Central Indiana Cancer Center Got More than Just a Lab System

Bobby Rizvi, Laboratory Director at Central Indiana Cancer Center (CICC) located in Indianapolis, Indiana, states, "I really have never had anything but good things to say about Orchard. Whenever I need anything, they are there to support us." That is a bold statement to make, but one that comes from a man who has been an Orchard client for over eleven years.

"Rob Bush, President of Orchard Software, installed my first workstation! He personally wired it and brought me lunch. That is how we started. He is a great guy!" says Bobby. That was July 1997, two years after Bobby joined CICC.

"Any lab with a large volume of testing needs to have an LIS system. Since Orchard Software was an Indiana-based company, we decided to look there," explains Bobby. CICC at the time was using Costello, the original name of Orchard's award-winning LIS, with their Abbott CellDyn 1600. Costello was renamed to Orchard Harvest LIS with the release of version 3.2.

Central Indiana Cancer Center employees from left to right: Front row—Elsayed Aly, MD, Associate Laboratory Medical Director; ReGina Crowe; Bobby Rizvi, MT,CLS,MCLD Director of Laboratory Services; Rachel Wood; Nichelle Means; Sophie Featherston Back row—Pam Painter; Cindy Gardner; Magaral S. Murali, MD, Executive Medical Director; Ebony Niki McDowell

In 1997, Orchard President, Rob Bush, installed the Costello system at Central Indiana Cancer Center. Bobby recounts, "I was impressed with the approach that Rob Bush had. He was very knowledgeable not only about the software, but about the laboratory as well. I was impressed since he was not a med tech."

Eleven years later, CICC, with a staff of 18, runs approximately 900,000 tests per year. CICC is composed of four cancer centers and one satellite office, and it supports 18 different physicians around the Indianapolis area.

Due to the lab's size, Bobby says they are able to provide consistent hands-on care to their patients. The lab staff does more than just traditional lab work. Besides the daily lab tasks, staff members also prepare patients for prep work, take patient vital signs, and assist in bone marrow aspirations.

Not only was Bobby responsible for bringing the Orchard to CICC, but through CICC's affiliation with US Oncology (USO), the nation's leading healthcare services network dedicated exclusively to cancer treatment and research (**www.usoncology.com**), he was asked to be a member of the committee tasked with selecting a national LIS to contract in all their clinics. "I recommended Orchard to the committee," recalls Bobby. As of today, Orchard

www.orchardsoft.com

Harvest LIS has been installed in approximately 45 USO facilities located all around the United States.

Bobby is pleased with his Harvest LIS and his relationship with Orchard Software. He appreciates the robust reporting and how easy it is to maintain QC. "If we can use 85 to 90% of the features Orchard offers, we can be a much better organization. And we are gearing toward that," says Bobby. "Another plus is the service and support from Orchard. I think it is very good, and the telephone support is excellent. When you call Orchard technical support, they sincerely want to help." Bobby continues, "Orchard has a well-developed group of employees that do a great job taking care of the customers' needs. They hire quality people and listen to their customers. When buying an LIS, you are buying more than just the lab system."

Even 11 years down the road, Bobby says, "The engagement between Orchard and lab personnel is still going on. Listening to their customers is what helps improve the product, and you can see the results of Orchard's good work."

Where in the World is Orchy?

Orchard's unofficial mascot, Orchy, never tires of traveling. Last newsletter, Bruce Johnson of McFarland Clinic PC in Ames, Iowa, correctly identified that he was visiting Red Rocks Amphitheater near Denver, Colorado. This time, Orchy is getting another stamp in his passport. If you can guess Orchy's location in this photo, send your answer to **news@orchardsoft.com** by August 15 to be eligible to win an Orchard prize package. We'll select a winner at random from the correct entries. Sign in to the Orchard website to see where in the world Orchy has been lately!

employee spotlight

Heather Ashburn:
Senior Software Test Analyst

Heather Ashburn has been with Orchard for five years and currently holds the title of Senior Software Test Analyst. It is Heather's job to ensure the functionality of Orchard's products. For the past 12 years, she has worked in various aspects of the software industry, including support, training, and testing.

