

CASE STUDY

# Washington Health System Uses Orchard Point-of-Care to Centralize POCT Oversight

An Orchard client for more than a decade, WHS is partnering with Orchard to grow POCT functionality and performance in a hospital environment.



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**C**hanges in healthcare continue to drive point-of-care testing (POCT) growth. POCT, when placed in the appropriate healthcare settings, poses significant opportunities to improve patient care and reduce downstream costs because of its rapid turnaround time and convenience. Yet, the variance in locations, operators, devices, and device capabilities plus the lack of integration makes POCT management across a multi-site facility complex.

In today's complex healthcare arena, both remote access to manage POCT and POCT integration are imperative to maximize the value that bedside and near-patient testing can contribute to improving patient outcomes. Washington Health System (WHS) has been an Orchard customer for more than 11 years and is an early adopter of Orchard Point-of-Care (OPOC), our POCT management and integration solution, partnering with Orchard to grow OPOC functionality and performance in a hospital environment.

## Ongoing Improvements to WHS' POCT Program

With a significant POCT program and limited staff, WHS needed a POCT data management system that integrates its POCT devices and allows for centralized management. The POCT

department at WHS, overseen by Judy Thompson, MT(ASCP), includes nine off-site draw locations and performs blood gases, bedside glucose, ACT, and several manual POC tests. Approximately 800 operators, including nursing, respiratory, and radiology personnel, perform more than 120,000 POC tests per year. WHS partnered with Orchard to implement Orchard Point-of-Care so that its POCT program could be managed and organized from a central location.

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Implementation of Orchard Point-of-Care allows POC test results to flow from the system 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.

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**Judy Thompson, MT(ASCP)**  
Point-of-Care Supervisor

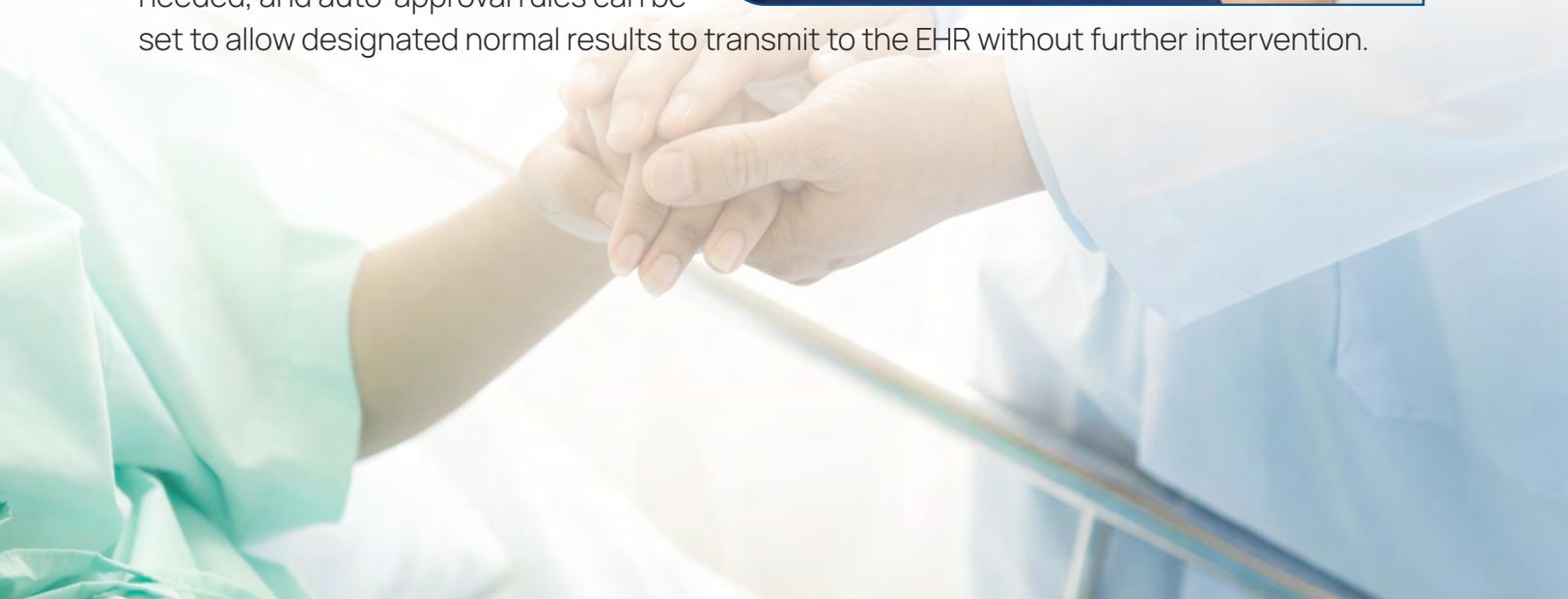
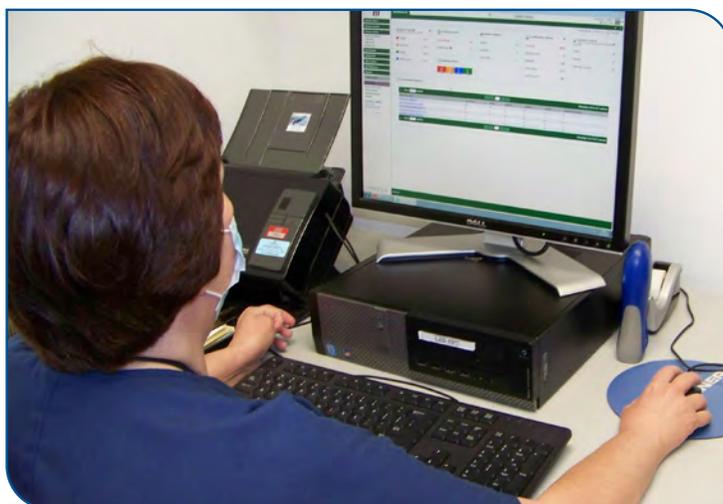
## Orchard Point-of-Care Provides Connectivity Across POCT Locations & Devices

