Rice Memorial Hospital "Rocks" 10 Years with Orchard Software

The theme for the 2014 Medical Laboratory Professionals Week at Rice Memorial Hospital Laboratory was "Rock Your Lab," featuring enthusiastic lab professionals dressed as rock stars. At Rice, they also rock Orchard products, making full use of Orchard® Harvest™ LIS with the Microbiology module, Orchard® Copia®, and Orchard® Pathology.

Rice Memorial Hospital is a Level 3 Trauma Center and is the largest municipally-owned hospital in the state of Minnesota. They have supported the Willmar community since 1937 and strive to provide patients and visitors with Respect, Integrity, Compassion, and Excellence (R.I.C.E.). Rice, together with Minnesota Pathologists Chartered, provides reference testing services for clinical, cytological, and surgical pathology specimens with testing available 24 hours a day, seven days a week, including a courier service that transfers specimens from more than 30 different facilities.

Their laboratory supports more than 250 providers with a wide array of outreach clients, including other hospitals, physician office labs, specialty clinics, nursing homes, dental offices, and veterinary offices. Rice uses Copia to interface to the various EHRs in each outreach facility.

Vast Test Menu

Their lab staff of 56 performs an annual volume of approximately 300,000 tests in the specialties of chemistry, hematology, microbiology, coagulation, blood bank, histology, cytology, and molecular. For their size, they provide a vast test menu. Interestingly, since being featured in Orchard's spotlight back in 2007, their testing volume has seen a slight decrease, but a shift in the types of testing performed with a heightened focus on molecular testing.

Rice moved to the Epic EHR system in 2012 and used CPOE for lab orders. "When we went live with Epic, we did not even consider switching to any other lab system," says Sarah Ronning, MT (ASCP), LIS Coordinator. Due to the complexities of the network handled by Orchard through outreach EHR interfacing, results delivery, and online entry, it was easy for their laboratory director, Jason Mayer, MSM, MT (ASCP), to convince administration to keep Orchard's systems in place.

Pathology: A Work in Progress

Orchard Pathology was added at Rice in 2009, and, despite a difficult transition, pathologists appreciate the software's functionality. One of the primary benefits of Orchard's pathology system is the ability to store data in discrete, structured fields that enable data mining. As is common among pathology groups, Rice has faced the challenges of standardizing pathology reporting and using a structured data format and, as is often the case, embracing this change can be slow among pathologists.

Since the implementation of Orchard Harvest LIS in 2004, the laboratory staff at Rice Memorial Hospital in Wilmar, Minnesota, has grown along with Orchard Software. Today, their laboratory has a staff of 56 employees.

inside this issue...

Where in the World is Orchy?

Orchy™* has embarked on a quest once again to complete his journey around the globe. This time, Orchy has traveled to a country famous for its colorful ox carts. If you think you know where Orchy is, send us your response to **news@ orchardsoft.com** by August 15th to be eligible to win an Orchard prize package.

The last time we saw Orchy, he was visiting a beautiful harbor in Willemstad, Curacao. Anette Perry of Homestead Hospital sent in the correct location of his last quest. Make sure to visit the new Orchard website to see where in the world Orchy has been lately! 🍎

*Orchy is a trademark of Orchard Software Corporation for installation of laboratory software and technical support services, namely, troubleshooting of computer software problems and maintenance of computer software.

Employee Spotlight: John Kramer

Ten years ago, John Kramer joined Orchard Software after graduating from Purdue University with a degree in computer science.

In his current role as a Senior Support Engineer, John focuses on internal product improvement and training. He also handles special projects, such as building databases and streamlining workflow and computer processes.

John's leadership, dedication, and generosity are valuable assets to the Operations Department. John is also known for his vast knowledge of Orchard's products and his easygoing manner. John says that being challenged day-to-day while hunting for solutions throughout the different software systems is what he likes best about working for Orchard. He is considered to be one of the quintessential resources for all things Orchard.

