

We help you reach your full potential.

Enterprise Consulting Services



Our Enterprise Consulting Services (ECS) provides a full range of services that are specifically designed to maximize the value of your investment in Centricity® Enterprise. Our seasoned consultants provide a wealth of product knowledge, and more than 20 years experience as healthcare professionals – in roles such as physician, nurse, pharmacist, and IT specialist.



Well-versed.

Benefits Realization

ECS Benefits Realization Services reflect our conviction that while IT projects can be an effective catalyst for change, it is the combination of software and process changes by managers and users that deliver the real value.

If the implementation of a Centricity Enterprise upgrade or the rollout of new modules is treated purely as an IT project, it will never deliver its full potential. Accordingly, we provide a set of comprehensive services to manage IT investments that use industry best practices and data to drive successful decision making.

Our process consists of the following steps:

- Assessment and documentation of current-state workflows to understand the existing environment and opportunities for improvement
- Identification of processes to be revised and key performance indicators (KPIs) that will be used to measure the success of the process redesign
- Pre-implementation measurement of the KPIs that have been selected
- Future-state process design
- Post-implementation assessment of processes and KPIs to evaluate their impact to the organization



"The GE Enterprise Consulting Services team was well informed and very sensitive to customer needs. During our design sessions, the team listened carefully to our organization's needs and responded by flexibly incorporating a team of our change agents into their project methodology. The result was significant progress toward our strategic goals."

Mark Van Kooy, MD
Chief Medical Information Officer
Virtua Health
Marlton, New Jersey

Well-established.

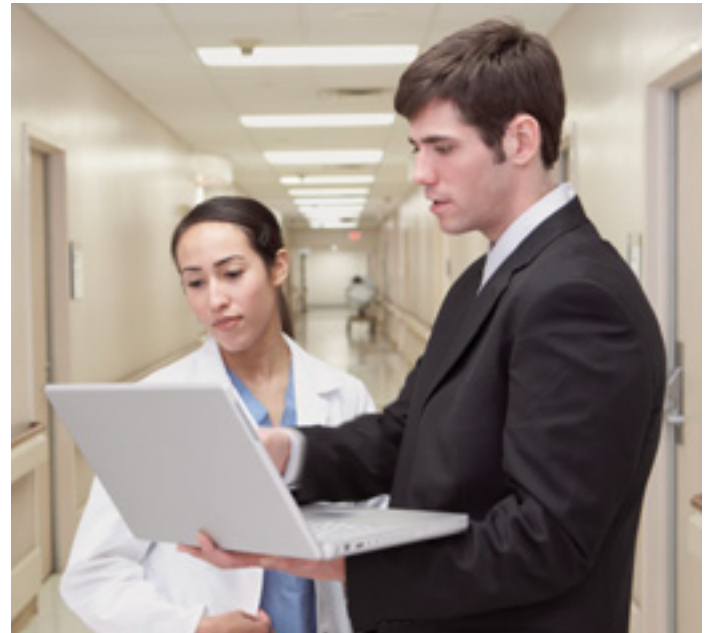
Enabling decision support

Centricity Enterprise, with its electronic medical record system, contains a wealth of information regarding your current operations. ECS provides comprehensive services that leverage this available information to support your decision-making model. These services include data mining, reporting, and using Expert Rules to enhance your clinical and business processes.

Some examples are:

- Data mining of clinical and financial information through services designed to create and build reports and/or report templates
- The use of Expert Rules to assist your clinical and business staff in optimizing their workflows, enhancing the patient experience, and improving the quality of care

We provide these services in a variety of ways, such as working with you to define report specifications; design, build and deliver production-ready reports, or to work through a mentoring relationship where we train your staff to work with and write rules independently.



Application optimization

We provide experienced consultants for all versions of the Centricity Enterprise systems for your facility on a short-term and long-term basis. These knowledgeable consultants are here to assist your implementation, upgrade, or optimization of a specific feature or function. Utilizing our experienced resources avoids the costs and ramp-up times associated with on-boarding new hires or training existing staff. Our consultants will make best-practice recommendations based on scenarios learned through previous experiences and implementations. These seasoned resources will enhance your system utilization and offer the benefits of quality, predictability and speed. At GE Healthcare, we realize that a superb application will benefit you most if it's implemented and utilized to its fullest.

