



GE Healthcare

# Federal Health Solutions

Patient-Centered Care



[gehealthcare.com/federal-health-solutions](http://gehealthcare.com/federal-health-solutions)





## Serving the Federal Health Sector since 1917



GE provides the War Department with x-ray units

1917

GE launches the Veterans Network, a program to prioritize the hiring of Veterans, reservists and guardsmen

2009

GE collaborates with U.S. Army Reserve's 807th Medical Command, in an Externship program to provide training and employment opportunities so soldiers stay mission-ready

2011

GE signs MOA with US Army Reserve to guarantee priority job interviews for soldiers completing military occupational specialty training

GE renews statement of support with the Employers Support for the Guard and Reserve

2012



# Our nation's heroes are the priority.

We understand your challenges and situations often differ dramatically from those encountered in commercial healthcare systems. The complexity of injuries, diseases, and rehabilitation diagnoses that can result from combat, blast injuries, and toxin exposure is challenging. So is your mission to provide quality care for military service members, Veterans, and their families – so you can have a medically ready workforce and your patients can thrive throughout their lives.

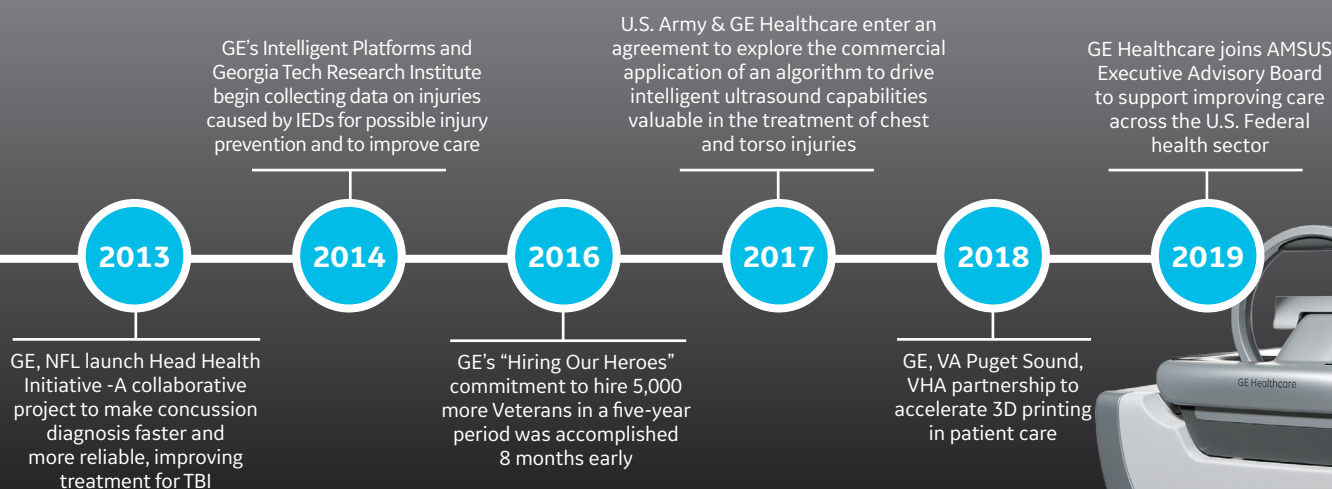
Delivering timely and integrated care requires specialized technology across a broad range of specialties. Systems must work in tandem to provide care from the individual's entry into the military through their transition into civilian life. It's a tough mission – especially when you layer in VA MISSION Act, logistics, economic, bureaucratic and patient data challenges.

## We're here to help

GE Healthcare's portfolio of products can go on every hospital floor. We are a leader in medical imaging, patient monitoring, diagnostic cardiology, data analytics and decision support tools empowering healthcare professionals to improve patient outcomes. Our dedicated Federal Account Executives are focused on helping you navigate, optimize and maintain the resources and technology you need to succeed.

**Bottom line, your mission is our mission.**

**As a global medical technology leader, everyone at GE Healthcare looks forward to caring for patients who have given so much to our country. We're excited to collaborate to improve healthcare delivery and ultimately patient outcomes.**







### Challenge

Access to imaging services can be a challenge for some Veterans. A comment card revealed the hardship to access imaging services based on the travel distance. This Veteran gave voice to a solution for imaging services more conveniently located in a clinic at another campus. The problem was that the other location lacked a suitable building to house the equipment. Establishing a permanent brick-and-mortar facility would take time to fund and build, but it wasn't off the table. In the meantime they needed a temporary solution to increase access and reduce radiology wait times.

### Solution

After careful collaboration, we proposed a solution to create a temporary imaging clinic using multiple modular buildings linked together to form an integrated imaging center. This "prefabricated" construction solution could be stood up quickly, house the required services, and utilize a limited footprint. Once the permanent facility opened in the future, these modular buildings could then be repurposed as office space.

The project began with the delivery and set up of the pre-wired, pre-plumbed modular structures in a vacant field at the campus, followed by the delivery and installation of the imaging equipment; including Magnetic Resonance, Computed Tomography, Radiography and Fluoroscopy and Ultrasound. Working together, the Outpatient Imaging Clinic Expansion project was completed on-time and on-budget.





# Veterans Health Administration

## Dedicated Team Delivers Patient-Centered Solutions

GE Healthcare has been serving Veterans and active-duty military for decades, as far back as 1917. Our dedicated Government Account Executives, many of them Veterans or from military families, have built strong leadership, ethics and ingenuity through mission-driven service in their careers. They embrace change and have acquired a deep understanding of the complex needs and the challenges you and your patients often face.

