New Opportunities for Orchard Software with Francisco Partners

In October 2019, Orchard Software was acquired by Francisco Partners (FP), a leading, technology-focused private equity firm. The partnership with FP will provide capital and expertise to enable Orchard to grow at a faster pace and continue to develop its newer web-based products, Orchard® Trellis™ and Orchard® Sequoia™. Orchard looks toward 2020 with anticipation as an exciting new door opens for it and its customers.

FP Lends Healthcare Knowledge & Technology Expertise

FP is a leading global private equity firm that specializes in investments in technology and technology-enabled businesses. Since its launch more than 20 years ago, FP has raised more than $14 billion in committed capital and invested in more than 275 technology companies, making it one of the most active and longstanding investors in the technology industry. The firm invests in opportunities where its deep sectoral knowledge and operational expertise can help companies realize their full potentials.

Orchard's Unparalleled Focus on the Laboratory

Orchard's commitment to innovation and leadership, and its strong focus on the laboratory, will not waver. It will continue to grow Orchard® Harvest™, as well as its newest offerings, Trellis and Sequoia. Orchard's newest products are based on the latest innovative ideas in health information technology (HIT) in conjunction with Orchard's 26 years of collaboration with customers to support the laboratory's role in healthcare. Trellis and Sequoia are web-based products that offer an impressive variety of deployment options that fit well in the evolving healthcare market.

Orchard's Founder Retires—Billie Whitehurst Named New CEO

As part of this transition, Orchard's Founder and CEO, Rob Bush, retired, and Orchard welcomed Billie Whitehurst as its new CEO. Bush founded Orchard in 1993 and has been an incredible visionary and guiding leader in the LIS industry. Bush is leaving Orchard in good hands and remains a minority shareholder.

Whitehurst, Orchard's new CEO, has a proven track record in driving innovation, generating rapid growth, and improving profitability for Fortune 10 and emerging growth companies. She brings more than 20 years of leadership and execution experience in healthcare, most recently serving in senior leadership roles at Netsmart, Change Healthcare, and McKesson.

"Francisco Partners' deep experience in healthcare technology and proven track record in nurturing and growing technology businesses will enable Orchard Software's loyal base of employees to continue delivering market-leading solutions and new innovations," says Whitehurst.

Billie Whitehurst

Orchard's Commitment to Its Customers

At Orchard, we have been developing and supporting award-winning LISs for more than 26 years, and we are proud of the fact that we listen to our diverse customer base to provide superior customer support and expert integration. Orchard will continue doing what it does best: Creating and supporting the best LISs on the market. At the same time, it will now have the added expertise and capital to allow for expansion of its innovative product line to take advantage of the opportunities in today's healthcare market, and to continue bringing value to customers.

If you have questions, please contact your Orchard Account Manager. We are excited about what this next chapter will bring to Orchard, our partners, and our customers. 🌳

End-of-Service Reminders

To help you stay on top of hardware and software updates, we offer these reminders of timelines when Orchard Software, Microsoft, or other companies will stop supporting various products. Contact Orchard Technical Support at **(800) 571-5835** with questions.

- Orchard Software is no longer releasing updates to the Interface Engine (IE) version that is compatible with Orchard® Harvest™ 10, Orchard® Pathology 10, and older versions now that Harvest 12 and Orchard Pathology 12 have been released. Clients will need to update to Harvest 11, Orchard Pathology 11, or newer to implement new instrument interfaces.
- Microsoft will discontinue support and updates for **Windows 7** in January 2020.
- Microsoft will discontinue support for **Windows Server 2008 R2 editions** in January 2020. 🌳

PDF Printing Change in Copia, Trellis, & Sequoia

Due to browser security, Firefox and Chrome no longer allow our programs to invoke the print screen for a PDF plugin.

