# GE Healthcare

## Healthcare IT Services

# Software Implementation

Execution is essential to success

Low adoption, project mismanagement, poor communication, and lack of strategic vision are only a few of the factors that could account for statistics indicating that 50 percent of all healthcare software implementations are unsuccessful[1]. Be among those whose software implementation is seamlessly executed as a result of a balanced approach with equal parts technology, process, and people.

Gain high adoption right from the start with the help of our Implementation specialists.

**WORRY-FREE ENGAGEMENT**
Software Implementation services can be scaled to fit the needs of physician practices up to large healthcare systems. One of our 200+ project managers oversees each installation, giving you a single point of contact and frequent communication throughout the process, resulting in project peace of mind.

**RELIABLE DELIVERY**
Our diverse group of subject-matter experts including engineers, work-flow specialists, and application specialists employ the GE Healthcare proprietary implementation process to safeguard against errors and help achieve reliable delivery of your software solution.

**TIMELY ADOPTION**
With more than 500 learner-focused courses already developed, the training delivery process and courses will be adapted to your organization's requirements, driving understanding and adoption of your new solution.

Software Implementation by GE Healthcare IT Services gives you the project management, workflow design, and application training you need to get up and running smoothly. Strengthened by our implementation specialists and equipped with the latest communication tools, our teams have successfully delivered thousands of projects with impressive results:

- Completed more than 10,000 implementations

- Increased customer satisfaction with implementation services by 38 percent in the past year[2]

- Received 80 percent highly satisfied rating by customers for our team's knowledge, communication, and professionalism[3]

- Keeping promises is one of the things GE Healthcare's IT Services team does best.[4]

" Whenever we had a problem, a question, or a suggestion, they were all listened to by the implementation team and necessary changes were made, or not, if they were not needed. I really appreciate the work that [our project manager], and the others did. It made the move and the implementation much less painful than it would have been otherwise.[5] "

## SOFTWARE IMPLEMENTATION EMPLOYS A PROVEN PROCESS

GE Healthcare's implementation process has been honed over the course of more than 10,000 implementations. Your organization can rely on the following services to get you up and running on your new solution in the most efficient way. We provide a process-driven approach with a single point of contact and a comprehensive portfolio of professional and technical services.

### Project Management
- A dedicated single point of contact
- Implementation plan specific to your site
- Ongoing communication throughout the project

### Workflow Assessment & Design
- On-site current-state workflow analysis
- Future-state workflow documentation
- Recommendations for technical configuration

### Application Configuration
- Device, capability and software configuration
- User acceptance testing

### Technical Integration
- Execute connectivity strategies using HL7 and other methods of data exchange
- Perform readiness assessments and testing

### Master Trainer
- Train-the-trainer philosophy for delivering education to key clinical staff
- Complete a set curriculum of courses

### Admin Report Preparation
- Evaluate customized report options
- Creation of pre-defined, easily generated reports

### Post Go-Live Review
- Review project success 30-45 days post go-live
- Opportunity to leverage GE experts to answer follow up questions and address needs

> " I would start by saying it was the leadership of the GE Project Manager and her ability to guide the project. I can also say from my past experiences managing projects that the ability of the GE Project team as a whole making themselves available to answer a question or to supply extra training for our Nurses was above and beyond what I have experienced from other vendors. As a Project Manager I think I have learned some things from this group as a whole that show when you combine the right resources, projects run smoothly. The project managers, engineers and training specialists were a well-oiled machine... As a project team, you have a great group here and they work very well together![6] "

Customer Quote

**Learn more about Healthcare IT Services at www.gehealthcare.com/ITservices.**

[1]Presentation by Michael Schen, MD, MS, FACC, Cleveland Clinic: http://www.osteopathic.org/inside-aoa/events/Documents/ome2012-shen-emr-implementation.pdf

[2]GE Healthcare's internal Customer Satisfaction Measurement System, July 2012.

[3]GE Healthcare's internal Customer Satisfaction Measurement System, July 2013.

[4]Collected about GE Healthcare's IT services from KLAS in July 2013 ©KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com

[5]Collected about Healthcare IT Services from GE Healthcare's internal Customer Satisfaction Measurement System in January 2013.

[6]Collected about Healthcare IT Services from GE Healthcare's internal Customer Satisfaction Measurement System in December 2012.

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