Heather received her Bachelor of Arts degree in Journalism from Indiana University. She keeps her spare time full with traveling, reading, attending her sister's opera performances, and spending time with her family—husband, Scott, and two children, Katherine (6) and Natalie (1).
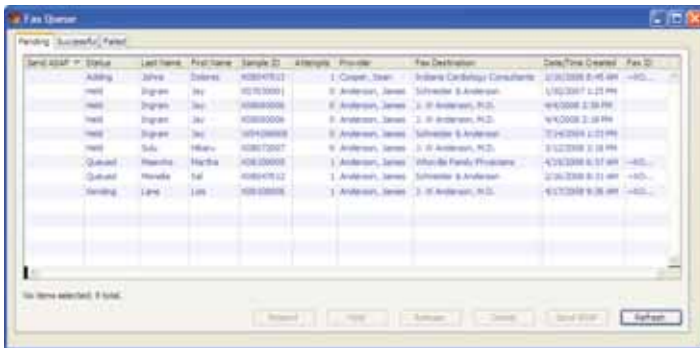
Harvest LIS 8.0's Fab Five Features

Orchard Harvest LIS 8.0 continues to set the bar for quality and features in a modern laboratory information system. Our commitment to continually enhance Harvest LIS with state-of-the-art features means that you, our customers, always have the best technology and tools available to get your work done quickly, accurately, and with the best support in the industry. Harvest LIS 8.0 brings many new options to existing capabilities, as well as several brand new never-before-seen features to our users. Over the past few advanced user classes, and through some consultation with the beta testers, we've come up with a list of five features in Harvest LIS 8.0 that customers have found particularly exciting:
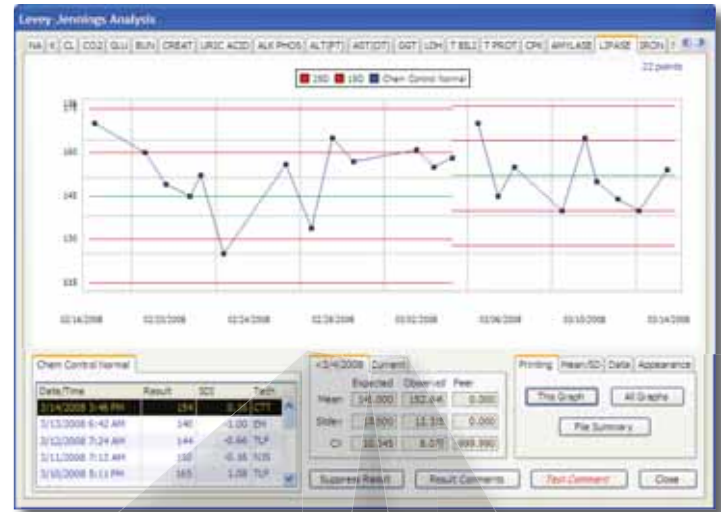
Harvest LIS Integration with Zetafax

Review and manage pending, successful, and failed faxes, right from Harvest LIS! The new Fax Queue management interface allows Harvest LIS to retrieve information about the status of faxes directly from the Zetafax engine (requires the separate purchase of the Zetafax API module—special pricing is available from Orchard).

