diagnostics, Meaningful Use, ICD-10, LOINC, Affordable Care

Act, Accountable Care Organizations (ACOs), and Patient-Centered Medical Homes (PCMH) are converging and are the various factors driving change. The laboratory is in the midst of this change and will serve an essential role in the future of healthcare. This future in healthcare requires more than just an LIS. To effectively perform their role in the future of healthcare, laboratories will need a strategic, long-term partner, focused on the diagnostic laboratory and the structure of the data it provides.

To learn more about these changes and the important role laboratories will play, please take a moment and visit our website at [www.orchardsoft.com/diagnosticinformation.html](http://www.orchardsoft.com/diagnosticinformation.html) to view a series of videos from a recent industry presentation given by Curt Johnson, Chief Operating Officer for Orchard. 🍎

## Orchard Training—Staying Ahead of the Curve

In addition to celebrating our company's 20th anniversary, Orchard Software's training team is celebrating another: the 10th anniversary of our very first corporate training class. That first class, offered for the Microbiology Module, was actually held at a hotel—there was no corporate training facility back then. Since then, training offerings have continued to grow, with several classes on our products being held each month, along with a variety of free WebEx tutorials about commonly used features. In addition to classes and tutorials, the trainers manage the Orchard Forums, and have contributed many posts with advice, tips, and tricks regarding our products. They

See "Orchard Training" on page 7.

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View the newsletter online at:  
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## Feature Focus: Sample Tracking in Orchard Harvest LIS v9.0

Have you ever spent an inordinate amount of time searching for an already processed sample tube in order to perform add-on testing? Did it feel like searching for a needle in a haystack? At Orchard, we know your time is valuable. In Orchard® Harvest™ LIS v9.0 we have added a Sample Tracking module to assist you in finding your lab samples.

## Overview

- Available in Orchard Harvest LIS v9.0.
- Centralizes and streamlines the transfer of samples between temporary and permanent storage locations.
- Provides a convenient method to track and store samples within the application without needing third party software.
- Allows you to quickly and easily find samples that are already on-hand.

- Integrates sample storage into Harvest LIS, which allows you to search by patient or sample ID.
- Provides an audit trail that is integrated into the patient record.
- Saves valuable time searching for your “needle in a haystack.”

## Requirements

Before you can begin taking advantage of this feature, you must:

- Be on Orchard Harvest LIS v9.0.
- Contact your Account Manager regarding activation of the Sample Tracking module.

**See "Sample Tracking" on page 5.**

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# Sample Tracking

Continued from previous page.

## Determining Your Needs

Before configuring sample tracking in Harvest LIS, you'll want to give some thought as to exactly what you want to track. What are your specific sample tracking needs?

- Sample retrieval?
- Tracking samples during daily workflow?
- Permanent storage?
- Documentation of disposal?
- All of the above?

## Determining Your Depth

You'll also need to determine to what degree you need to track sample movement.

- How many departments or people touch the sample?
- How many of those transfers do you really want to track?
- Remember: Keep It Sweet and Simple!

## Sample Tracking Basics

When using sample tracking, Harvest LIS will assign a storage ID to all storage items, in addition to the sample ID assigned to the order. You can set up Harvest LIS to use the sample ID or placer ID as the storage ID, and you can additionally add a suffix, specify a counter length, and separator character. For microbiology, you have the option to use the subsample ID.

Once sample tracking is configured, Harvest LIS will automatically drop the appropriate tubes/containers at order entry into the Sample Tracking window for use in transferring to other storage items.

No third party software is required, as sample tracking and its audit trail are integrated into Harvest LIS and stored in the patient record. For more information on sample tracking, please download the sample tracking customer guide from the download center of our website, at [www.orchardsoft.com](http://www.orchardsoft.com), or contact Technical Support at (800) 571-5835. 🍎

Sample Tracking

Active Disposed Type All

Expand All Collapse All Linked order ID Hide empty items

Lavender: 1002-1-LAVENDER (1002)  
Lavender: 1004-2-LAVENDER (1004)  
Lavender: 1005-2-LAVENDER (1005)  
Lavender: 1006-3-LAVENDER (1006)  
Lavender: 1007-2-LAVENDER (1007)  
SST: 1001-1-SST (1001)  
SST: 1003-1-SST (1003)  
SST: 1004-1-SST (1004)  
SST: 1005-1-SST (1005)  
SST: 1006-1-SST (1006)  
SST: 1007-1-SST (1007)  
SST: 1008-1-SST (1008)  
SST: 1009-1-SST (1009)  
SST: 1010-1-SST (1010)  
Urine cup: 1004-3-URINE CUP (1004)

Storage ID Find

Item details

Storage type  
Storage ID  
Linked order ID  
Location  
Position  
Expiration date 00/00/00  
Expiration time 12:00 AM  
History

Transfer Create Refresh

# Tech Tip: Control How Information is Displayed in Orchard Harvest LIS and Orchard Pathology

Throughout the years of development of Orchard Harvest LIS, the software has strived to deliver data in clear and understandable formats. The newsletter team has written articles over time to highlight these features, and we would like to share with you a few of our favorite tech tips regarding how information displays in Orchard Harvest LIS and Orchard Pathology. You can find these tech tips or any tech tip we have published on our website at [www.orchardsoft.com](http://www.orchardsoft.com).

- **Adding Color to Text or Cells in Column Views (Summer 2009):**

This tech tip taught how the program uses color to help alert you to many different conditions throughout the application. It will colorize/italicize the text on many buttons when there is pertinent information available. In Review Results, order choices are color-coded based on their priority, and test results are blue, red, or red/bold if they are normal, abnormal, or critical. A test result backlit

in yellow is a visual cue that a result evaluation rule has fired. In Results Explorer, an order that is red and italicized indicates that there are links attached to it. You can also selectively apply coloring to many windows in the system using the color view Advanced Configuration Options (ACOs). Selective use of these ACOs can be very useful. The color view ACOs allow you to change the text color or background color of rows or cells containing text values on specific windows or all windows in the program.

