draw.io for the healthcare industry

Optimizing healthcare processes with draw.io

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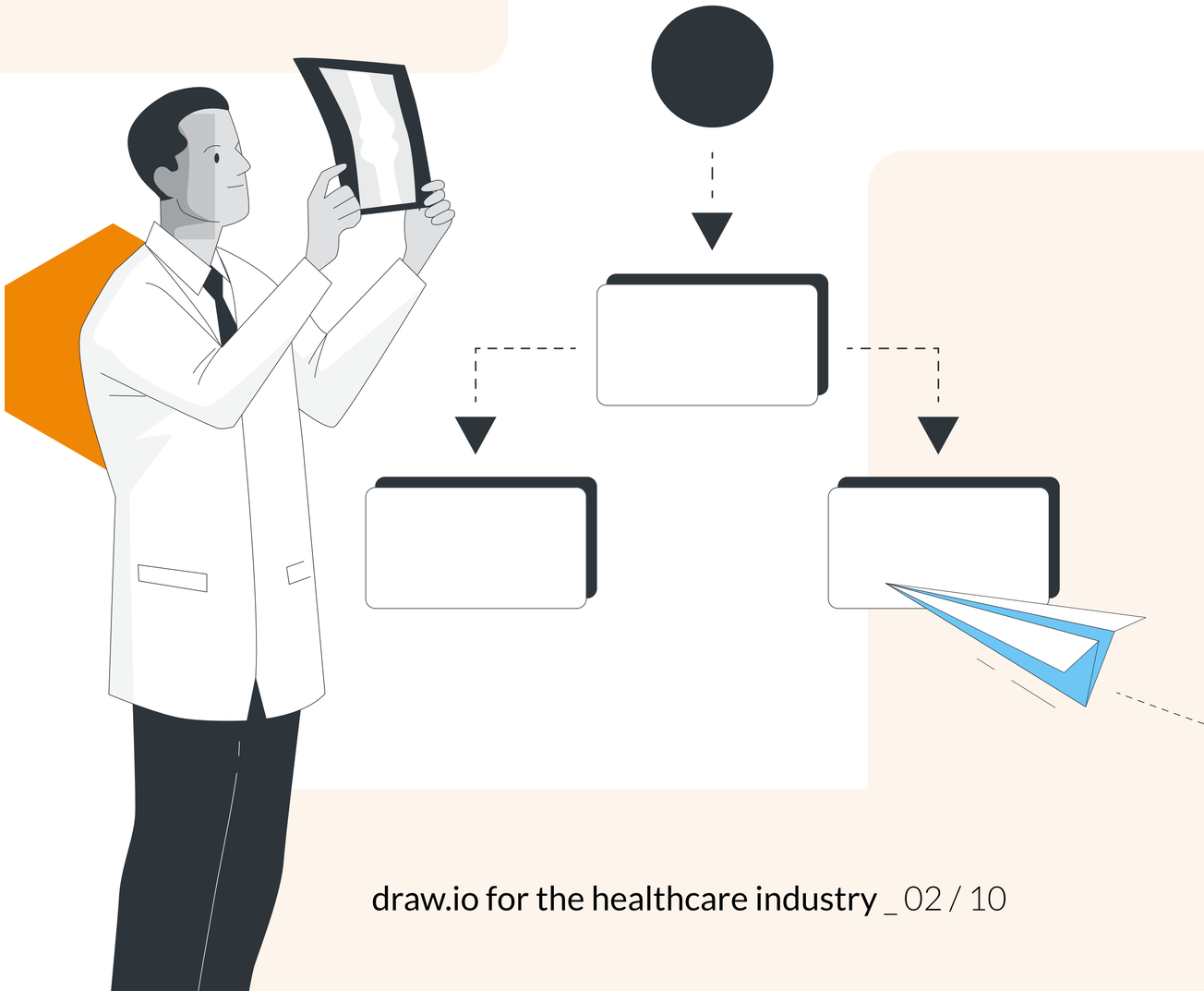
Diagramming is a powerful tool that can help healthcare professionals in many areas, including medical staff, hospital administrators, and decision-makers, to name a few. In particular, diagrams are an important medium to communicate complex information quickly and efficiently in and across teams.

