Microsoft

GE Healthcare – Clinical Command Center

Elevator Pitch

"Clinical Command Centers" or **"Command Center"** is a business unit of GE Healthcare that helps caregivers and health systems routinely deliver high-quality efficient patient care. It does so by helping organizations design clinically efficient health systems; and to achieve next level daily patient care operations powered by real time information.

Command Center programs put new, actionable information at caregiver fingertips via real time optimization apps called "Tiles," and integrate Tiles into routine use by all individuals and functions who play a role in care delivery and progression.

GEHC has delivered Command Center work at more **than 250 hospitals around the world** where better information and more efficient processes are **driving improvements in length of stay, access, quality of care, staff satisfaction**, and much more.

Solution Overview

GE's **Command Center** solution delivers real time optimization apps and integrates the use of those apps into routine practice.

Command Center Software Platform – A suite of apps that apply algorithms to real-time streaming data to help caregivers predict, plan, optimize, communicate and accelerate.

Process Improvement – Optimizing the daily operating system to create a high-performing enterprise, informed by real time information.

Use Cases

- **Save Time -** Less searching for information, fewer paper notes, fewer mouse clicks, less rework and less stress because the information was out of date or incomplete.
- **Better Flow & Quality -** Patients get care sooner, with less waiting between steps, and with higher clinical compliance.
- **Unify Cross-Functional Teams -** Care teams work together more easily with less confusion and wasted effort.
- **Save Money -** Saving caregivers' time at scale, reducing length of-stay and filling "whitespace" generates huge cost savings.

Qualifying Questions

What – When – How – Who – Why
- **LOS**. Are patients staying longer than they should in the hospital? (COO, CMO, CNO, clinical staff)
- **Capacity**. Are you capacity constrained and struggling with access & growth? (COO, CNO, Service Chiefs)
- **Communication**. Are care teams fully in-sync around each patient's plan of care? (Nursing, MDs, Case/Care Mgmt)
- **Time**. Are staff digging for the information they need to make good decisions? (Nursing, MDs, Bed Mgmt, Case Mgmt)
- **Quality**. Is care being delivered consistently and according to clinical protocol? (CNO, CMO)
- **Insight**. Are you making the most of the data constantly being generated? (CNO, CMO, CMIO, CIO)

Target Audiences

Buyer Job Roles:
- CXO: CEO, COO, CNO, CMIO, CIO

Company Focus:
- Medium to large hospitals (250+ beds)
- Hospital systems/networks
- Large geographic regions (e.g., MSA, State)

Best way to Engage:
- Connect with contacts below
- https://www.gehccommandcenter.com/

Deal Insights

- **Avg. Sales Cycle:** 12 months
- **Avg. Annual Contract Value:** $500K+
- **Avg. | Azure Consumption:** $20K~/mo.
- **IPCS DR ACR:** 30% up to $300K/ACV
- **PRACR:** Yes
- **Typical break-even:** 18-24 months.
- **Typical 5-year ROI:** 4:1

Links

- **To customer:** Tampa General Hosp.
- About Tiles – Link

Internal AppSource PDM will update

We help clinicians provide the best patient care possible

As a leading global medical technology, pharmaceutical diagnostics, 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. We are committed to fostering an inclusive culture of respect, transparency, and unyielding integrity.

Awards and Certifications
- Frost & Sullivan – 2020 Global Company of the Year - Link
- Fast Company "Top 10 Innovative Companies in Health" – Link

Contact Information
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Command Center resources

Informational Content
- Command Center Website – Link
- Command Center Executive Brief - Link
- Digitizing the Patient Journey - Link
- GE Command Center client testimonials - Link
- All about Tiles – Link
- Real Time Healthcare Podcast - Link

Outcomes
- Summary of Command Center outcomes - Link
- OHSU System Command Center Impact - Link
- Tampa General Command Center saves $40M - Link
- Johns Hopkins Command Center Impact - Link
- Humber River Hospital Command Center Impact – Link
- CHI Franciscan's Mission Control Center reaps enormous wins - Link

Journals & Publications
- Oregon state-wide capacity system for Covid – Link | Link
- Use of systems engineering at Johns Hopkins – Link

News & Recognition
- Frost & Sullivan – 2020 Global Company of the Year - Link
- Frost & Sullivan – Visionary Innovation Leadership Award – Link
- Fast Company "Top 10 Innovative Companies in Health" – Link
- KLAS report describes GE Command Center - Link
- Command Center in Fortune magazine - Link

1-Minute Tile Demo Videos
Sample Tiles:
- Patient Manager
- ICU Downgrades for Patient Manager
- Discharge Priority for Patient Manager
- Capacity Expediter
- Boarders Expediter
- ED Expediter