Patient Aliases

Use this new feature to easily search for patients whose names have changed (e.g., maiden names, nicknames, and alternate spellings). Users can create aliases as needed (with the proper security). Aliases are also supported for host interfaces and via patient merge.
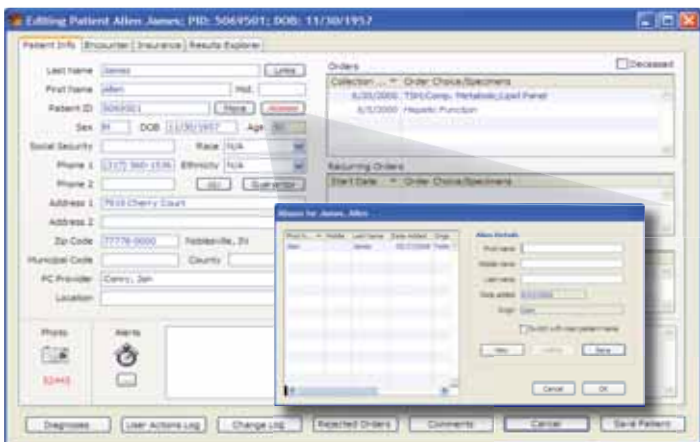

Easier Management of QC Range Changes

Harvest LIS 8.0 streamlines managing changes to QC ranges. You may now change QC statistics on the fly, without having to deactivate the QC file when the lot statistics change. Levey-Jennings graphs will show the statistics change graphically, and you may view multiple sets of statistics in a single Levey-Jennings graph, as well as in QC management reports.

<3/4/2008 Current	Expected	Observed	Peer
Mean	145.000	152.846	0.000
Stdev	15.000	12.335	0.000
CV	10.345	8.070	-999.990

<3/4/2008 Current	Expected	Observed	Peer
Mean	152.000	151.444	0.000
Stdev	12.000	10.655	0.000
CV	7.895	7.036	-999.990

Harvest LIS 8.0's Fab Five

Scheduled Messages in Message Center

You may now schedule messages on a timed basis (much like setting up a recurring order) using Message Center. This is ideal for notices that should occur on a regular basis, meeting reminders, and even reminders to yourself! Message Center has become more useful than ever.

"PRN" Option for Recurring Orders

A PRN order is a special kind of recurring order—one with no set pattern—that remains in Release Stored Orders until it is deliberately closed. Use PRN orders for laboratory work ordered as a standing order on those patients who will return only on an as-needed basis.
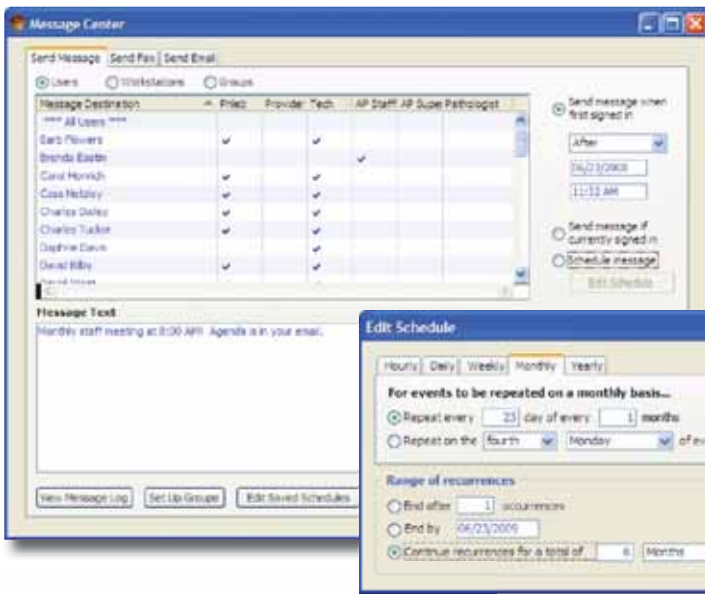
Upgrading to Harvest LIS 8.0

With nearly 3,000 hours of development and more than 225 changes to the application (most of which were requested by our customers), Harvest LIS 8.0 continues to keep pace with the ever-evolving needs of the clinical laboratory. The feedback from you, our customers, is what drives the continuous development of Harvest LIS, providing you with an expanding list of features for greater flexibility and the ability to handle a variety of laboratory workflows and business situations. Orchard is committed to developing, installing, and supporting the very best laboratory information system, and part of this commitment is annual software upgrades.