Implementing Orchard Point-of-Care has helped WHS continue to improve its POCT program and its patient safety initiatives. For example, integrating its Hemochron devices allows the devices to be continuously available, which is imperative for cardiac surgeries. Device integration helps simplify the update process and saves significant time. Prior to Orchard Point-of-Care, the devices had to be manually gathered from the hospital floors and transported to the laboratory for any updates or changes. Now, these devices are networked with OPOC, and updates are performed remotely through the software.

## Patient Safety & Productivity Gains

In addition, Orchard Point-of-Care has given WHS' laboratory a better means of detecting patient identification errors. The interface catches patient match errors, allowing the staff to discover pre-analytical errors, such as wrong patient ID, before they become a patient safety concern.

Orchard Point-of-Care also offers decision-support rules that enhance laboratory productivity. Orders can be routed to specific testing locations as needed, and auto-approval rules can be set to allow designated normal results to transmit to the EHR without further intervention.



## Automated Billing & Error Reduction

With Orchard Point-of-Care, as results are approved, billing takes place automatically. This creates an increased confidence in accurately entered test results and billing capture. The reduction in time spent manually entering patient results equates to cost savings, and the elimination of clerical errors ensures greater accuracy.

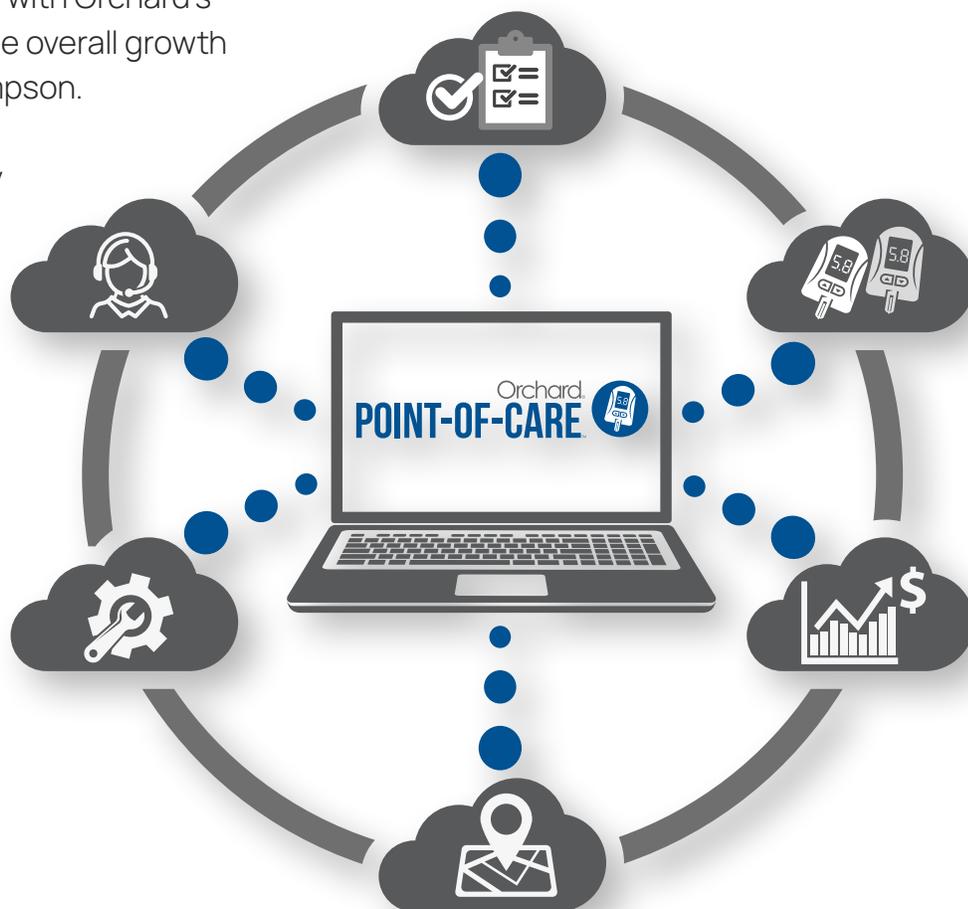
## Tracking Operator Competency Assessments & Devices