In this topic spotlight, we look at how diagramming with draw.io can help with things like:

- Visualizing and optimizing processes;
- Achieving an ISO-compliant QMS, for MedTech and software as a medical device teams;
- Building dynamic org charts and floorplans to help new staff;
- Following a critical step-by-step process in order to make informed ethical decisions.

The above tasks are no easy feat, and as such, they depend heavily on teamwork and careful group decision-making. The majority of the topics covered are therefore considered through the lens of using draw.io within Confluence, a knowledge management tool, to promote collaboration within and across teams in the healthcare industry.

Confluence acts as your single source of truth, ensuring your diagrams are visible and restricted to only those who need access; crucial for any healthcare organization where auditing and compliance are central to their ways of working.



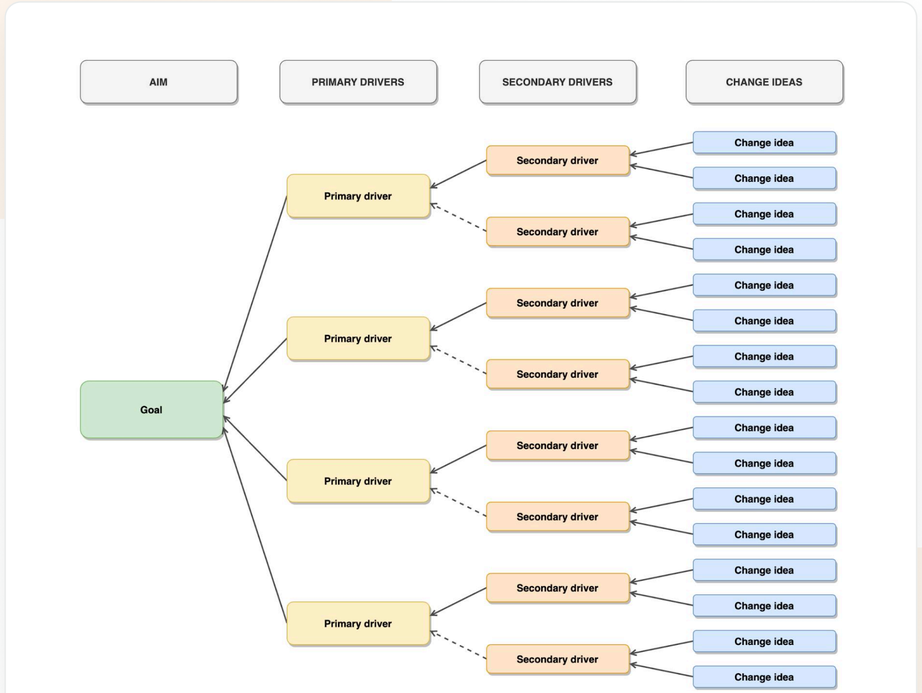
Improve planning with driver diagrams; an example from healthcare

For administrators, improvement teams, and medical professionals in general, identifying an improvement goal and the factors influencing this outcome is essential for improving systems already in place.

Whatever change you are looking to influence, you want to implement specific strategies to achieve the goal set. Here we take the example of driver diagrams, the established method to define your system and visualize the change process, and see how to build these in draw.io.

We lay out the process of thinking through the goal and drivers that you will include in your diagram, and how to assess the cause-and-effect relationships between each column. We also include a downloadable template for you to use, to get started.





Head to the blogpost below to download this driver diagram template.

To learn more about building driver diagrams in draw.io, see our blogpost, *Improve planning with driver diagrams; an example from healthcare*.