Auto-printed PDFs are now displayed in a dialog box and users will need to click the Print button. 🌳

Tech Tip: Faster Access to Your Preferences

The Q1 2019 release of Orchard® Copia®, Orchard® Trellis™, and Orchard® Sequoia™ brought enhancements for accessing your preferences and other frequently used features. You can now navigate to one central area to access your preferences and other information. The new session information provides a modern look and is in line with current web application standards and inherent usability.


The session information displays the signed-in user, the signed-in location, and the user avatar.

Click the avatar or down arrow to open the Session menu that has options to set your location, open Message Center, navigate to application preferences, open the online help, or sign out of the program. If your facility uses Trellis or Sequoia, you can also navigate to certifications.

The options available in the Session menu in Copia enable you to access commonly used features.
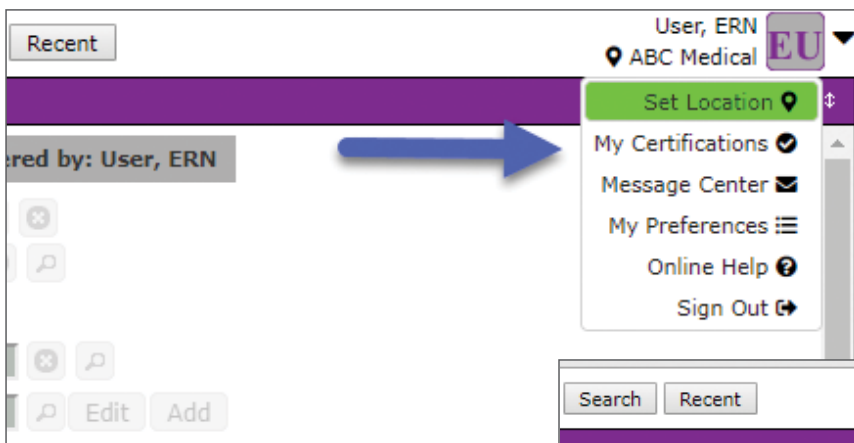
The Session menu in Trellis and Sequoia contains a link to access your certifications.
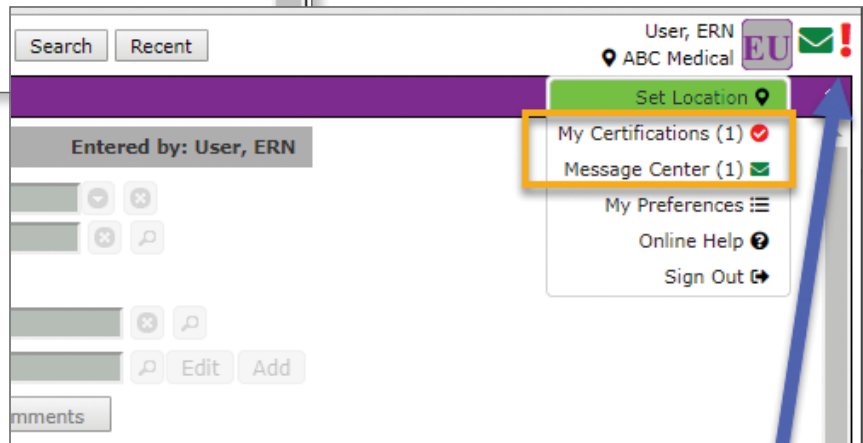
Icons alert you to things needing your attention.

The Session menu also displays the number of unread messages in Message Center, and, if you use Trellis or Sequoia, it shows the number of valid certifications. Icons alert you if there are things needing your attention. An envelope icon next to the user avatar indicates you have unread messages. A red exclamation point indicates there are certifications that are expired or expiring soon.

You can now use avatars to personalize your user information. You can choose from pre-loaded avatars, or if your facility allows, you can upload a personalized avatar. To do so, navigate to the User page (TaskCenter > My Preferences > User). If you don't select an avatar, the system creates a generic avatar based on your first initial and the system-defined colors.

