

GE Healthcare

## **GE Healthcare Information Technologies Independent Practices**

With over 300 cumulative years in the healthcare industry, our consultants are poised to offer a number of services to help take your clinical business to the next level. The majority of our team has worked in multi-specialty clinics in various leadership positions prior to joining GE and have experience helping customers of all sizes implement our solutions. Each of our consultants comes from a position of intimate experience and exposure to industry standards and innovation.

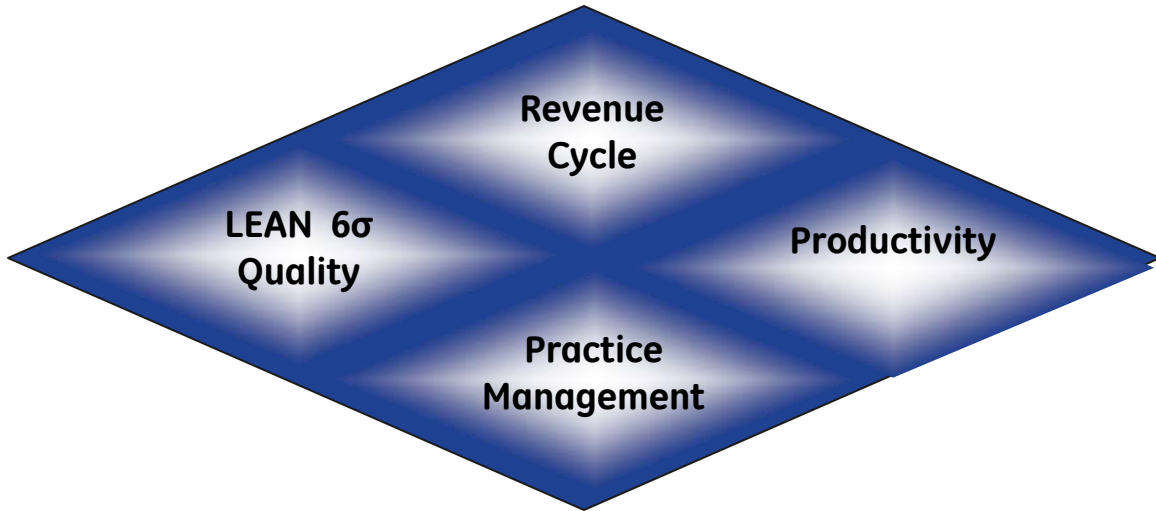
Our consultants belong to a variety of professional organizations, including:

- SHRM (Society for Human Resource Management),
- MGMA (Medical Group Management Association),
- PMI (Project Management Institute),
- HFMA (Healthcare Financial Management Association)
- VNU Learning,
- eLearning Guild,
- AMA (American Management Association)
- ISPI (International Society for Performance Improvement)

They are trained in the GE Six Sigma Green Belt Methodology, and several consultants hold BA and/or MBA degrees.

Our mission is to deliver leading solutions that will position your clinical business for continuous growth, quality, and patient satisfaction.





## Consulting Offerings

We offer four categories of consulting:

### Revenue Cycle

The Revenue Cycle Consulting Portfolio consists of a series of diagnostic reports around EDI, Accounts Receivable and Collections performance. Once we have established your current baseline, we scrutinize processes from Visit to Payment to check for gaps that may compromise your cash flow. Did you know that based on a recent study around human performance improvement, at least 20 percent of improvements are made by simply examining workflow? Our consultants move beyond status quo to align workflow with current technologies and proven techniques. Some of the gaps we

uncover could be costing your business thousands of dollars each year. Visit [www.cpstraining-gehc.com/joomla](http://www.cpstraining-gehc.com/joomla) to download a free presentation on the 10 most common (and costly) workflow gaps.



