

Washington Health System Expands Its Reach with Trellis & Collect

Washington Health System (WHS) has been an Orchard Software customer and partner for 10 years. Its facilities utilize Orchard® Harvest™ and Orchard® Copia®, and the laboratory is actively collaborating with Orchard to continue to improve Orchard® Trellis™ in a hospital environment. In addition, it is working to implement Orchard’s bedside positive patient identification (PPID) product, Orchard® Collect™.

WHS Continues to Grow with Orchard

WHS is a non-profit, locally owned, integrated healthcare system incorporated in 1897. Its healthcare organization includes two main campuses: WHS-Washington Hospital, a 250-bed facility located in Washington, Pennsylvania; and WHS-Greene, a 23-bed facility in Waynesburg, Pennsylvania; each with its own laboratory. In addition, WHS has nine off-site draw locations staffed with phlebotomy and/or radiology personnel who use Copia for laboratory order entry. In addition to its hospitals and physicians group, WHS offers outpatient surgery, a cancer center, hospice center, wellness center, and an addiction treatment center. Active in education, it also has a School of Nursing, Family Medical Residency, School of Radiology, and specialty fellowships.

Maximizing Orchard Systems’ Flexibility

Its main laboratory performs approximately 1.9 million tests per year with a staff of 95, and the WHS-Greene location has an annual volume of about 160,000 tests with 15 laboratory employees. The WHS laboratory has taken Orchard’s systems



The WHS lab staff (pictured above) and Orchard Software team continue to collaborate to maximize the value of Orchard’s products.

and expertly leveraged their exceptional flexibility to meet its specific laboratory and patient needs. “We chose Orchard because of the flexibility of the rules-based software, its ease of use, and features such as ability to scan and retrieve patient scripts,” says LIS Coordinator Chuck Kulla.

Robust Rules Support Standardization

“Orchard’s flexibility and technology has helped us become more efficient and standardize our workflow. Information is readily available from any screen with just a click, and the rules enable us to autoverify selected results,” says Kulla. Using the extensive order entry and result evaluation rule features in Harvest and Copia, WHS has standardized the testing between its two facilities. To reduce confusion, its customized setup supports separate ordering at each facility. By default, each facility location only sees orders for its patients. Additionally, rules enable facilities to share the same order choices and to view and trend patient results regardless of which facility performed the testing.

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Autoverification of Hematology Results

Another productivity booster at WHS is the use of autoverification rules. Kulla and LIS Specialist Carrie Lough agree that setup of autoverification in hematology was relatively simple. "Autoverification setup was easy in hematology because the flags are defined, and the rules are easy to write. We autovalidate about 80% of results in hematology," says Lough. In addition, some chemistry tests and blood cultures are set up to autoverify, saving tech time and speeding the time to result delivery.

Data Browsers Provide Important Analytics

Another Orchard system functionality that WHS uses to improve its role in patient care is the extensive data mining browser capability. "Browsers are easy to write and use and make tasks such as calling critical values easier because physician phone numbers are readily available and the ability to document the call is incorporated," says Kulla.

Streamlining POCT with Trellis

The point-of-care testing (POCT) department, overseen by Judy Thompson, MT(ASCP), includes blood gases, bedside glucose, ACT, and several manual POC tests. The POCT program includes approximately 800 operators performing more than 120,000 POC tests per year. WHS has partnered with Orchard to implement Trellis and is actively helping Orchard make software improvements. "Overall, we are happy with the progression of Trellis. Every upgrade gets better. Unlike my experience with other vendors, with Trellis, the features we ask for are being added to the software," says Thompson. Thompson explains that POCT in

a hospital has a unique set of challenges that differ from a facility performing outpatient POCT. "Implementation of Trellis allows POC test results to flow from Trellis to both the LIS and the HIS through the interface, resulting in faster access to POC test results and the ability to monitor QC and competencies within one system," says Thompson.

Future Goals Include Orchard Collect for PPID

WHS is currently working on implementing Collect for PPID at the patient bedside using Getec tablets and small portable label printers. While still in the beginning stages, WHS expects Collect to be a boon for PPID. Currently, morning collection involves printing, separating, and preparing stacks of labels by floor for phlebotomists to pick up for their morning runs. This system has the potential to cause labeling errors when labels for one patient accidentally end up in the pile with another patient's labels. With Collect in place, phlebotomists will come in, grab a tablet, and use the information on the tablet to print labels at the bedside as they draw their patients, greatly reducing the potential for a mislabeled specimen.

