



# Changing the advisory services narrative through portfolio inclusion and solution activation?

Large advisory organizations lead with strategy and process improvement to influence outcomes. We believe GE Healthcare's comprehensive portfolio, including advanced medical devices and technology integration, combined with advisory services – elevates outcome possibilities.

Leveraging GE Healthcare's strengths of advanced applied analytics, medical device integration, and workflow expertise along with proven change management practices, customers can achieve outcomes they alone are unable to realize.

Standalone advisory organizations are unable to pull from this depth and breadth of expertise.

Patient throughput continues to be an area of intense focus as the industry struggles to efficiently and appropriately transition patients through the system of care. Areas of care receiving significant attention are where patients are connected to and monitored with telemetry resources.

Telemetry monitoring is a widespread and highly utilized resource within a hospital. Significant hospital resources are required to maintain safe and effective surveillance and support of continuous telemetry monitoring.

While many approaches have been taken to reduce the need for these resources, GE Healthcare has taken the unique point of view that effective telemetry utilization can be thought of as supporting more patients, more efficiently, through the same infrastructure. With GE's solution activation services working in partnership with an organization, quality metrics are being directionally improved across a wide spectrum of customers and patient populations.

## Hub and spoke models for healthcare

**Centralize actions to optimize workflows and prioritize, de-risk, and prevent issues**

- Virtual care / Tele-ICU
- Digital Central Monitoring Units
- Patient throughput / capacity management

**Common design principles**

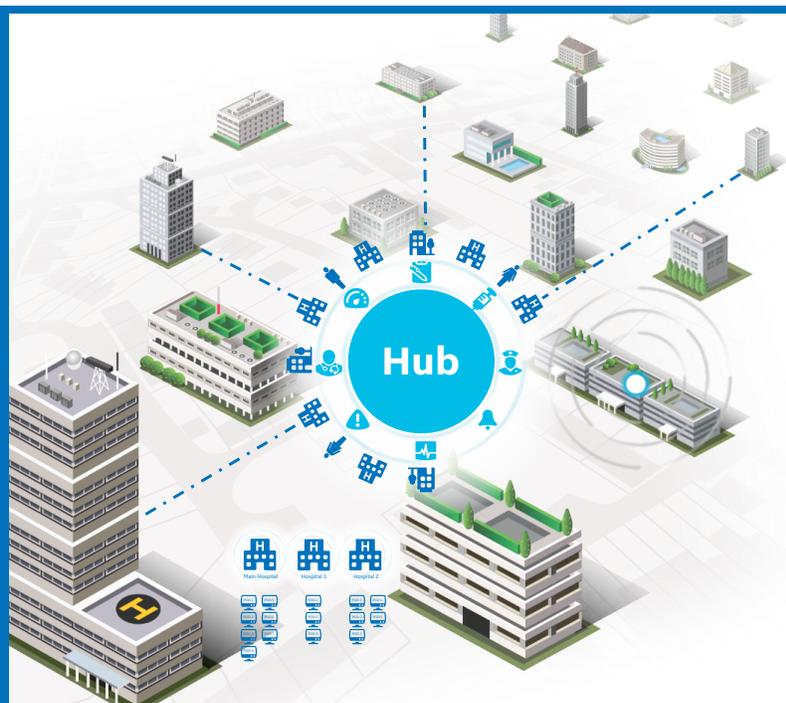
- Alignment around system-wide problem statement
- Standardize care delivery and minimize variation
- Cost containment / growth minded

**Technology infrastructure**

- Interoperability
- Security
- Ecosystem integration
- Mobile communication

**Intersection points**

- Care team collaboration – unified communication



Potential areas of process improvement include:

1. Response time to code blue calls outside of the ICU
2. Variability in clinical and technical alarm response times
3. Time on telemetry monitoring

We believe the joint application of GE Healthcare’s proven change management solution activation services and honed medical device and workflow insights supported with advanced analytics, can positively influence telemetry utilization and as a result, patient throughput.

## Improved outcomes with integrated solution services

The ability to drive outcomes is not realized just through continuous workflow refinement, but the ability to effectively link and coordinate multiple systems and technologies with the care delivery team. Applying solution activation services to care delivery challenges in telemetry patient monitoring, GE Healthcare has realized this vision with the Digital Central Monitoring Unit (dCMU) initiative.