John is married with two children, a boy and a girl, and enjoys playing video games and watching movies. He is also an avid Indianapolis Colts fan. John is extremely down-to-earth and humble; he might fool you into thinking his job is easy, although it can be one of the most stressful positions in the organization. John's ability to work seamlessly with the different departments at Orchard makes him a true leader and someone admired throughout Orchard Software. 🍎

CPT Code Rule Enhancements

With all the recent changes to billing requirements, it is crucial to have a laboratory system that can keep up with your billing needs. Recent enhancements to Harvest LIS' and Orchard Pathology's CPT code rules include the ability to handle the following billing challenges:

- Billing G0416, G0417, G0418, and G0419 for cases with 10-20, 21-40, 41-60, and over 60 prostate needle biopsies on a case, respectively, while still billing 88305 per specimen for cases with fewer than 10 specimens.

- Billing G0461 for the first occurrence of any type of slide on a specimen, billing G0462 for the first occurrence of any additional type of slide, and billing nothing for any additional copies of billed slides.

These new billing options allow you to specify the current occurrence of the CPT code and the total number of occurrences of the code, plus clear a CPT code if the test is not the first occurrence of the test. Combine these new CPT code rule conditions with the existing condition for insurance types to create a rule that applies only to Medicare or to a particular insurance carrier.

You will need the June 2014 release or later of Harvest LIS or Orchard Pathology to access these new features. 🍎

Rice Memorial

Rules & Browsers Galore

An area in Harvest LIS where Rice makes full use of available functionality is using rules and browsers. In just one month, Sarah reports that one rule triggered 3,378 times. She explains, "We use rules for delta checks, auto-approval; rules in AP for adding blocks; for Pap smears, to update the severity based on added results; for Pap smear QC, to change statuses in pathology; for reflex testing; for auto-verification; and extensively for result delivery. Rules improve our efficiency a lot." "I can't even imagine how many rules we have set up; we have thousands," adds Connie Erickson, LIS Specialist.

For infection control, they have 15-20 browsers configured that route directly to the infection control nurse's office, putting required lab information right at her fingertips on a daily, weekly, and monthly basis. For pathology billing, browsers are used to send required dictated path reports daily. Because of the high volume of rules and browsers, they appreciate the filter functionality and the ongoing updates that make rules and browsers easier to use.

2014 Brings Challenges of Stage 2 MU Attestation

From the laboratory perspective at Rice, Stage 1 of Meaningful Use (MU) was relatively easy to meet. "With the RELMA tool and guidance from vendors with LOINC codes, Stage 1 went well," says Sarah. However, Stage 2 brings added challenges involving an interface with the Minnesota Department of Health to transmit reportable disease information. Also, for Stage 2 MU, Rice is working to transition their microbiology to a discrete format in order to support LOINC and SNOMED CT codes.

Patients in Charge with DAT

To add to the diversity of their test menu, Rice offers Direct Access Testing (DAT) with an annual volume of more than 5,000 tests. For a specific pathologist-approved test menu, patients simply come in, have their blood drawn, pay for the service, and receive results that include a form letter from Harvest LIS explaining the purpose of the test. The laboratory often counsels the patient on what tests are for, but results are taken to their provider for interpretation specific to the patient's clinical picture.

Praises for Tech Support & Development Growth

Throughout their 10-year partnership with Orchard Software, Rice is pleased with the quality of technical support and service they receive. "One of Orchard's strengths that we really appreciate is the longevity of the system. Harvest and Copia are constantly being updated to meet our needs and this saves time and money. We feel that Orchard's support team is very efficient and deals with our issues in a timely manner so our productivity does not suffer," says Sarah. They especially appreciate having a contact person who is familiar with the unique setup of their system, saving them valuable time and effort. Connie says, "I sing the praises of Orchard tech support and service because I deal with other software vendors, and there's no comparison between Orchard's service and other LIS vendors." 🍎

Harvest LIS Now Supports Test Range Image Graphs

Several months ago we began a concerted effort to enhance Harvest LIS' reporting capabilities. We recognized that result reports are your lab's product, and because of that, you need the best reports available to be competitive in today's market. Through long hours of research, and even longer hours of development, we have greatly improved and expanded Harvest LIS' reporting capabilities. While there are many new reporting features, in this article we will focus on just one of the various capabilities we have added.

