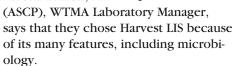# West Texas Medical Associates Harvest the Power of Microbiology

In the spring of 2001, West Texas Medical Associates (WTMA) upgraded to Orchard Harvest™ LIS version 3.2, and went live as our first client on the Harvest Microbiology Module using the Dade Microscan. WTMA, located in San Angelo, Texas, is a busy multi-specialty practice with over 50 providers and physician extenders servicing the Concho Valley. Loretta Barrett, MT (ASCP), WTMA Laboratory Manager, says that they chose Harvest LIS because of its many features, including microbiology.

Gina Pecina MT(ASCP) SC, a Microbiology Supervisor at WTMA

WTMA's highly complex laboratory runs what Loretta calls "micro lite." The microbiology department handles most types of routine cultures with the exception of blood, sputum, and CSF. With three urologists practicing at WTMA, urine cultures are a high volume item.

Loretta tells us, "The microbiology module is incredible. We wanted to be totally electronic and eliminate paper. We have been able to do that with Harvest LIS."

Being online and going paperless was no less important in microbiology than it was in the rest of the laboratory. The microbiology module's integration with the rest of Harvest LIS provides the staff with many new features. The graphical nature of the "electronic worksheet" enables the staff to visually detail a clean audit trail as cultures are processed. There is no ambiguity in what work has been completed: current status (newly plated vs. in-progress), tests already performed, and testing in progress are all easily detailed on the electronic worksheet.

"The microbiology module has so many advantages," Loretta explained. "The interface with the Dade Microscan makes automated identification extremely simple as results from the instrument automatically 'post' to the

Tech Tip: Updating your Windows Operating System

Over the years, Orchard Software has used the most up-to-date professional class Windows® Operating Systems (OS) for Harvest servers and workstations. With time, the standard professional class OS has evolved from Windows NT to Windows® 2000 Professional to Windows XP Professional. As the operating systems have changed, so has the class of serial port card used to gather information from medical devices. In the past, we have used Chili Port, Digi, Equinox, and Edgeport devices.

As you consider updating from an earlier OS to Windows 2000 or Windows XP, you need to consider the effect on your Harvest LIS workstation. Below are a few key points you should consider before you update a workstation's OS.

• **You will need to replace the serial communication card with a new generation device** if you are using Windows NT 4.0 and you are updating a serial card in the computer. Chili and most Digi cards will not function with Windows 2000 or Windows XP.

• **As you update the OS, you will also need to add additional memory.** Each new generation of Windows OS demands more memory for optimal performance. If you trace the evolution of minimum memory requirements provided by Microsoft, you will notice that the minimum memory requirement roughly doubles with each OS release. You should consider increasing the memory in your workstation accordingly.

• **The OS can have naming limitations.** Windows 2000 and Windows XP do not support the use of a space in the workstation name. As an example, "WS 1" cannot be used as a name in the new Windows operating systems. Orchard recommends using an underscore ("_") rather than a space.

If you are considering updating from Windows 95 or Windows 98, please contact Orchard Software's Technical Services department at (800) 571-5835 to discuss the specific issues relevant to updating your Windows OS.

www.orchardsoft.com

News from the Training Center

When Orchard Software deployed the Microbiology Module in Harvest LIS v3.2, we quickly realized that consolidated, hands-on training at our corporate offices was the best way to ensure a productive learning experience for our customers. Over the past two years, Orchard Software has continued the process of consolidating our user training for all facets of Harvest LIS.

New customers now attend a Basic System Administrator's class that has proven to be very valuable both to the Orchard Systems Engineers and our new clients. We start with the basics of using Harvest LIS, such as ordering patient samples and reviewing/approving results. We continue with reporting methods. (There are five ways to report results out of Harvest LIS - can you name what they are?) Finally, the last portion of the class allows students to work with tables, preferences, and other configuration options. Students work with their own databases, so they

Students participate in "Harvest LIS Jeopardy"

get to take home the fruit of their labor and use the database on their own Harvest LIS system.

