

## Labs from Coast to Coast Harvest the Power of an Orchard LIS

You may have seen our ads or heard us use the phrase, but, when it comes to location, Orchard knows no bounds. Amid the lush palm trees and sunny sandy beaches on the beautiful island of Oahu, you will find another satisfied Orchard customer. The Waianae Coast Comprehensive Health Center (WCCHC), located one hour west of Honolulu along the tropical shoreline, has been an Orchard Harvest LIS user since 1999.

WCCHC is a private non-profit community health center providing healthcare services to the people of Oahu since 1973. Waianae's expansive services range from preventive medicines to dental services to adult day care to wellness programs. The clinics and ER handle 27,000 visits annually, and the lab accessions over 100 patients daily. The lab supports 30 providers in five locations (one main campus and four satellite locations) throughout west Oahu, and conducts approximately 175,000 tests annually.

Laboratory Director Dean Yoshimura boasts that WCCHC is the only community health center in the U.S. to operate a 24/7 ER, and because of the broad services WCCHC provides, it is a microcosm of many types of labs. Approximately 95% of the work is in-house, but the lab also accepts outside referrals.

In the time since Dean's arrival, the lab has seen dramatic growth. Prior to the implementation of Harvest LIS the lab was operating manually with a staff of seven



*The view from the Waianae Coast Comprehensive Health Center laboratory is enough to take anyone's breath away.*

MT/MLTs and five lab assistants (a mix of full-time, part-time, and call-ins). "Our staff size was the same in '99 as it is today, but our volume has more than doubled since implementing Harvest," explains Dean. "It was getting to be too much to handle with paper and ink. Interfaces between Harvest LIS and our instruments made clerical errors disappear. With the bidirectional interface to our NextGen EMR, orders and results are transmitted electronically. Billing is also electronic upon approval of results. All the time we spent writing was eliminated and our turnaround times reduced dramatically. Harvest has increased our efficiency tenfold."

Dean not only enjoys the efficiency Harvest LIS brings to the lab, he is also a big proponent of Orchard's user

groups. "The user group discussions are invaluable. Communication with labs across the nation helps to troubleshoot and problem solve issues within the lab."

See "Waianae Coast" on page 2.



*From left to right: Corrina Magna, LA; Constance Mordaunt, MLT; Destynie Dias, LA; Darnell DeSmet, MLT; Dale Nakayama, MT; Dean Yoshimura, Lab Director.*

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### *inside this issue...*

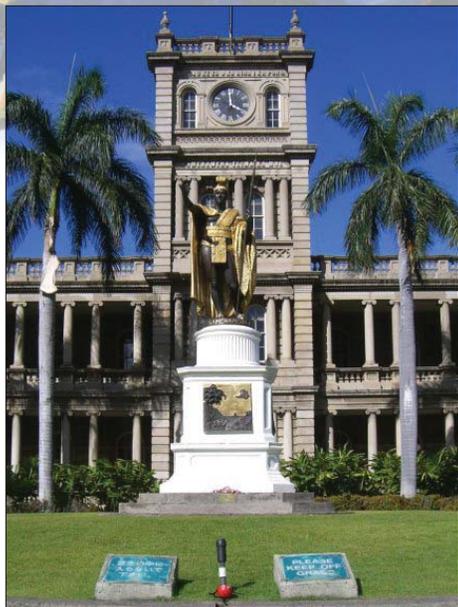
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## Where in the World is Orchy?

employee  
spotlight

## Chip Rivers: Network and Hardware Installation Manager



Orchard's unofficial mascot, Orchy, had a nice summer vacation. Last newsletter, Nadia Kuyumjian of Cardiovascular Medical Group in Beverly Hills, California, knew Orchy was visiting the Great Wall of China. This time Orchy is a little closer to home. If you can identify where Orchy is visiting, send your answer to [news@orchardsoft.com](mailto:news@orchardsoft.com) by November 15 to be eligible to win an Orchard prize package. Log in to the Orchard website to see where in the world Orchy has been lately! 🍎

Chip Rivers, Network and Hardware Installations Manager, has been with Orchard Software just shy of eight years. During his tenure at Orchard, Chip has been involved in every type of Harvest installation, including the Webstation, Microbiology, and Anatomic Pathology modules. He also installs Copia. You name it, Chip has probably installed it.

