



Centricity™ Time & Attendance and Staffing & Scheduling Service Offerings

Centricity Time & Attendance and Staffing & Scheduling by API Healthcare offer multiple capabilities to help drive operational efficiencies in your business. Through our services offerings, we partner with your organization to leverage the robust functionality, to enhance efficiencies and empower your staff. We invite you to take advantage of our services to help your organization gain the most value from your investment.

Key Services Overview

System Optimization

Release Upgrade Services

Based on your organization's unique needs we offer a customized upgrade package to facilitate adoption of the latest release.

Based on a discovery call, a customized package of Release Upgrade Services is developed that may include an installation, audit, testing assistance, new feature training and many options to ensure your organization is successfully utilizing the latest functionality from your solution.

Usage Audit and Advanced Training

Conduct a review of the current installed solution to help ensure you are using the available enhancements.

The advanced training will offer immediate assistance to explain and configure those options that are desired but not currently in use.

System Assessment and Optimization Analysis

This is an in-depth, onsite review of your organization's processes and use of your solution with the goal of helping you identify areas where you could benefit from additional optimization.

One of GE Healthcare's expert Implementation Consultants will analyze how your organization is currently using the system and create a formal report of the findings and best practice recommendations to consider.

Remote Hosting and/or Managed Services

Transition the hosting of your solutions to allow GE Healthcare to handle the security and/or technical maintenance.

GE Healthcare provides the capability to either remotely host and/or manage your IT services. If you are in a situation where your current hardware (or technical resources capacity) causes delays in taking version updates or installing work orders, remote hosting may be an option to consider.

Training Options

Functional System

Administrator (FSA) Training

This training will provide a strong foundation of the solution(s) to ensure the FSA is prepared for their ongoing, daily maintenance responsibilities.

Concepts taught in this session will prepare the FSA to configure the solution

as well as troubleshoot employee and manager questions. The Centricity Time and Attendance session will include: authorization manager training, rules and pay policy configuration and import/export set up. The Centricity Staffing and Scheduling session will prepare the FSA to support existing department configurations as well as create additional departments for future expansion.

Technical General Training

This service provides focused training for technical support representatives from network administration and IS support areas.

The training covers server and client station installation and support, badge reader configuration and trouble-shooting, backup, disaster recovery planning and more.

This is a remote, multi-client training held monthly.

Limit two participants per organization.

Customized Computer Based Training (CBTs)

Customize the standard CBTs to be branded for your organization.



This includes your company logo, screen prints from your database, terminology appropriate to your culture and instructions that are specific to your organization. These provide consistent, on-going training to be used at a time convenient for your staff.

CBTs are offered for both employee and supervisor roles for each product.

[Onsite, Instructor-led End User Training](#)

Train your organization quickly and minimize interruption to your internal resources.

GE Healthcare will lead training of your end users and supervisors. This approach is most successful when combined with Open Lab Sessions with open office hours for our GE Healthcare training team to address follow up questions.

[Solution Roll Out](#)

Provide assistance and leadership when rolling out our solutions to additional departments.

Whether you are experiencing a corporate reorganization, purchasing a new facility or simply needing assistance, GE Healthcare can take the lead on these projects to keep workflow interruption to a minimum. When all units are consistently using the same solution, data becomes more powerful and processes are streamlined.

[Intro to Report Writer Training](#)

Gain an understanding of what is involved in writing a basic report.

This training session includes overviews of the Microsoft® Reporting Services Application, the GE Healthcare

recommended report design and build process and sample reports within the Microsoft Visual Studio Report Designer.

This is a general, remote training (multi-client) that is held monthly.

Limit two participants per organization.

[Advanced Report Writer Training](#)

Gain a deeper knowledge of the database to write more complex reports.

Continue advancing your report writing skills to leverage the data in your solution and maximize the use of your GE Healthcare solutions.

Audience: Technical users

[Report Writer - Make it Happen](#)

Work directly with a GE Healthcare engineer who writes as many reports as possible during the defined amount of time.

Your organization provides a prioritized list of reports you would like completed, and our engineer will do analysis and communicate what is feasible to get done in the defined amount of time purchased.

On-Site or Remote 2-4 days

[On Demand Report Writer](#)

On Demand availability of an engineer to assist with any report writing questions you may have.

Utilize an engineer on designated days and times to assist with specific questions while writing your reports.

New Initiatives

[Mobile Workforce App](#)

Implementation of our mobile functionality so your employees and managers can access the solution

from their mobile device.

The Mobile Workforce App allows the convenience of viewing data from the timecard screen and schedule on an employee's personal mobile device. By adding on the Mobile Time Management Package to the app, employees and managers can achieve substantial time savings by having actionable data at their fingertips. This will result in increased manager efficiency, improved data accuracy and streamlined payroll processing.

[Payroll-Based Journal \(PBJ\) Interface](#)

Implementation of the interface to electronically submit direct care staffing information to the Centers for Medicare and Medicaid Services (CMS).

The PBJ interface pulls daily hours for impacted employees from your Centricity Time and Attendance solution in a compliant format ready for CMS submission, simplifying a labor intensive task.

Audience: Centricity Time and Attendance clients who operate a long term care facility

Want to Know More?

In addition to these key offerings, our team offers a wide variety of services to help address your organizational needs through our solutions.

Please contact our Inside Sales team at api.insidesales@ge.com to learn more about maximizing the value of your solutions.

imagination at work

www.gehealthcare.com/WorkforceManagement

©2016 General Electric Company – All rights reserved.

General Electric Company reserves the right to make changes in specifications and features shown herein, or discontinue the product described at any time without notice or obligation. This does not constitute a representation or warranty or documentation regarding the product or service featured. Timing and availability remain at GE's discretion and are subject to change and applicable regulatory approvals. Contact your GE representative for the most current information.

GE, the GE Monogram, Centricity and imagination at work are trademarks of General Electric Company.

All other product names and logos are trademarks or registered trademarks of their respective companies.

GE Healthcare, a division of General Electric Company.

JB40169XU