Note that the system still displays session information and Center information at the bottom of the left navigation menu. 🌳
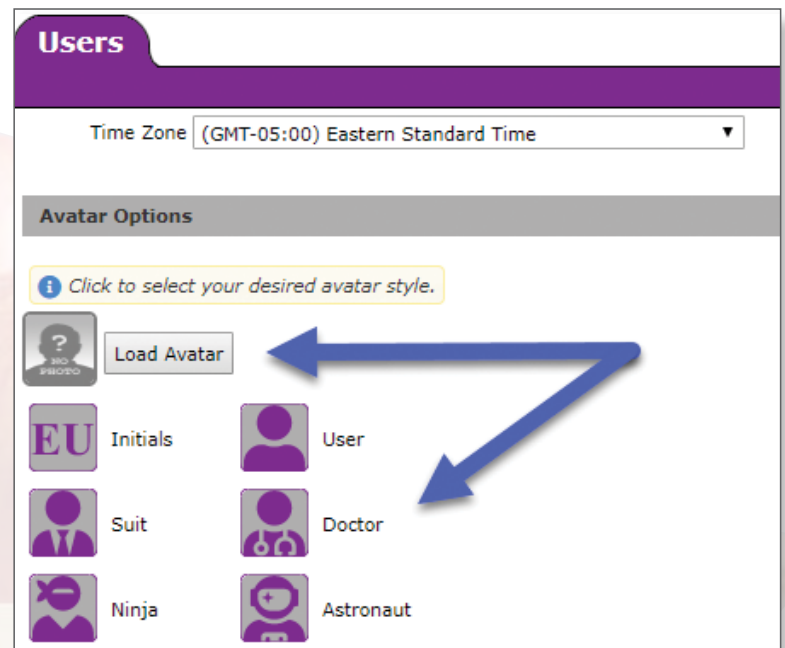

You may be able to upload your own avatar, depending on your facility's settings.