Chip is a graduate of the University of West Florida, earning his BS in Biology/Medical Technology and his ASCP accreditation. He also earned his MCSE certification from Florida Atlantic University. Not only does Chip keep busy at Orchard, but he manages to fill his free time with construction, remodeling projects, and repairing anything electrical or mechanical he can find. He



is an active committee member of his Homeowner's Association and enjoys coming home to his wife, Margaret; his two cats, Mariah and Tater; and his cockatiel, P-Bird. 🍎

## Waianae Coast

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It is just a great benefit. I am so glad my predecessor chose Orchard," states Dean. "Orchard has the best service and the best user friendly software, which is so easy to navigate. Modifications are made as requested by the customer. I do not know of any company that does it better than Orchard."

Dean has worked at Waianae since 1984. "It is a great place to work; our techs have been here over two

decades on average." Due to the growth of the lab, Dean is looking for another Med Tech or MLT. Dean offers, "If you or someone you know would be interested in living in Hawaii and joining the Waianae team, come on over. Aloha!"

Waianae is just one of the many Orchard customers stretched across the United States. So as our ads state, "Simply said, Orchard is the best, and that is why hundreds of labs from New York to Hawaii are harvesting the power of an Orchard LIS." 🍎

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### *Orchard will be closed on the following holidays:*

Thanksgiving:

- Thursday, November 22, 2007
- Friday, November 23, 2007

Christmas:

- Monday, December 24, 2007
- Tuesday, December 25, 2007

New Year's Day:

- Monday, December 31, 2007
- Tuesday, January 1, 2008

**NOTE: An Orchard Technical Support Representative will be on call 24/7 for emergencies on these days.**

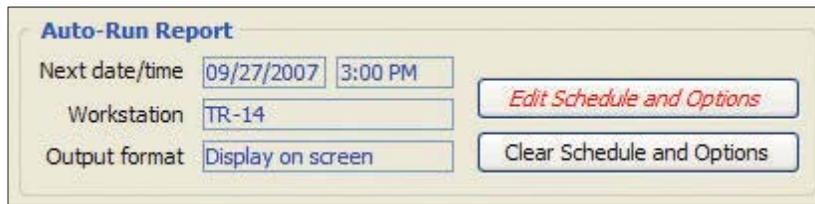
# Tech Tip: Scheduling Automatic Reports

The Auto-Run Report feature enables you to schedule automatic reports on an hourly, daily, weekly, monthly, or yearly basis, as well as determine the preferred output format. There are several locations in Harvest LIS where you can use this feature to schedule routine reports:

- Billing Summary Report
- Collection List Report
- Order Browser
- Order Choice Browser
- Order Choice Utilization Report
- Overdue Order Choice Report
- Patient Browser
- Reimbursement Problem Report
- Result Browser
- Test Utilization Report
- Turnaround Time Report

Depending on your settings, the scheduled reports will print on a specified printer, export in spreadsheet format to a preset file location, or display on a selected workstation automatically.

1. To schedule automatic reports, open the desired report or browser window, and click the Edit Schedule and Options button to open



Harvest LIS updates the Auto-Run Report fields to reflect your schedule settings.

- the Edit Schedule window. Note that you must have the proper security permissions to create or modify automatic report schedules.
2. Click on the appropriate tab (Hourly, Daily, Weekly, Monthly, or Yearly) for the type of schedule you wish to create, and then specify the desired frequency settings.
3. Enter the next scheduled start date and time in the provided fields. Harvest LIS enters the current date/time by default.
4. Select a workstation from the “Workstation to auto-run report” drop-down list.
5. Choose whether to print, export, or display the report:

- If you select the print option, choose a printer from the “Printer” drop-down list. Select the “System Default” printer to use the printer marked as the default in the Printers table.

- If you select the export option, enter the export filename for Harvest LIS to use when creating the file.
- If you select the display option, Harvest LIS will display the report on the workstation specified in the drop-down list. Harvest LIS displays the scheduled report whether or not anyone is signed in on the selected workstation. Use this feature with extreme caution, as the scheduled report will run even if the signed-in user is not allowed to access the report or browser window in question. Note that the Billing Summary Report and Reimbursement Problem Report do not offer the display option, while the browsers, Collection List Report, and the Turnaround Time Report include additional options to customize your scheduled reports. For example, you can set up the browsers to print a summary of information about each encounter in the report.

6. Click Save to close the Edit Schedule window.

7. After you save your automatic report settings, the Edit Schedule and Options button will appear in italics. The “Next date/time,” “Workstation,” and “Output format” fields indicate

when Harvest LIS will run the next report, and where it will be printed, exported, or displayed. Harvest LIS updates these fields every time it runs an automatic report according to the schedule settings you have specified.

8. If you want to clear the current auto-run schedule, click the Clear Schedule and Options button.
9. Remember that in order to save your automatic report schedule settings, *you still must save your search criteria via the Save or Delete Criteria button*. This is because the Auto-Run Report options are stored with the selected saved criteria, just like any other settings you have specified.