The new Test Range Image Graph enables you to take full advantage of the high-resolution color printers that are becoming more and more commonplace in labs and doctor's offices. It is customizable so that you can design and implement your own unique graph. All it requires is the configuration of a handful of Advanced Configuration Options (ACOs) and the images that you want to use for the graphs.

To take advantage of Test Range Image Graphs, you will need five images and nine ACOs. The first four images and their accompanying ACOs will account for tests with both low and high reference points, tests with either a low or a high point, and tests with no reference range whatsoever. The last image defines the appearance of the result marker on the graph. From here, we define where the low and high endpoint markers will appear on these images. This guarantees that the markers are placed properly on your unique graphs. Finally, we define the extremes of the graph, so we can place the result marker accordingly for out-of-range results. If you decide to customize the graph further, there are ACOs to control where the individual elements display vertically in each line of results and to include the actual reference range values on the graph.

We have designed this feature with configurability in mind. We want you, our customers, to be able to generate reports that are instantly recognizable as coming from your lab. We also realize that not everyone can spare the time or personnel to redesign your lab's reports. To that end, we now offer custom report design and consultation. To learn more about our new reporting features, or to commission a custom report, contact your Account Manager at (800) 856-1948. 🍎

Orchard's Newest Innovation Showcased at AACC in Chicago

Orchard showcased its latest and biggest innovation at the 2014 AACC Annual Meeting & Clinical Lab Expo in Chicago, Illinois.

Orchard's newest LIS innovation, Orchard® Sequoia™, is designed to be scalable to accommodate large volumes of laboratory testing across multiple laboratories and departments performing clinical, microbiology, molecular, and pathology testing.

Orchard Sequoia employs the latest in Human-Computer Interaction (HCI) design, as well as a cutting-edge modular platform framework. This new LIS is instinctively easy-to-use, and its three-tier segmental architecture includes the ability to independently update a single segment of the application without affecting other segments or restarting the entire Sequoia application.

Orchard Sequoia also utilizes a Microsoft® SQL® Server 2012 Enterprise Edition database to provide the high volume, high velocity solution, and expanding data needed by the ever-expanding requirements of the changing laboratory. Sequoia data can be mined using SQL Reporting Services or Crystal Reports without exposing the Sequoia production database.

"We are taking 20 years of knowledge that we've gained in the laboratory industry, combined with the latest technology developments, and are producing a new LIS designed to be scalable and to address the needs of the largest clients," says Rob Bush, president and CEO of Orchard Software. For more information on Sequoia and its capabilities, visit us at **www.orchardsoft.com**. 🌲

> "As organizations start to wrap their minds around how they can use data in a more global way and begin to integrate big data, we're here to help; in fact, we're here to start it."
>
> *- Rob Bush, Orchard Software President & CEO*

Meaningful Users Get a Reprieve

On May 23rd, The Centers for Medicare and Medicaid Services (CMS) and The Office of the National Coordinator for Health Information Technology (ONC-HIT) jointly published a proposed rule in the *Federal Register*. This rule extends the Meaningful Use (MU) timeline and eases the mandate for using the 2014 Edition of the ONC Standards.

Under the modified attestation schedule, for 2014 only, you are allowed to use the 2011 Edition CEHRT, 2014 Edition CEHRT, or a combination of the two Editions for Stage 1 or Stage 2 in 2014. You may also choose to attest using the 2013 definition of MU criteria and clinical quality measures. The rule states: "We are proposing this change for 2014 only. We will maintain the existing policy that all providers must use 2014 Edition CEHRT for the EHR reporting periods in 2015, and in subsequent years or until new certification requirements are adopted in subsequent rulemaking." Also incorporated in the proposed rule is a provision to extend Stage 2 through 2016 and start Stage 3 in 2017.

CMS Listened

This change came about as a result of numerous healthcare organizations contacting CMS and ONC to ask for more flexibility in the MU program. CMS and ONC acknowledged that many vendors have not had sufficient time to make the required coding changes to move to the 2014 Edition and that EHR certification bodies have a backlog in certifying upgraded products.