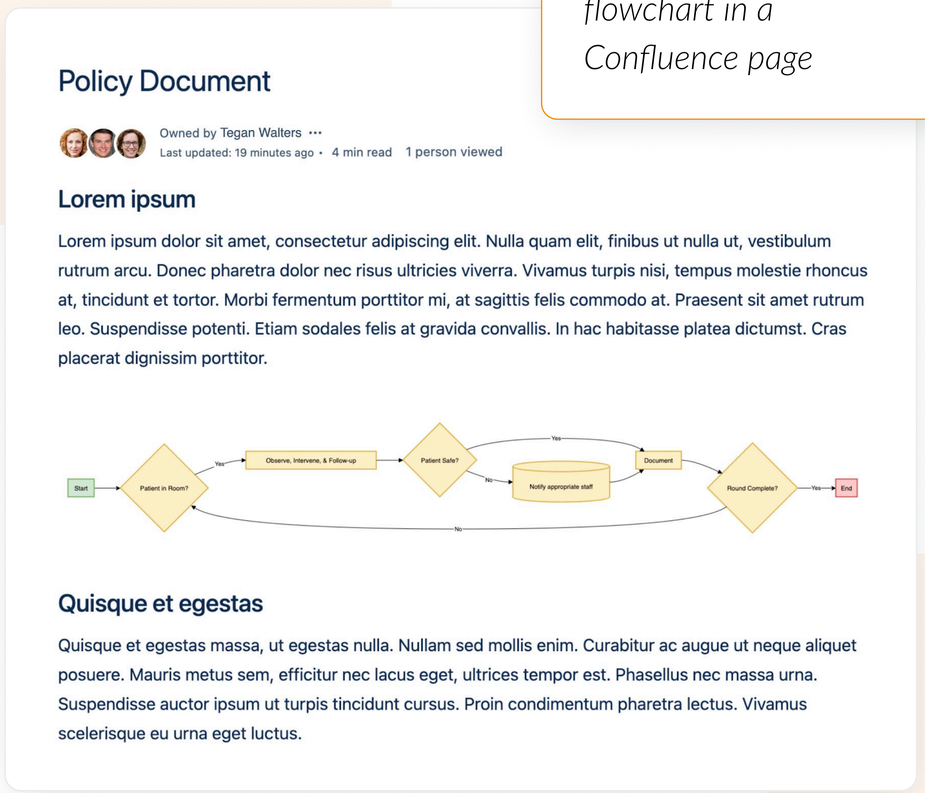
Visualizing healthcare processes with draw.io and Confluence

Healthcare processes are complex, so the importance of visualizing these in an accessible and digestible way ensures those accessing this information are able to clearly understand and follow core processes to the letter.

In this blogpost, we introduce the knowledge management tool Confluence, and how using draw.io in Confluence facilitates collaboration on important documentation like healthcare policies and procedures. This ensures your medical staff always has access to, collaborates on, and works within, the latest procedural documentation.

We discuss specific Confluence features that benefit the healthcare industry, namely:

- **Foster collaboration:** using revision history, commenting, and "**@-mentioning**".
- **Permit and restrict access:** so pages are only editable by those who need to do so.
- **Visualize directly in Confluence** with draw.io - create a diagram in seconds that lives inside the procedural documentation it relates to.



An embedded draw.io flowchart in a Confluence page

In short: Confluence and draw.io are complementary tools that can be used to maintain the high standards required in the healthcare industry.

Read more in our blogpost, *Visualizing healthcare processes with draw.io and Confluence*.

