

Implementing and Optimizing the Atlassian Product Suite to Support **Clinical Trials** for a **Major Medical University**

The Challenge

Washington University School of Medicine (WUMED), in St. Louis, MO, is a world-renowned leader of medical education, patient care and research. With over \$500 million in grants in 2015, faculty members have been able to create and maintain hundreds of clinical trials in a variety of fields, including cancer, cardiovascular disease, genomics, and infectious disease.

Last year, the Department of Neurology at WUMED was in the midst of kicking off two important new trials for early-onset Alzheimer's patients. The departmental faculty had previously purchased Jira and Confluence with the mindset that these products would greatly increase their ability to facilitate trial workflows and processes. After a few months, however, the team members struggled with the number of issues--sent from both colleagues and other companies they worked with--that needed to be tracked.



The Solution

When WUMED reached out to Isos Technology, the team members were eager to uncover a solution that would streamline and expedite their medical trials and allow them to utilize the Atlassian product portfolio to its full potential. WUMED and Isos forged a relationship with the ultimate goal of optimizing the school's environments for both Jira and Confluence. Isos conducted a Discovery Workshop to help determine their needs and requirements. The findings created a blueprint to help with a custom workflow, organization, training, and best practices for their Jira and Confluence instances.

For starters, the WUMED team was manually tracking and validating their protocol through spreadsheets. Isos transitioned this to automated Jira workflows that track and validate the protocol being followed for each participant. This new process proactively ensured that there would be no deviation of protocol for every participant in the study, thus ensuring the accuracy of the study much more than the previous manual process. Everything is now precisely sequenced with Jira managing every task for every piece of the trial process.

In addition, in an effort to simplify and optimize their issue tracking, Isos developed a system to automatically import issues received from Gmail to create a tracked issue in Jira. Also, Jira was enabled to follow the state of every participant, remote site, nursing resource, imaging site, and other entities. The new system created Jira "link types" and "workflows" that interconnect these entities so they are not only individually tracked, but are also synchronized with overall participant needs at certain gates during the trial.

Furthermore, Confluence was implemented as a knowledge base to capturing trial meeting notes, distributing information to the team, assigning tasks directly from the workflow, and housing product information.

Solution Benefits

Streamlined & Simplified Trial Management

The Neurology department now spends far less time tracking and managing issues and far more time benefitting from an optimized, cohesive trial management system. Team members' valuable time is now better spent focusing on what truly matters—the needs of the trial participants and the trial results, which will advance and improve medical treatment for early-onset Alzheimer's patients.

Faster Issue Resolution & Improved Service

Initially, the team was overwhelmed with the number of issues that needed to be tracked when they first implemented JIRA and Confluence. Now, they're no longer bogged down with a disorganized stream of issues coming from every which way. The new trial management system allows for improved issue tracking, facilitated workflows and easier task management, all of which allow the trial managers to more easily concentrate on the needs and medical requirements of their trial participants.

Reduced Administration Time & Cost

With faster issue resolution times and improved service levels, the client now saves time and related administrative costs in running everyday operations. The time spent tracking and resolving issues has decreased greatly.

“ By transitioning multiple, ineffective systems and processes into an integrated system, Isos will help us expand our clinical trials to new offices and locations. The new system eases our ability to roll out existing workflows, replicate trials in different areas, and provide centralized management of all trials regardless of location.

-- Jacki M, Program Manager

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Platinum
Solution Partner
ENTERPRISE

Industry:
Medical Research

Solution:
Medical Trial Management System
with Jira and Confluence

Operations:
Sixth in the Nation for Medical
Research, 1874 Academic Staff
Members, Founded in 1891

Integrations:
Isos Technology Expert Atlassian
Consulting, Jirav, Confluence,
Crowd, Training, and Support

The Results

- Revolutionary medical trial management system leveraging JIRA and a Confluence-driven knowledge base.
- Automation of protocol validation, issues received in email, and general trial information that allows for easier identification of trial participant needs and requests.
- Optimized, fully integrated system that expedites workflows and allows for global management of trials.
- Improved user experience for trial managers and staff members.

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About Us:

Isos Technology is a leading provider of IT consulting services and training, as well as a premier Atlassian Platinum and Enterprise Expert. Isos leverages Atlassian's cutting-edge technology to deliver strategies and tools to its customer base that streamline collaboration amongst all teams and increase overall organization efficiency. Isos also has a strong software development team and delivers custom solutions across a wide array of industries to help solve some of the toughest business problems. As an expert in Agile methodology, Isos excels at everything Agile, including overhauls, best practices, tool selection, and training. The company's management team and software engineers all share their expertise on the corporate blog as well as Twitter, LinkedIn, Google+ and Facebook. For more information, visit www.isostech.com.