Tech Tip: Harvest Menu Changes

The version 12 release of Orchard® Harvest™ brought changes to the navigation menus. These changes provide more logical organization and grouping of items.
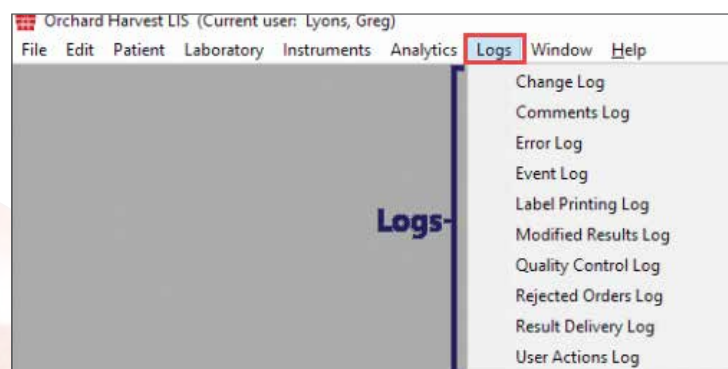
We removed the Reports menu and added the Analytics menu. The Analytics menu contains all previous hard-coded reports, as well as the Result Browser, Order Choice Browser, Order Browser, and Patient Browser options.
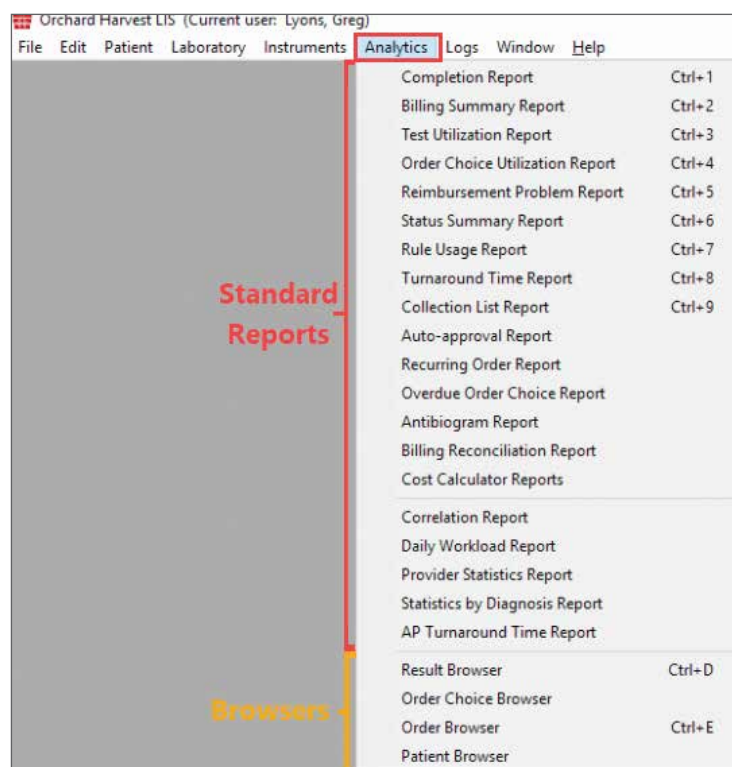
In addition, the Form Letters option is now in the Laboratory menu.
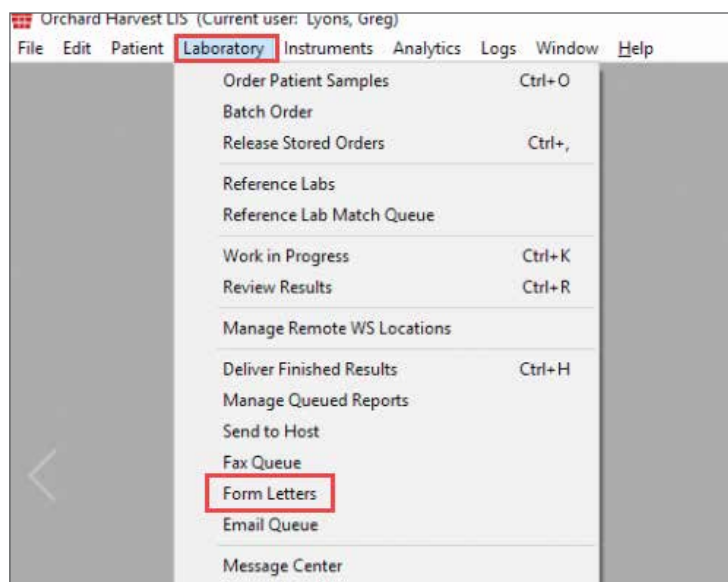
Finally, we added the Logs menu that contains all hard-coded logs. 🌳

Orchard Software Holiday Hours

Just a reminder that our corporate offices are closed for the holidays on the dates listed below, but our Technical Support team is available 24/7 at **(800) 571-5835** to assist you. 🌳

- **November 27-29, 2019**
- **December 24-25, 31, 2019**
- **January 1, 2020**

Ryan Hays has worked at Orchard Software for 11 years. He has been married to his wife, Caroline, for 10 years. They have two sons: Will, 5, and Sam, 1. Most of Ryan's free time is spent with his family, often visiting zoos and parks. Outside of family time, Ryan tries to be an active runner and participates in a couple 5K races every year.

What do you do at Orchard Software?

Most recently, I've been involved with a couple of our large partners: LabCorp and athenahealth. As part of serving our mutual clients with LabCorp and athenahealth, I've had the opportunity to work with a lot of great people, both externally and internally, and I appreciate the relationships I've formed with clients, Orchard employees, and LabCorp and athenahealth personnel.

Where did you work before coming to Orchard?

After graduating from college, I briefly worked for Epic Systems in Verona, Wisconsin. Orchard originally provided me with the opportunity to move back home, but I never could have imagined all the other opportunities Orchard would provide for me over the years. All of which I'm very thankful for.

Where did you go to college?

I received my undergraduate degree from the Indiana University Kelley School of Business in 2007. I'm currently enrolled in an online healthcare informatics graduate certificate program through Morsani College of Medicine at the University of South Florida.