"Harvest LIS 8.0 is the direct result of working closely with our clients to increase laboratory efficiency while meeting increased demand for customized creation and delivery of results," says Debbie Schilling, Director of Software Engineering. "More and more of the enhancements being asked for and implemented surround the user's ability to customize the system for their unique lab."

Orchard Software Corporation President, Rob Bush, says, "We have a saying around here, 'If you've seen one lab, you've only seen one lab.' We serve a variety of laboratories—POLs, clinics, hospitals, reference laboratories, student health centers, and public health facilities—and we get a lot of good ideas and input for enhancements. We strongly encourage feedback because we understand its importance to building a very flexible LIS that accommodates a variety of workflows." Rob continues, "Orchard is committed to developing, installing, and supporting the very best laboratory information system, and part of this commitment is our annual software upgrades. All of our upgrades are offered at no charge to all customers with a current support contract."

Upgrades to this new version are available at no charge to all clients with sufficient hardware resources and a current support contract. Upgrades are performed on a first-come, first-served basis.

For full information on all changes in version 8.0, we strongly recommend that you download and read the release notes, available in the Download Center on our website.

Sign in to the customer-only area of **www.orchardsoft. com** to view the release notes and request your upgrade to Harvest LIS 8.0 today! ●
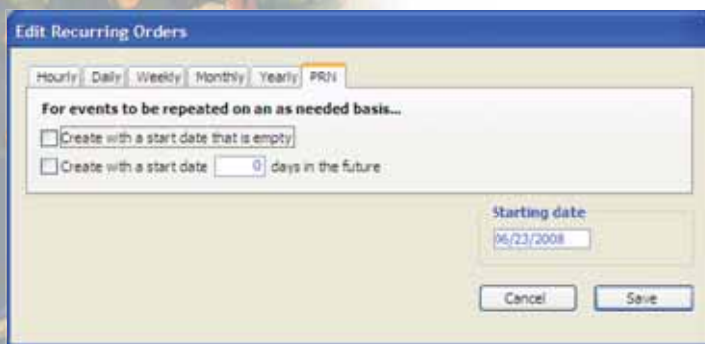
Tech Tip: Proactive Interface Management

With integration between information systems becoming a mission critical aspect of today's medical practice, the need to monitor the operating status of these interfaces has become more urgent. Harvest LIS provides a built-in monitoring tool that allows you to configure your system to provide a real-time status update on the Harvest LIS Dashboard. You may configure monitoring in Harvest LIS 7.5, build 070724 or higher.

### Which Interfaces can be Monitored?

You may configure the following interfaces for monitoring in Harvest LIS:

ASTM Interface	AOR Demographic Import
ASTM In Only	M2 IP Listener
ASTM Out Only	M2 IP Sender
SDF Ouptut	HL7 Minimal Sender
Kermit Incoming	HL7 Minimal Listener
ASTM 1238 MedicaLogic	HL7 Billing (Outgoing)
ASTM 1238 Generic	Medical Manger Doc's LIS
HL7 Orders (Incoming)	Reference Lab (Outgoing HL7 Orders)
Live Demographics Link	Reference Lab (Incoming HL7 Results)
IDX TCP/IP Listener	Orchard Copia HL7 Export
IDX HL7 Interface	HL7 Demographics (Outgoing ADT)
HL7 Results (Outgoing)	Reference Lab (Incoming Send Number)
SmithKline (ASTM 1238)	Orchard Mapper

Configuring an Interface for Monitoring

You may configure Harvest LIS to monitor an interface in the Interface Configuration window:

1. Open the Preferences window (File > Preferences) and select the Interfacing tab.

2. Click the **Interface Configuration…** button.

3. Enter the password (you will need to obtain this from Orchard Software Technical Support).

4. Select the port for the interface from the "Settings for" drop-down list.

5. Mark the "Monitor Interface Activity" checkbox, and enter the idle time that Harvest LIS should use.

6. Click the **Update Settings** button.

7. If you have more interfaces to configure for monitoring, repeat steps 4-6 as necessary.

8. When you have finished configuring interfaces, click the **Close** button.

9. Click the **Save** button on the Preferences window.
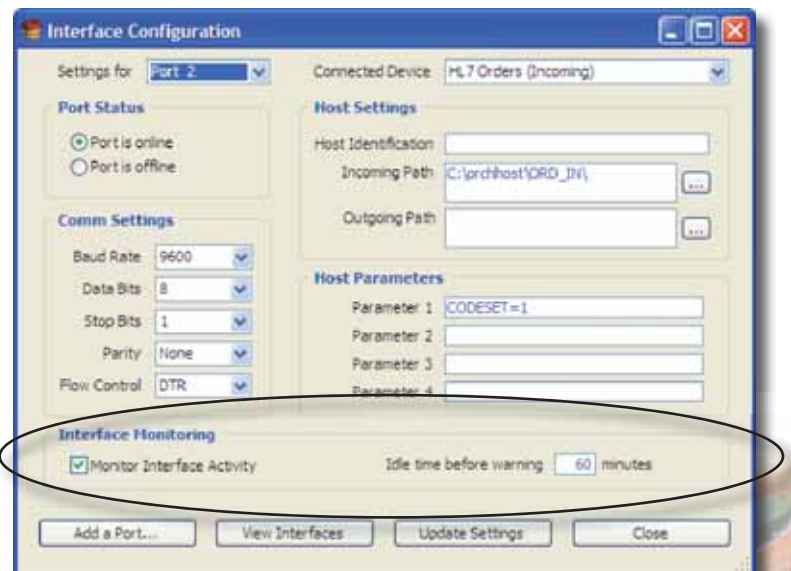
Interface Management

Displaying Monitored Interfaces on the Dashboard

Harvest LIS can display monitored interfaces on the Dashboard. You may configure this on any workstation; it does not have to be on the workstation that actually runs the interface. To configure the Dashboard display:

1. Open the Preferences window (File > Preferences) and select the Interfacing tab.

2. Click the "Show monitored interfaces on dashboard" checkbox.

3. Click the **Save** button.

4. Quit and restart Harvest LIS Client.

With this configuration, the Dashboard window expands to show details about each monitored interface:
- The interface name
- The port
- The last connection date and time
- The elapsed time since the last connection

When the elapsed time exceeds the idle time limit, the interface line on the Dashboard will turn red and messages will be written to the Event Log.

In Harvest LIS 8.0, you may configure the interface monitor to send emails to a specified address with the addition of some ACO settings. (Note that this requires the Email module to be installed on your system.)

```
[Interface Monitor]
EmailEnable=true
EmailAddressList=IT@yourfacility.com,yourEmail@yourfacility.com
EmailInterval=0
```

Enter email addresses as a comma-delimited list. You may specify more than one email address. If EmailInterval is set to zero, Harvest LIS will only send one email to the specified addresses. When set to a value greater than zero, Harvest LIS will send repeat emails at the specified intervals.