## **Practice Management**

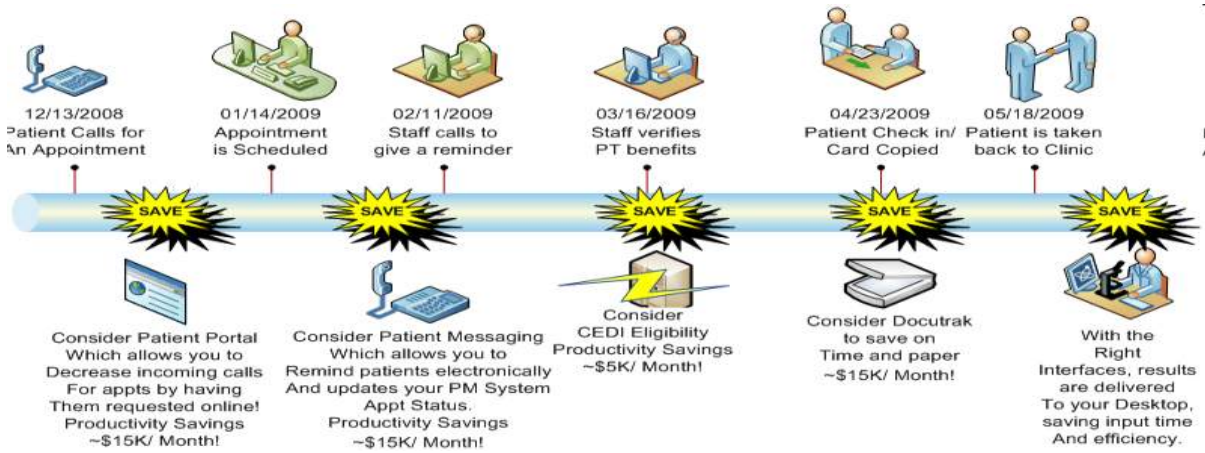
Did you know that Turnover and Retention can cost your business as much as 80% of an employee's salary within a one year period when you factor in training (including trainer productivity), on the job learning curve, benefits and compensation. Our consultants combine the excellence in leadership training for which GE is well known and apply them to the specific needs of a clinical business. The result is a management and employee development strategy that drives performance improvement throughout your organization. We look at hiring, coaching and staff development, appraisal systems and templates, capacity and resource planning, risk and quality management, overall business and financial operations. We start with your goals, and incorporate Change Management and Organization Structuring Techniques with relevant Educational Sessions to produce results.

## **Productivity**

You may already know that GE Healthcare partners with other Vendors to offer technology that works in tandem with your software, but did you know that these solutions can save you money? A common example can be seen with our Patient Messaging Suite. Most practices employ their front office staff to remind patients about upcoming appointments to optimize the time resources and thereby drive revenue. With volume, the back office begins to need additional staff. A great way to cross train and develop employees and increase productivity however is to use the Patient Messaging system, and shift those calls from reminder notices to collection or Insurance follow up! Our team of Consultants will help you calculate the return on implementation investments and show you other ways to leverage technology to increase performance.



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## LEAN/ Quality

The concept of LEAN Six Sigma is based in the prevention of waste – or unnecessary steps that add no value and/or missing steps that compromise your process. Our team is trained on Six Sigma tools that uncover waste, areas of high risk, as well as quality improvement opportunities. This offering is also beneficial (but not limited) to those clinics who have recently added or thinking of adding an Electronic Medical System.

This portfolio includes Change Acceleration Techniques for offices who need an organizational boost in the right direction. In fact, some of our prospective clients may contract with us prior to implementing our products just to ensure that the organization is onboard and ready for the changes, which in turn helps to limit implementation scope creep.





### **Our Customer Success**

Over 75% of our customers report that they would recommend GE Healthcare education services to a colleague.

### **Customer Testimonials**

- “GE’s Practice Management System Consulting department has provided us at Valley Medical Center a tremendous benefit .The Revenue Cycle Practice Leader, thoroughly analyzed our database for potential inefficiencies within our current billing processes. The consultant’s ability to think outside of the box has enabled us to decrease our average days in accurate receivable, while at the same time reducing department overhead. Any current or prospective customer should definitely utilize this service provided by GE Healthcare, both from a reimbursement and process efficiency prospective.”— **David Biery, Director of Business Services Valley Medical Center, Lewiston, Idaho**

- “We wish that we could have consulting back here for occasional checkups ...it was such a pleasure to work with you. I can’t even begin to tell you what a big difference both of you have made here ...both on a ‘technical’ note and just as importantly ...on an ‘emotional’ note!”— **Maryann Gomez, Practice Administrator Atlantic Neurosurgical Specialists, Morristown, NJ**



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- “The Practice Management System consulting team has been an awesome blessing to me and our facility. I am a new Practice Manager at a brand new facility. We are non-traditional, completely digital, and a new GE customer therefore we have encountered several obstacles. The consultant and her team have been very instrumental in guiding us over the last 5 months. During that time, they have helped us form a new system, continue to improve and adapt the system, and helped us prepare for the future. The consultant’s outstanding knowledge and understanding has been the key in allowing our out-of-the-box type of clinic to achieve many of our goals through reporting, customization, and patient satisfaction. The consultant is very creative and will tackle any challenge placed before her, yet, if she is not sure, she will always seek out the proper person and/or department to assist. The entire team is very flexible and always available to help in any situation. I can’t imagine where we would be without their assistance and I know without a doubt that their services will always play a role in our clinic.” — **Kara Hufstedler, Practice Manager Satellite Med, Cookeville, TN**

\* Consulting Offerings are priced based on Clinical goals at no less than \$200 per hour and may be delivered onsite or remotely. Some engagements may require the purchase of Additional Educational offerings. Travel and Living expenses for onsite engagements are billed separately as incurred.

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