Can you share a personal and a career milestone?

Professional would be working with athenahealth to successfully pivot 56 hospitals from a sunsetting LIS to Orchard® Harvest™ in a short period of time. It was a great team effort across the hospitals, athenahealth, and Orchard. Personal would be having two great kids, but, let's be honest, Caroline deserves the credit for that.

Where is your favorite travel spot?

While not very far away or exotic, I always like visiting Bloomington, Indiana. It is where I attended college and where I met my wife. There are some great restaurants around campus, specifically some of my favorite pizza places.

People would be surprised if they knew...

I have had pizza in 45 states. It started with a challenge from our COO, Curt Johnson, early during my time at Orchard. While traveling for trade shows, Curt noticed that I had pizza at nearly every restaurant we went to as a group. From restaurants known for their seafood to those known for their steak, if pizza was on the menu, I ordered it. Having traveled a lot for Orchard, I now only have five states left on the pizza challenge that was issued about 10 years ago.

What is on your bucket list?

I would like to get in a shark cage at Seal Island of South Africa (maybe after I'm retired and have already paid for my kids' college tuition). 🌳

Where in the World is Orchy?

Last time we heard from Orchy®*, he was racing down sand dunes, playing in Lake Michigan, and enjoying a bit of fresh air at Warren Dunes State Park in Michigan. Orchy told us he may have sand in his core after spending half the day racing down Tower Hill.

Congratulations, Kathleen!

Kathleen Allen is the Laboratory Director at University Suburban Health Center in South Euclid, Ohio. She guessed Orchy's location and is the Orchy prize package winner.

The Way Life Should Be!

We now find Orchy in a town nicknamed "Derry." He told us he ran into his old friend, *Dolores Claiborne*, who lives on *Salem's Lot* next to the *Pet Sematary* with her dog *Cujo*, who was nothing but a *Bag of Bones*. Dolores drove Orchy downtown to see a famous giant lumberjack who looked to Orchy like a *Dark Tower*. While there, they ran into a good friend, *Christine*, who said "*Stand By Me*" as they walked to the park named *The Green Mile*. In the park, Orchy found a *Dreamcatcher* and thought to himself, *Finders Keepers*, but instead he gave it to a little girl named *Carrie*. Orchy decided he needed to get a gift for his friend, so he went into a store named *Needful Things* and talked to the clerk, *Rose Madder*. He thought, "Maybe I'll get a *Tommmyknocker*," but instead he got a *Talisman* to keep her *Misery* away. As Orchy walked back to meet Dolores at the *Firestarter* for dinner, he stopped by a famous landmark, the *Black House*, which ended up being a red house with a black gate. *It* was a great day!

If you think you know where Orchy is, please send your answer to **news@orchardsoft.com** by December 13, 2019, to be eligible to win an Orchard prize package. 🌳

Want to keep up with Orchy's travels? Visit our Company Culture webpage at **www.orchardsoft.com/company-culture.html** and click "Read More" under Orchy's picture to view an interactive map with all his destinations pinned, plus additional pictures and descriptions for each location.

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

Orchard Celebrates Halloween

At Orchard Software, we like to get into the Halloween spirit and see all the creative costumes our teams and individual employees are able to think up! In 2000, the Development department began the tradition of dressing up for Halloween. While the turnout was low that year (just two people dressed up), a glorious tradition was born that day, though not a single photograph exists.

The next year, still only a couple people dressed up, but they got a few others to wear hats and were able to get a group photo. Things really took off in 2002, with the addition of a Gilligan's Island costume theme. The theme format continued for a few years and brought many excellent costumes. Themes included Saturday Night Live, movie characters, interesting ways to die, and movies/TV/music.

The Development department has also sponsored "Loser Hats" for team members who don't dress up. Anyone not wearing a costume can choose to wear it in order to be included in the group photo. 🌳

Successful implementation of Orchard Software's positive patient ID (PPID) collection tool— Orchard® Collect™— resulted in direct patient care improvements at Jefferson Regional Medical Center (JRMC) through elimination of in-patient specimen labeling errors to improve safety and significant workflow and turnaround time (TAT) enhancements.