A Continuing Partnership

With a decade together and the ongoing work with Trellis and Collect, Orchard and WHS have much to look forward to working together. "Orchard continues to change and grow with us throughout the years. Our relationship with Orchard has been nice because anything we have needed to do or been required to do, we have been able to accomplish with Orchard's products," says Kulla. 🌱

Staying Up to Date: 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. If you have questions, contact Orchard Technical Support at (800) 571-5835.

- Microsoft will discontinue support for Windows Server 2008 R2 editions in January 2020. 🌱

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If you have any questions or suggestions, please contact our publishers, Megan Stanage and Sarah Goguen, or editor Kerry Foster, at (800) 856-1948.

View the newsletter online at www.orchardsoft.com/newsletters.

- Orchard 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 security updates for Windows 7 in January 2020.

Spotlight On: Orchard Wellness Team

The Orchard Software Wellness team's mission is to educate, support, and improve the overall health and well-being of Orchard employees and their families.

It has organized several wellness activities:

- On-site yoga
- Workout facility partnerships and discounts
- Chair massages
- Orchard 500 walking competition
- Wellness fair
- 500 Festival corporate challenge
- Blood drive

The team's most popular wellness event is the annual Orchard 500. This is a month-long walking competition that encourages employees to incorporate activity in their daily routines. This competition takes place in May of each year, with the Indianapolis 500 as its inspiration. Employees compete by walking laps outside around the Orchard buildings and then recording their laps using a tracking tool. The company goal is to reach 5,000 laps.

Top walkers are invited to celebrate their achievements at the Winner's Circle Breakfast. Prizes are also given for the top three walkers, top department, most improved, and rookie of the year.



The 2019 Orchard Software Wellness team. Bottom row, left to right: Audrey Lorraine, Director of Corporate Documentation & Communication; Barbara Fulk, Accounting Specialist; Lori Fultz, HR Generalist; Krystal Champion, Software Test Analyst. Top row, left to right: Merry Ricketts, Workplace Supervisor; Meg Stange, Technical Writer; Emily Daniels, Corporate Sales Manager; Kenny Greimann, Software Testing Team Lead.

This year, we significantly exceeded our company goal of 5,000 laps by reaching 7,366 laps! 🌱

Another Successful Symposium

Orchard Software's 2019 User Group & Symposium was a fun-filled two days chock-full of learning opportunities. Held in downtown Indianapolis, the symposium was attended by more than 100 customers from 26 states, from Alaska to Florida and everywhere in between. Many thanks to everyone who attended—you helped us make an exceptional event!

See What We Covered

The first day contained sessions from industry experts who shared their insights on current trends in the healthcare industry as they relate to the laboratory. It was exciting to hear details about how labs can add value to their organizations and help support the transition to value-based care. Day two was full of breakout sessions devoted to Orchard's suite of products and the workflows they support. This offered attendees the opportunity to learn about new features and products; garner tips, tricks, and recommendations; and ask questions of Orchard experts and their fellow attendees.

**Submit Your
Suggestions
for a Chance
to Win**

We are already busy making plans for our next meeting, and we would love to hear from you—even if you have not attended one of our symposiums in the past. Visit www.orchardsoft.com/surveys to take a 5-minute survey to submit your suggestions about session content, event timing, event location, meeting duration, and more. Your feedback will help us make the event even better next time.

Submit your answers by **September 30,**

2019, to be entered in a drawing for an Orchard prize package.

Sign Up to Stay "In the Know"

If you missed this year's event, or would like to come back for more, keep an eye on our website and newsletter for more information. You can also contact us at news@orchardsoft.com, and we will put you on our list to receive email updates with the latest details about the next symposium's time, date, and location. Stay tuned to stay "in the know!" 🌱

Orchard Participates in Plane Pull for Special Olympics Indiana

On Saturday, August 3, Orchard Software participated in the 2019 Special Olympics Indiana Plane Pull Challenge at the Indianapolis International Airport Postal Hub. Teams took turns pulling an 80-ton FedEx Boeing 757 and competed for the quickest time. This year, participants helped Special Olympics Indiana raise more than \$160,000. This money supports Special Olympics Indiana year-round programs and events.