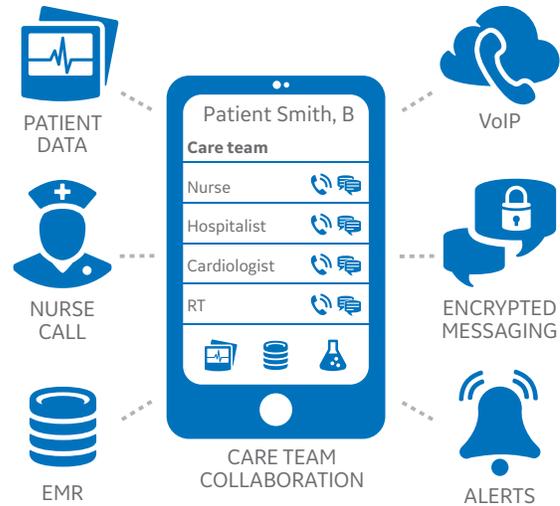
The dCMU initiative combines new technologies with care team workflows to positively influence an organization’s telemetry patient monitoring operational efficiency and quality metrics.

Enabling components include:

- Physiological monitoring devices
- Smart phones with care team communication and collaboration applications
- Nurse call and device notification systems
- Real time visualization of waveforms on secondary devices

At the center of the dCMU-based care delivery advancement is enabling care team collaboration and communication technologies. Combining a dynamically updated, patient-centric care team reference list with smartphone communication capabilities supports efficient and seamless care team workflows.

We believe integrating solution activation services with technology application insights can be the first step in the journey to establishing a dCMU approach to hospital telemetry operations. This approach opens a new opportunity to integrate services and solve complex opportunities across an organization.



Leveraging technology and integrating technology are not synonymous. The ability to do both while keeping patients and clinicians in the forefront is critical for achieving long-term quality with high patient experience.

GE Healthcare has developed a unique ecosystem around the dCMU that leverages cutting edge technologies as well as patient monitoring equipment. Partners in the industry have combined, perhaps for the first time, to ensure this ecosystem works for the clinician as well as patient.

## Portfolio optimization and solution activation services

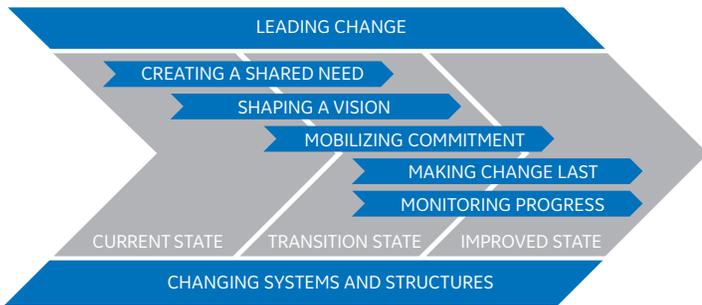
GE Healthcare has invested heavily in building a world-class activation services team. Comprised of high performing clinicians as well as tacticians, this team provides a full set of services including strategy, solution activation, and process improvement methodologies.

Elevating outcomes becomes possible when an organization commits to change. The GE Healthcare activation team is not limited to implementing dCMU technologies and can assist across the care delivery spectrum to bring next level outcomes to your organization.



## Proven change management methodologies

Change management is critical to pulling integration efforts together and ensuring future sustainability. GE Healthcare continues to invest in the Change Acceleration Process Model (CAP) that represents a comprehensive approach to change management.



The CAP framework and processes support the change management journey by taking the current state and utilizing tools to move into the transition state and finally the improved state.

GE Healthcare employs and develops CAP at each of our partner organizations to ensure a unified as well as consistent approach to change management.

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## The future of elevating outcomes is now

With the uncertainty in the market, now is the time to begin planning for today, tomorrow, and the future. Evaluating GE Healthcare as a partner can bring both capabilities and a passion to become the leading provider of outcomes in healthcare.

The challenges facing your organization are not insurmountable with a strategy in place to integrate equipment and technology across your organization. GE Healthcare is your partner in activating that strategy to achieve sustainable outcomes.



*GE Healthcare is a leading global medical technology and digital solutions innovator. GE Healthcare enables clinicians to make faster, more informed decisions through intelligent devices, data analytics, applications and services, supported by its Edison intelligence platform. With over 100 years of healthcare industry experience and around 50,000 employees globally, the company operates at the center of an ecosystem working toward precision health, digitizing healthcare, helping drive productivity and improve outcomes for patients, providers, health systems and researchers around the world. Follow us on Facebook, LinkedIn, Twitter and Insights, or visit our website [www.gehealthcare.com](http://www.gehealthcare.com) for more information.*



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