

A photograph of two healthcare professionals, likely nurses or doctors, in a clinical setting. They are both wearing face masks and looking intently at a computer monitor. The woman on the left has brown hair and wears glasses and a light blue surgical mask. The woman on the right wears a black hijab and a white surgical mask. The background is slightly blurred, showing other people in clinical attire. A semi-transparent blue overlay covers the left side of the image, where the text is placed.

Introducing Monash Health's digital collaboration transformation with Microsoft M365

New tools for better collaboration, productivity and communication.

Technology change to *support our employees and our patients*



What does it mean?

New tools *improve how we interact*, collaborate and communicate.

Integrated with other applications to create a seamless technology underpinned by strong security controls

Improving how we work as individuals, within our teams and departments, with other teams and department and organisation wide.



Benefits

- *Simplified collaboration*, meetings, calling and connectivity across the organisation, allied health network & patients.
- *Increased mobility* work anywhere, on any device
- *Better* use of collective knowledge
- *Communicate quickly* and easily
- *Safeguard risk*: security, compliance & privacy
- *Greater stability* and **accessibility** of technology





Patient Facing: What is changing soon?

Introduction of Microsoft Teams
accessible across computers,
tablets and mobiles.

Replaces Webex and other
messaging tools.

Provides superior
collaboration functionality to
support virtual care workflows

★ **Multimedia links**

★ **Live captions**
Transcribe services

★ **Activity tracking &
monitoring**

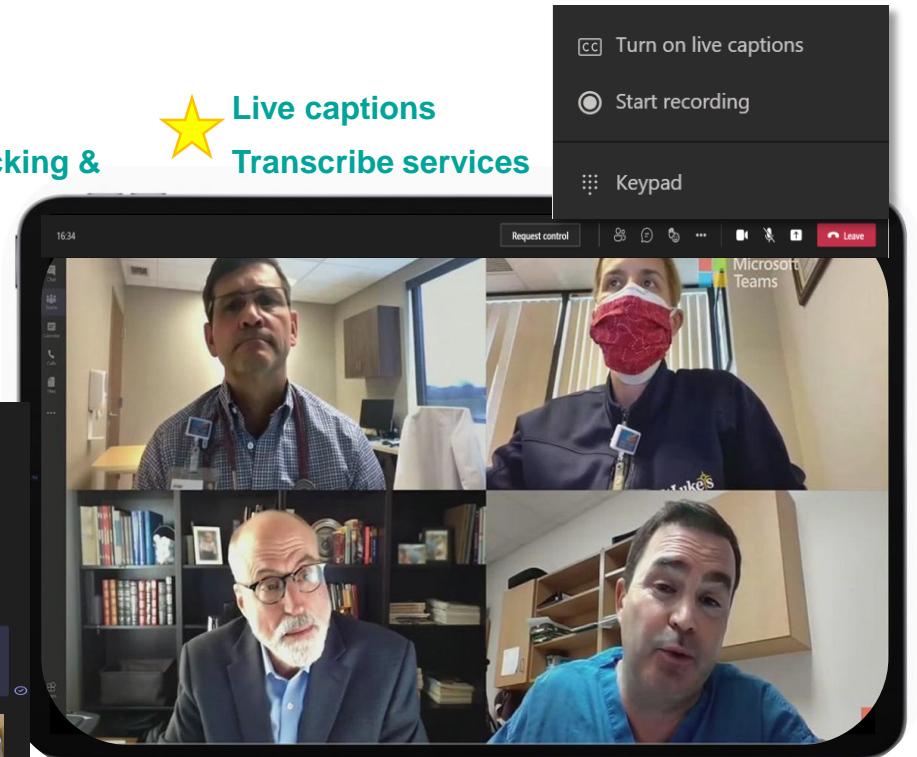
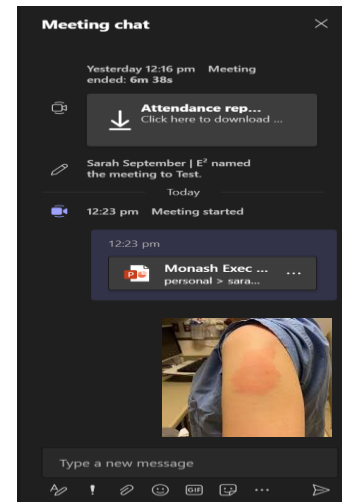
★ **Employee Status**

