

Knowledge management in healthcare Scaling Knowledge Management with

Confluence But, the role a KMS plays in the world of healthcare is particularly meaningful.

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Height

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Name

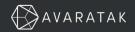
A growing healthcare organization was struggling to manage critical knowledge and documentation across multiple teams. With healthcare regulations constantly evolving, the inability to manage knowledge effectively was increasing operational risks and slowing down internal processes.

services

For healthcare professionals, knowledge management (KM) is a necessity, not an option.

Kate	75	165	120
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Industry and Challenge

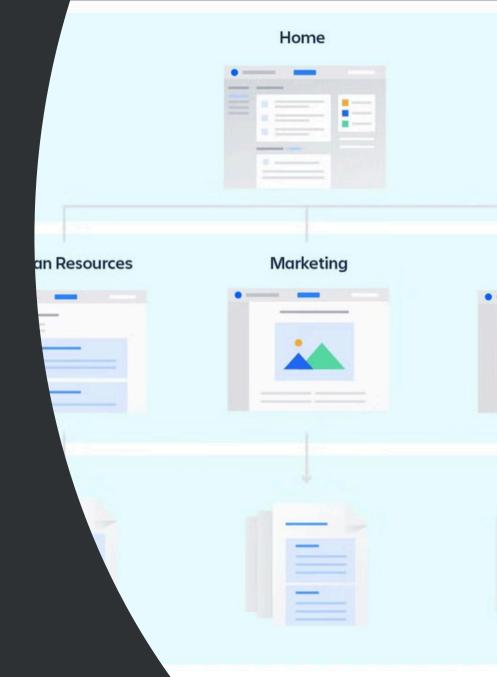
Industry: **Healthcare & Life Sciences**

Challenge:

- **Scattered information** across emails, shared drives, and local files, making it difficult for employees to find key policies, training materials, and regulatory documents.
- No structured process for updating and maintaining medical compliance policies.
- Poor collaboration, with teams unable to co-author documents efficiently.
- Lack of version control, causing confusion over outdated procedures.

Solution: Implementing Confluence

Avaratak implemented **Confluence as the organization's central knowledge management hub**, structuring it for **optimal efficiency and compliance tracking**:



















Confluence changes the way every company works by getting everyone on the same page



over of OKRs Confluence have signed up for as well as each team's quarterly goals



Reporting: Tearsheets & 2x2s

ortnightly reports to read about the latest state of the Confluence Business







FY21 Strategy & Operating Plan

Confluence FY21 Strategy & Operating Plan



Access to all the dashboards for Confluence



High-level FY21 Roadmap

A WIP OKR dashboards

- · SBO dashboards

-≫AVARATAK

Creating a Centralized Knowledge Repository

- Designed Confluence spaces Created spaces for different teams (HR, IT, Compliance, Medical Staff) with structured page hierarchies.
- Implemented template-based documentation Ensured consistent formatting for policies and procedures.



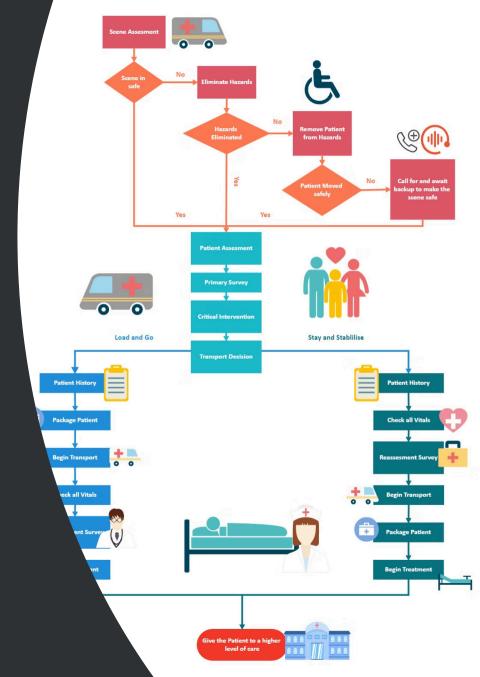
Enhancing Collaboration & Version Control

- Enabled real-time co-editing

 Allowed multiple teams to work on the same documents without conflicts and implemented approvals.
- Configured automatic version tracking Implemented audit logs, preventing outdated information from being used.

Streamlining Compliance & Knowledge Governance

- Integrated approval workflows
 Required sign-off on critical policy updates.
- Set up restricted access permissions
 Ensured only authorized personnel could modify sensitive regulatory content.





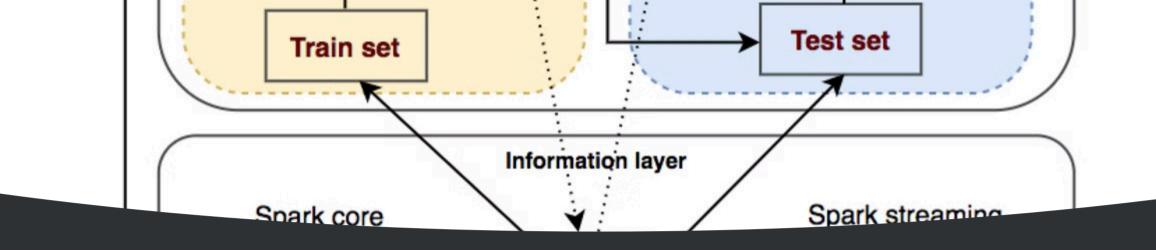
Results

- 1 60% improvement in knowledge retrieval speed

 Reduced time spent searching for information.
- Boosted collaboration
 Enabled teams to co-author and update
 documents seamlessly.

- 2 Stronger compliance adherence Implemented clear audit trails and version tracking.
- Reduced duplication of effort

 Employees could find accurate, up-to-date resources in one place.



Transformation of Knowledge Management

With Confluence, the organization **transformed its knowledge management process**, ensuring regulatory compliance while enhancing team productivity and collaboration.