3 tips to improve patient workflows with draw.io

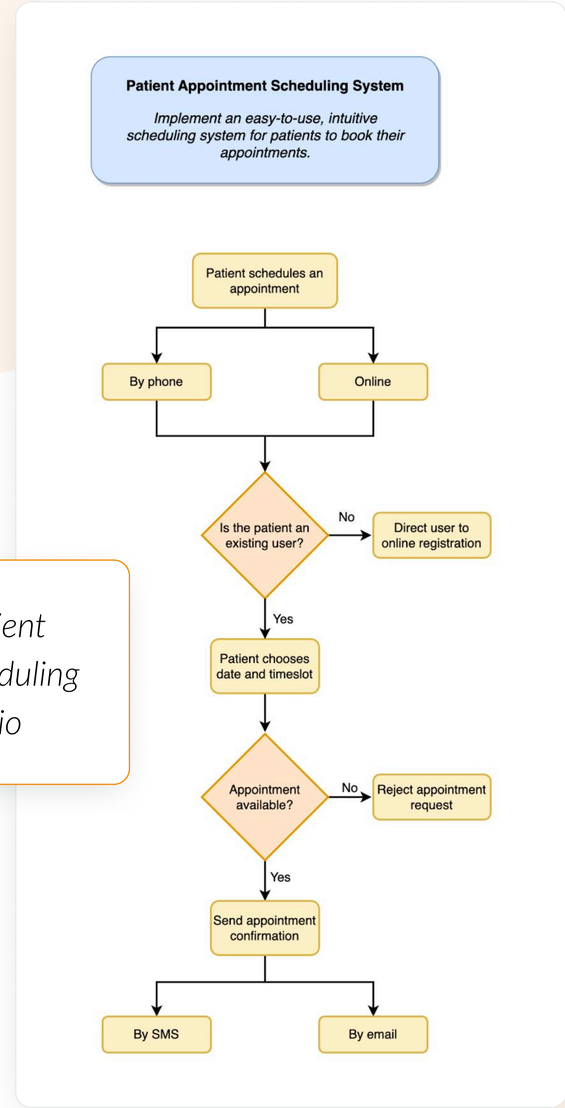
As a healthcare provider, it's important to re-evaluate your patient workflows regularly, and to question why processes are the way they are. This allows you to pinpoint what is going well, and what to improve.

In this blogpost, we explore how adopting a collaborative approach to creating workflows, along with asking the right questions to evaluate your current workflows, enables you to optimize them so they are robust, up-to-date, and the best they can be.

This approach aims to guide your team discussions in a meaningful way. It involves:

1. Going back to basics: **consider the goal of your patient workflow** and what its purpose is - is this still true?
2. **Evaluating the current steps** in the process: which steps can be optimized? Are any steps in the process redundant?
3. **Ensuring responsibility** for given processes and scheduling in time to periodically revisit them.

We then look at key features in draw.io that will help you and your teams build your workflows, track changes made (which you can choose to keep or revert), and quickly collaborate on workflows, asynchronously or in real time.