For more information on using the Auto-Run Report feature to automatically generate routine reports, refer to the online or printed Harvest LIS help, or the Tech Tips page on our website. ●

# Feature Focus: Configuring Automatic Quality Control

Performance of quality control is a cornerstone of the laboratory's quality assurance activities and is mandated by CLIA regulations, as well as good laboratory practice. Ordering quality control manually is a simple matter using the Order Quality Control function in Harvest LIS; however, you may also configure Harvest LIS to order selected QC automatically.

## Overview

To activate automatic ordering of QC, you will need to add a setting in the Advanced Configuration Options (ACO) window:

```
[Quality Control]
AutoOrder=true
```

You may configure Harvest LIS to automatically order QC on a schedule or "on demand." By default, Harvest LIS will not automatically order expired QC.

## Ordering QC on a Schedule

Configure a QC schedule by clicking the Edit Schedule button for the QC file, similar to creating a recurring order for a patient. A schedule may be useful for QC that is run at regular intervals. Some examples include: daily temperatures log, hematology QC run per shift, or chemistry controls run daily.

You may configure schedules to run hourly, daily, weekly, monthly and yearly. You may also enter a specific time to run the QC. Once you define the schedule, click Save on the Edit Recurrences window to



return to the Quality Control schedule window. You can review the configuration here, as well as review prior history for the scheduled QC. Like a recurring order for a patient, you may also close the schedule using the Mark As Closed button.

Harvest LIS checks the schedules every 30 minutes to see if it needs to order QC. If a QC sample is eligible to be run based on its schedule, Harvest LIS will automatically order the control. You may change how often Harvest LIS checks QC schedules using an ACO setting, which is expressed in numbers of minutes:

```
[Quality Control]
AutoOrderCheck=10
```

## Ordering QC "On Demand"

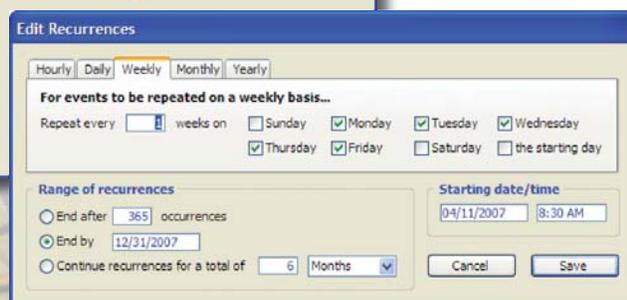
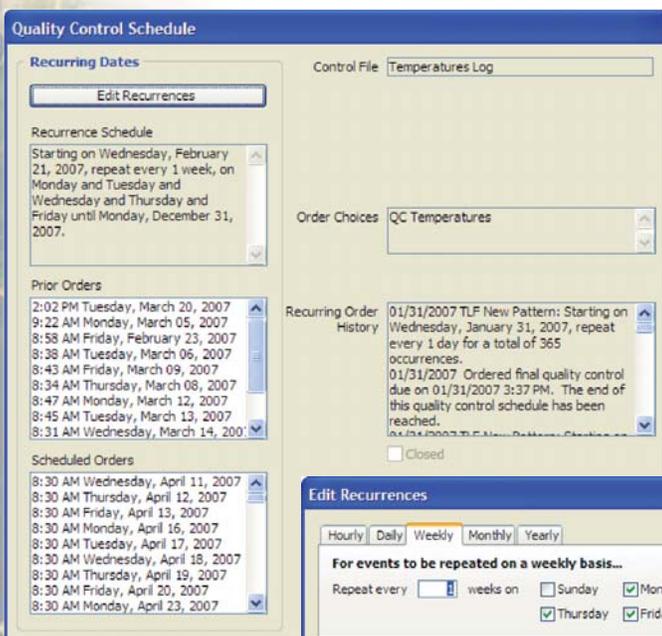
You may also configure QC to automatically order in cases where controls are not run at regular intervals, but on an as needed or "on demand" basis. For example, QC for kit testing that is performed only when the test is first run for that day.

Configure ordering QC on demand by clicking the Rules button on the QC file (see above).

Ordering rules are one of the two kinds of rules you may create in a QC file. To create an ordering rule, you must associate the QC file with a patient order choice, and then specify when to order the control, as well as a timeframe.

In this example, Harvest LIS will automatically order the Mono Negative Control when there is a Mono Test for a patient and the Mono Negative Control has not been ordered within the last 24 hours. Harvest LIS will document the automatic order in the Quality Control log.

