



GE HealthCare

New Command Center expedites care delivery for large health system in Turkey

Case Study: Acibadem Healthcare Group

Background

To streamline operations across facilities, Acibadem Healthcare Group (Acibadem) — a leading healthcare provider in Turkey and Eastern Europe with approximately 25,000 employees, including 3,600 doctors and 5,750 nurses, serving patients across 26 hospitals and 15 medical centers — collaborated with GE HealthCare to deploy a new Command Center space, staffing structure, and technology. The new technology and improved processes provide real-time data visibility, enable better inter-departmental communication, and help improve care coordination to benefit inpatients, outpatients, and care teams.

Approach

- Implement Patient Manager Tile at three sites
- Deploy seven Central Management Dashboards for 19 sites
- Develop a 230-square-meter (2500-square-foot) space where existing staff members created a new team of Mission Controllers and Clinical Expeditors who are co-located for critical collaboration and quick problem-solving

Impact

Just one year after the deployment of the Command Center, Acibadem is already seeing improvements for patients and providers.

Reduced length of stay

Up to a 0.6 day reduction in length of stay¹

Central coordination, improved communication protocols, and real-time intervention at the bedside improve patient throughput. As a result, in 2 out of 3 hospitals, there was up to 0.6 days reduction in average length of stay.

Enhanced operational efficiency

16.5% and 5.9% decrease in observed/expected (O/E) ratio²

Reduced the O/E ratio (actual Length of Stay compared to expected Geometric Median Length of Stay) from 1.39 to 1.16 at the Altunizade site and from 1.18 to 1.11 at the Maslak site.²

Improved discharge management

21% reduction in delayed discharges³

Standardization of discharge protocols creates additional capacity.

Shorter wait times

10% decrease in outpatient appointments delayed >40 minutes³

The patient experience improves as hundreds of patients have shorter wait times each day.³

Improved compliance with antibiotic administration protocols

17% increase in the number of antibiotics administered by the scheduled time³

Staff can track stock levels, dose risks, and antibiotics administration with the Medication Management Dashboard.

Result

The implementation of Command Center technology and the establishment of a co-located space have helped Acibadem Healthcare Group increase operational efficiencies and enable data-driven follow-up on antibiotic administration. Enhanced communication protocols and streamlined discharge processes provide greater support to care teams on the units.

As a result, the implementation of the Command Center has contributed to standardization of care, increased compliance with clinical protocols, and reduced length of stay.

“With real-time dashboards and customized analytics, we have reduced delays, improved clinical quality, and even prevented revenue loss. Most importantly, we’ve built trust and accountability across the entire system.”

— Dr. Demet Dinc, Group Deputy Medical Director and Command Center Director

¹Metric provided by Acibadem. Based on discharge data from January 2021-October 2024 at the three hospitals where Patient Manager Tile was implemented. LOS reduction of 0.6 days at Altunizade Hospital based on comparison of average LOS data from January-December 2023 vs. January-October 2024.

²Metrics provided by Acibadem. Based on discharge data for January 2021-October 2024 and comparison of pre-implementation observed LOS to expected LOS post-implementation.

³Metrics provided by Acibadem. Based on trend analysis of all 18 hospitals in Turkey comparing early post-implementation results with current performance over time.