

GE Healthcare



# Centricity™ Solutions for **Workforce Management**



# A transformational moment in healthcare

The transition from volume-driven to value-based healthcare is transforming how patient care is delivered and paid for in the U.S. As the connecting point between quality of care and cost containment, the healthcare workforce is one of the largest drivers of both clinical and financial success.

For health systems to make a successful transformation, they will need to reimagine how to optimize their largest operating expense and find innovative ways to address the workforce management challenges they face.



# Keeping an eye on the big picture

As population, legislative and industry dynamics converge, health systems will need to re-imagine their workforce management strategies in order to survive – and thrive.



Aging population  
**10 sec**  
another baby  
boomer turns 65<sup>1</sup>

Operating  
margin  
**3%**  
and narrowing<sup>4</sup>



Nurses  
**50%**  
near  
retirement age<sup>2</sup>



Overtime  
**7.5%**  
of nursing  
hours worked  
are overtime<sup>5</sup>



Nurse  
**82K**  
average cost  
to replace a nurse<sup>3</sup>

Legislation  
**14**  
states with enacted  
staffing legislation<sup>6</sup>



1 <http://www.amednews.com/article/20100920/opinion/309209958/5/>

2 ANA: <http://www.nursingworld.org/nursingshortage>, and <http://www.bls.gov/news.release/ecopro.t06.htm>

3 Jones, CB. Revisiting Nurse Turnover Costs: Adjusting for Inflation. *Journal of Nursing Administration*, 38, no 1 (2008): 15.

4 Becker's Hospital Review: <http://www.beckershospitalreview.com/hospital-management-administration/50-things-to-know-about-the-hospital-industry.html>

5 The Advisory Board Company. "Data and Analytics Nursing Productivity Benchmark Generator." Accessed July 2, 2014. [http://fac.advisory.com/2014\\_B\\_NUBI\\_BGFramework/Main/GetSession/?var=917910FF-D016-4149-BB43-DD6666801BC0](http://fac.advisory.com/2014_B_NUBI_BGFramework/Main/GetSession/?var=917910FF-D016-4149-BB43-DD6666801BC0)

6 <http://www.nursingworld.org/MainMenuCategories/Policy-Advocacy/State/Legislative-Agenda-Reports/State-StaffingPlansRatios>, Retrieved December 14, 2016.

# Better Workforce Outcomes

Health systems are under mounting pressure to elevate care quality while reducing costs. Revenues are flat. Medicare reimbursements are declining. Expenses and waste add to the burden. At the same time, pressure is increasing to provide patients with greater transparency and a more personalized experience. Key to tackling these challenges is an optimized workforce that delivers better clinical, financial and operational outcomes.



# Turn workforce data...

As health systems look to their workforce management strategies to deliver better clinical, financial and operational outcomes, they need the ability to leverage more data. Workforce data that provides real-time information about patient needs, staff skills and competencies and unit operations is the critical starting point of this entire value chain.



staff data



patient data



operations data

# ...into better outcomes

To meet the evolving demands of this high-risk environment while maintaining financial performance, GE Healthcare can help health systems and provider organizations focus on strategies that meet or exceed key factors for success.



staff  
satisfaction



patient  
experience



clinical  
outcomes



costs



revenue

# Workforce management solutions

| Client Challenges  | Centricity™ Solutions              |
|--|------------------------------------|
| "How can we improve productivity and reduce premium labor costs?"  | <b>Time and Attendance</b>         |
| "How can we schedule in a way that optimizes staff skills while minimizing costs and elevating care quality?"  | <b>Staffing and Scheduling</b>     |
| "How can we ensure equitable nurse/patient assignments that take into account each patient's unique needs and each caregiver's skills and competencies?" | <b>Patient Classification</b>      |
| "How do we create a single source of truth for all payroll, personnel and benefits information?"   | <b>Human Resources and Payroll</b> |
| "How can we make it easy for managers and executives to monitor and manage labor metrics proactively?"   | <b>Business Analytics</b>          |



# Services that make technology work for you

Leveraging our experience in serving the healthcare industry, our professional services delivery teams focus on making the technology relevant in your operational environments.

Our portfolio of advanced services is designed to increase usability, enhance performance and productivity, and maximize your solution's return on investment. In short we make technology work for you, so you can focus on delivering care.

Together, this strong collaborative ecosystem brings you the best in software, hardware and services while optimizing your total cost of ownership.

## Consulting services to maximize your GE Healthcare investment



### Early Engagement

- Define desired organizational goals
- Assess current staffing practices
- Identify workforce initiatives to help bridge the gap

Design workforce strategies to help meet organizational imperatives



### Implementation

- Create a solution implementation plan
- Train on workforce leading practices
- Educate on change management

Organizational readiness and adoption of workflow and process improvements



### Optimization

- Enhance data utilization
- Assess ongoing productivity
- Achieve performance benchmarking

Ongoing performance improvements to further organizational performance



# A Leader in Acute Care Scheduling Innovation

GE Healthcare 'Leads In Acute Care Scheduling Innovation' In 2016 KLAS Performance Report: "Scheduling 2016: Staff, Nurse, and Physician, Are Vendors Delivering Promised Technology?"

Both the cloud-based Centricity™ ShiftSelect® and Centricity™ Staffing and Scheduling received high marks from clients for innovation, progressiveness and overall satisfaction.

Citing their satisfaction with the level of innovation seen in both GE Healthcare staffing and scheduling solutions, clients called out the overall product functionality and GE Healthcare's focus on developing new technology as reasons for giving such high marks.



## About GE Healthcare

GE Healthcare provides transformational medical technologies and services to meet the demand for increased access, enhanced quality and more affordable healthcare around the world. GE (NYSE: GE) works on things that matter - great people and technologies taking on tough challenges. From medical imaging, software & IT, patient monitoring and diagnostics to drug discovery, biopharmaceutical manufacturing technologies and performance improvement professionals deliver great healthcare to their patients.

## Imagination at work

[www.gehealthcare.com/WorkforceManagement](http://www.gehealthcare.com/WorkforceManagement)

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