Orchard's Commitment

Your Orchard Team will continue to work diligently to ensure our products comply with the current 2014 Edition of the ONC Standards and all future requirements. Harvest LIS is currently certified for 170.314(f)(4) Transmission of reportable laboratory results and values to Public Health and 170.314(g)(4) Quality Management System. As of this newsletter, the application for certification for 170.314(b) Transmission of reportable laboratory tests and values/results to ambulatory providers has been accepted by our new testing and certifying lab. The required attestation documents have been completed and we are working to schedule our testing dates. We expect that this will be completed by next quarter and then we will begin certifying Copia.

What This Means for You

We encourage you to take advantage of the new rule in 2014 and complete your attestation with the systems you have in place. We also urge you to stay the course and keep working to update/upgrade your systems to be sure you are on the latest versions of Harvest LIS and Copia. If you are planning to implement HL7 2.5.1 interfaces, contact your Account Manager to schedule an appointment. 2015 will be here soon and we want you to be ready.

For more information on this new rule, please visit Orchard's blog online at **blog.orchardsoft.com**. 🍎

HHS Allows Direct Patient Access to Lab Results

On February 6th, 2014, the Department of Health and Human Services (HHS) released a final amendment to both CLIA 1988 and HIPAA 1996 rules in order to allow patients direct access to their lab results. In CLIA Final Rule 42 CFR 493.1291, Patients' Access to Test Reports and the HIPAA Rule 45 CFR 164.524, Access of Individuals to Protected Health Information, HHS specifies that upon patient (or patient representative) request, laboratories must provide copies of completed test results. As the rule does not clarify the specific process with which laboratories must comply, this has been left up to each individual laboratory.

These regulations became effective on April 7th, 2014. HIPAA-covered laboratories will have to update their Notice of Privacy Practices to inform individuals of their right to access test reports directly from the laboratory and how to exercise that right by October 6th, 2014. As of the compliance date, laboratories must provide patients and their representatives with access to their completed test results within 30 days of their request. This also includes any other protected health information about the patient maintained in a designated record set by the laboratory, including information generated prior to publication of the final rule.

EHR Patient Portals Fulfill this Requirement

Laboratories already making lab results available through their EHR patient portal may continue to use their existing policies and procedures for the purpose of complying with the new amendments. When patients have the opportunity to see their lab results via EHR portal, they can also access other pertinent medical information, such as allergy and medication lists, as well as appointment scheduling or pre-registration forms needed for procedures. The EHR patient portal will be the preferred access route, and in many practices, is already functional. Because patients are required to have online access to their health information in order to meet Meaningful Use Stage 2 requirements, it is expected that patient EHR portal access will become more prevalent.

As this is a CLIA amendment, it would be prudent for laboratories to make a statement in their policy manual that directs inspectors to the practice policies, and update applicable HIPAA notices to appropriately reflect this rule.

Identity Verification Required

Laboratories that give patients copies of their test results have the responsibility to verify the patient's identity, but the rule does not mandate any particular form of verification; details are left to the discretion of the organization. ONC-HIT has recommended that facilities use a multi-factor authentication for patients who remotely access their EHR portals. However, the final rules point out that patients' access to their data should not be so cumbersome as to discourage use of the portal.

Interpretation is in the Providers' Hands

One of laboratory professionals' biggest concerns centered on patient questions that may be spurred by patients reviewing their lab results. However, the Final Rule clearly addresses the fact that laboratories are not expected to interpret results for the patient and that questions should be directed to the provider who has a more complete clinical picture.

Patients having access to their results does not alleviate the responsibility of the provider to follow-up on any abnormal results. Laboratories have the option, however, to enhance a patient's test results with educational or explanatory materials that would allow a patient to better interpret test results. Additionally, laboratories may, but are not required to, alert providers when patients directly request their test reports from the laboratory.

Opportunity for Patient Engagement

HHS views the new rule as an opportunity for patients to become more engaged in their healthcare and to ask questions of their providers. They also expect the rule to encourage providers to more proactively discuss the range of possible test results and what the results may mean for the particular patient before or at the time the test is ordered. Former HHS Secretary Kathleen Sebelius said, "When patients have their lab results, they are more likely to ask the right questions, make better decisions, and receive better care."

