Implementing and Optimizing Atlassian Tools to Support **Clinical Trials** for a **Major Medical University**

Washington University in St. Louis
SCHOOL OF MEDICINE

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 $700 million in grants in 2020, faculty members have been able to create and maintain hundreds of clinical trails in a variety of fields, including cancer, cardiovascular disease, genomics, and infectious disease.

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, both teams were eager to uncover a solution that would streamline and expedite their medical trials and allow them to utilize the Atlassian tools to their 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 custom workflows, 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 the client's issue tracking, Isos developed a system to automatically import issues received from Gmail to create a trackable 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 for capturing trial meeting notes, distributing information to the team, assigning tasks directly from the workflows, 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 helped 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.*

— Jackie M, Program Manager

About Isos Technology:

Isos Technology helps the companies that are changing the world. As a premier Atlassian Platinum and Enterprise Solution Partner, we make organizations' Atlassian tools work more efficiently and effectively for them, with the least amount of disruption, so that they can focus on their business priorities. Since 2005, our Atlassian-certified team has tackled some of the toughest problems companies face across ITSM, Scaled Agile, DevOps, migrations, and integrations, and helped hundreds of organizations in both the private and public sector get the most value out of their technology investment. Headquartered in Tempe, Arizona, and with offices across the U.S., Isos Technology has been recognized as an Atlassian Partner of the Year in both the ITSM and Enterprise categories, an Inc. 5000 Fastest-Growing Private Company, and a CIOReview Most Promising Agile Consulting Company.

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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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