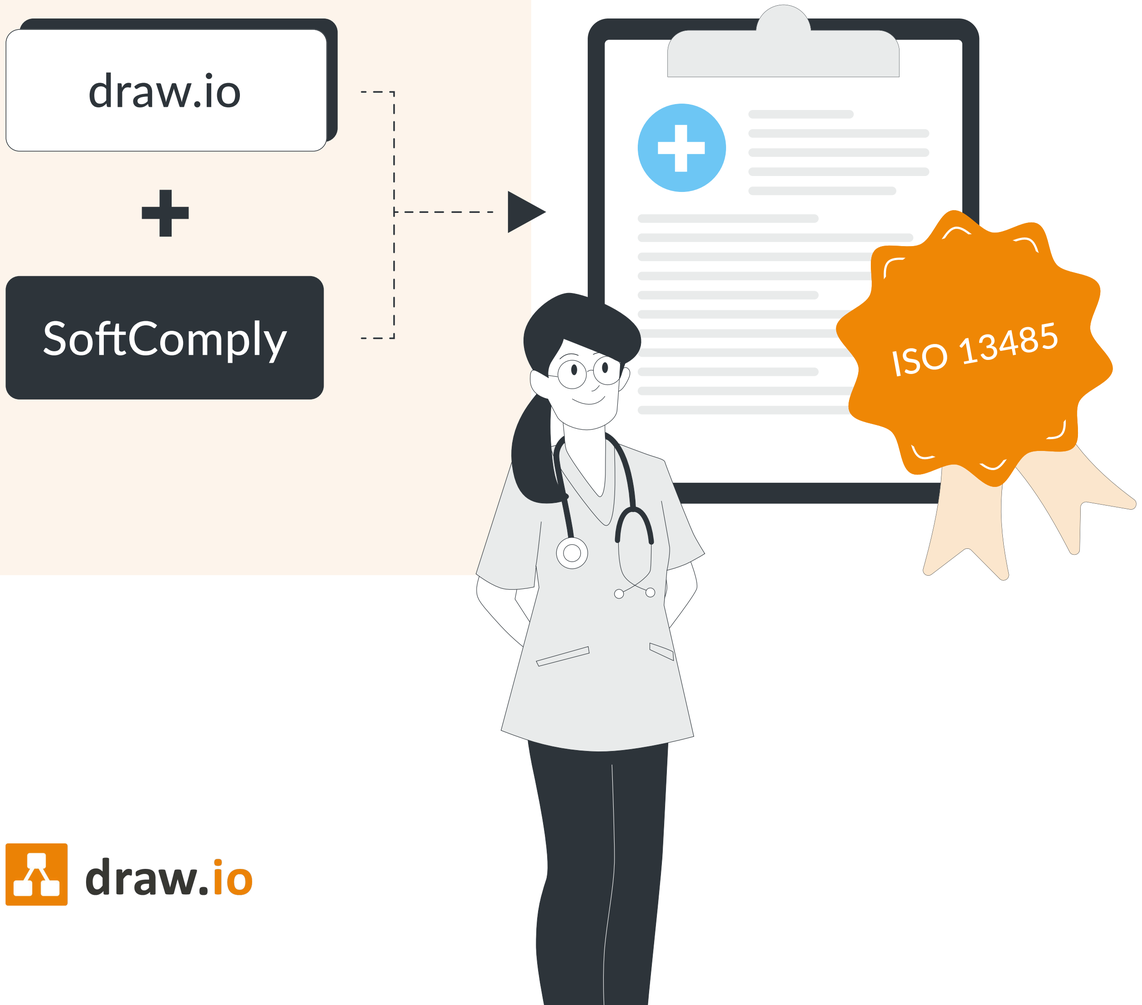


Overview of a patient appointment scheduling flowchart in draw.io

To find out more, see our blogpost, *3 tips to improve patient workflows with draw.io*.

How draw.io and SoftComply help Confluence teams build an ISO-compliant QMS

We dive into the world of MedTech in this blogpost, looking at how to make achieving certification like ISO 13485 and 14972 a much easier, faster, and overall better experience for teams in the industries of digital health and software as a medical device.



Specifically, we showcase:

- SoftComply, a QMS platform that seeks to automate regulatory compliance for medical device start-ups by integrating it into Atlassian Confluence and Jira.

The SoftComply Document Manager and eQMS provide a comprehensive suite of tools for seamless QMS implementation, including a repository of pre-built documents and templates. Additionally, the ability to create custom forms within Atlassian Confluence Cloud enables you to tailor your QMS to your specific needs.

- draw.io in Confluence and Jira allows you to create, edit, and customize the process flowcharts and visualizations you need, directly in your QMS space.

For enhanced compliance and security, draw.io seamlessly integrates with Confluence to manage diagrams directly within the platform. This eliminates the need for external storage and ensures that sensitive information remains secure.

How draw.io and SoftComply help Confluence teams build an ISO-compliant QMS

Furthermore, the ability to export diagrams to PDF and static versions promotes effortless sharing and traceability, thus minimizing the risk of regulatory non-compliance.

- Internal Audits
- 3rd party Audits
- Customer complaints
- Customer Feedback
- Equipment / Calibration issue
- Design controls issue
- Supplier issues / Incoming inspection issues
- Management reviews

CAPA Initiation

Assign an appropriate leader to the CAPA along with area management before documenting on the form CAPA Template.

