

## Victor Valley Hospital enjoys Orchard Harvest™ LIS 6.0!

Victor Valley Community Hospital, located in the scenic, southern California foothills, is a 120-bed general hospital that services a town of approximately 350,000 people. The laboratory receives almost half of its test orders from the ER, with the remainder coming from a mixture of in-house and outreach sources.

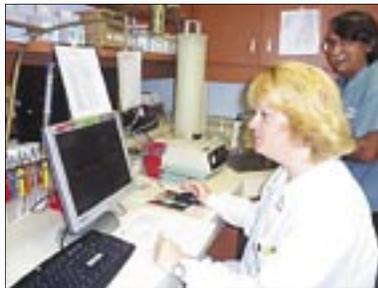
Victor Valley has only been an Orchard client since 2003; however, their search for an LIS began nearly four years ago. Merv Russell, Victor Valley's Laboratory Manager, told us a bit about the lengthy hunt for a laboratory information system that they felt would offer them the tools they needed. "We looked at several other systems - some well known, others less so. We had several criteria that were important to us: cost, rules-based technology, an expanding user base, and evidence of a growing, constantly updated application."



Back row left to right: Kathy Bower, bistotech; Julius Andl MLT; Jody Breedlove, lead phlebotomist; Alicia Morgan, phlebotomy supervisor; Sandra Bagnol, histology department. Front row left to right: Trini Calura, lab assistant (MT eligible); Vicky Go MT (ASCP), microbiologist; Maria Aprea, phlebotomist.

Orchard Software came to Victor Valley's notice in the 11th hour of their LIS search, when they had received a promotional mailing from Orchard's marketing department.

"I have a lot of favorite features in Harvest," Merv replied when asked this



Jody Breedlove, lead phlebotomist (at the computer), Julius Andl MLT

question. "Rules—you can do a lot with rules, such as evaluate results, deliver reports, and handle billing issues."

Merv particularly likes many of the new and enhanced features in Harvest LIS 6.0. "The qualitative QC function is great! I feel that quality control is handled effectively in Harvest LIS, unlike many other laboratory systems I have used."

Victor Valley makes use of many of Harvest LIS' classic features, as well. "The data browsers have been greatly enhanced in version 6.0. I especially use these to review and document the handling of critical test results by our laboratory staff."

One of the things that impressed Merv the most was Orchard's willingness to listen to its clients' needs. "I've submitted several requests for modification—approximately ten to fifteen. Many of them have already been incorporated into the software. If the suggestions you submit make sense and are applicable to the users as a whole, they are very likely to be adopted."

"I've also attended training classes at Orchard's corporate facility, and on each visit we had the opportunity to spend time with the operations and

programming staff who actively solicit the comments and input of the users attending class."

Merv continued, "While my original perception of Harvest LIS was that it was a POL/clinic application, which is



Sandra Bagnol histology tech certainly where its roots lie, its features have grown to service the needs of the hospital lab, as well."

Merv wholeheartedly agreed with Orchard's philosophy of "If you've seen one lab, you've seen one lab." While all laboratories have a common purpose, the unique business model and workflow of each facility can be met with the ever-expanding flexibility of existing and new features in Harvest LIS. ●

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## Chris Jones

**C**hris Jones, Orchard's Central Region Sales Representative, is responsible for new system sales throughout the central United States. Based in Kansas City, Chris' territory includes Minnesota, Iowa, Missouri, Arkansas, Mississippi, Louisiana, Texas, Oklahoma, Kansas, Nebraska, South Dakota, North Dakota, Montana, Wyoming, Colorado, and Utah.

Chris graduated from the University of Kansas with a liberal arts degree, and is just two hours short of a degree in Italian. This broad knowledge base would prove to be beneficial for a

strong career in sales.

Chris' humble beginning was selling imprinted sportswear apparel to resorts, colleges, and corporations. Three years later, Chris took a job with Abbott Laboratories selling hematology instruments. While at Abbott, Chris and Curt Johnson became acquainted.



Then in 1996, after Curt had already left Abbott for Orchard, Chris got a call

from Curt asking him to take over sales for the western half of the United States –everything west of the Mississippi, including the state of Mississippi. Chris accepted, became Orchard's twelfth employee, and traveled a lot.

