

GE Healthcare

Healthcare IT Services

# Education Services

Knowledge is power

Although new technology may offer a clear return on investment, employees can resist or underutilize it unless sufficient time is devoted to explaining its capabilities and benefits. Our solution-specific training managers have developed more than 500 courses with the learner in mind, increasing understanding and adoption. Whether you prefer online remote solutions, customized on-site training at your organization, or in-person classroom sessions at a GE learning center, our IT experts have developed a comprehensive set of modules and courses that can be tailored to fit your specific needs.

#### **OUTCOME-FOCUSED**

Trainers deliver courses that specify the benefits for end users to drive and increase adoption and utilization.

#### **DIVERSE CURRICULUM**

Course content spans functional, technical and clinical education curriculums, enabling staff to build expertise relevant to their specific role.

#### **FLEXIBLE DELIVERY**

Choose from online, remote education solutions, or customized, onsite learning solutions, adapted and delivered based on your scheduling requirements.

Drive understanding and increase adoption with the benefit of years of expertise from our education specialists, who bring extensive experience in revenue cycle operations and clinical education.

- 92% of customers rated the professionalism of GE Healthcare's IT education specialists highly
- 84% of customers rated the communication skills of GE Healthcare's IT education specialists highly
- 89% of customers rated the subject matter knowledge of GE Healthcare's IT education specialists highly

Source: GE Healthcare's internal Customer Satisfaction Measurement System, July 2013

“Our GE Healthcare instructor was very helpful. She is a great instructor and made sure we left training with all of the tools needed to have a successful learning environment for our end-users.”

Natosha Byrd  
St. Francis Hospital, Milwaukee, WI



## WHAT CAN EDUCATION SERVICES BRING TO YOUR ORGANIZATION?

Our Education Services are designed for individuals or groups to acquire, refresh and increase proficiency in using GE Centricity™ solutions. With flexible delivery options and a wide range of technical and functional courses, your staff can access the training they need to help ensure optimal utilization.

### Master Trainer Education

A Master Trainer will be identified for your organization as one of the first steps in the education process. With a 'train the trainer' philosophy, the Master Trainer completes a curriculum of courses in order to gain the knowledge and tools necessary to train the rest of your staff effectively. Master Trainer education can be done at any time but may vary by GE Centricity™ Product.

### End User Education

GE Healthcare's curriculum is designed to provide clinical, functional, or technical expertise, enabling end users to fully leverage their Centricity solutions. End user courses are offered through multiple delivery methods based on their scheduling needs. This will allow for advancement of their skills within particular Centricity products while matching training solutions with their particular needs. In order to ensure proficiency, product-based certification programs also may be available.

## FLEXIBLE DELIVERY OPTIONS

### Self-paced

- Computer-based with unlimited access 24/7\*
- Test competency and grade tracking

### Remote-Instructor Led

- Offered via remote technology
- Typically includes presentations, demonstrations, and interactive discussion on current product topics

### On-site

- Offered on-site at your location
- Customized agenda to meet your unique needs

### GE Healthcare Headquarters

- Offered in GE headquarter classrooms
- Typically offered for advanced system admin training

“Our organization was implementing the Centricity Group Management Account Collections module and needed assistance with set-up and implementation, which included end user training. I had no experience using the module, other than reading the manuals in advance. The education specialists were very accommodating with my schedule, even when I needed assistance outside of business hours. The training content was thorough and provided us with a detailed understanding of the new features and functionality. As a result of the upfront training, we were able to fully utilize the Account Collections module, which has resulted in a reduction in the time spent generating collection letters, freeing up time for other tasks. Overall, I am very happy with the training we received and could not ask for better.”

Joy Baldwin  
Collections and Precertification Supervisor  
Dean McGee Eye Institute, Oklahoma City, OK

Learn more about Healthcare IT Services  
at [www.gehealthcare.com/ITservices](http://www.gehealthcare.com/ITservices).

\*Where internet access is available

Note: Delivery formats and content of education services may vary by GE Centricity product.

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