

DeKalb Memorial Harvests the Power of Outreach

When DeKalb Memorial Hospital began looking for a replacement for their aging, and soon-to-be-sunsetted laboratory system, they evaluated a number of vendors. But when the shopping was all over, they chose Orchard Harvest LIS for a variety of reasons: its flexible feature set, the paperless microbiology module, and the outreach capabilities of Harvest Webstation. One of Harvest LIS' most important features made the decision even easier for them: powerful medical necessity checking tools meant that they could handle the important aspect of ensuring timely reimbursement on the front end, while the patient was still present. An affordable price and Windows-based graphical user interface were also important factors.

DeKalb Memorial is a 47-bed hospital located in northeastern Indiana. Their laboratory services not only in-patients, but also local clinics, two satellite facilities, nursing homes, and physician offices via an extensive outreach program. Teresa Ryan, General Supervisor, explained that the laboratory runs approximately a half-million tests each year, so having an LIS that can handle their busy workload is a must. The laboratory started off with a home-grown system initially, but felt that Harvest LIS would better suit their needs.

DeKalb took full advantage of Harvest LIS' client-server architecture by installing workstations throughout the hospital, allowing the medical and nursing staff to quickly and conveniently place orders. They currently use Harvest Webstation for remote result retrieval and are evaluating the possibility of remote ordering via Harvest Webstation

at some point in the future.

Brenda Seely, DeKalb Memorial's Laboratory Director, had many enthusiastic things to say about Harvest LIS. "When I joined the staff, I was impressed with how comfortable the staff



Sue Werskey MT; Brenda Seely MT; Teresa Ryan MS, DLM, MT; and Susan Ponko MT enjoy Harvest LIS' outreach capabilities.

was with Harvest LIS, even after having had the system only a few months. I've used other lab systems prior to this, and find the navigation in Harvest LIS much smoother—it's so easy to get around in!"

When asked about their favorite features in Harvest LIS, Technical Supervisor Susan Ponko, stated, "The data browsers are very slick and fast—we can run reports for various departments and e-mail them. And the ability to export to Excel is also very important." Susan cited infection control and information for the pharmacy as two examples. Harvest LIS' Message Center was another favorite. "Having this form of communication available to us is wonderful!"

"We also do a lot of faxing," added Sue Werskey, Assistant Lab Manager. "We send around 300 to 500 faxes a day, and take advantage of two fax lines to get the reports to our providers effi-

ciently. We also use result delivery rules to help automate our printing, especially to our medical records department."

When asked about training, Sue and Teresa gave high marks to Orchard's training programs. Both had attended corporate training in Indianapolis, and worked extensively with their Systems Engineers when it came to training the staff. "We took a train-the-trainer approach. Not only did we train around 29 laboratory staff, but we also trained the nurses for order entry as well."

Teresa continued, "We've also submitted requests for modification through Orchard's website. We've been very impressed with the responsiveness of Orchard Software when it comes to listening to our suggestions. We made a request regarding a patient report format, and

Development was able to get it into the next software update."

With Harvest LIS' robust interfaces, adaptability, and well-rounded feature set, the lab staff says they couldn't be happier. While DeKalb has only been a customer since May of 2004, they've settled in comfortably as Harvest LIS users. Teresa concluded, "There's no looking back!"

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What's New for Spring? Orchard Harvest LIS version 6.5!

Here is a sneak peek at some of the great new features coming to you in Orchard Harvest LIS version 6.5 this spring! One of the big new features, which many of you have been asking for, is Supply Management—a very useful new feature giving you the capability to manage the usage, ordering, and inventory of laboratory supplies.

The Supply Management window allows you to enter information on new lots of reagents and other laboratory supplies, including the lot number, quantity; and dates received, opened, closed, and expired. You may also enter notes for a particular lot number, mark lots as "In Use" when they are opened, and update the quantity of a lot as the supplies are placed into use. You can also print total inventory, low quantity, and near-to-expiration reports.