Today, Chris' territory is a little smaller, so he now has more time to spend with his wife and two young daughters. He enjoys traveling and cooking, although he doesn't get to do either like he used to. Maybe someday, after college and a couple of weddings, Chris will get to use that Italian. 🍷

## Advanced User Training – Seats Going Fast!

**O**ur Advanced User training class has proved to be very popular and as a result, the remaining class dates for the 2004 calendar year are now full; however, we have begun a waiting list for the remaining classes in case seats open up.

In response to the increased demand for this class, we've added additional classes in 2005. For dates, see the 2005 training schedule. If you are interested in signing up, contact **Kevin Dudley** at 800-856-1948, email him at [kdudley@orchardsoft.com](mailto:kdudley@orchardsoft.com), or complete the Training Information Request form at [www.orchardsoft.com/request/requestTraining.asp](http://www.orchardsoft.com/request/requestTraining.asp). 🍷

### Training Schedule

Class Date	Class Title
1/24/2005	Micro Module
2/21/2005	Advanced User
4/18/2005	Advanced User
5/16/2005	Micro Module
6/20/2005	Advanced User
8/22/2005	Advanced User
9/26/2005	Micro Module
10/17/2005	Advanced User
11/14/2005	Micro Module
12/12/2005	Advanced User



*Orchard's Advanced User training is P.A.C.E.® accredited for 30.5 contact hours, and Microbiology Module training is P.A.C.E.® accredited for 19.0 contact hours.*

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# Harvest LIS 6.0: A very comprehensive update!

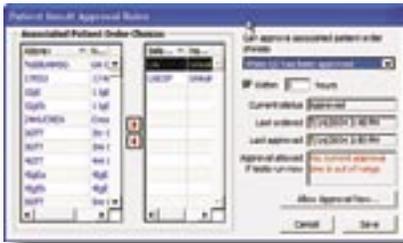
“One of the most rewarding aspects of developing software is creating a product users will be excited to use. We try to understand our clients’ needs and translate that into a rich feature set which will improve efficiency in the lab,” says Debbie Schilling, Director of Software Engineering at Orchard Software.

Building on the comprehensive feature set of previous versions, Orchard Software’s latest release of Harvest LIS, version 6.0, adds advanced levels of process automation to address both the workflow and compliance issues facing today’s laboratorian.

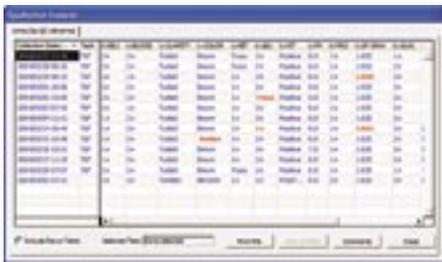
In a recent email to Orchard’s user groups, Jeffrey Kain, Executive Vice President at Orchard summarized, “Harvest 6.0 is our largest release to date, as 214 Requests for Modification were addressed in this release.” Jeffrey continued, “I want to reiterate to all of you how important your continued feedback is to us. You’ve heard us repeat this over and over, but it’s absolutely true: we read each and every request you submit to us, and these suggestions represent the majority of new development in each release of Harvest.” Rob Bush, President, added, “The laboratory environment is constantly evolving and regular upgrades, based on the input of our clients, improve our LIS and help us keep our products at the top of the class.”

Some of the enhancements to Harvest LIS 6.0 are below, or on the web at [www.orchardsoft.com/product/ohlis60.html](http://www.orchardsoft.com/product/ohlis60.html):

## Quality Control Improvements

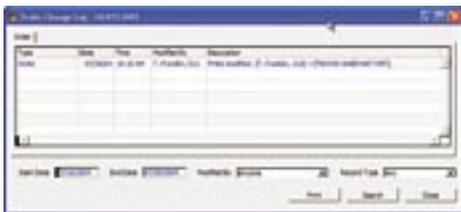


The Quality Control module was significantly enhanced. New features include rules that require QC to be approved before patient results can be approved, enhanced support for qualitative and text-based controls, expanded commenting and Westgard features, and a new QC log that makes it easy to document the work.