Configuring interface monitoring can be a useful tool to proactively address issues with your system's interfaces, allowing you to ensure the steady flow of vital information in and out of Harvest LIS. Should you need assistance with configuring interface monitoring, call Orchard Software Technical Support at **(800) 571-5835**.
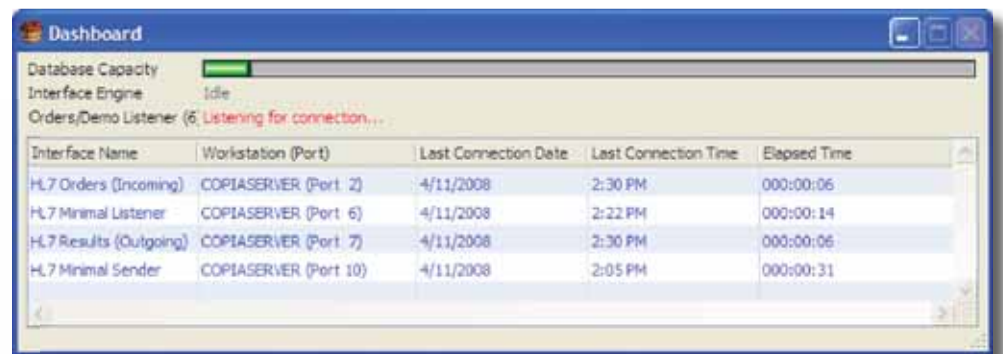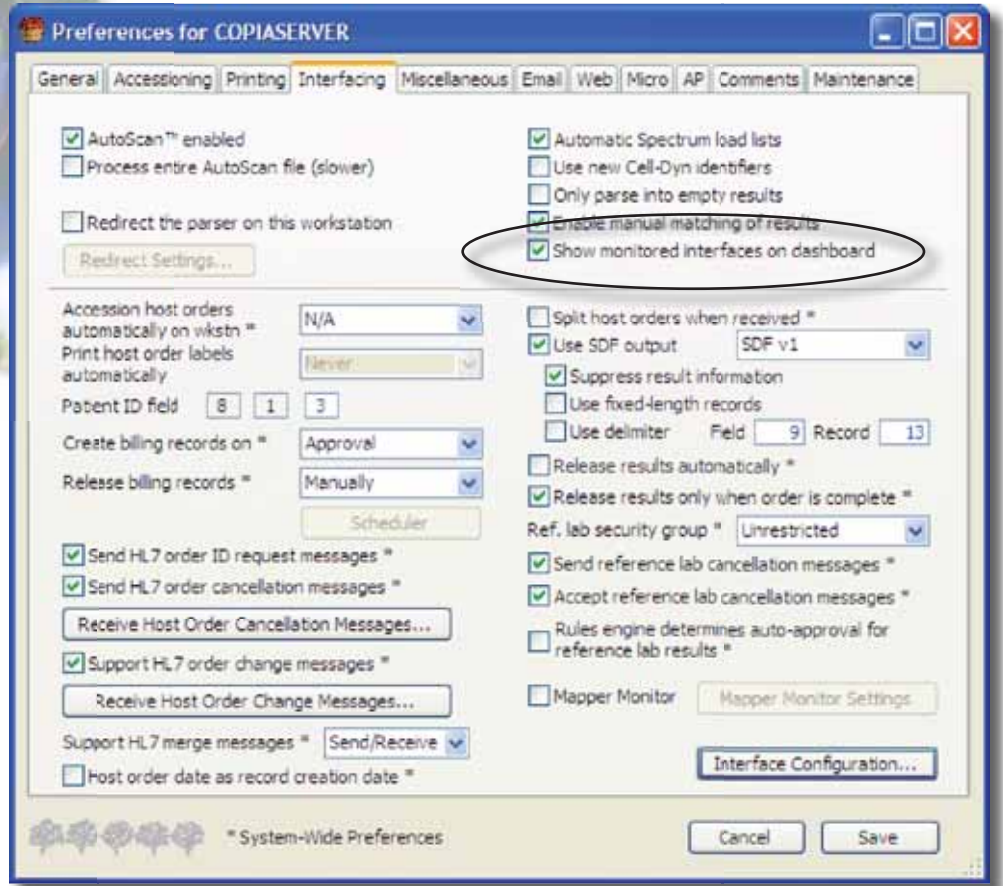
Bringing the Orchard to You—2008 Orchard Symposiums

Orchard Software filled up its crates yet again and brought the Orchard to Columbus, Ohio. On June 12th, nearly 70 Orchard customers and prospective Harvest LIS users gathered for the Spring 2008 Orchard Harvest LIS User 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 learn more about new and existing features of the software. Breakouts included topics such as the new features in Harvest LIS 8.0, data mining, tips for setting rules, and tools for outreach and integration.

