

Challenge: Mobile IT Managers must support a disjointed ecosystem of devices procured at different times, without standards.

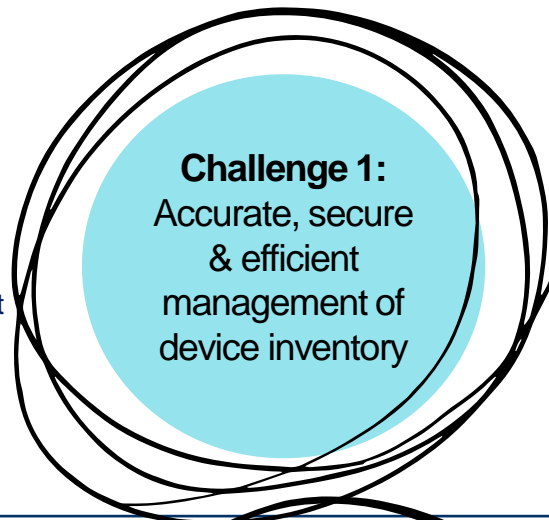
The pandemic expedited acquisition and adoption of mobile devices across health systems. For many, mobile initiatives were reactive efforts to meet urgent needs. In some cases, budget for devices may have been decentralized and ad hoc.

Mobile technology has the potential to be scalable, sustainable, and impactful in a healthcare setting, but organizations must pause and reset their mobile program foundation to realize a return on initial investments. The necessity of resetting the foundation has an organization-wide impact, but few parts of the organization feel it as profoundly as Mobile IT Departments. Let's look at the challenges faced by our **Mobile IT Manager**.



CURRENT

The Mobile IT Team configures & deploys devices. Some units purchase devices directly. These phones are different than IT provided devices, creating **support complexity** for an understaffed team.



FUTURE

Phones across the organization move into a mobile device management tool. Mobile IT knows phone location, recent use, & App profile. **Remote management offers security.**

Users can install Apps on Department phones, **creating vulnerability**. Support calls require Mobile IT ramp up and research, sometimes IT can't even find the App in the App store!



Security reviews precede App install. Approved Apps are assigned by role in the mobile device management tool; **simplifying** rollout, training, and onboarding staff.

CURRENT

Preferred sounds and volumes are set by users at start of shift. Mobile IT receives calls to “fix phones” when a mute setting causes a **missed alert**, or a tone is **incompatible** with quiet hospital standards.



FUTURE

Device settings are locked to optimize security and maintain standard tones and audible alerts. Establishing these guardrails has **reduced cognitive burden** for clinical staff and Mobile IT.



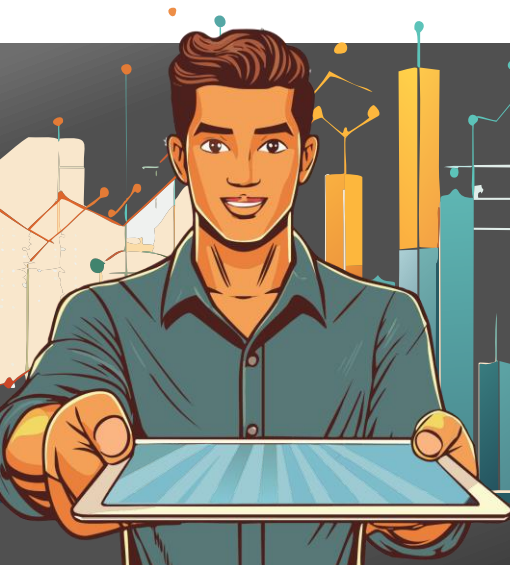
Enterprise-wide application, workflow, and policy standardization



Stakeholder interview facilitation and documentation



Finding & Recommendation prioritization and roadmap development



Let us get you back on target.

Best Practice | Knowledge | Experience. Ballista's team combines nursing, strategy, and innovation leadership with technical project management to deliver actionable approaches to your toughest mobile technology challenges. Our resources have led enterprise-wide Mobile Solution initiatives including current state assessment and optimization, standards, policy, and governance development, strategic planning and mobile program roadmap development. Seasoned consultants work with you to define an approach that meets your unique needs and monitors for return on your investments.