Patients are paying for laboratory services and have a right to their own information in order to participate more actively in their treatment plan. The Final Rule clarifies this intent by saying that allowing laboratories to give patients' their lab results "may provide information that could benefit the patient by reducing the chance of the patient not being informed of a laboratory test, and benefiting healthcare providers by reducing their workload in providing laboratory test reports." The changes are meant to empower patients to take a more active role in managing their health.

Opportunity for the Laboratory

It also offers pathologists and the laboratory team a greater opportunity for direct patient consultation and education of test results. Many see this as an opportunity to increase awareness of the laboratory's value and improve the patient-laboratory relationship. 🍎

> As of October 6th, 2014, laboratories must provide patients and their representatives with access to their completed test results within 30 days of their request.

Orchard Copia 6.0 Boasts Plenty of New Features to Enhance Your Workflow

Behind the scenes at Orchard, our development staff has been hard at work in an effort to keep Orchard Copia on the cutting edge of laboratory informatics. Orchard Copia 6.0, available in August, contains a variety of new features to enable increased versatility for your organization.

New Options for Report Formatting

At Orchard, we understand that the data within your system is your product. We also know that the best way to market that product is by the use of visually stunning, data-comprehensive reports. The newest release of Orchard Copia, version 6.0, will include exciting new reporting functionality that implements the use of SQL Server Reporting Services (SSRS). SSRS is a server-based report generation software system from Microsoft. It is automatically supplied with your installation of Microsoft SQL Server required for Copia. The SSRS service works with an interface to Microsoft Visual Studio in conjunction with Copia that allows for the creation of content-rich, graphically-pleasing reports generated from the data contained in your Copia application. Using Copia with SSRS provides endless opportunities for your organization to get the most out of your laboratory data. Contact your Account Manager
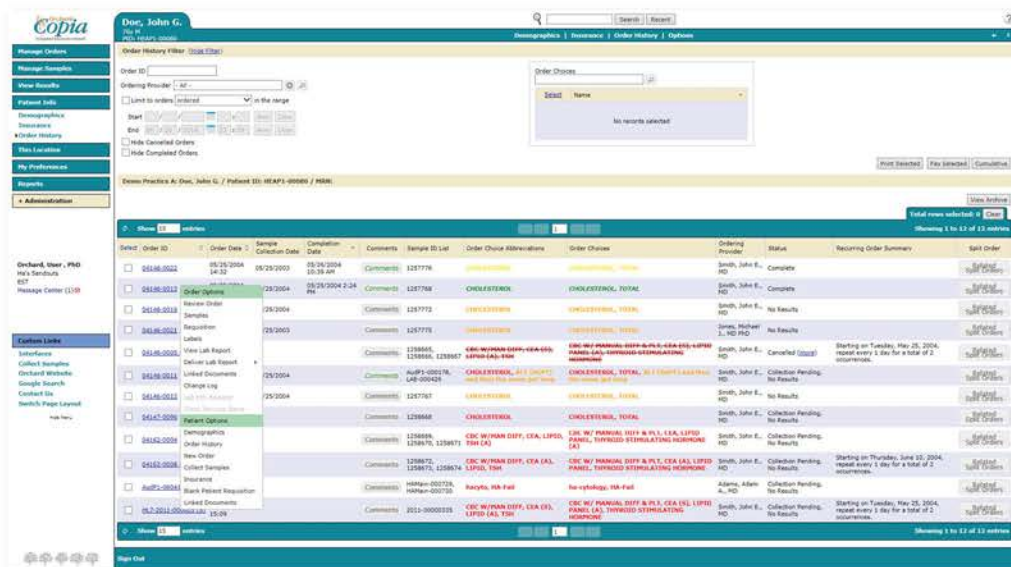
Orchard Copia now supports the ability for administrators to define an order context menu that contains both order menu options as well as patient menu options.

at (800) 856-1948 today to discuss the new reporting options available to you.

