

GE Healthcare elevates learning for a safer, smarter future

CUSTOMER STORY

5 MIN READ



GE HealthCare

Employees

55,000

Industry

Healthcare

Customer Since

2011



Large Enterprise

Products Used

Learning Solutions

Cornerstone Workforce AI™

Challenge

GE Healthcare needed a validated learning system to meet strict regulatory and compliance requirements across its 100,000-person workforce.

Solution

The company implemented Cornerstone's Learning and Learning Experience to unify compliance and development training under one platform.

Results

GE Healthcare completed 138 million learning assignments, including 86% compliance training, with growth and development training increasing toward a 33% target.

GE Healthcare, a global leader in medical technology and pharmaceutical diagnostics, supports a workforce of more than 100,000 people worldwide. With 55,000 full-time employees and 45,000 contractors, the company faces the dual challenge of maintaining strict compliance in the highly regulated **life sciences industry** while also creating opportunities for

employee growth and engagement.

For GE Healthcare, learning is not simply a business requirement; it is a vital safeguard in ensuring that every product, every process, and every innovation meets the highest standards of safety and reliability.

Navigating Regulatory Complexity

In 2011, GE Healthcare transitioned from a legacy system to Cornerstone to address mounting compliance needs. “We’re in the life sciences space. It’s very regulated,” explained Julie Kelley, Senior Director of Learning Systems at GE Healthcare. “There’s a lot of Good Practice relevance, validated system requirements, and compliance requirements that we have to meet.”

That transition proved pivotal. As the company later spun off from General Electric into an independent business, the need for a flexible and future-ready learning environment became even more critical. Custom and homegrown solutions had once filled the gap, but they proved costly and difficult to maintain. “Custom products work well in the moment, but they’re not very agile. They’re extremely expensive to maintain, and you end up boxed into a corner with no place to go,” Kelley noted.

By moving to Cornerstone’s Learning Experience Platform (LXP), GE Healthcare gained the flexibility to unify its learning ecosystem and scale globally—while continuing to meet its regulatory obligations.



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Julie Kelley

Senior Director of Learning Systems at GE Healthcare

Creating a One-Stop Destination for Learning

With **Cornerstone**, GE **Healthcare** established a front door for learning. Employees entering the platform for required compliance or safety training are now immediately presented with professional development opportunities as well.

“The ability for users to know where to go to take training—not just regulatory and **compliance training**, but growth and development training—has been pivotal,” Kelley said. “The first thing they’re seeing is their growth and development training.”

The **LXP** also created opportunities to launch targeted campaigns, drawing learners into courses and **content** aligned with both business priorities and personal career goals. This intentional blending of compliance and development has shifted the perception of learning across the organization, from something employees have to do, to something they want to do.



Delivering Impact at Scale

The scale of GE Healthcare's learning operations underscores the importance of a robust platform. In 2024 alone, the company processed 122 million assignments and 138 million completions across its workforce. Of those completions, 86% were tied to compliance training. That figure marks a shift from the prior year, when compliance made up 92% of completions, demonstrating how the **LXP** is helping balance regulatory obligations with personal growth.

"Our goal is to reach 33% of completions on the LXP for growth and development," Kelley said. "That shift represents a real culture change from compliance-only learning to personal growth."

The validation support provided by Cornerstone has also reduced the internal burden on GE **Healthcare's** compliance teams. "Cornerstone has taken validation to the next level. They provide us with the documentation, testing, and scripts we need so we can focus on more important areas. That's been a huge advantage," Kelley explained.



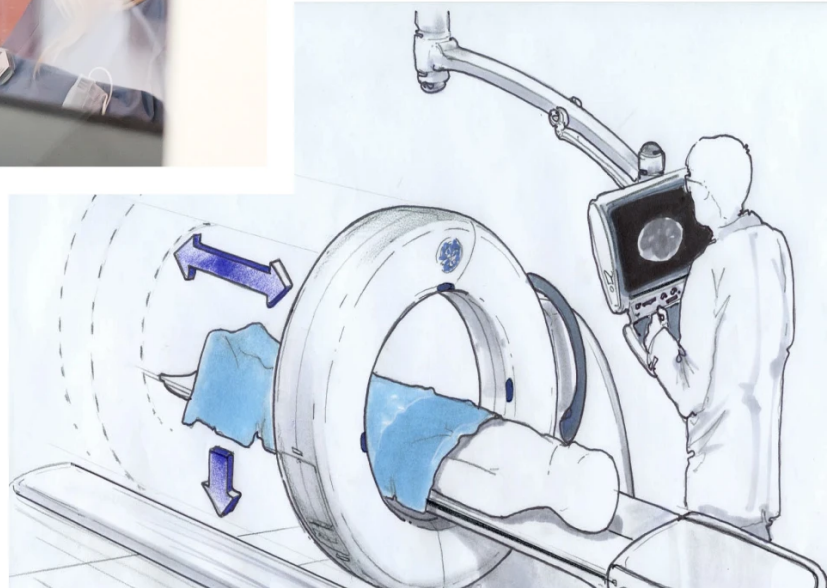
A Partnership Built on Trust

For Kelley, the technology is only part of the story. The people behind the platform are what make the relationship with Cornerstone invaluable. “One feature of Cornerstone I can’t live without is the people,” she said. “We’ve been with our same support group since 2016, and the trust we have with them allows us to move fast and take chances we might not otherwise take. Cornerstone cares, and that makes all the difference.”

That partnership is especially important as GE Healthcare looks toward the future. With artificial intelligence transforming industries, the company is exploring how to embrace **AI** safely and effectively while continuing to prioritize employee experience and talent retention. “AI is such a game-changer—it’s happening whether we want it to or not,” Kelley said. “The question is, how do we capitalize on its usage in a safe and compliant way?”

Cornerstone’s willingness to share its product roadmap and collaborate closely with customers gives GE Healthcare the confidence to innovate while staying compliant. “Cornerstone is very aware of what their customers need, and they’re open to talking about our roadmap,” Kelley

added. “It allows us to plan our pathway in a way that will meet everybody’s needs.”



Looking Ahead

As GE Healthcare continues its journey, the focus is on minimizing technology debt, consolidating fragmented systems, and creating a truly unified learning experience. “The only way to do that is to use a product like Cornerstone that has capabilities under one umbrella. In a perfect world, I’ll be able to pull everything into Cornerstone and sunset everything else,” Kelley said.

From compliance to growth, from trust to innovation, GE Healthcare’s partnership with Cornerstone is helping build a future-ready workforce—one that is both safe and inspired.