**Real time meeting
collaboration**

★ **Secure image
share through
chat**

★ **Document
sharing &
real time
collaboration**

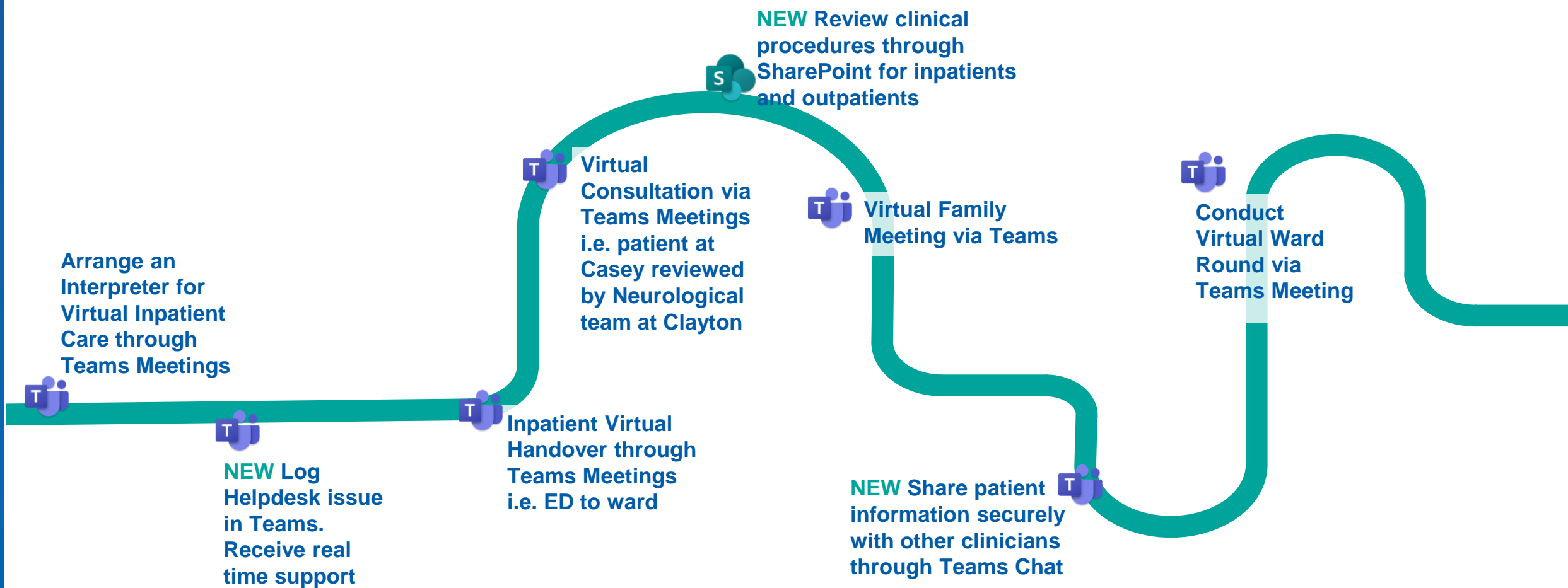
**Instant Video
or Audio Calls**





Patient Facing: Virtual Points of Care

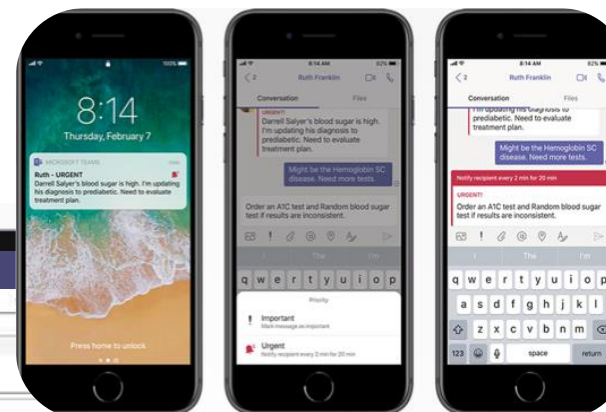
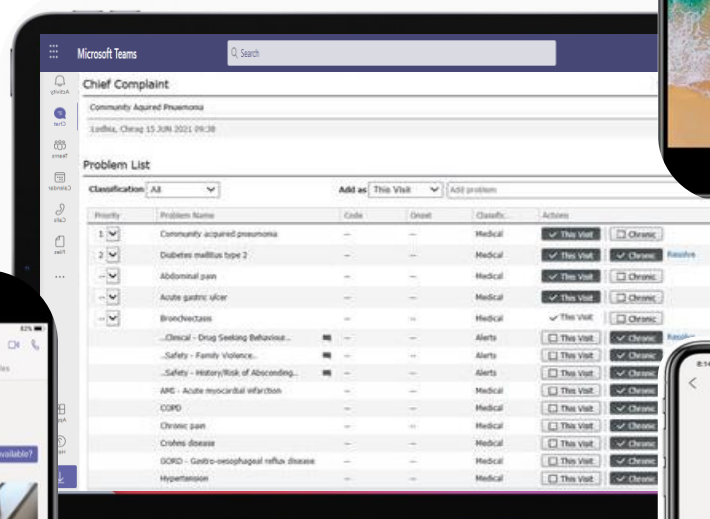
Evolving technologies to support a new model of care





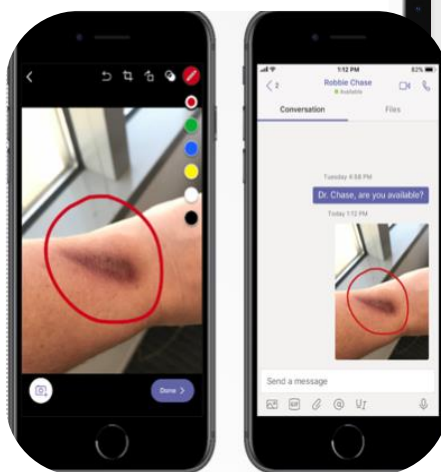
Patient Facing: Long Term Opportunities

Integrate EMR
to Teams

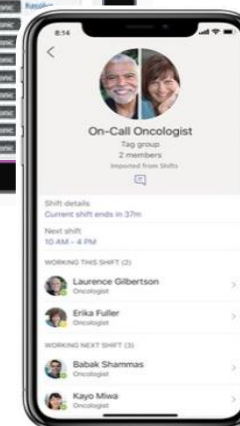


Clinical Paging,
notifications &
delegating,
allowing for
faster
clinician response
times and
better clinician
access