Basketball & More Family Fun

The day was full of activities for all ages. Along with the plane pull, there was a car show, Pacers Hot Shot Challenge, and a Family Fun Festival with food vendors and live music. Orchard employees competed in the plane pull, the children's plane pull, and the basketball shooting contest. This is our seventh year participating in this rewarding event. We are proud to partner with Special Olympics Indiana, and we look forward to next year! 🌱



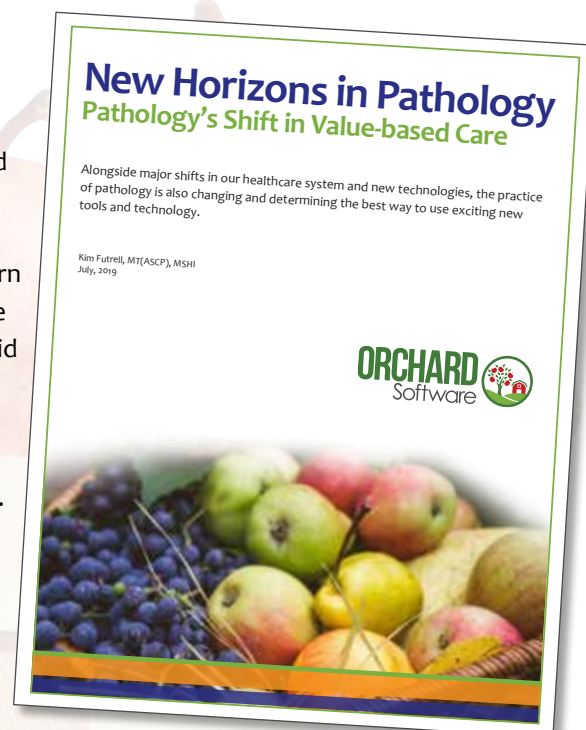
New Horizons in Pathology: Read Orchard's New White Paper

Healthcare's dynamic payment model shift from a focus on volume to one of value and improved patient outcomes is impacting every aspect of the medical field, and pathology is no exception. Pathologists and the laboratories they oversee are looking for opportunities to show their value in the value-based healthcare arena.

Read Orchard Software's latest white paper, *New Horizons in Pathology*, to learn more about the challenges the field of pathology faces in value-based healthcare and the possibilities that lie ahead because of advances in technology that can aid in diagnosis.

Download the White Paper for More Details

Download this and other white papers at www.orchardsoft.com/whitepapers. Orchard regularly publishes laboratory industry information, news, ideas, and recommendations relevant to customers and industry followers. We do this via our website, e-newsletters, blog posts, webinars, and white papers. Visit www.orchardsoft.com for more information. 🌱



Orchard Offers Live Trellis Demonstration Plus CE-available POCT Webinars from Whitehat Communications

Integrated point-of-care testing (POCT), because of its rapid turnaround time, continues to gain traction in value-based healthcare. In addition, it is well-recognized that the quality of POCT is positively influenced by laboratory professional oversight. Considering these facts, and to continue developing software tools that help the laboratory provide superior patient care, Orchard Software offers Orchard® Trellis™. Trellis is a comprehensive integration and management solution for POCT that is being embraced by laboratories that understand the benefits of properly implemented POCT and want to make sure their organizations' POCT management is top quality.

An Opportunity to View a Live Trellis Demo

Orchard will offer a webinar this fall that discusses the challenges of POCT and introduces some of the features and benefits of Trellis. Our presenters will be Kim Futrell, Products Marketing Manager, and Yuri Dozier, Application Specialist. This webinar will take place on October 22 at 1 PM ET. Registration will be available via the Orchard website and through promotional emails closer to the event. If you have questions, please call us at (800) 856-1948.

Orchard Sponsors Whitehat POCT Webinar Series

In addition, Orchard 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 Trellis webinar dates, as well as the remaining Whitehat Communications webinar dates for 2019. Visit the Orchard website 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 to view previous Whitehat webinars at your convenience. 🌐

2019 Webinar Schedule

Date	Time	Topic	Speaker
September 12	12 PM ET	Quality Management– Making it Meaningful	Jean Ball, MBA, MT(HHS), MLT(ASCP) Jean Hood, MBA, BS, MT(AMT)
September 19	12 PM ET	Standardizing Point-of-Care Testing & Harmonizing Workflows Between Hospitals & Ambulatory Locations	Jeanne Mumford, BS, MT(ASCP) Heart of America POC Network
October 8	1 PM ET	TBA	Southern California POCCs
October 22	1 PM ET	Orchard Trellis: Manage POCT People, Places, Devices, & Dollars	Kim Futrell, MT(ASCP), MSHI Yuri Dozier, MT(ASCP)
November 7	12 PM ET	Standardizing Point-of-Care Instrumentation: One Institution's Experience	Brenda Suh-Lailam, PhD, DABCC, FAACC Bay State POCT Collaborative
November 14	12 PM ET	CLIA & POCT	Serafina Brea, MBEE, MLS(ASCP) ^{CM} Virginia POC Network
November 19	12 PM ET	TBA	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



Where in the World is Orchy?

Last time we saw Orchy®, he was in Boston, Massachusetts, taking in historical sites, both young and old. Orchy followed the red bricks of the Freedom Trail to the end, where he looked upon *USS Constitution*, also known as “Old Ironsides,” a nickname to describe how cannonballs seemed to bounce off her hull.

