



Activation Services

Divurgent's approach to Activation is different. We employ strategic, metrics-supported methods designed to adapt to our client's support needs as they evolve hour-by-hour, not just daily or weekly. From project initiation to support deployment, we thoughtfully deliver immediate, targeted support for a health system and its end users – driving our clients' sustained, measurable system adoption.



Plan. Communicate. Deploy.

Preparation | At-the-Elbow | Beyond-the-Elbow

The Divurgent Difference.

- Strategic, responsive, and adaptive approach designed to organizational culture, needs & geography
 - Cohesive, advanced support that extends 'beyond-the-elbow' for end-user sustainable adoption
 - Ability to dynamically scale up or down and achieve predictable results using metrics in real time
- Extensive peer-to-peer support aligned with specific departmental and demographical training needs



Preparation

- Command Center Establishment
- Staffing Strategy Development
- Communication Planning & Execution
- Change Management Facilitation
- Support Expectation Planning
- Support Team Planning & Logistics



At the Elbow

- Support Deployment
- Support Management
- Logistics Management
- Reporting & Support Allocation
- Physician-centric Training



Beyond the Elbow

- Help Desk Staffing & Support
- First Call Resolution & Metrics Tracking
- Organizational & Cultural Alignment
- Dispatch Centers & Centralized Support
- Advanced Support Modalities