During the week-long class, we cover about 300 pages of material. Because we cover so much material, our training staff decided we needed something light for our end-of-day review sessions — a "Harvest LIS Jeopardy" game. Each day, students play a new game that covers the material that was presented during that day's class. Our students have really enjoyed the game, saying that it is a fun and relaxing way to review the day's information.

The Harvest Microbiology Module continues to be very popular with our clients, and the four-day training class is included with the purchase of the module. Students get a lot of directed, hands-on instruction, and learn to configure the module from the ground up. We use an instrument simulator that is interfaced to our Harvest LIS training system, which has been very useful in learning how lab instrumentation interacts with Harvest LIS and the electronic worksheet.

Our Harvest LIS Advanced User classes continue to be very successful. As a result of the interest in attendance, we have added another class to this year's schedule for the week of October 6th. Get your reservations in soon, as the October class is already beginning to fill.

With the new Gold and Platinum support options (both options include a seat in Advanced User Training), we expect that attendance will continue to increase. In this class, our instructors not only cover new features in Harvest LIS, they also cover some of the classic features, the optional modules (Harvest Webstation and Microbiology), and a great deal of data maintenance and troubleshooting topics. As demand increases we'll continue to add more of these classes to the schedule, so let your interest be heard. We hope to see you there!

For more information about training, visit the Orchard website at www.orchardsoft.com/support/training.html, or call Kevin Dudley at (800) 856-1948.

Classic Feature Focus: Using "Text Shortcut" Key Combinations

In 1999, Orchard Software added a new Text Shortcut feature to Harvest LIS. This allows you to define text shortcuts that automatically expand into longer text, greatly reducing the amount of time needed to make patient notes, add comments, or record observations. Text shortcuts can be very simple, such as typing ".date" to insert the current date and time, or fairly complex, such as typing ".micro" to fill in a pre-formatted microbiology text observation, including automatic and user-defined variables.

To create a shortcut that inserts the current user's CLIA signature with the current date, open File -> Table Setup and click on Text Shortcuts. Click the "New" button and type ".date" into the Shortcut Keys field (or some other short combination of characters that isn't likely to be used in normal text, such as

"/d"). Define the shortcut text as:

```
Edited by #VALUE=Current
ID# on #VALUE=Current Date#,
#VALUE=Current Time#
```

Current ID, *Current Date*, and *Current Time* are special values that Harvest LIS will fill in automatically when the shortcut is used. Save the shortcut, and it is ready to use in any of Harvest LIS' text fields, including patient alerts, order comments, and micro observations.

If you add a comment and type ".date" (without the double quotes), Harvest LIS will immediately recognize this as a shortcut and replace that text with the following (except with the current user's CLIA signature and the actual current date and time, of course!): Edited by DAS on 07/15/2003, 8:39 AM

You may wish to create automatically formatted text containing user-defined fields for the user to enter. For example,

create a shortcut called ".micro" and define the shortcut text as:

```
Antibiotic: #VALUE=Isolate#
Resistance: #VALUE=Resistance#
Result:     #VALUE=Result#
```

When you type ".micro" into a microbiology observation text field, Harvest LIS will display a screen with the shortcut text and the user-defined fields (Isolate, Resistance, and Result). As each user-defined field is entered, the shortcut text changes to reflect the entered values. When the values have been entered, the merged shortcut text is inserted into the microbiology observation text field as:

```
Antibiotic: AMPICILLIN
Resistance: R
Result:     >16
```
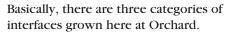
Text shortcuts do not have to contain variables at all. Perhaps there are certain long words or phrases your staff types

Whatever the interface, we grow it at Orchard.

Almost every Harvest LIS installation involves multiple interfaces — from demographics to billing, order entry to results, even reference labs. It's like making a single tree grow apples, plums, pears, and peaches. Amazing? Yes. Impossible? No. Here at Orchard, we've perfected it.

Today, nearly half of our clients have multiple interfaces, and as our clients grow and install additional instruments and systems, we help to ensure the continuous and accurate flow of data throughout. Bi-directional interfaces to your host system and your reference labs provide a smoother workflow, fewer errors, and greater accuracy. Basically, there are three categories of interfaces grown here at Orchard.