WHS uses Orchard Point-of-Care to solve many of the problems associated with POCT management by enabling remote management to track devices, operator certifications, and QC. "With each new upgrade, progress is being made on the certification screens to make it easier for a POC Coordinator to track operator assessments," says Thompson.

## Customer Support & Responsiveness

Overall, WHS has been pleased with Orchard's level of support and responsiveness. "A lot of my ideas have been incorporated into the Orchard Point-of-Care product. We have worked to implement OPOC features that will help save significant time in the long run. I have been impressed with Orchard's level of responsiveness and the overall growth of the product," explains Thompson.

Chuck Kulla, LIS Coordinator, agrees, "We can't speak highly enough about the Orchard team that we have worked with for this project, and we are pleased with how much the Orchard Point-of-Care solution has grown."



## A Continued Partnership

With more than a decade-long partnership and continued Orchard Point-of-Care-focused collaboration, Orchard and WHS have much to look forward to in the coming years. Kulla and Thompson expect their POCT program to expand in the future to help them provide the rapid turnaround time that makes POCT so applicable to patient care.



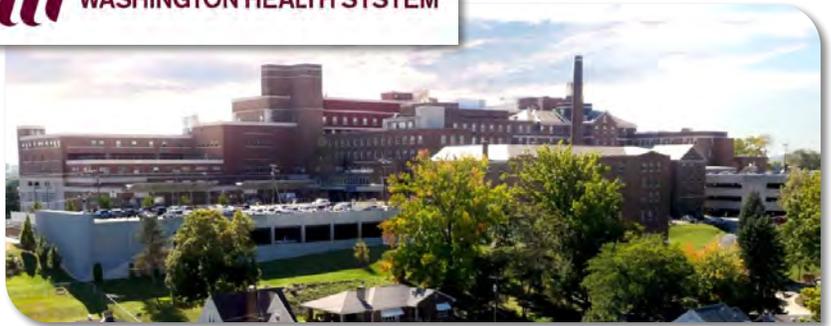
Orchard continues to change and grow with us throughout the years. Our relationship with Orchard has been nice because anything we have needed to do or been required to do, we have been able to accomplish with Orchard's products.

**Chuck Kulla**  
LIS Coordinator



## About Washington Health System

Washington Health System (WHS) is a nonprofit, locally owned, and 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, each with its own laboratory, plus nine off-site draw locations. 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. For more information regarding WHS, visit [www.whs.org](http://www.whs.org).



## About Orchard Software

Orchard Software Corporation (Carmel, Indiana), founded in 1993, is a leader in the laboratory information system industry and offers a variety of laboratory system solutions. Orchard's products are installed in all sizes of multi-site and multi-specialty physician groups and clinics, hospitals, independent reference labs, student health centers, veterinary labs, and public health organizations. Orchard serves more than 2,000 laboratories across the country, helping them improve efficiency, reduce errors, and enhance integration. For more information regarding Orchard Software Corporation, visit [www.orchardsoft.com](http://www.orchardsoft.com).

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