Veteran patients are not only looking for an accurate diagnosis from their physician, but for a positive diagnostic imaging experience as well. We understand that PTSD triggers, like loud noises and confined spaces, can cause anxiety and flashbacks. GE Healthcare imaging systems are designed specifically with the patient in mind, enabling patients to feel as relaxed as possible during their exams. Our goal is to elevate the patient experience helping to improve patient comfort while simultaneously enabling technologists to obtain clear and detailed images quickly.

## Why GE Healthcare?

We are a leading manufacturer of diagnostic and interventional solutions to help improve quality and access to care for Veterans.

- Imaging designed to create an effective and comfortable patient experience
- Advanced technologies help improve diagnostic confidence with less demands on patients
- Workflow efficiencies and automated tools can help reduce patient wait times, shorten exam times and eliminate the need for rescans, helping to increase patient access



AIR Technology™ comfortably conforms to the size and shape of every patient. Not only does this improve the scan experience, it improves image quality by bringing the elements closer to your patient.



# Military Health System

## Focus on Readiness

A mobile patient-centered care experience is critical to deliver health care anytime, anywhere in support of the full range of military operations across both CONUS and OCONUS locations. The tools you need to diagnose must provide exceptional diagnostic and interventional performance in a wide range of conditions. Our equipment and solutions are deployed daily in challenging remote locations: from the use of handheld ultrasound by flight paramedics 2500 feet above ground<sup>1</sup> to a mobile MRI just south of the Arctic Circle.<sup>2</sup>

As you continue to focus on the integration of readiness and health, we can help you deliver on your Quadruple Aim: increased readiness, better health, better care, and lower cost.

## Enabling a Medically Ready Force



Graduates of the GE Healthcare Military Externship Program at the GE Healthcare Repair Services Center of Excellence.

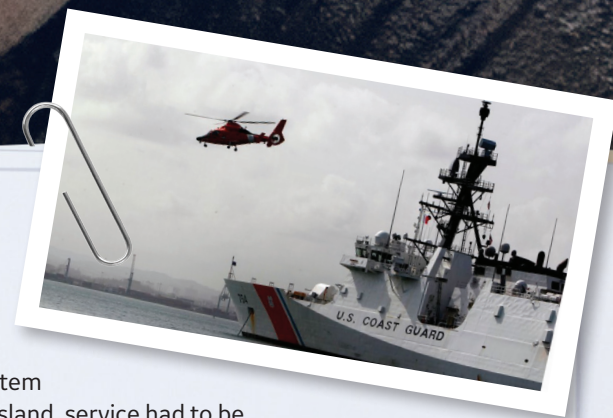
A true collaboration, the program looks to prepare Reservists for deployments, while building a pool of highly qualified people GE Healthcare can hire to fill growing demand as experienced service engineers and biomedical technicians retire. Externs receive biomedical training and hands-on experience with ultrasound, bedside monitors, anesthesia machines and respiratory systems, an imaging rotation focused on CT and X-ray, as well as digital technology and cybersecurity, and military pre-requisites.

**“We’re updating our curriculum to make sure the instruction aligns with the work soldiers are expected to perform in the field. The aim is to make their training relevant to life in the field and to expose them to real-world challenges, so when deployed to a military hospital they can feel even more confident in their abilities.”**

**Rick Fritz**

Global Services Training Program Manager





### **Challenge**

After Hurricane Maria hit Puerto Rico, communications were down and remained challenging two weeks later when the USNS Comfort hospital ship entered Puerto Rican water to help with relief efforts. GE Healthcare teams on the island and the mainland stepped up to help make imaging system repairs on the ship. With no communication link between the ship and the island, service had to be coordinated with teams on the U.S. mainland, led by Ryan Culhane, Government Program Manager for Service Operations. Shipboard personnel sent requests to Ryan, who relayed them to Pedro Purcell Soler, Area Service Manager in Rio Piedras, Puerto Rico, who by that time had managed to get an internet connection in his home.

### **Solution**

Field Engineers procured parts for the CT and X-ray repairs and arranged to have them shipped to the port in Norfolk, VA, to be helicoptered to the USNS Comfort. "They really came through, doing whatever it took to get the parts to support Pedro's team," said Virginia Beach Director of Service Dave Barton. Two more Field Engineers flew in on a Navy helicopter out of San Juan to perform a software reload and repair a radiography system. With no return flights home they spent a night on shipboard. Once the ship was in port at San Juan, another Field Engineer made a third visit to service anesthesia machines.

"We all understood the urgency. It was a great team effort that once more shows the quality of the GE Healthcare service organization" said Pedro Purcell Soler.





# GE Healthcare

## About GE Healthcare:

GE Healthcare is the \$19.8 billion healthcare business of GE (NYSE: GE). As a leading provider of medical imaging, monitoring, biomanufacturing, and cell and gene therapy technologies, GE Healthcare enables precision health in diagnostics, therapeutics and monitoring through intelligent devices, data analytics, applications and services. With over 100 years of experience in the healthcare industry and more than 50,000 employees globally, the company helps improve outcomes more efficiently for patients, healthcare providers, researchers and life sciences companies around the world. Follow us on Facebook, LinkedIn, Twitter and The Pulse for latest news, or visit our website <https://corporate.gehealthcare.com/> for more information.

<sup>1</sup> <http://newsroom.gehealthcare.com/flight-paramedics-treat-patients-up-in-the-air-with-handheld-ultrasound/>

<sup>2</sup> <http://newsroom.gehealthcare.com/mri-on-wheels-this-scanner-goes-where-the-patient-is/>

©2019 General Electric Company – All rights reserved.

General Electric Company reserves the right to make changes in specifications and features shown herein, or discontinue the product described at any time without notice or obligation.

GE, the GE Monogram, and AIR Technology are trademarks of the General Electric Company.

GE Healthcare, a division of General Electric Company.

GE Healthcare  
9900 W Innovation Drive  
Wauwatosa, WI 53226