

GE Healthcare

Centricity™ Business

# 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 system capabilities and benefits. Our solution-specific training managers have developed more than 80 Centricity Business courses with the learner in mind to help increase understanding and adoption. Whether you prefer online, remote education or customized, onsite trainings at your organization, 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 an awesome trainer. She was extremely informative, more than willing to answer questions, and had a great ability to keep trainees engaged, even on a webinar.”

Lindsay Ferguson  
Orlando Health



## WHAT CAN CENTRICITY BUSINESS EDUCATION SERVICES BRING TO YOUR ORGANIZATION?

Our Education Services are designed for individuals or groups to acquire, refresh and increase proficiency in using Centricity Business solutions. With unlimited remote access to webinars and on-line trainings from virtually anywhere and at any time\*, you can keep your workforce up to date with limited cost. Flexible solutions augment and optimize your training plans, speeding up the training process for new hires and freeing your training staff to focus on other priority projects.

### Customized Solutions

- Hands-on classes are integrated with site-specific scenarios so that new skills can be applied immediately
- Collaborative and interactive learning environments focus on specific job competencies and practical, "real world" exercises.
- Services include: Education Assessments, Education Planning and Curriculum Development, Courseware Development, eLearning Solutions, Training Delivery, Education Staffing Support and Go-Live Support.

### Education Portal

- Access a broad range of educational options, including self-paced eLearning courses, interactive sessions, and various technical and functional resources
- The easy-to-use, web-based interface is available virtually anywhere, anytime\*

### eLearning Solutions

- Courses employ Adobe® Captivate® software to provide interactive content, application simulations, demonstrations, and quizzes
- Track learner progress and monitor completion of eLearning courses with our Learning Management System (LMS)
- Includes both source and published files, which enables you to customize content with your own images and scenarios, if desired

### Functional and Technical Application Training

- Access training onsite at your organization or online through instructor-led distance education
- Education packages can be tailored to meet your organizations' specific needs.
- Sample courses include:
  - Access Management – Enterprise Wide Scheduling, Referrals, Visit Management
  - Clinical – Introduction to Centricity Enterprise Database, TACL Fundamentals, Building Screens Using Visual Designer (VisD)
  - Patient Financials – Billing and Accounts Receivable, Transaction Editing System, Enterprise Task Management, Hospital Patient Accounting, Combined Business Office, Paperless Claim System, Managed Care Application, Claims Form Generator
  - Technology Foundation – Electronic Data Interchange, Database Management System, Forms Demand Language, Caché, Caché ObjectScript (formerly M Programming), Security Plus, Advanced Web

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

\*Where internet access is available

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