GE Healthcare

Healthcare IT Services

Customization

Make your systems work for you

In light of estimates that 87 percent of healthcare organizations are consolidating[1], there is a constant influx of new requirements and a continuous need for system integration. At the same time, organizations must tailor multiple applications and key performance indicator reporting for demanding stakeholders. With Customization Services, we help you fine tune existing functionality, align disparate interfaces, and enlist expert report writers to optimize new or existing software systems, helping to increase productivity and satisfaction across your organization.

Avoid disruptions and respond to required changes with the help of our knowledgeable Application specialists.

ENHANCE PRODUCTIVITY
Customized solutions recapture wasted hours and help increase employee productivity.

PROMOTE END-USER UTILIZATION
Streamlined and integrated systems support ease of use, which promotes adoption and high end-user utilization.

DRIVE EMPLOYEE SATISFACTION
Easy-to-use systems put required information at your staff's fingertips and simplify routine activities, helping to improve employee satisfaction.

Our Customization services help you adapt your system to your unique needs. Each year, our experienced configuration teams generate hundreds of custom reports, perform dozens of specialized integrations, and modify thousands of interfaces to provide rapid insight into performance, while enhancing user workflows. Whether you are a physician practice or a multi-community healthcare system, services can be scaled to meet your needs.

- 300 Customization Specialists have at least ten years of industry experience

- 80 percent of customers were highly satisfied with our team's knowledge, communication, and professionalism[2]

CUSTOMIZATION SERVICES ADAPT SOLUTIONS TO YOUR NEEDS

Our team of Customization Specialists average more than ten years of industry experience and employ a proven service approach to help you adapt your solution to the unique needs of your organization.

Application Customization

Leverage new features and fine tune existing functionality for optimal organizational performance.

Report Customization

Enlist expert report writers and robust interpretation to capture new value from existing data.

Interface Customization

Deliver comprehensive recommendations to better align your interfaces with your business requirements, including HL7 and other methods of data exchange.

Custom Integration

Optimize continuity between new and/or existing software solutions to improve workflow and reduce human error.

> "...the customization is pretty easy to do. We had a very knowledgeable representative come here and go through each and every component. We had to sit down and think about what we wanted. The representative was very good and had direct clinical experience. GE gives us a package that has prebuilt pieces, and then we can get things customized..."
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> – As reported to KLAS, 2013[3]

Learn more about Healthcare IT Services at www.gehealthcare.com/ITservices.

[1]Dixon Hughes Goodman presentation, Winter 2013: http://www.dhgllp.com/res_pubs/Hospital-Mergers-and-Acquisitions.pdf

[2]GE Healthcare's internal Customer Satisfaction Measurement System, July 2013

[3]Collected about GE Healthcare's IT services from KLAS in July 2013
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GE Healthcare
540 W. Northwest Highway
Barrington, IL 60010
USA

www.gehealthcare.com

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imagination at work