Secure Clinical
Image capture
& share



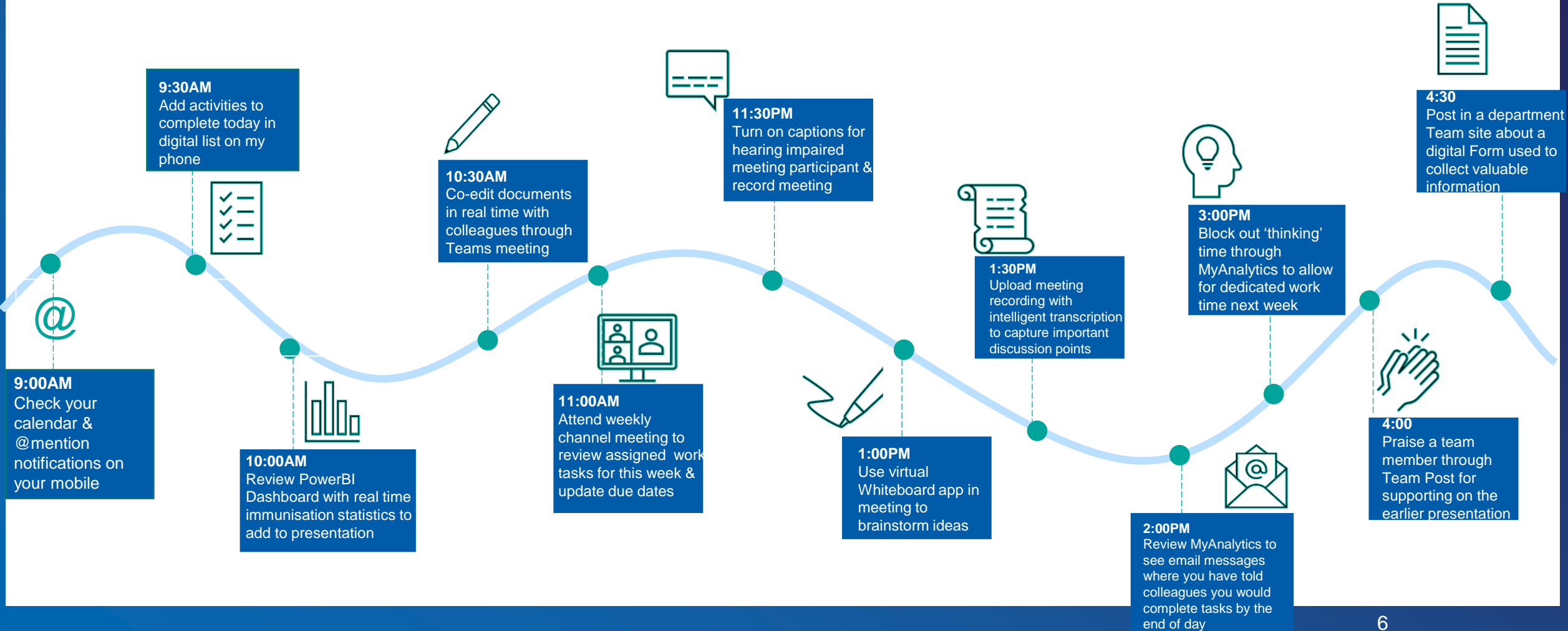
Role based
messaging





Employee Day in the Life

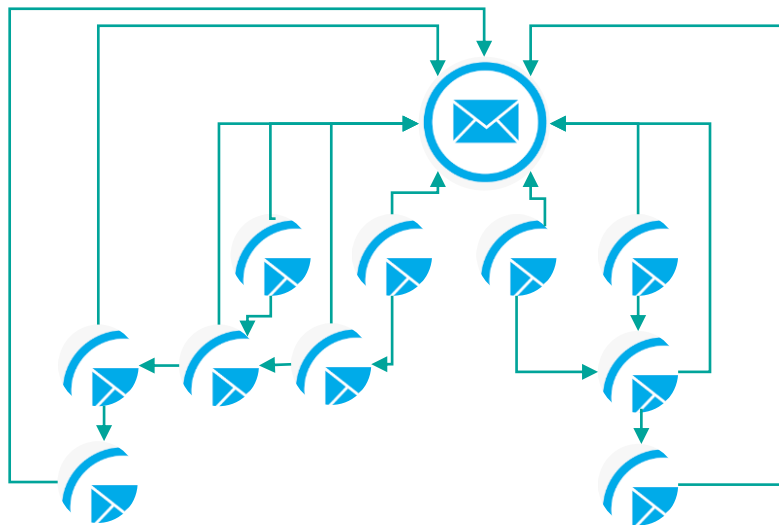
The new tools for better collaboration, productivity and communication





For Employees: fewer frustrations

Siloed tools and activities



Real time collaboration, communication, visibility and accountability

Moving to:





This is a major change – we will support you



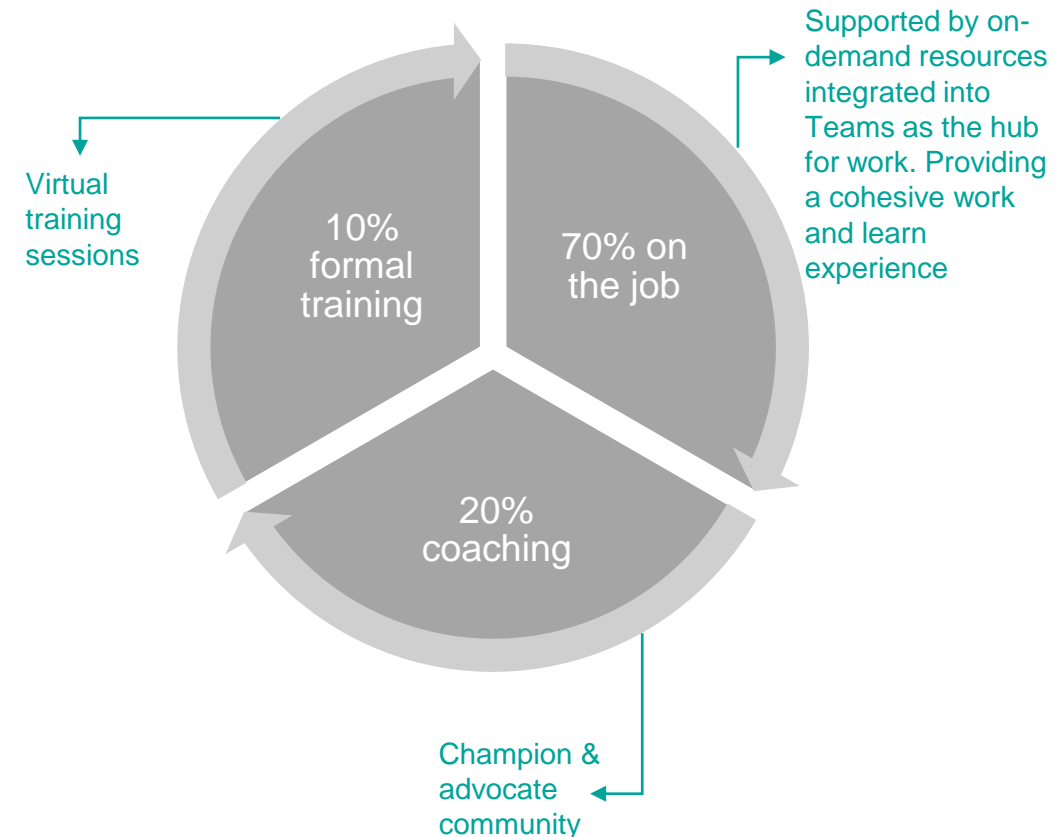
Learning Support

- **NEW:** Knowledge Hub
- **Champion Network** for peer to peer learning
- Quick Reference Guides, FAQs, videos through Knowledge Hub
- Clinical Care updated work instructions housed in the Knowledge Hub
- IT Service Desk