- **Patient Photos (Fall 2010):** 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.

- **Saved Criteria (Winter 2011):** The Saved Criteria function provides an easy way for you to control how information is displayed. Once the criteria are defined and saved, it is easy to quickly select the one you need. Saved criteria allow you to define optional column settings, order choice statuses, column views, and filters all in one handy selection that appears in the "Saved Criteria" dropdown list. Most of the important windows use saved criteria, which makes it a very useful tool. Additionally, you can use ACOs to specify your default saved criteria for specific windows.

If you need help configuring these features, please feel free to contact Orchard Technical Support at (800) 571-5835. 🍎

*employee  
spotlight*

## Susan Oman

*National Accounts Manager*

Susan Oman has been with Orchard Software for eight years. As the National Account Manager, Susan manages the in-house Account Management team who present new opportunities to current clients and work as liaisons between clients and the various Orchard departments to ensure the highest level of customer service and support.

Originally from the Chicago area, Susan graduated from Butler University in December 2004 with a Bachelor's degree in Business Marketing. She

joined the Orchard team shortly after graduation as an Account Manager.

Susan is married to her college sweetheart, Luke, and they have two children, four-year-old Connor and 23-month-old Kalyn, along with two rambunctious rescue dogs, Logan and Boxter. In her free time, Susan enjoys cheering on her son in soccer, baking for her family, friends, and colleagues, as well as reading the latest best sellers, playing volleyball, and travelling as time allows. 🍎





# Orchard Training

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often speak at our Symposiums on a variety of topics, as well. Now, Orchard Software's suite of products has continued to evolve and grow and it is important to stay up-to-date with all the new features and functionality in order to maximize your system. We currently offer six training classes that cover various products and are geared toward each user level.

**Harvest System Administrator Training** (P.A.C.E.® accredited) is an introductory class that teaches new system users or System Administrator system basics, including database setup, refinement, and administration tasks.

**Harvest Advanced User Training** (P.A.C.E.® accredited) is for experienced Harvest LIS users. This course provides an overview of updates and new features, as well as learning the skills for working in partnership with Orchard Technical Support in the task of configuring and implementing updates.

**Copia System Administrator Training** class is designed to assist users with learning the necessary concepts and skills required for working in partnership with your Systems Engineer to install the Copia system.

**Copia Integration Training** is for clients interested in deploying their own client interfaces. This class

teaches the necessary concepts and skills required to configure and manage interfaces in your Copia system.

**Orchard Pathology Administrator Training** (P.A.C.E.® accredited) class is designed to assist users with learning the necessary concepts and skills required for working in partnership with your Systems Engineer with the task of configuring and implementing Orchard Pathology in your laboratory.

**Microbiology Module Training** (P.A.C.E.® accredited) is a class designed to assist users with learning the necessary concepts and skills required for configuration and implementation of the module in your laboratory.

Orchard Software has recently released the 2013 training class schedule. We invite you to attend one or all of our training classes at our corporate offices in Carmel, Indiana. Your facility's Orchard Account Manager would be happy to provide you with additional information, including a budgetary proposal to assist in planning for one of the upcoming training classes.

Your Account Manager can also answer questions regarding Orchard's add-on modules, additional

## 2013 Training Classes

### Harvest Advanced User Training

- February 11
- April 15
- June 10
- August 12
- October 14
- December 16

### Orchard Pathology Administrator Training

- March 11
- May 6
- July 15
- September 16
- November 11

### Copia System Administrator Training

- March 18
- May 20
- July 22
- September 23
- November 18

licensing, instrument interfaces, host interfaces, and reference laboratory interfaces. Additionally, they can assist with hardware upgrades, expansions, and replacements. It is never too early to start planning for the future. We encourage you to contact your facility's Account Manager at **(800) 856-1948** with any 2013 budgetary needs or questions. We look forward to welcoming first-time and veteran attendees alike for our 2013 training classes. ●

## Announcing Orchard 2013 Symposium: June 13th in Portland, Oregon

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 of the 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.

This year, Orchard will be taking our symposium on the road to Portland, Oregon, on Thursday, June 13th, 2013, at the **Sheraton Portland Airport Hotel**. There is no cost to attend

See "Symposium 2013" on page 8.



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**Check out our website to learn about  
the role of the lab in the future of healthcare!**



## Symposium 2013

*Continued from previous page.*

the symposium, and a continental breakfast and lunch will be provided; however, travel, lodging, and other meals are not included. We want to let you know now so that you have plenty of time to plan your trip to attend.

At our Portland symposium, we will be 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.

Stay tuned to our website for more information about the 2013

symposium, and don't hesitate to call your Account Manager should you have questions. In the meantime, save the date: June 13th, 2013. We look forward to seeing you in Portland! 🍎

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

Date	Name	Location
3/4–3/6/13	HIMSS	New Orleans, LA
3/4–3/6/13	USCAP 2013 Annual Meeting	Baltimore, MD
3/12/13	New Jersey CLMA Spring Seminar	Freehold, NJ
3/14–3/16/13	AMGA 2013 Annual Conference	Orlando, FL
4/7–4/10/13	CLMA KnowledgeLab 2013	Orlando, FL
5/15–5/18/13	COLA Symposium	San Diego, CA
6/13/13	Orchard Symposium 2013	Portland, OR
7/28–8/1/13	AACC	Houston, TX