For each different reagent or supply, you can configure an expiration warning limit and the minimum quantity to keep on hand. When a supply violates the expiration warning or minimum quantity limits, a warning icon is displayed for that item in the Explorer-style supply list.

Many other new features will be available in version 6.5, most of them requested by you, our customers:

- Store permanent CC report recipients in the patient file.
- Configure up to 5 manual diff layouts per order choice, assigning defaults to individual users.
- Schedule automatic, unattended runs of the result, order choice, order, and patient browsers.
- Right-click on orders in Release Stored Orders to see expanded details about the order, without having to release it.
- You may now create result delivery rules to deliver results via fax. Faxing can also be configured as the preferred delivery method instead of printing.
- Priority (Routine/ASAP/STAT) can now be set at the order choice level in addition to the order level.
- Printers are now held in Table Setup, and schedules can be attached to each printer for automatic result delivery of patient reports. You may

also create global schedules that will be overridden by printer-specific schedules, if available.

- Several enhancements to result evaluation rules, including the ability to write rules that apply to all order choices or that suppress tests from the patient report and HL7 interfaces.
- Auto-approval can be enabled at the order choice level, instead of only system-wide.
- On the hematology review window, you can now suppress either the manual diff or the automatic diff from reporting.
- Patients can be marked as deceased,



Rich Brayfield

As you walk by Rich Brayfield's office, it's hard not to do a double take. Inside there stands a life-sized image of the great St. Louis home run hitter, Mark McGwire, knocking one out of the park, not to mention tons of other St. Louis Cardinals memorabilia. It's pretty obvious that Rich is a big Cardinals baseball fan.

Hidden in his office amongst all the red Cardinals stuff is evidence of what brought Rich to Orchard. Rich spent 20 years in the United States Air Force, retiring in 1994. He was assigned to posts in Washington State, Colorado, Illinois, Texas, North Carolina, and he spent 6 1/2 years in Italy. His final assignment was the United States Air Force Academy Hospital. After retiring, Rich took a position as the Lab Manager at Greeley County Hospital in Tribune, Kansas, where he brought online a very young Orchard Software product known as Costello in the fall of 1994.

Two years later in 1996, Rich began his career at Orchard installing single-workstation systems on the Mac platform. Today, as Orchard's Installation Project Manager, Rich is responsible for the installation of all of Orchard's products throughout the US.

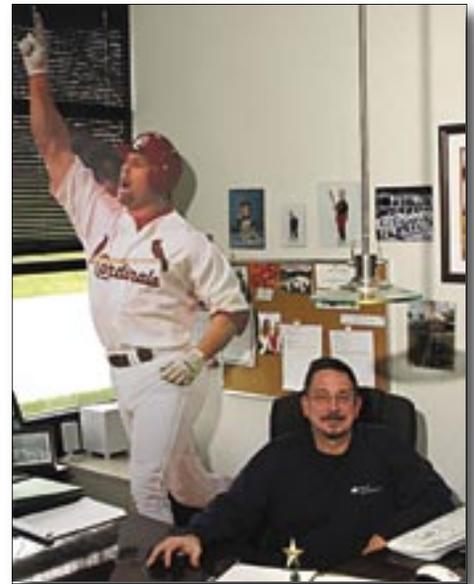
Besides Cardinal baseball, Rich does a lot of boating and fishing during the

and warnings will be issued if you try to place orders for deceased patients.

- Harvest Webstation can now display and print a PDF version of the actual Harvest LIS patient report in the browser.
- There are more options for column views in many parts of Harvest LIS.
- The Message Center can now send faxes and e-mail.
- Spanish non-Medicare ABNs are an option in both Harvest LIS and Webstation.

... and much more!