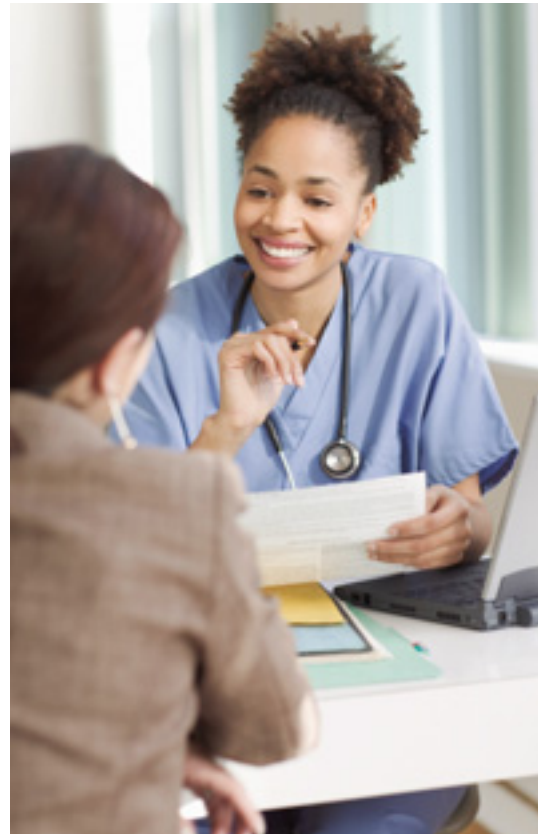
Specific services include:

- Project plan development
- Best-practice recommendations
- Workflow analysis and documentation
- Tailoring organization and product support across all modules
- Testing support including unit/integration testing
- Integration test coordination (issue identification, organization and resolution)
- Report/Label routing build and recommendations
- Activation support

Upgrade conversion support

Your healthcare organization faces many challenges. Upgrading to the next generation of integrated clinical and financial healthcare information systems shouldn't be one of them. When you work with our Enterprise Consulting Services team, we can supplement your project team to help with a critical component of an upgrade – converting resource files and dictionaries.

During an upgrade, you want to ensure that your patient data is complete and accurate. In some cases, legacy data can be uniquely mapped and customized to the hospital. Let our ECS team help with hospital-specific variables, such as client workflows, customizations, system tailoring and active modules. Our team will work to discover and report any and all instances where patient data might fail to conform to the new standards. They will quickly identify, evaluate and reconcile each and every instance of a failed conversion – a time-consuming task that can place a burden on your internal resources. We can keep you on schedule and confident.



"As a client experiencing the upgrade of LastWord to Centricity Enterprise, we would not have made it through the conversion process without a seasoned and knowledgeable resource from GE Enterprise Consulting Services.

As with all new things, there is a huge learning curve with the new processes, new tools, new software, new terminology (loaders, validators, RIQ), etc. that clients do not have time to acquire and perfect to meet the timelines of the upgrade project. Enterprise Consulting Services has made our transition smooth and reduced our risks significantly. We could not have done it without them. I would recommend to all upgrade clients that this is one area you should invest in external resources to assist your internal staff."

*Freda Igleheart
Director, Application Support
Owensboro Medical Health System
Owensboro, Kentucky*

Enhancement Release services

Enterprise Consulting Services has assisted over 40 Centricity Enterprise clients with their Step and Enhancement Releases. Centricity Enterprise projects can be uniquely complex and require additional skills, tools, and training. We offer a suite of services that provide tailored analysis education and support, specialized resource preservation tools, configuration management support and assistance with project management. These services are designed to assist you with all of the critical Enhancement Release challenges, and provide you with the infrastructure and knowledge to effectively manage these processes during future projects.

Our primary goal is to provide you with the appropriate type and level of technical expertise where and when you need it most, and to teach as we go. This provides you with the tools, knowledge, and confidence to assume a larger technical role in subsequent projects.

We offer the following Enhancement Release services:

- Resource analysis and tailoring preservation, training and support
- Conversion analysis and support – both resource and patient data
- Monitoring and validating Golden Gate processes and conversions
- Configuration management, training and support
- Enhancement Release project management



"Memorial Healthcare System has enjoyed working, in tandem, with GE Consulting Services to implement clinical technology that provides tools to enhance clinical decision making across the continuum of care.

The GE consultants' evaluation of existing processes, combined with in-depth understanding of how technology can be used to improve patient safety and workflow efficiency, has enabled us to maximize the value from our technology investment."

*Ana M. Rodriguez, Pharm. D.
Director Clinical Informatics
Memorial Healthcare System
Miramar, Florida*

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Healthcare Re-imagined

GE is dedicated to helping you transform healthcare delivery by driving critical breakthroughs in biology and technology. Our expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies is enabling healthcare professionals around the world to discover new ways to predict, diagnose and treat disease earlier. We call this model of care “Early Health.” The goal: to help clinicians detect disease earlier, access more information and intervene earlier with more targeted treatments, so they can help their patients live their lives to the fullest. Re-think, Re-discover, Re-invent, Re-imagine.

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imagination at work