See "Automatic QC" on page 5.



# Commitment and Teamwork Get the Job Done!

Is it possible to install a laboratory information system in one month? This was the question Doctor's Hospital at Renaissance, a 180 bed hospital located in Edinburg, Texas, posed to candidates applying for the hospital's CIO position. All candidates said it couldn't be done and were surprised to learn this was something Doctor's Hospital had recently achieved.

How was this feat possible? "Commitment by Orchard and our IS staff," says Frank Esparza, Lab Manager for Doctor's Hospital. "Everyone came through. The Orchard team kept us right on track, and we were able to get the job done."

Doctor's Hospital recently purchased the Orchard Harvest LIS after a split with a partnering facility left the hospital with three months to find and install a new system. "Of all the choices we had, Orchard was the best," claimed Frank. "Everyone understood our problem and worked hard at it. It was hectic but lots of fun!"

Orchard Systems Engineers Kris Worden and Kenny Long were onsite for the installation process. "The goal was to get orders in and results out," says Kris Worden. "The teamwork exhibited by the staff at Doctor's Hospital and their willingness to change and take ownership made this feat possible. It was a phenomenal process to watch. This was truly a team effort."



## Doctors Hospital at Renaissance

Rich Brayfield, Orchard's Installation Project Manager, said, "This was obviously not a typical installation. It all depended on the staff and their level of commitment. The only reason it worked was because both parties were 100 percent committed to the job." When asked if Orchard would ever commit to a project like this again, Rich replied, "We'd rather not need to, but then again, never say never."



Kenny Long, Kris Worden, Ana Alonzo, and Frank Esparza pose for a photo after the successful installation of Harvest LIS.

Ana Alonzo, LIS Manager, was impressed with the efficiency and patience of the Orchard employees. "The moral support we received from Kris and Kenny was great," recounts Ana. Due to the commitment and dedication of both parties, Orchard was able to complete a job thought impossible. "Everyone was very positive and we achieved the goal through great teamwork," said Ana. "Orchard is now my standard by which all other vendors are measured."

## Automatic QC

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While you may still manually order quality control at any time, configuring Harvest LIS to automatically order QC can assist your staff by reducing the need for manual steps that may be overlooked in the busy laboratory environment. Should you need assistance with configuring automatic ordering of quality control, you may contact Orchard Technical Support at (800) 571-5835.

Abbrev	Name
%SBUAMSG	UA COMME
17KSJ	17-Ketoge
1IgE	1 IgE (307)
1IgEb	1 IgE (260)
24HUCREA	Creatinine
2GTT	2hr GTT
3GTT	3Hr GTT
4GTT	4Hr GTT
4IGEA	4IgE (275)
4IGEB	4IgE (1416)
5GTT	5Hr GTT
5HIAA	5-HIAA
5IGEA	5 IgE (791)
5IGEB	5 IgEb (79)
ABCULT	Culture, Al
ABORH	ABO/Rh

# Orchard's Fall Symposium a Success in Dallas, Texas

The Fall 2007 Orchard Harvest LIS User Symposium took place in Dallas, Texas, on September 19 and, thanks to you, was a huge success!

Nearly 100 Harvest LIS current and prospective users attended this Symposium. Throughout the day, users were able to talk to Orchard personnel and ask questions relating to their system. In addition, they attended various breakout sessions to see presentations about new and existing features of the software.

Interaction and conversation among fellow users and with Orchard personnel was very lively throughout the day.

We are already beginning plans to bring the Orchard to you in 2008. Our spring symposium is tentatively scheduled to take place in Columbus, Ohio with a date yet to be determined.

Many thanks to all the attendees of our Fall 2007 symposium. Stay tuned for details about the 2008 events! 🍎



## Orchard's Trade Show Calendar 2007

Dates	Name	Name
10/17/07 - 10/19/07	Northeastern Laboratory Conference	Portland, ME
10/18/07 - 10/21/07	ASCP	New Orleans, LA
10/24/07 - 10/26/07	Pyramed Users Conference	Orlando, FL
10/24/07 - 10/26/07	MGMA (not exhibiting)	Philadelphia, PA
10/28/07 - 10/31/07	Northwest Medical Laboratory Symposium	Seattle, WA
11/3/07 - 11/5/07	Annual Meeting of American Society of Cytopathology	Houston, TX
11/5/07 - 11/7/07	NextGen Users Group Meeting	Orlando, FL
11/7/07 - 11/9/07	CCLA Annual Conference	Orange County, CA

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Address Correction Requested

**Let Harvest LIS save you time by using automatic reporting and QC!**