Watch for Harvest LIS 6.5 in the spring of 2005! 🍎



summer months, and tries to get a round of golf in when time allows. He and his wife, Marti, have three grown daughters and two beautiful grandchildren. 🍎

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Contributing authors:

Audrey Blackwell	Dave Bracewell
Kevin Dudley	Thom Franklin
Kerry Foster	Jeff Kain
Henry Oglesby	Debbie Schilling

If you have any questions or suggestions, please contact our Publisher, Greg Wilson, or Editor, Kerry Foster, at (800) 856-1948.

Electronic versions of the newsletter can be viewed at www.orchardsoft.com/news_links/newsletter/newsletterarchive.html

Tech Tip Result Origins

Tracking where your lab results are coming from is an important part of result management. If you have multiples of an analyzer, you need to know exactly which analyzer each and every result came from. Likewise, you will want to track how a result was entered by other methods. How results are entered into your Harvest LIS database is known as an “origin.” The origin can be displayed in several places in Harvest LIS. The Review Results and Result Browser windows are two places where displaying the result origin is particularly useful.

How are results entered in Harvest LIS?

There are basically five ways to enter results into Harvest LIS:

1. Manual entry by laboratory staff
2. Clinical information questions
3. Formulas (calculations)
4. An instrument interface
5. A reference lab interface

How are origins applied?

For each of these entry methods, the origin will display as follows:

1. For results that are entered via manual entry, the origin will be displayed as the CLIA signature of the entering tech.
2. For results that are entered via clinical information questions, the origin will be displayed as “Clinical.”
3. For results entered as the result of a formula, the origin will be displayed as “Calculation.”
4. & 5. Results that are entered via an interface (instrument or reference lab) require some additional configuration as noted below.

How do I configure column views in Harvest LIS to display result origins?

To display result origins, you will need to add this field to the appropriate column view. As an example, the steps

below show how to add the Origin column to the Review Results screen.

Add the “Origin” field to your Review Results/Results tab column view settings.

- Go to File > Table Setup.
- Click the Column Views button.
- Click on the RR (Results) view.
- Click on the Configure Column Layout button.
- Add the Origin field to the Selected Fields column.
- Set the width of the Ranges and Origin fields to 80 pixels (Shift-double click on the Width setting to change it from 0 to 80).
- Click the OK button.
- Click Save.

How do I configure Harvest LIS to display result origins for results entered via an interface?

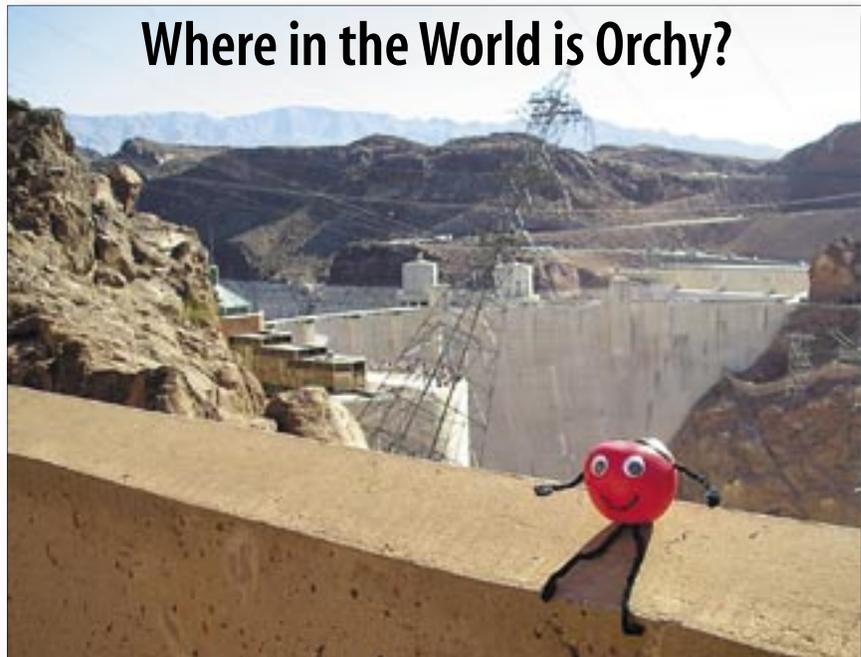
For results that are entered via an interface, perform the following steps *on the workstation that is managing the interface*:

- Go to File > Preferences > Interfacing tab.

