

TESTIMONIAL

Beatrice Community Hospital & Health Center

Gains Greater Control of Point-of-Care Testing with Orchard's Point-of-Care Software Solution



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Beatrice Community Hospital & Health Center (BCH) has been an Orchard customer since acquiring Orchard Harvest LIS and Trellis point-of-care testing (POCT) software in 2015. They added Orchard Copia in 2017 to support their outpatient testing services. Having multiple locations performing POCT made management a struggle and paved the way for Trellis to address many of their laboratory's challenges.



“Caring People, Committed to Caring for People”

BCH, located in Beatrice, Nebraska, is a full-service critical access hospital with emergency services and an urgent clinic, plus eight other clinic locations. The hospital has 25 private patient rooms, 4 operating rooms, a 12-room Emergency Department, and a second floor for physician clinics. Their network of facilities span the city and range in services, including: Labor and Delivery; Surgery; Diagnostic Imaging; Laboratory; Physical, Occupational, and Speech Therapy; Family Medicine; Internal Medicine; Women's and Children's Services; and Orthopedics and Sports Medicine.



POCT at Beatrice

In the largest clinic, medical technologists and a laboratory assistant perform approximately 15,000 POC tests annually. The other locations have an annual POCT volume between 3,500 and 6,000 depending on the clinic specialty. At these sites, testing is performed by nursing staff, with a total of approximately 30 end users to oversee.

POCT Challenges: Central Oversight & Integration

Gina Kapels, Director of Laboratory Services, explained that the two biggest challenges their laboratory faced that promoted adoption of Orchard Trellis were the need to:

- Gain greater oversight and control of end user activities
- Ensure integration and streamlining of medical record numbers between locations and systems

The laboratory also wanted to simplify training and tracking of end user activities, as well as ensure that POCT QC was performed as required and that pre-analytical activities were taken into account to achieve accurate results. With several different EHRs in use, and patient safety as a priority, BCH wanted to make certain that patient medical record numbers were accurate and that orders and results were attributed to the correct patient 100% of the time, no matter where they were seen. In addition, BCH wanted to ensure that results were transmitted to the EHR in a timely fashion so that the provider could promptly access the results and act upon them.

Trellis: Easy to Learn & Easy to Use

As an early adopter of Orchard Trellis, BCH has experienced significant expansion of features over time. Trellis has helped the laboratory improve the overall efficiency and productivity of their POCT by allowing the laboratory manager to monitor POCT in the clinics without having to travel to each location. Trellis allows for centralized oversight and management of all their POCT activities.

“Our waived testing clinics like Trellis because it is easy to use and allows instrument connectivity,” says Kapels. “[With Trellis], we can make sure proper procedures are being followed in our clinic locations without actually being there. We can see if the end users are completing tasks correctly across all locations,” explains Kapels. “For example, if an end operator does not verify that the results transmitted to the EMR, we can see that remotely and take care of it from our side.”

“Overall, the biggest advantage that Trellis offers our lab is more control of POCT—the ability to oversee end users and run reports without having to go anywhere. Trellis is very user friendly in that aspect,” continues Kapels.



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Gina Kapels

Director of Laboratory Services,
Beatrice Community Hospital & Health Center



Partnering with Orchard Software

Kapels has been very pleased with Orchard Software and all of its products. “Orchard has been great; technical support is awesome. Every time I have called, they are so calm and patient and help me solve whatever issue we are having.”

“With POCT taking place across so many locations, I can’t say enough about Orchard as a whole and how much Trellis has been a benefit by allowing central management of our POCT. Traveling to the clinics has been eliminated and the product’s user friendliness makes it easy for my end users to learn how to use it.”

A “Must Read” for Healthcare Leaders

As part of our ongoing efforts to support the laboratory community, we offer a white paper series chock-full of the latest lab-related information you need to stay successful.

If you are interested in learning about the laboratory’s role in the changing healthcare environment, download our informative white papers at www.orchardsoft.com/whitepapers.

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