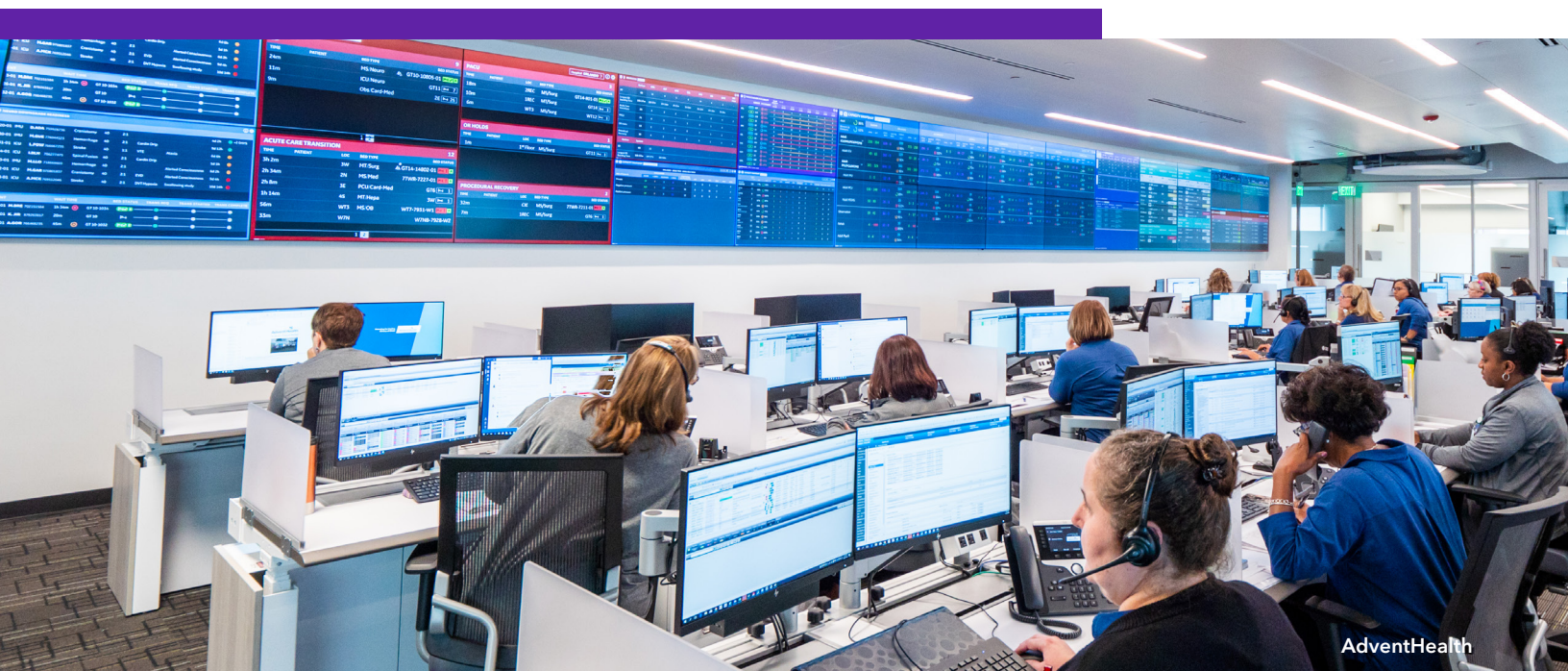


# The AI-powered Technology Hospitals Like Duke Health and The Queen's Health Systems Use to Help Reduce Clinician Burnout and Increase Revenue



AdventHealth

**Hospitals today face two major challenges: a tsunami of data overwhelming hospital systems and staffing shortages that compound the problem.**

Approximately 36% of the world's digital data is generated by healthcare<sup>1</sup>, and this figure is growing rapidly. This data deluge leads to workflow inefficiencies, delayed care, and a risk of medical errors. For example, Emergency Department boarding remains a significant issue, with up to 30% of patients in certain hospitals experiencing boarding due to a lack of inpatient bed capacity and delays in admissions.<sup>2</sup>

<sup>1</sup> Jane Thomason, Big tech, big data and the new world of digital health, Global Health Journal, Volume 5, Issue 4, 2021, Pages 165-168, ISSN 2414-6447, <https://doi.org/10.1016/j.glohj.2021.11.003>.

<sup>2</sup> JAMA Network Open (2023), *Trends in Emergency Department Boarding and Associated Outcomes in the United States, 2009-2021*.



## EMRs Can Solve Problems Faced by Hospitals—but Only to a Point

Electronic Medical Records (EMRs) are the cornerstone of modern healthcare systems, allowing for digital documentation of patient information and supporting clinical workflows. EMRs provide a centralized repository of patient data, making it accessible to relevant healthcare providers, which reduces redundancy and ensures continuity of care. They also support the documentation of care and the management of workflows, helping to improve consistency and reduce errors.

Yet, despite these benefits, EMRs have limitations. They often operate in isolation, limiting interoperability between departments and preventing a comprehensive view of the patient’s journey. Customization is another challenge: tailoring EMR systems to meet specific hospital needs can be cumbersome, with updates and enhancements taking years to implement. Additionally, while EMRs store a wealth of data, extracting actionable insights is often labor-intensive, requiring substantial effort that leaves care teams with data but no clear direction on how to act.

While EMRs are a step forward in helping address operational inefficiencies, they can fall short in addressing the root causes of clinician burnout and increased workflow inefficiencies.

## GE HealthCare Command Center: A Solution for Today’s Challenges

Unlike EMRs, which primarily focus on documentation, GE HealthCare’s Command Center is an AI-powered software that helps hospitals and health systems manage patient flow, streamline operations, and make data-driven decisions in real time. This centralized system acts like a hospital’s “central nervous system,” providing care teams with actionable insights that improve patient throughput and resource allocation. The Command Center integrates data from various systems, providing a holistic view of clinical operations that can help hospitals reduce bottlenecks and ensure patients receive timely care.

Hospitals using the Command Center have reported significant improvements in operational efficiency, patient throughput, and overall care quality. For instance, Children’s Mercy Kansas City successfully opened up capacity for 300 additional patients while also achieving a 99% compliance rate with discharge planning. Deaconess Health System served over 2,000 new patients annually through better bed assignments and capacity utilization.<sup>5</sup>



Children’s Mercy Kansas City