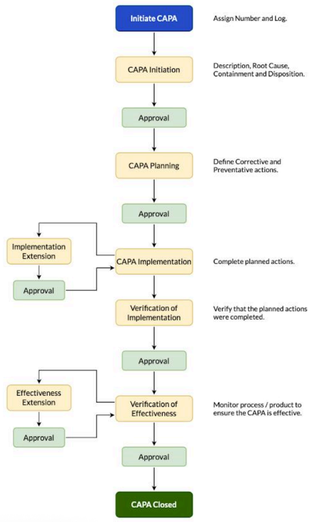
A CAPA number is assigned and CAPA details recorded on the CAPA Log. Numbers will be assigned as follows:

CAPA-xx-yyy

Where:

- xx are the last two digits of the year the CAPA was initiated
- yyy is a sequential number for each year

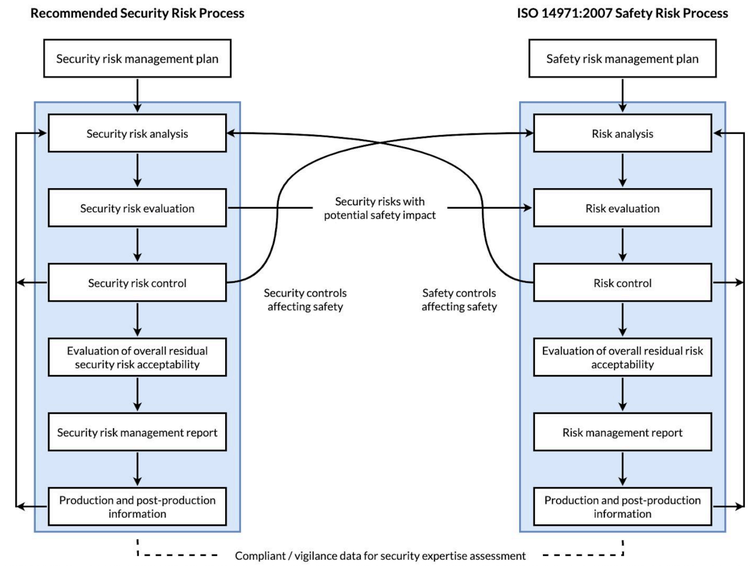
e.g. CAPA-16-005 (Fifth CAPA raised in 2016)



A CAPA SOP. Diagram created in draw.io. Source: SoftComply eQMS

Risk Management

The Cybersecurity Risk Management Process is carried out in parallel to (or as part of) the safety risk management activities.



Cybersecurity Risk Management Process. Diagram created in draw.io. Source: AAMI TIR57: 2016 Principles for medical device security—Risk management

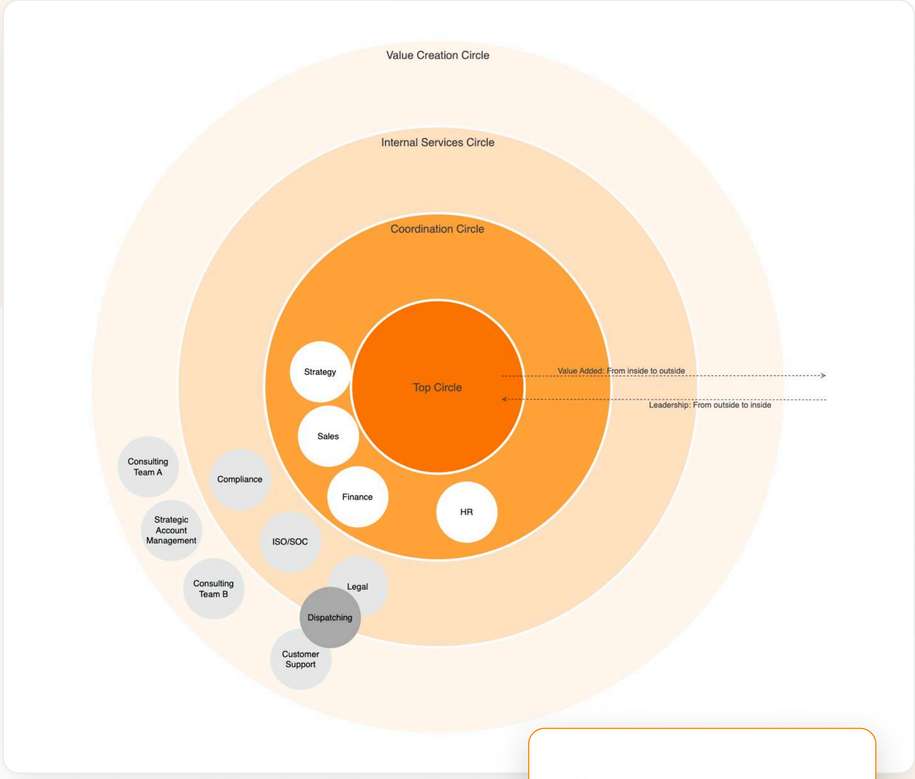
To find out more and to book a SoftComply and/or draw.io demo today, see our blogpost, *How draw.io and SoftComply help Confluence teams build an ISO-compliant QMS*.