Congratulations, Cynthia!

Cynthia Jamison is the Laboratory and X-ray Supervisor at Salina Family Healthcare Center in Salina, Kansas. She guessed Orchy’s location and is the Orchy prize package winner.

Pure Happiness

After Orchy told us he was ready for some sun and sand, he headed to a state with mountains of sand and miles of crystal-clear freshwater. At his current beach location, Orchy spent hours climbing up the biggest, grittiest hill he could find, Tower Hill, which stands 240 feet above the lake. He then jumped on a sandboard and zoomed down in seconds. To cool down, Orchy hopped on his apple-shaped raft and floated out in the water, wondering how far away the nearby skyscrapers were even though he could not see them. As the day ended, he headed out to visit some friends at a local orchard. He had a weekend of pure, clean fun.

If you think you know where Orchy is, please send your answer to news@orchardsoft.com by **September 30, 2019**, to be eligible to win an Orchard prize package. 🌳



Want to keep up with Orchy’s travels? Visit our Company Culture webpage at <https://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.

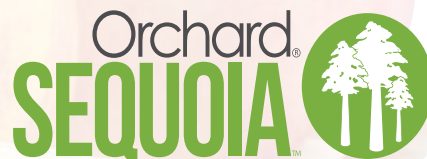
First Sequoia Administrator Course in September 2019



Orchard Software’s first Orchard® Sequoia™ Administrator course will take place in September 2019. This course is intended for new system administrators who are preparing to install Sequoia at their facilities. The training is a combination of foundational theory and hands-on exercises using the software. This training provides instruction on system functionality and opportunities to practice performing common Sequoia configurations. This learning experience

prepares system administrators to perform pre-installation tasks and work with their field implementation

analysts during implementation. The training includes lectures, activities, and hands-on exercises in the training database. For more information, contact your Orchard Account Executive at (800) 856-1948. 🌳



More Enhancements Coming to Online Product Help

As the Orchard Software Development department prepares for the fall and winter releases of Orchard software products, the Documentation team is pleased to announce some exciting enhancements coming to online help for the Orchard® Harvest™, Orchard® Pathology, Orchard® Copia®, Orchard® Trellis™, and Orchard® Sequoia™ products.

Context-sensitive Help Returns to Copia, Trellis, & Sequoia

Last year, we moved the online help for Copia, Trellis, and Sequoia into the Product Center of the ORC. With this system, you can access that help directly from the software by pressing the **Alt+?** hotkey combo or by selecting “Online Help” from the About menu.

Early and current versions of this format open a main product help landing page; however, beginning with the fall release of Copia, Trellis, and Sequoia, the software will display the help page that relates to the page you are on when you press **Alt+?**. For example, if you are on the Order Patient Samples page when you press **Alt+?**, the system will display the help page for Order Patient Samples. This feature is called “context-sensitive help.”

When we launched the initiative last year to bring all our product documentation into a unified repository, we knew

we would temporarily lose one or two key features, so we are very happy to be able to bring the context-sensitive help feature back.

Help for Orchard Pathology & Harvest Transitioning to the Product Center of the ORC

In a release due out in late winter or early spring 2020, we will move the online help for Orchard Pathology and Harvest to the Product Center of the ORC to join the online help for our other major products. This change will mean that you will press the **Alt+?** hotkey combo to open help for the product. The initial implementation will include the context-sensitive help feature to open the help for the page you are on.

Looking Forward: Do-It-Yourself Customizable Help with F1 Access

The Orchard team is working together to take advantage of the original help system to create a way for you to input your own documentation or procedures. This feature is still in the design phase, but we currently expect you to be able to enter or paste in your own information, then have your users access that help with F1, while still being able to access help from Orchard using **Alt+?**. Look for more information in the coming months! 🌱



Early and current versions of the **Alt+?** feature open a main product help landing page; however, beginning with the fall release of Copia, Trellis, and Sequoia, the software will display the help page that relates to the page you are on when you press **Alt+?**.



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Orchard Trellis Webinar: October 22, 2019, 1 PM ET

2019 Orchard Software Event Calendar

Date	Trade Show/Event	Location
10/13-10/16	MGMA19 Annual Conference	New Orleans, LA
10/28-10/30	CAPHLD Annual Institute	San Diego, CA
11/8	AACC POCT Boot Camp & Beyond	Pittsburgh, PA
11/9-11/13	American College of Veterinary Pathologists Annual Meeting	San Antonio, TX
11/14-11/15	Southwest Regional POC Group Annual Meeting	Colorado Springs, CO