



GE HealthCare collaborates with two major medical systems to advance AI technology designed to transform hospital operations and improve patient care

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- Queen's and a nationally recognized academic medical center to provide clinical expertise to enhance GE HealthCare's forthcoming software solution

- New software solution will use AI and predictive analytics to recommend actions and help care teams improve quality of care, patient flow, and maximize resources

CHICAGO--(BUSINESS WIRE)--Oct. 20, 2025-- GE HealthCare (Nasdaq: GEHC) today announced collaborations with two leading U.S. health systems—The Queen's Health Systems in Honolulu, HI and Duke Health in Durham, NC—to help advance the development of GE HealthCare's new AI-driven hospital operations software. Both health systems plan to contribute their frontline expertise to inform GE HealthCare's forthcoming cloud-first Software as a Service solution that will be part of GE HealthCare's CareIntellect family of applications. User feedback is central to GE HealthCare's customer-driven approach to developing solutions that tackle health systems' biggest needs and provide better, faster care to more patients. The new solution will use AI and predictive analytics to recommend actions. These features are designed to give hospital leaders the actionable insights and suggestions they need to adjust in real-time to deliver high-quality, efficient care.

"At Queen's, we believe in the power of technology to empower clinicians and improve patient care," said Ashley Shearer, Vice President, Care Coordination, Patient Flow, Geriatrics, and Inpatient Rehab at The Queen's Medical Center. "As a current user of GE HealthCare's Command Center software, we have seen firsthand how data-driven insights are helping us better advance our mission to deliver the best care in the best possible way. With the support of GE HealthCare's technology and change management expertise, alongside other key initiatives, we have been able to improve access to care and increase the number of transfer patients by more than 22%. We look forward to providing our perspective and sharing our learnings to help inform GE HealthCare's newest software solution and find new ways to increase access to care and high-quality support for patients."

"We want to help health systems globally deliver better outcomes for patients," said Kristie Barazsu, President & Chief Operating Officer, Duke Health Lake Norman Hospital and Vice President of Patient Flow and Transfer Center, Duke University Health System. "That's why we're contributing our expertise to shape the ways in which AI is used in healthcare. We've seen the impact that technology can have to enhance our overall operations, the care team experience, and the way we support our communities. Bringing the latest technology into our organization has allowed us to give our leadership the information we need to quickly adjust, tackle emerging issues, and optimize the care we provide across our hospitals."

Inspired by Command Center, Designed for what's next

Hospitals and health systems today face a complex juggling act: growing patient volumes and acuity, staff shortages, rising costs, and mounting clinician burnout. Many are seeing more patients with more complex healthcare challenges, while at the same time managing staff shortages and rising costs. In 2024, health systems' expenses rose 6% year-over-year, including a 5% jump in staff expenses, and a 9% increase in supply expenses.¹ Staffing shortages and burnout are also leading to additional system strain. For example, by 2027 the U.S. anticipates a 10% nursing shortage.²

GE HealthCare's new solution will draw on insights gained from the nearly 500 hospitals and medical facilities that use Command Center, across 55,000 beds globally. The new application will help hospital leaders get ahead of what's coming next by providing recommended actions and predictive analytics to help them quickly move from insights to action across areas including bed demand, staffing, and equipment. The application will run on GE HealthCare's CareIntellect cloud-first infrastructure. This infrastructure is designed to enable healthcare systems to easily and securely deploy new CareIntellect applications without having to take a costly and time-consuming product-by-product integration approach. CareIntellect applications share a common infrastructure designed to simplify the user experience with benefits including enterprise-grade security, centralized identity and access management (e.g., single sign-on), centralized billing, standard connections to electronic medical records, and seamless over-the-air updates and upgrades.

Track record of proven impact

Command Center is GE HealthCare's current AI-driven software that helps hospitals and health systems manage patient flow, streamline operations, and make data-driven decisions in real-time. For example, with help from Command Center, Queen's has been able to achieve measurable impact:

The Queen's Health Systems:

- 22.2% jump in patient transfer admissions in the first ten months after opening their new hospital operations center, allowing them to accept 100 additional monthly transfer patients per month and improving access to care across Hawaii
- 41.2% decrease in emergency department length of stay, while the average daily volume of emergency department admissions remained steady, enabling them to help more patients get timely treatment
- 1.07 day overall decrease in patient length of stay in just 10 months
- \$20 million estimated in savings through reduced length of stay in the first year

"We are continuously innovating and working closely with customers to advance what's possible with cloud, AI, and software solutions. We look forward to working hand in hand with customers to unlock new opportunities for improved outcomes. This announcement exemplifies our commitment to developing solutions rooted in our customers' needs and improving the patient experience," said Bree Bush, General Manager of Command Center.

"By bringing in their frontline expertise, clinical knowledge, and operational expertise, we're accelerating innovation that helps hospitals operate more efficiently, support their staff, and ultimately deliver better care."

To explore how GE HealthCare's software solutions can support your organization or discuss collaboration opportunities, visit <https://www.gehccommandcenter.com/collaboration>.

About GE HealthCare Technologies Inc.

GE HealthCare is a trusted partner and leading global healthcare solutions provider, innovating medical technology, pharmaceutical diagnostics, and integrated, cloud-first AI-enabled solutions, services and data analytics. We aim to make hospitals and health systems more efficient, clinicians more effective, therapies more precise, and patients healthier and happier. Serving patients and providers for more than 125 years, GE HealthCare is advancing personalized, connected and compassionate care, while simplifying the patient's journey across care pathways. Together, our Imaging, Advanced Visualization Solutions, Patient Care Solutions and Pharmaceutical Diagnostics businesses help improve patient care from screening and diagnosis to therapy and monitoring. We are a \$19.7 billion business with approximately 53,000 colleagues working to create a world where healthcare has no limits.

GE HealthCare is proud to be among [2025 Fortune World's Most Admired Companies™](#).

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¹ Advisory Board, "Charted: The current state of hospital finances," February 13, 2025, <https://www.advisory.com/daily-briefing/2025/02/13/hospital-margins-ec>

² American Organization of Nursing Leadership, "HRSA predicts nursing shortage through 2037," <https://www.aonl.org/news/HRSA-predicts-nursing-shortage-through-2037>

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