About JRMC

JRMC is a not-for-profit, 471-bed acute healthcare organization that serves patients in 11 counties across Southeast Arkansas. In addition, utilizing 13 clinics with services ranging from urgent care to pain management, JRMC provides specialized care for its rural community.

The JRMC laboratory team—65 employees strong—serves more than 700 providers and performs 1.5 million tests per year. The laboratory focus aligns well with the organization's overall business model. According to Jeff Turner, Director of Laboratory Services, a top priority is to utilize best-fit technology to help ensure patient safety and improve workflow efficiency. **"Improving safety, turnaround time, and productivity are priority goals that we are trying to accomplish here at the JRMC lab**," says Turner.

The Challenge - Before Collect

Before implementation of Orchard Collect, the in-patient workflow at JRMC involved label printing and processing in the central laboratory. Phlebotomists, stationed in the central lab, would print and carry labels to patient rooms to collect laboratory samples. This process proved to be labor-intensive, error-prone, and cumbersome. There was no electronic positive patient identification process to ensure that the correct patient's sample was being collected. Because phlebotomists travel room to room transporting labels for multiple patients at the same time, mislabeling was an area of concern.

The JRMC laboratory also had a target TAT goal to complete testing for 90% of the morning-collected draws within three hours of collection. The process of phlebotomists taking

batches of labels up to collect and then delivering specimens and re-processing them in the lab made this TAT goal a struggle, with an average TAT (before Orchard Collect) of 87%.

To meet its TAT goals, and simultaneously improve safety and provider satisfaction, JRMC laboratory implemented Orchard Collect.

The Solution - After Collect

Implementation of the Orchard Collect PPID tool significantly improved workflow, reduced errors, and shortened TAT at JRMC by allowing phlebotomists to stay in the patient care area. Armed with the tools to perform PPID at the patient bedside, its 20 phlebotomists, staffing three shifts, quickly learned the new workflow and understood the value of Orchard Collect so there was little resistance to change.

Phlebotomists now travel to patient rooms with the Orchard Collect "workstation on wheels" that carries everything they need to safely identify the patient, access collection information, print bar codes, and label specimens right at the patient bedside. Collected specimens are then transferred to the laboratory through the pneumatic tube system. Turner explains, "The Collect workflow allows phlebotomists to remain at the

patient care locations, track their pending collection list, and print labels at the bedside instead of staging in the central laboratory."

Turner continues, "We are absolutely sure that safety has been improved by reduced occurrences of mislabeling. I have not been made aware of a single incident of patient misidentification since we went live with Collect, and I know of one occasion where the system prevented a patient misidentification."

The Data

After an expected drop (attributed to training and learning curve) during the first month post Orchard Collect go-live, JRMC laboratory experienced a steady improvement in TAT (see Figure 1). With Orchard Collect in place, JRMC can meet and often exceed its 90% TAT goal. In addition, it has eliminated in-patient labeling errors and advanced the overall safety of its blood collection process. **"As well as improving productivity and overall turnaround times, the Collect system has**
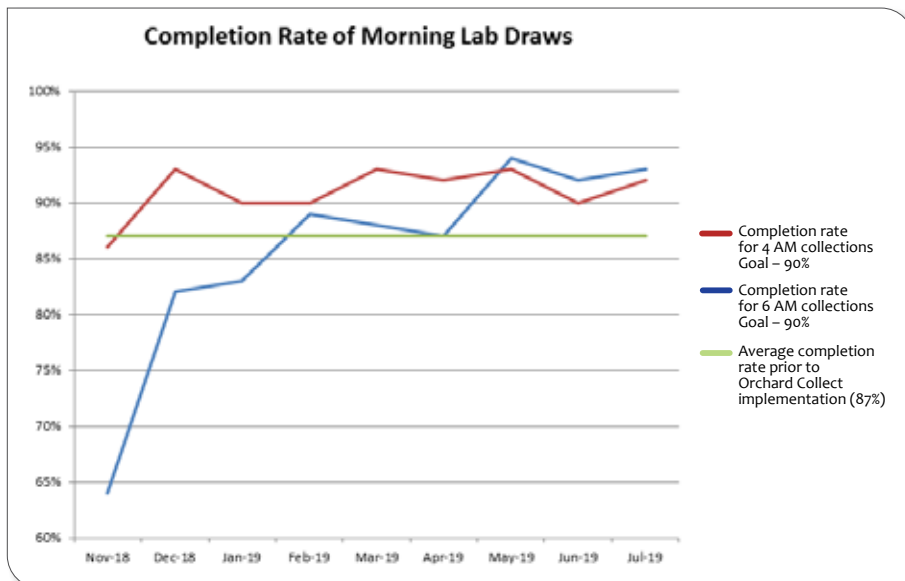