Ability to Implement Custom Menus

In order to meet the needs of each unique facility, the ability to perform custom configuration of each implementation of Copia is imperative. Orchard Copia now has an option to customize the contents of user menus. You can access the new Custom Menus administration page in the Customization menu. From here, users can create and/or edit custom menus. Clicking the "Add" button on the Custom Menus search page

will display the "Add Custom Menu" pop-up. This pop-up presents the user with four buttons that represent different starting options for the new custom menu: "Blank Order Menu," "Blank Patient Menu," "Order Menu from Default," and "Patient Menu from Default." A blank menu begins with a single submenu, the "root" menu, containing a single User Defined Text option. A menu built from the default template will be populated with submenus and options matching the default context menu, which will depend upon whether "Patient Menu" or "Order Menu" was selected. The ability to customize the menus within Copia puts greater flexibility in the hands of your organization and further allows you to configure Copia to best fit your needs.

Enhanced Adaptability for Remote Label Printing

Orchard has always provided the flexibility to print
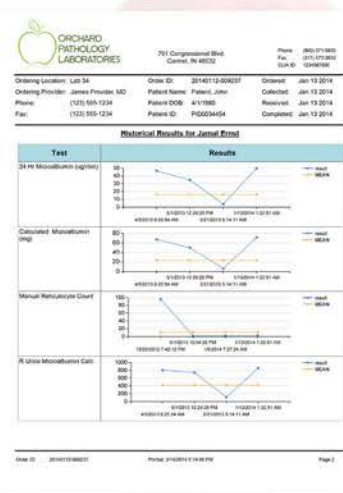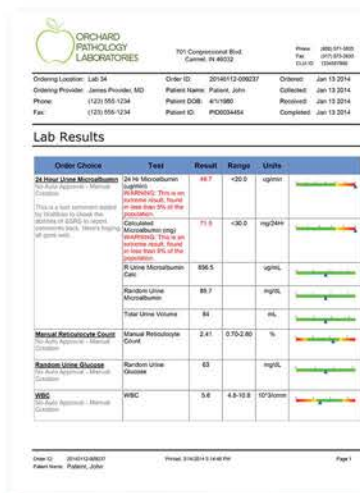
Examples of reports generated using Copia with Microsoft SSRS.

# It's Here! Orchard's New Website & Online Resource Center Launched June 23rd!

Orchard unveiled our new website and opened the Orchard Resource Center (ORC) to all of our clients on June 23rd. In addition to a streamlined appearance, we have added new features that are designed to make your Orchard online experience even better.

Redesigned Website & the Orchard Resource Center

The redesigned Orchard website is geared toward prospective customers and contains general product, company, and industry information. For our current customers, we wanted to make the information most relevant to you easy to access, so we have pulled it all together in the ORC. To access it, simply sign in to **www.orchardsoft.com** to create an account. The ORC contains a robust Knowledge Base of more than 1,000 articles; the latest product, company, and industry news; and customized features tailored to your account.

Help Us Grow the Orchard Resource Center

Everyone at Orchard is excited to share the ORC with you, and we already have some features planned to enhance it further. In the meantime, we would love to hear your feedback and requests for features. As you begin using it, please feel free to email us at **feedback@orchardsoft.com**. 🍎
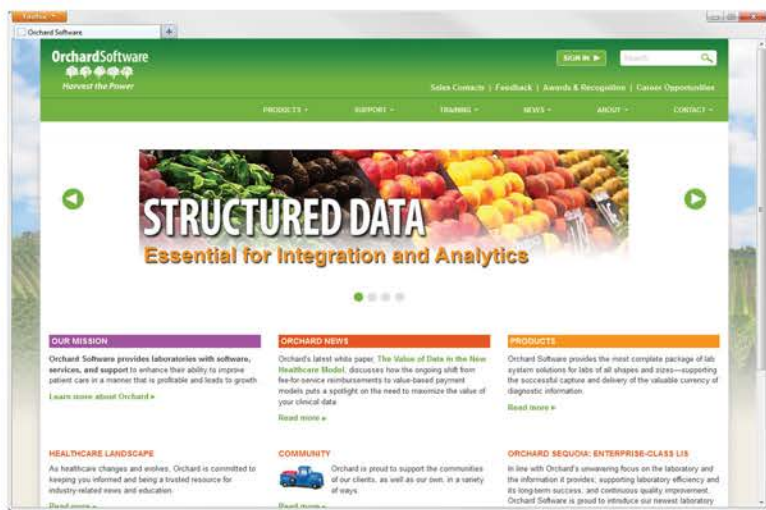

The freshly redesigned website displays a wealth of information about Orchard as a company, our products, and the industry.

