



**Monash
Health**

Using Baret for Clinical Communication

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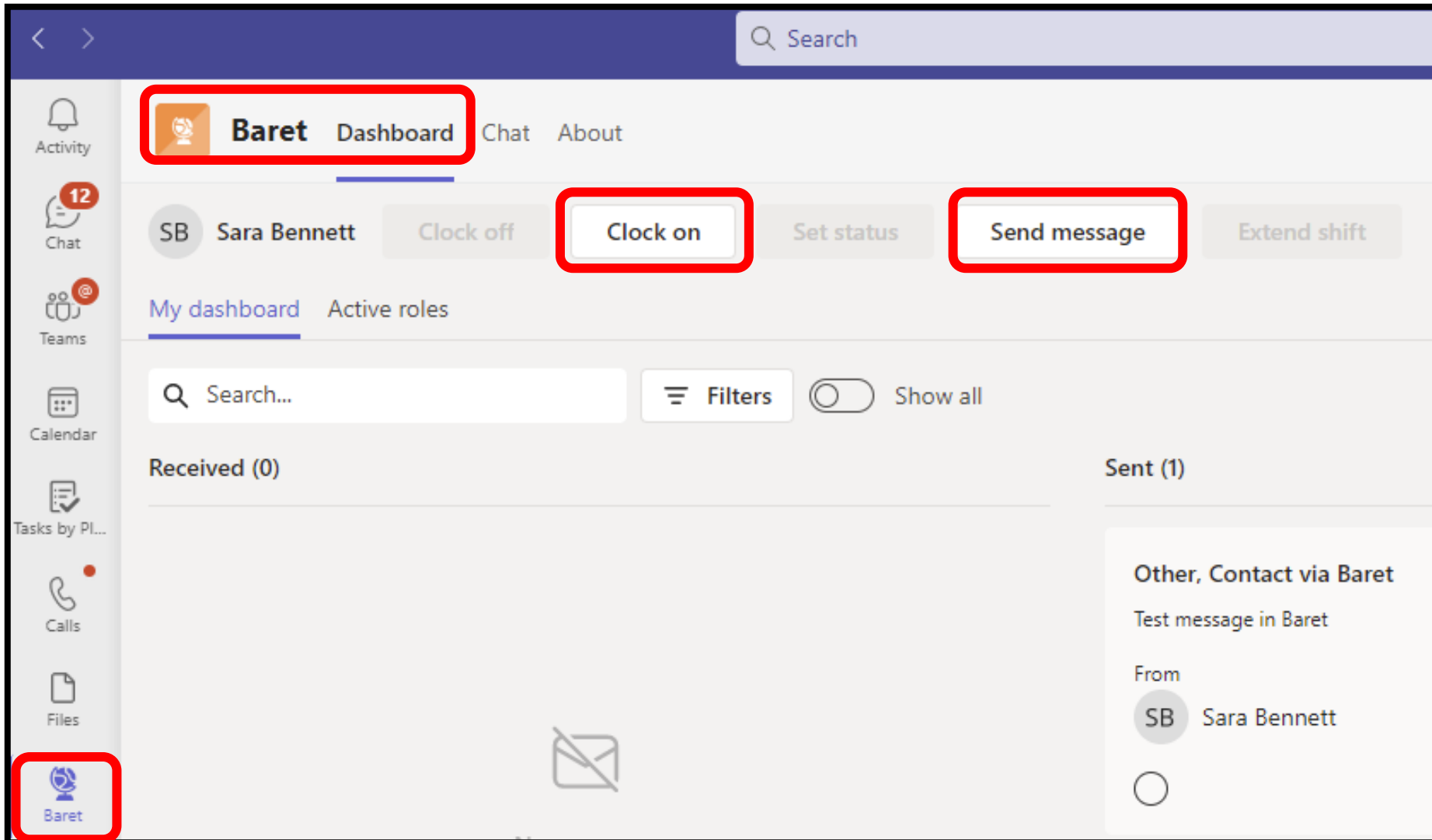
8 August 2023

What is Baret?