## Enhancements to Change Log

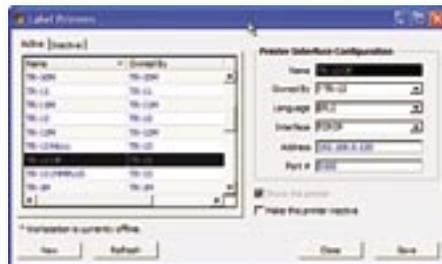
Compliance efforts are kept on track with the new Change Log feature of Harvest LIS 6.0. The Change Log will record all modifications to patient records and orders, as well as changes made to locations, personnel, order choices, lab tests, and formulas. An enhanced Result



Origin field tracks the instrument, formula, or technologist that creates or edits every test result in the system.

## All-New Label Printing Options

Harvest LIS 6.0 supports many new models of label printers with the addition of TCP/IP network support, as well as support for the complete line of Zebra ZPL-II printers. Mix and match multiple label printers from a single print server, distribute them throughout your network, or add label printers directly to your network anywhere you like, even if there is not a computer nearby. This is very useful for STAT printing or using color-coded labels.



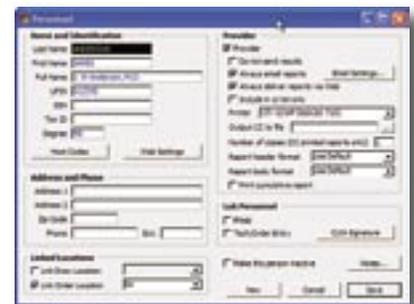
## Microbiology Improvements

The Microbiology department’s workflow has been simplified by the ability to enter multiple results at once and create dozens of reports in a single step. Enhancements to label and worksheet printing also improve the efficiency of the microbiologist.

## Enhanced Reporting

Patient reports gain new customization features in 6.0. Mix and match report styles by provider; create useful cumulative reports with many new options; organize tests inside order choices with new break control, headers, and

shading; print form letters for the patients created automatically from result evaluation rules; and create detailed summary reports with our enhanced data browsers, including an all-new Patient Browser. Get even more control over the browsers with AND/OR logic and multiple levels of precedence within queries, which allow many new types of advanced reports. An enhanced Draw List report will help organize hospital or nursing home collection rounds, and this report is also available in Harvest Webstation for remote users.



## Data Entry Enhancements

With Harvest LIS 6.0, mandatory fields for data entry when creating patients, as well as orders, can be defined. New rules help ensure that entered dates fall within appropriate limits, and a calendar pop-up for date fields makes entry of dates a breeze. Prior diagnosis codes for a patient are available with a single click in a drop-down list. Harvest Webstation now has full support for creating, editing, and viewing comments. A customizable spelling checker with multiple-dictionary support will keep reports looking professional.

See “6.0 Comprehensive Update” on page 4

## Top of KLAS

KLAS, the "Consumer Reports" of performance information on

Healthcare Information Technology vendors, recently published its Top 20: 2004 Mid-Year Report Card. We are

proud to announce that Orchard scored the highest of any LIS vendor.

From our programmers in Product Development; to our LIS software, with its features and rules-based technology; to our Systems Engineers and telephone

Technical Support team, Orchard is committed to making life easier in the

laboratory. From KLAS' reporting, we can monitor our progress and make sure we remain "Top of KLAS."

To learn more about KLAS or to download a PDF copy of the report, go to [www.orchardsoft.com/KLAS](http://www.orchardsoft.com/KLAS).



## 6.0 comprehensive update! (cont.)

*Continued from page 3*

### New Rules

Enhancements to CPT code rules make light work of tricky billing scenarios. New options in result delivery rules allow PDF report generation, and faxing enhancements allow more options for scheduling faxes and faxing multiple copies of reports to specific locations.

You may submit a Request For Upgrade via the client-only portion of the Orchard website. Upgrades are processed on a "first come-first served" basis. If you have any questions regarding your upgrade to Harvest LIS 6.0, contact **Orchard Software Technical Support** at (800) 571-5835.

### Orchard's Tradeshow Calendar 2004

9/15-9/18	InterMountain States Seminar	Jackson, WY
9/24-9/26	ASCLS Region III Triennial Meeting	Nashville, TN
9/23-9/24	Greater Indiana CLMA	Indianapolis, IN
10/1-10/4	Calif. Assoc. for Medical Lab Technology	Pasadena, CA
10/20-10/22	Northeast Laboratory Conference	Portland, ME
10/20-10/22	Northwest Medical Laboratory Symposium	Portland, OR
10/20-10/23	COLA/POL Symposium	Baltimore, MD

## OrchardSoftware



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# Upgrade to Orchard Harvest™ LIS 6.0!