Navigating the maze: how diagrams guide new hospital staff

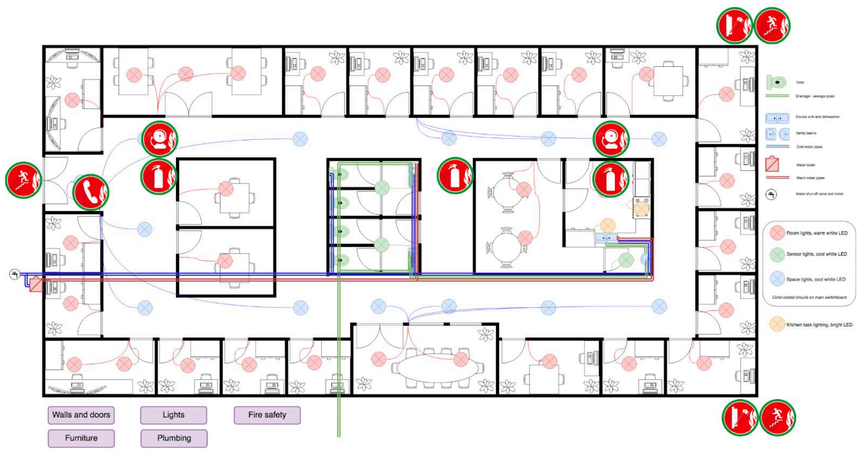
This blogpost is short and sweet: we provide two downloadable templates for a floorplan and an org chart, that you can use and customize for your hospital or medical institution.

The major advantage of creating both diagrams with draw.io is that the information is not delivered all at once. Rather, they start off simple, and layers of complexity are then added gradually.

We'll also show you how you can use draw.io features like layers and custom links to give both a brief overview and signpost to the finer details, all within a single diagram.



Org chart template



Interactive floorplan template

To find out more and to download these templates for your use, see our blogpost: *Navigating the maze: how diagrams guide new hospital staff*.

Using diagrams to support ethical decision-making

Ethical (or values-based) decision-making impacts healthcare delivery at every level: from systems-level decisions, to helping patients and families make the right decision for their own care.

The decision-making process must involve careful consideration of the individual values of everyone involved in the decision, and ensure that each and every voice has been heard.

In this blogpost, we look at the “Values-Based Decisions” framework proposed by Dr. Bashir Jiwani, a globally recognized expert in the field of Clinical and Bioethics. His framework provides a structured approach to ethical decision-making.

We have built out the framework as a draw.io template, for you to download and use the next time you need to make a careful assessment before arriving at an important decision.



To read more, see our blogpost, *Using diagrams to support ethical decision-making*.



What draw.io means for healthcare: clarity, versatility, security

draw.io is a versatile diagramming tool that can be used in the healthcare profession to visualize and improve processes, achieve compliance, and make informed decisions.

Building your diagrams in Confluence gives you added security, meaning that you are in control of who can access internal documentation. With revision history, you can track any changes made, and always have a timestamped record anytime something has changed, either in a Confluence documentation page or in a draw.io diagram. This is essential for any healthcare organization looking to manage their auditing trails and achieve compliance.

If you are interested in seeing what draw.io can do for you and your teams, you can *try it for free for up to 10 users*.

To find out more about draw.io and stay up-to-date with the latest news, *access our linktr.ee* and give us a follow on social media.

Happy diagramming!