Andy Tolle, Account Manager at Orchard, posing for a picture with Rickalene Chamberlain of Midwest Community Health Associates and John Chavatzas and Rhonda Graham of Morrow County Hospital.

Melissa Russo from UPMC Cancer Centers picks up her materials at the registration table from Orchard Training Assistant, Cass Netzley.

Interaction and conversation among fellow users and with Orchard personnel was very lively throughout the day. We would like to thank everyone for attending our Spring 2008 Orchard Harvest Symposium. We enjoyed meeting you and appreciated all your feedback.

Plans are already set to bring the Orchard back to the west coast to Portland, Oregon, this fall on September 11, 2008, at the Sheraton Portland Airport hotel. This day-long event will follow a similar format to previous Orchard Symposiums. The day will start with breakfast, followed by a keynote address highlighting Harvest LIS' ability to support QA initiatives. After the keynote presentation, attendees will have the opportunity to attend three of nine breakout sessions. Those sessions are as follows:

Morning Breakout Session
- Introduction to Harvest LIS, presented by Curt Johnson
- IT Issues—Integration/Network/Setup/Hardware/Maintenance, presented by Henry Oglesby
- What's New in Harvest LIS Version 8.0, presented by Thom Franklin

First Afternoon Breakout Session
- Microbiology Module, presented by Nancy Stoker
- Data Mining in Harvest, presented by Ginger Wooster
- What's New in Harvest LIS Version 8.0, presented by Thom Franklin

Second Afternoon Breakout Session
- Anatomic Pathology Module, presented by Nancy Stoker
- Setting up Rules in Harvest LIS, presented by Thom Franklin
- Improving Lab Outreach & Data Access, presented by Curt Johnson, Ginger Wooster, and Valerie Pruitt

As always, the event is of no cost to those who attend. A complimentary breakfast and lunch will be provided. For your convenience and to help minimize your cost, we have negotiated a block of rooms at a reduced rate of $129 per night at the Sheraton Portland Airport hotel. For more information or to register for this fall's symposium, please visit our website at **www.orchardsoft. com/symposiums.asp**. We hope to see you there. 🍎

We're Bringing the Orchard to you!

Fall 2008 Orchard Harvest™ LIS Symposium
September 11, 2008 ~ Portland, Oregon

Orchard will be Exhibiting at AACC—July 29-31, 2008

The crates are packed and the booth has been shipped. We hope to see you at AACC/ASCLS Clinical Lab Expo in Washington, D.C. Exhibits at this event are open Tuesday, July 29 through Thursday, July 31. If any of you are planning to attend, please make sure to come see us under the tree at booth #3513. While there, register to win a $500 Best Buy gift card and ask to see a demonstration of the new features in Harvest LIS version 8.0. We look forward to seeing you in D.C. If you plan to attend, please let us know by completing the form on our website at **www.orchardsoft.com/aacc.asp**. 🍎

Orchard's Trade Show Calendar 2008

Dates	Name	Location
7/29/08 - 7/31/08	AACC/ASCLS Clinical Lab Expo	Washington, DC
8/6/08 - 8/8/08	Allscripts Client Expereince	Chicago, IL
9/11/08	**Orchard Harvest LIS Symposium**	**Portland, OR**
9/17/08 - 9/20/08	InterMountain States Seminar	Jackson, WY
9/24/08 - 9/26/08	COLA/POL Fall Sympsoium	Scottsdale, AZ
9/24/08 - 9/27/08	AMGA Institute for Quality Leadership Annual Conference*	Dallas, TX
9/25/08 - 9/27/08	CAP '08—The Pathologist Meeting	San Diego, CA

* Orchard is not exhibiting

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Orchard's 2008 Fall Symposium is September 11, 2008, in Portland, Oregon!