- Click the Interface Configuration button.
- Enter the interface configuration password (available from Orchard Technical Support).
- Change the “Settings for” port menu to the correct port for the instrument. When you change this menu, the “Connected Device” field will update to display the connected instrument, and the remaining fields will update to display the appropriate interface settings.
- In the Host Identification field, enter a unique descriptor for that instrument. When results are transmitted through this port to Harvest LIS, the results will be tagged with this descriptor as the origin, so this descriptor will display in the Origin field when it is included in the column view for a Harvest LIS window.

Harvest LIS will also update the origin for reruns, dilutions, and similar situations where the result is further manipulated.

As always, feel free to contact Orchard Technical Support for assistance in configuring this useful tracking feature in Harvest LIS. 🍎



Orchard Software’s unofficial mascot, Orchy, has been busy traveling again. Can you identify his location in this photo? Send in your answer to news@orchardsoft.com to be eligible to win an Orchard Software prize package. The winner will be drawn at random from the correct entries. Log in to the Orchard website to see where else he’s been lately! 🍎

Electronic Newsletter

If you’re looking for an electronic version of our newsletter (and past newsletters), go to www.orchardsoft.com/news_links/newsletter/newsletterarchive.html

Looking Back, Charging Forward

As we begin 2005 we want thank each of you for all of your effort and support over the years. 2004 was a banner year for Orchard and we expect 2005 to be even better.

In 2004, Orchard continued to grow at a pace far exceeding the LIS industry. We added 67 new clients to the Orchard family, and we now have over 80 employees. As we continue to grow, we are aware that we must continue to meet or exceed your expectations for service and support. Having said this, we would like to thank all of you who voted Orchard Software Top of Class in the Information Systems category of *Advance for Administrators of the Laboratory* for the third year in a row.

In addition to our Top of Class award from *AdvanceAL*, we are also pleased to report that Orchard Software scored the highest of all lab system vendors as published in the annual *Top 20 Year-End Best of KLAS Awards* report. Orchard's



overall score of 89.57 (out of 100) put Orchard at the top of the Community Clinical & Ancillary Solutions Market Segment Category and was high enough to lead all LIS vendors listed in all categories, with the second place LIS vendor scoring 82.09.

All of us at Orchard believe that to be a truly great company we must understand our customers' expectations in

order to surpass these expectations in both product enhancement and development, and more importantly, your experience with our company. As we continue our rapid growth in 2005, we will continue to provide our customers with the best service in our industry, while keeping our small company attitude and family atmosphere. Our goal will continue to be to provide you with the best LIS available to meet your ever-changing needs. ●

Orchard's Trade Show Calendar 2005

Below are the confirmed trade shows where Orchard will be exhibiting during early 2005.

Dates	Name	Location
02/28-03/01	ASCLS-Georgia	Atlanta, GA
03/02-03/04	Lab InfoTech Summit	Las Vegas, NV
03/05-03/08	CLMA	Chicago, IL
03/30-04/01	Carolinas Clinical Connection	Myrtle Beach, SC
04/13-04/14	NE Region Conference and Exhibition	Boxborough, MA
04/20-04/22	Michigan Society Clinical Lab Science	Kalamazoo, MI
04/26-04/28	Ohio River Valley CLMA	Ft. Mitchell, KY

If you are attending the CLMA in Chicago let us know at www.orchardsoft.com/clma.asp

OrchardSoftware



Harvest the Power

701 Congressional Blvd., Suite 360
Carmel, Indiana 46032

Phone: (800) 856-1948

Fax: (317) 573-2633

E-mail: news@orchardsoft.com

Website: www.orchardsoft.com

Address Correction Requested

A Sneak Peek at Orchard Harvest™ LIS 6.5