The ORC provides customized information tailored to your account. This includes a robust Knowledge Base and Q&A section, support tickets and history, software requests, project plans, and product downloads linked to your account.

labels from Copia in remote order locations where the user may not have access to the LIS. However, in the past, users were limited to specific label printer models and label formats. In the newest release of Copia, Orchard has provided even better support for remote label printing using a new application called "Labeler." Like the existing functionality of LabelPrinter.exe, the Labeler.exe can be used to facilitate label printing from a web environment. The Labeler.exe can also print bar codes of any format and can print to any installed label printer. The Labeler.exe is able to print to any installed label printer because it generates its own labels and sends them as images to the label printer. This allows the label printer to print bar codes that may not normally be supported by the label printer.

Advancements to Search, Copia Mobile, & Email Support

Other advancements available in the Copia 6.0 release include better search functionality enabling pop-up and predictive searching. This user interface feature more closely resembles functionality that many users are familiar with when searching on the Internet. When a user begins typing search criteria, the application begins suggesting topics based on what you are typing prior to pressing the Enter key or by clicking the search icon. Additionally, the Copia Mobile module has been enhanced to provide the ability to generate collection lists within the mobile application. Copia 6.0 also features support for Gmail email communications.
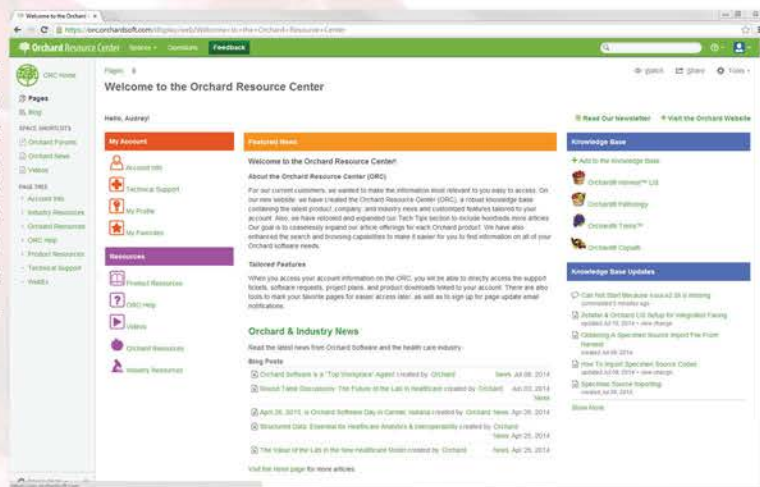
For more information on the many other exciting new features in Copia 6.0, visit the Orchard Resource Center at **orc.orchardsoft.com**, or contact your Account Manager at **(800) 856-1948**. 🍎

Newest version of Orchard Copia brings new features to enhance your workflow!

2014-2015 Orchard Software Event Calendar

Date	Trade Show/Event	Location
7/27 - 7/31/14	Clinical Lab Expo/AACC	Chicago, Illinois
9/7 - 9/10/14	CAP '14—THE Pathologists' Meeting	Chicago, Illinois
10/8 - 10/11/14	ASCP Annual Meeting	Tampa, Florida
10/15 - 10/17/14	G2 Lab Institute	Washington, D.C.
10/15 - 10/18/14	COLA Symposium	Orlando, Florida
10/21 - 10/22/14	8th Annual Lab Quality Confab and Process Improvement Institute	New Orleans, Louisiana
11/16 - 11/20/14	American College of Veterinary Pathologists	Montreal, Quebec
3/23 - 3/26/15	AMGA	Las Vegas, Nevada
3/29 - 4/1/15	CLMA	Orlando, Florida
4/12 - 4/16/15	HIMSS	Chicago, Illinois
5/5 - 5/6/15	Executive War College	New Orleans, Louisiana
5/5 - 5/8/15	Pathology Informatics	Pittsburgh, Pennsylvania
5/7 - 5/9/15	Becker's Hospital Review	Chicago, Illinois
5/18 - 5/21/15	APHL Annual Meeting	Indianapolis, Indiana
6/17 - 6/18/15	Orchard Software Symposium	Orlando, Florida