



Building a Better Practice with the United States Olympic Committee Medical Center

With a patient population that is in perpetual motion—both on the playing field and off—the United States Olympic Committee's (USOC) medical information needs are among the most demanding imaginable. On any given day, Olympic athletes are spread all around the world, training, conditioning, competing, and, occasionally, getting injured or falling ill. When that happens, effective treatment and fast recovery can mean the difference between silver and gold.

Fortunately for Team USA, the USOC Sports Medicine staff is a world-class, interdisciplinary team keenly attuned to the needs of a high-performing athlete. However, their method

of recordkeeping was not up to the standards of today's interconnected, global enterprise. The staff and their network of supporting physicians need to access athletes' data on a moment's notice, anywhere. They need simple, intuitive forms and workflow tools to communicate with a care team that may include dozens of clinicians for a single patient. And they need a steady partner who is as committed to their success as they are to Team USA's.

For these reasons, USOC Sports Medicine is implementing Centricity Practice Solution starting at the 2012 London Olympic Games.



An Olympic-sized challenge

High-performing athletes need a high-performing EMR

Team USA athletes spend their entire lives focused on one goal: winning an Olympic Gold Medal. In their quest, one of the most important factors for success is communicating accurately about medical issues with multiple trainers, coaches, chiropractors, physical therapists and physicians from every medical discipline. Not only are their caregivers not all in one facility, they might not even be on the same continent. For an individual who has dedicated their life to pushing their body to the absolute limit of human possibility, this can be a major obstacle.

"In a given week, one of our athletes might be in Germany Tuesday, South Korea Thursday, and on their way home Friday," says Dr. Bill Moreau, Managing Director of Sports Medicine for the USOC. "In each place they may receive care from a different medical professional, and it's our job to make sure that person has the most complete, current information about that athlete's health."

In addition to this need for access to detailed medical records, the USOC Sports Medicine team faces another operational challenge: training the some 140 volunteer healthcare professionals across multiple disciplines who offer their services to Team USA on a two-week basis. Training and maintaining consistency across a constantly shifting provider population is a full-time job in itself.

As the USOC decided to implement a robust EMR platform to address these challenges, one other important factor arose: timing. In order to ensure they would be online in time for the 2012 Olympic Games in London, it would require a record-breaking pace for installation, implementation and training. Teamwork—and a reliable partner—would be critical.

EMR access around the globe

Centricity Practice Solution must keep up with Team USA's demanding travel schedules

"We have the world's most mobile patient population," says Dr. Moreau. Keeping athletes medical records current as they travel the world will fundamentally transform the way his team will be able to administer care. Centricity Practice Solution (CPS) gives the USOC the access needed to drive that transformation.

"With CPS, within seconds, any doctor anywhere in the world would be able to look at an athlete's medical record," says Dr. Dustin Nabhan, Manager of Multidisciplinary Care for the USOC. "I may communicate on the phone with someone while I'm working with an athlete. And if that information can be in front of me and in front of another provider, it totally changes what we can do for the athlete."

From the athlete's perspective, in addition to the assurance that their global care team is all in sync, CPS means less paperwork, thanks to the patient portal. "They're constantly asked to fill out documentation forms everywhere they travel for the Games world events," says Heather Linden, a USOC Doctor of Physical Therapy. "Once they can utilize the patient portal and see how much access they have and how much ability they have to pull their own charts and documents to the medical providers that are traveling with them, I think they'll be really excited."

Centricity Practice Solution isn't just for high-performing athletes. High-performing orthopedic offices use it to improve their workflow and help them build their best practice.

- Provides customizable auto-filled fields for common conditions such as ACL, meniscus and shoulder impingement to minimize redundant data entry
- Avoids dual entry by interfacing with PACS and providing instant access to patient imaging records across all anatomies—a critical need given the high volume of images in orthopedics
- Allows concurrent chart entry so multiple users can update the same patient record simultaneously, eliminating delays
- Offers configurable treatment plans for common workflows to cut down on repetitive data entry

Building best-practice workflow

Intuitive interfaces and customized forms make the difference in multidisciplinary teamwork

The user interface for CPS was designed with the heavy influence of practicing physicians, an approach that yields an intuitive user experience and speeds adoption. For the USOC, this was even more important than for the average practice, as Jenna Street, coordinator of sports medicine clinic operations explains.

"Our volunteer program brings in approximately 140 healthcare providers to do a two-week rotation," she says. "Once CPS is live, the on-boarding process will be a lot smoother and a lot more streamlined for us because we will have one system that will not only include the record keeping and the documentation of patient care, but it will also track metrics and capture the numbers of our patient visits."

In order to keep this process as simple and intuitive as possible, the USOC is using customized forms in CPS tailored to their practice's unique sports medicine and orthopedic needs. "We have three customized forms we're utilizing for the London Games," says Dr. Linden. "One's an injury form, one's an illness form, and one's a

treatment form. We've made them very simple so that providers traveling with us don't have to undergo extensive training to learn the program."

Beyond the training and on-boarding, the improvement to the USOC team's workflow will be substantial. For instance, the customized treatment form offers simple drop-downs that will enable real-time treatment analysis. "Sometimes we end up treating our athletes throughout the day, and then doing all of our documentation at night," Dr. Linden says. "CPS allows us to get things done throughout the day, and also lets us to do different data analysis on what we do each day."



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Dr. Bill Moreau
Managing Director of Sports Medicine
United States Olympic Committee

Setting a new record

GE Healthcare and the USOC are working together to deliver the world's fastest EMR implementation of its kind

Like the athletes training for the London 2012 Olympic Games, the USOC Medical Center has to be ready and in its peak condition by the time Opening Ceremonies begin. This calls for a spirit of teamwork and partnership that GE Healthcare could provide.

As a Worldwide Olympic Sponsor, GE understands the demands and sense of urgency that surround competitors and care providers performing at their best.

When the USOC decided to implement CPS, time was already of the essence. What would normally be a six-month installation needed to be done in just over 90 days. In other words, the GE Healthcare and the USOC implementation team would have to set a world-record pace.

"We have a lot of pressure on us to have this EMR in place for the first time at an Olympic games in London," says Dr. Moreau. "GE has kept the pace with us. They've been great partners to help us be quick and efficient in the installation."

Dr. Linden concurs. "I would say the biggest surprise about implementing CPS has been the ease of everything and how great GE and the USOC have worked together in their partnership. It's made our lives very easy, and it has made all of our providers nothing but excited to work with CPS."

Beyond the Games

Robust tools offer the USOC Medical Team deep analytic insight

Beyond supporting athletes and medical staff during the Olympic Games, Centricity Practice Solution has the potential to dramatically change the long-term approach Team USA takes to data interpretation.

"For us to catch the leading edge, we have to be able to identify trends in injury and also in illness," says Dr. Moreau. "We can use the analytic capabilities of Centricity Practice Solution to perform analysis to help us keep these athletes healthy and be able to provide them with that opportunity to compete at the top."

From the USOC Medical Staff's perspective, identifying trends in illness or stress injuries within a given sport may help the team better protect athletes and prevent those things from happening.

"So maybe we find that somebody is a gold medalist. And then in the future you find there's a specific thing—maybe it's chest expansion or such—that helps determine if a person can be competitive," Dr. Moreau explains. "CPS has the potential to help us find out, 'Why did that person physically and physiologically compete at the top of the game?'"

These capabilities will help inform everything from staffing decisions to benchmarking guidance for Olympic sports' National Governing Bodies. So not only is CPS helping the USOC Medical Staff build their best practice now, it promises to help shape the performance of Team USA for years to come.

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