Figure 1

dramatically improved patient safety through bedside PPID and specimen labeling," explains Turner.

Contact Orchard

For more information about Orchard Collect, contact your Orchard Account Manager at **(800) 856-1948**. 🌳

Symposium Survey Winner

We're still sorting through all your ideas, so stay tuned to our newsletter and website for event details as they become available. You can also visit **www.orchardsoft.com/newsletters** to add yourself to our contact list so you receive updates via email.

And the Winner Is...

We held a random drawing from the entries received by the deadline for an Orchard Software prize package. Congratulations to our winner, Tanya Eden, from Washington University in St. Louis!

Though the prize has been awarded, it's not too late to pass along your ideas. If you would still like to submit your suggestions, visit **www.orchardsoft.com/survey**. 🌳

In our last issue, we asked for your input to help us improve our User Group & Symposium events. We really appreciate that so many of you took the time to participate. Your feedback will help us make our next event even better!

We've expanded our course offerings for 2020, so please review the dates below and contact your Orchard Account Manager at **(800) 856-1948** to sign up for training. Seats are available on a first come, first served basis. Note that our Copia Integration courses are advanced-level courses, and you must schedule them through your Orchard Account Manager. Visit **www.orchardsoft.com/training** for course descriptions.

Orchard® Harvest™ Advanced User Training Course

February 25-27, April 21-23, June 23-25, August 4-6, August 18-20, October 20-22, December 8-10

Orchard® Harvest™ Microbiology Administrator Training Course

January 28-30, March 24-26, May 19-21, July 21-23, September 15-17, November 17-19

Orchard® Harvest™ System Administrator Training Course

January 14-16, February 11-13, March 10-12, April 7-9, May 5-7, June 2-4, July 7-9, September 1-3, October 6-8, November 3-5, December 1-3

Orchard® Pathology Administrator Training Course

January 28-30, March 24-26, May 19-21, July 21-23, September 1-3, November 17-19

Orchard® Copia® System Administrator Training Course

January 28-30, February 25-27, April 21-23, May 19-21, July 21-23, August 18-20, October 20-22, November 17-19

Orchard® Copia® Advanced User Training Course

April 7-9, August 4-6, December 1-3

Orchard® Copia® Integration Level 1 & Level 2 Training Courses

You must schedule course dates through your Orchard Account Executive.

Orchard® Copia® System Administrator Training Course + Orchard® Trellis™ POCT Management Training Course

January 28-31, February 25-28, April 21-24, May 19-22, July 21-24, August 18-21, October 20-23, November 17-20

Orchard® Sequoia™ Administrator Training Course

March 24-26, June 23-25, September 15-17, December 8-10

CE-available POCT Webinars from Whitehat Communications

Orchard Software is proud to sponsor the 2019 Whitehat Communications POC Group webinars, focused on topics of interest to the laboratory and POCT industry. The free webinar sessions offer P.A.C.E.® continuing education (CE) credit opportunities and are given by experts in the laboratory and POCT market.

