

GE Healthcare's Command Centers Commended by Frost & Sullivan for Impacting Broad Range of Patient and Caregiver Challenges

- *GE command centers are proving to be a breakthrough capability for patient and staff experience, outcomes and efficiency.*
- *Centers combine artificial and human intelligence to predict risk, orchestrate complex care activity and support evidence-based medicine; and provide a center of gravity for cultural integration and continuous improvement*
- *GE's command center technology drives action by applying AI to constant real-time data from machines, devices, EMRs and other software.*

SANTA CLARA, Calif. — XXX — Based on its recent analysis of the global hospital command centers market, Frost & Sullivan recognizes [GE Healthcare Partners](#) with the 2018 Global Visionary Innovation Leadership Award for offering clients a holistic command center solution to optimize patient care operations. GE's solution helps hospitals and hospital networks improve outcomes and efficiency and by employing the most advanced technologies such as prescriptive and predictive analytics, machine learning, natural language processing, and computer vision in a new "command center" department in a purpose-built space manned by newly empowered staff helping front-line caregivers 24x7.

"Unlike competing command centers that serve specific objectives, GE's solution is holistic and custom-fitted, covering the entire hospital or health system's operations and targeting multiple tasks based on the facility's needs," said Siddharth Shah, Industry Analyst at Frost & Sullivan. "The GE approach is technology-agnostic, but relies on the data collected by various technologies implemented in the hospital. This makes the command center scalable, and expands its application scope to cover patient access, patient throughput through the length of stay, clinical pathways, clinical imaging, patient discharge, and even telehealth and population health initiatives."

Command centers employ a slew of advanced technologies to ensure optimum workflow efficiency. GE Healthcare Partners, for instance, employs a digital twin of the hospital to simulate patient arrivals, discharges, and other parameters to make predictions. A second component is the 'ongoing discovery service', wherein GE's team members brainstorm with the hospital's team to design and develop frameworks to tackle the next set of challenges. This makes the command center a continuously evolving organic entity, instead of a one-time deployment.

GE's command center information system delivers a range of benefits such as:

- Drawing data from various software systems and machines;
- Persisting an integrated, real-time data model that fuses data from all sources;
- Employing artificial intelligence, including machine learning, natural language processing, and computer vision;
- Being independent of any single transactional or source system;
- Being as much as possible predictive and/or prescriptive;
- Allowing retrospective searches of the information-rich data model for continuous learning and improvement.

"Hospital departments typically work in silos, but GE Healthcare Partners' co-location approach promotes synergies as well as facilitates future technology adoption of tele-ICU, telehealth services, home health services, and population health efforts," noted Shah. "One of the reasons for the success of GE's command center is the company's decision to not disrupt the front-line care team members, but rather empower and support them in their daily duties. The combination of human and artificial intelligence has proved a winning move and positioned the company for further growth."

Each year, Frost & Sullivan bestows this award upon the company that demonstrates excellence in growth and customer value. It recognizes the superiority of the product/service, as well as the overall customer, purchase, ownership, and service experience delivered, which has resulted in the recipient company seeing

above-market growth and greater share of wallet. The award lauds the growth, diversification, and sustainability strategies of the company.

Frost & Sullivan Best Practices awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research to identify best practices in the industry.

About GE Healthcare Partners

As the global management consulting arm for GE Healthcare, the GE Healthcare Partners team is dedicated to becoming the leading provider of outcomes-based solutions in healthcare via Performance Partnerships, Command Center Partnerships, and Consulting Solutions--three areas primed to drive transformational change in healthcare organizations.

GE Healthcare Partners creates value for clients by leveraging the power of GE Healthcare to solve the most challenging problems in healthcare through the delivery of client problem-back solutions, long-term strategic partnerships, and advanced analytic capabilities. By connecting with clients to define and prioritize their critical challenges, the Partners team designs the best strategies and activates impactful solutions to create sustainable outcomes to enable them to transform and succeed.

About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community. [Contact us: Start the discussion.](#)

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