# QC is EZ with Harvest LIS 6.0!

Qualitative or semi-quantitative QC has become easier than ever to handle using Harvest LIS 6.0. You may access all of the settings you need to create a qualitative QC file from the Review Quality Control window, including lot and instrument information, associated order choices, and control values. Once you have created the qualitative or semi-quantitative QC files, Harvest LIS evaluates QC results against the control values and flags any results that are out of range. You can then review and print the results of your control runs from the Qualitative Analysis window.

## Creating a Qualitative or Semi-quantitative QC File

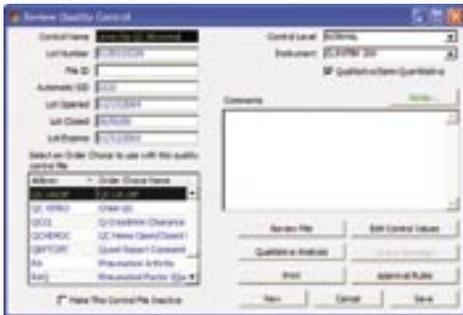
Step 1: Click the Create A New File button in the upper right corner to start a new QC file. Just like quantitative QC, you must give your control file a descriptive name. You should also select or enter data in the following fields:

- Lot Number
- Lot Expires
- Instrument
- Lot Opened
- Control Level

Step 2: If your control material will be used on an analyzer, you should enter an Automatic SID. Harvest LIS will use this information to match control results to the correct control file, as the instrument transmits them to the LIS.

Step 3: You must also mark the Qualitative/Semi-quantitative checkbox.

Step 4: Finally, you should associate the control file with an order choice. Orchard Software recommends that you create unique order choices for use with quality control, rather than using an order choice that would also be used for patient testing.



## Editing Control Values

Once you have created a QC file, you may begin entering your control values by clicking on the Edit Control Values button.

Step 1: In the control values window, you may enter information that represents acceptable values for each lab test. Enter these values as a semicolon-delimited list. You may also use the wildcard characters asterisk (\*) and question mark (?). See the Harvest LIS help file for information regarding wildcard characters.

As an example, in a control file for urine dipstick results, the control manufacturer specifies that for urine glucose, values between 1+ and 3+ are acceptable. In the urine glucose field, you should enter that information as shown in the picture.



Step 2: Once you have entered all control values, click the

Update Files button to return to the Review Quality Control window. Don't forget to click Save on the Review Quality Control window to store your settings.

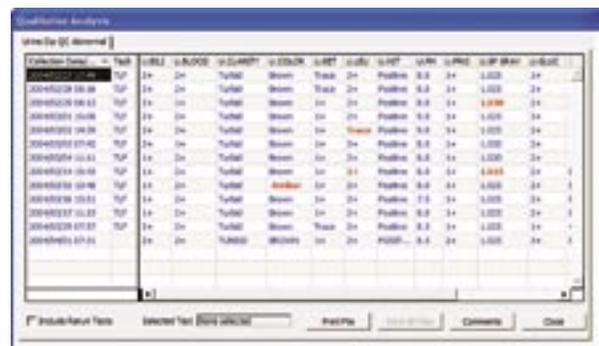
## Evaluating Qualitative or Semi-quantitative QC Results

As results are received or entered for the quality control material, Harvest LIS will evaluate those results against the values entered in the QC file. Results that do not match a value entered in the control file will be flagged as "out of range," i.e. they will appear red in Review Results. Results that do match a value entered in the control file will be treated as "in range."

## Reviewing Control Runs

You may display a report of your control runs by opening the control file in Review Quality Control, clicking on the Qualitative Analysis button, and specifying a date range. When Harvest LIS has located control runs within the date range, it will display a list of tests for which you may display the achieved values. Highlight one or more tests in this window and click OK.

Harvest LIS displays the qualitative analysis in a spreadsheet-like window.



The first two columns represent the date and approving technologist. Each remaining column represents one of the tests you selected in the previous window. Each row of this window represents the date that the controls were performed and approved.

Values that are "out of range" in this window will appear in bold, red text. Values that are "in range" appear in regular text. You may customize these colors using entries in the Advanced Configuration Options window. Contact Orchard Software Technical Support for assistance in making these entries.

The buttons at the bottom of the window give you several tools:

- Click the Include Rerun Tests checkbox to display rerun control values. These will be displayed in this window in italics.