Instruments

This is an ongoing request as our clients replace/upgrade older models or add instruments to expand their testing services. We recommend that you involve Orchard early in the buying process to ensure that the analyzers you are considering will interface with your Harvest LIS. Rarely is an interface impossible; however, interfacing instruments is not always a given. In some cases, a site visit or additional hardware components may be necessary. In most cases, the instrument vendor may absorb the cost of the interface.

Host Systems

Hospital Information Systems, Practice Management Systems, Electronic Medical Records, and billing systems are just a few of the many host interfaces we install. All Orchard interfaces are HL7-compliant, utilizing HL7 version 2.3. As with instruments, we recommend that you contact us prior to shopping, so we can give you recommendations and ensure that an interface is possible. Also, the earlier you contact us, the earlier we can get your interface installation scheduled. Currently, we are scheduling interface installations eight to twelve weeks in advance.

Reference Labs

Many of our clients are running Quest and LabCorp interfaces, as well as many regional reference labs, such as AML and OML. Today, we're interfacing approximately eight reference labs per month, and that number is growing. To verify the interface and its costs, call Orchard early in the process. Additional hardware, phone line modems, or a network connection may be needed. Your reference lab may pick up some or all of these costs to help ensure or retain your business.

Since 1993, we have successfully installed numerous interfaces in nearly 400 hospitals, clinics, and reference labs across the country. That's a lot of interfaces. We've gotten quite good. In fact, you can be assured — we're the best. So don't let interface worries stand in the way of your expansion. Call Kevin Dudley at (800) 856-1948. At Orchard, successful interfaces do grow on trees. 🍎

Employee Spotlight: Mallard Duck

When Mallard Duck, Orchard Software's Seasonal Support Tech, isn't waddling through the halls of Orchard, chances are she's nesting at home, warming her babies.

Mama Mallard began her seasonal career with Orchard in 1999, and, we're happy to say, she has returned every year since. During the spring months, when business starts hatching, Mama Mallard helps by sitting in for support.

Each year, Mama Mallard returns to Orchard and builds her temporary living quarters in the parking lot behind one of the air conditioning units. This year, after a terribly windy storm blew her humble abode away, nothing but the eggs remained. Various employees of Orchard came to her aid and provided shredded paper packing material for her repairs. Mama Mallard was very appreciative and eagerly accepted the improvised nesting material.

Mama Mallard is the proud mother and grandmother of numerous offspring. In her spare time, she enjoys swimming and tight formation flying. This year, we said our goodbyes as Mama Mallard wandered off with her new little ones, bound for our nearby retention pond. See you next spring, Mama Mallard! 🍎

Feature Focus

often. Simply create a text shortcut for each word or phrase so your staff can save time and eliminate typing errors during data entry.

If you haven't tried Harvest LIS' Text Shortcuts feature, give it a try, and start saving time and effort today! 🍎

WTMA

electronic worksheet." Loretta continued, "These are the features my techs particularly like..."

- Capturing billing for organism identification and susceptibility testing is a simple point-and-click.
- Preliminary and final reports are easily created from the contextual right-click menu on the electronic worksheet.
- The module supports all modes of reporting from Harvest LIS.
- Paper and fax reports are handled automatically.

- Results can be sent to an EMR system.
- The optional Email and Harvest Webstation modules make microbiology reporting electronic.

The WTMA laboratory staff appreciates the simplicity and power of the microbiology module. Being able to print bar coded plate labels, locating and opening a culture's electronic worksheet with a bar code scan, using Harvest LIS' Order Choice Statuses feature to organize workflow, and checking on previous results with the click of a button all come together to enhance microbiology and make workflow easier. 🍎

OrchardSoftware

701 Congressional Blvd.
Suite 360
Carmel, Indiana 46032

Phone: 800-856-1948
Fax: 317-573-2633
Email: news@orchardsoft.com
Website: www.orchardsoft.com

Address Correction Requested

Go paperless with the Orchard Harvest LIS Microbiology Module.