Stay up to date

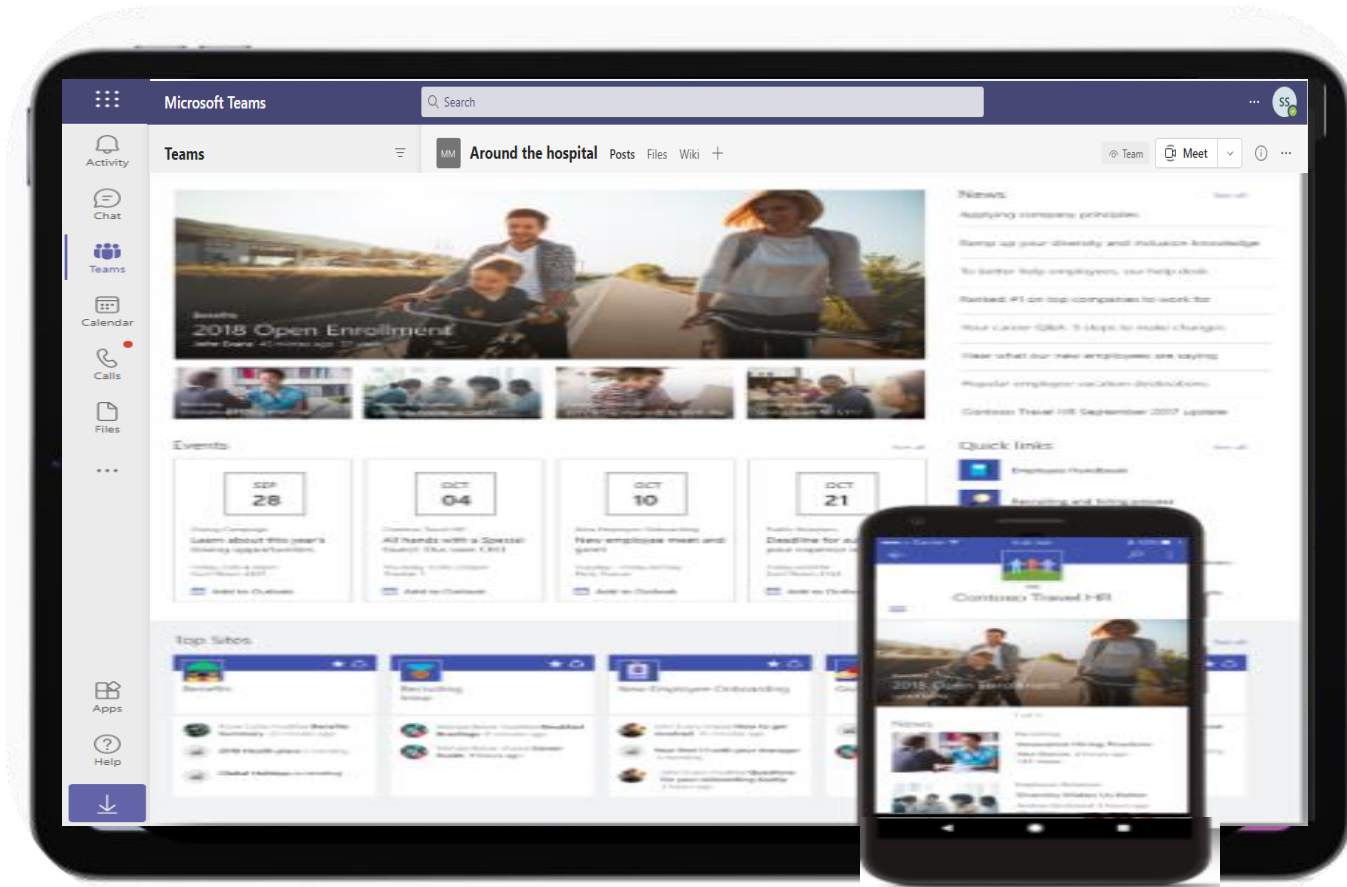
- Communication pages in Knowledge Hub
- iNews
- CE Update
- Employee Forums
- Managers





What is a Knowledge Hub?

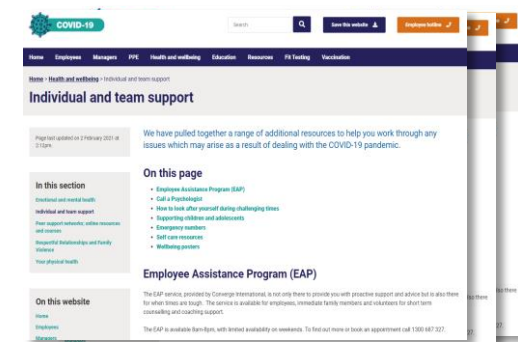
Stores all information about new ways of working
Accessed from Teams app



Learning Guides



Communication Pages



▶▶ Today and Tomorrow

What we have today






- Outlook 2013 (end of life)
- Webex
- Unsecured apps (e.g. WhatsApp) for chat
- G:Drive
- H:Drive
- Citrix



Transition

Transition to a **fully integrated** suite of productivity applications

What we'll have tomorrow

- Outlook 365 
- MS Teams for video conferencing 
- MS Teams for Chat 
- SharePoint 
- OneDrive 
- Reduced reliance on Citrix for remote access





Release Timeline

★ Establish Steering Committee

- Email & Calendar
- Office productivity
- Retire Webex meetings
 - Forums may remain on Webex



- Share content, data and portals with one or more participants
- Document management



Project and technical preparation activities

Support channels established ★

Migrate personal H Drive to OneDrive



★ Reduce reliance on Citrix for remote access

June

July

August

September

October

Communication, Learning and adoption

- Introduce Teams chat
- Secure messaging
- Virtual meetings, image sharing



★ Retirement of H Drive

- Commence the retirement of shared folders (i.e. G Drive)



Questions

