

Nurse Call Adoption Strategist

Challenge: Accelerate enterprise adoption of this core technology to boost project success, user engagement, and ROI through innovative workflow solutions.



Success Factors

Best Practice | Knowledge | Experience. Ballista's team combined nursing, change management, and workflow optimization with solution design to deliver actionable tools that improved usability, implementation, change management, adoption, testing, and sustainability for both end-users and the project team.

Approach

Ballista assessed the modernized Nurse Call system and developed a flexible Playbook to support sustained change, providing project teams with standardized tools and expectations.

Outcomes

Accelerated go-live end-user adoption with Units demonstrating system proficiency and operational autonomy more quickly than those implemented prior to the Playbook's introduction.



Structured findings
enabled targeted adoption
strategies



Playbook successfully
piloted in **4 units** becoming
adopted standard



Boosted user readiness
through curriculum and on-
demand content