POCT Webinar Topics

The table below lists the remaining Whitehat Communications webinar dates for 2019. Visit the Orchard website, **www.orchardsoft.com/poc-webinar-series,** for links to sign up.

You can register for any sessions that interest you without being affiliated with the POCT groups. In addition, you can visit the Whitehat website at **www.whitehatcom.com** to view previous Whitehat webinars at your convenience. 🌳

2019 Webinar Schedule

Date	Time	Topic	Speaker
November 19	12 PM ET	Quality Control in POCT: Where do we go from here?	Marcia Zucker, PhD Central Florida POC Network
December 3	12 PM ET	POCT Coordination: Managing Your Sanity as Your Program Expands Beyond the Horizon	James H. Nichols, PhD, DABCC, FAACC KEYPOCC Keystone Point-of-Care Coordinators
December 10	1 PM ET	Standardization of Systems & Lab Results: Some Practical Guidance	Jim Poggi, Texas Gulf Coast Point-of-Care Coordinators
December 11	12 PM ET	Detecting Sepsis via Molecular Testing Using a Hybrid POCT/Core Lab Approach	Nam K. Tran, PhD, HCLD(ABB), FACB Louisiana Point-of-Care Network

Harvest the power of Orchard's white paper series to help you demonstrate the value your laboratory provides.

The changes taking place in healthcare necessitate careful decisions about health information technology partners. As part of our ongoing efforts to support the laboratory community, we offer an informative white paper series chock-full of the latest lab-related information you need to stay successful.

A "Must Read" for Laboratorians & Healthcare Leaders

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

- *The Value of Data in the New Healthcare Model*
- *The Value of the Lab in the New Healthcare Model*
- *Structured Data: Essential in Healthcare Analytics & Interoperability*
- *Effective Test Utilization: A Laboratory's First Step in Contributing to the New Healthcare Model*
- *Laboratory Informatics: Supporting the Future Needs of Healthcare*
- *Laboratory Point-of-Care Testing: A Future Outlook*
- *Laboratory Data Integration Driving Meaningful Medical Analytics*
- *Tulare County Public Health Lab's Lean Journey*
- *Molecular Informatics: Shaping Change in the Lab*
- *Extending the Laboratory's Reach to Meet Healthcare's New Paradigm*
- *Total Cost of Ownership for a Laboratory Information System*
- *A Personal Journey: Understanding the Value of Medical Analytics*
- *Laboratory Leadership in a Time of Change*
- *Population Health Management: How can the laboratory contribute?*
- *Focus on Laboratory Stewardship: The Laboratory's Evolving Value Proposition*
- *Orchard Trellis as a Bridge Between FFS & Value-based Reimbursements*
- *POCT, Population Health, & Patient Engagement*
- *Laboratory Information System Usability*
- *Point-of-Care Testing: The Great Boom Ahead*
- *The Request for Proposal (RFP) Process Explained*
- *Orchard's Laboratory Information Systems Support Public Health Laboratories*
- *New Horizons in Pathology: Pathology's Shift in Value-based Care*
- *Jefferson Regional Uses Orchard Collect PPID to Improve Safety, Reduce Errors, & Speed TAT*

Call us at (800) 856-1948 to learn more about our various lab information systems and how they can assist you in demonstrating your lab's value.

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New Opportunities for Orchard Software

2020 Orchard Software Event Calendar

Date	Trade Show/Event	Location
3/9-3/13	HIMSS20	Orlando, FL
3/29-3/31	CLMA KnowledgeLab	Louisville, KY
3/29-4/1	NetSmart CONNECTIONS	Denver, CO
4/28-4/29	Executive War College	New Orleans, LA
5/27-5/30	CRI Symposium for Clinical Laboratories	Orlando, FL
6/8-6/11	APHL Annual Meeting	Portland, OR
7/26-7/30	AACC Annual Scientific Meeting & Clinical Lab Expo	Chicago, IL