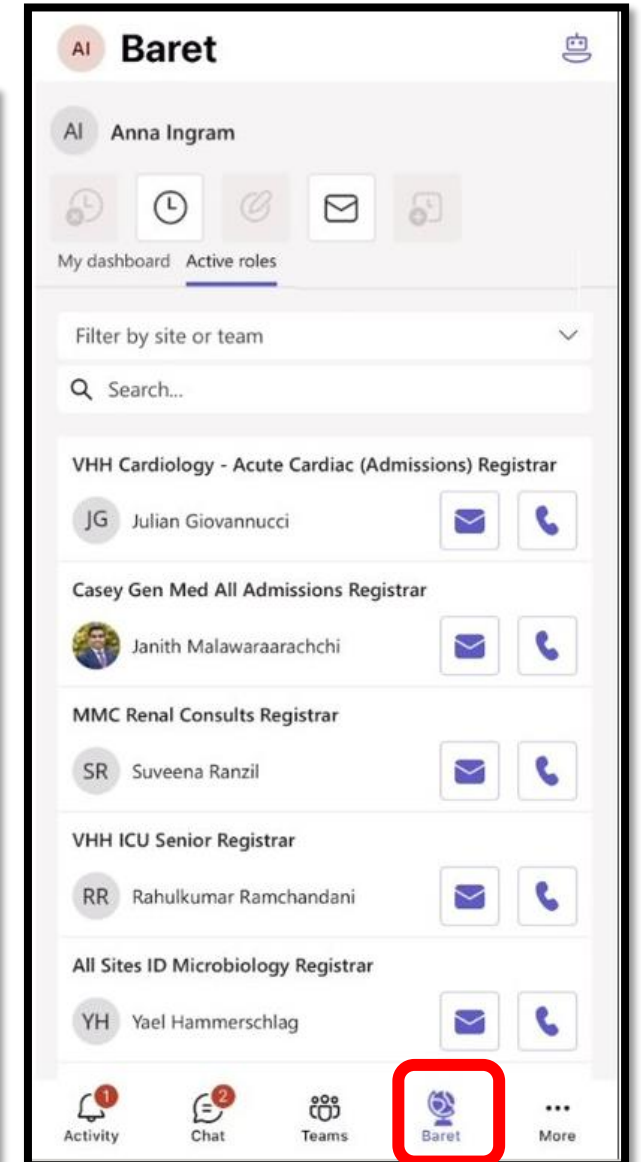
- Application within Microsoft (MS) Teams that facilitates **role-based communication** where clinicians '**clock on**' to a role
- It's different from MS Teams chats as you communicate to a person by **their role (e.g. Ward 7A Nurse In Charge)**, rather than their name
- Used for **inter-team communication** – and is currently used:
 - For all clinical communication at Victorian Heart Hospital (VHH) – no pagers!
 - By medical, pathology and radiology staff across all Monash Health sites
- Baret will be the primary platform for clinical communication at Monash Health by the end of 2023, replacing Smartpage, Lanpage and physical pagers
 - *Except* for emergency communication (codes) and communication to non-clinical employees where pagers will still need to be carried
- **Next step:** Clinical employees will transition from **Smartpage to Baret** overnight on **5th September**



3 Baret in MS Teams



Available on WOWs/computers/laptops



and phones



SB Sara Bennett

Clock off

Clock on

Set status

Send message

Extend shift



My dashboard Active roles

Filter by site or team



admiss



Role	Names	Actions
Casey Gen Med All Admissions Registrar	 Janith Malawaraarachchi	Send message Call
Casey General Paeds Admissions and Consults Registrar	K2 Kelly Roberts 2	Send message Call
Dandenong Endo Admission and Consults Registrar	DB Daniel Bennett	Send message Call
Dandenong Gastro Inpatients Admissions Registrar	EF Eliza Flanagan	Send message Call
Dandenong Gen Med All Admissions Registrar	 Heena Khan	Send message Call
MCH Gen Paeds Admissions Registrar	BC Bayleigh Curran	Send message Call
MMC Gastro Inpatients Admissions Registrar	TL Tanya Lee	Send message Call
MMC Gen Med Admissions Registrar	YY Yuanqi Yong	Send message Call
MMC ID Admission (ED) Referrals Registrar	FC Fiona Clarke	Send message Call
MMC Renal Haemodialysis and Admissions (ED Ref) Registrar	GS Gemma Scholes	Send message Call



Baret provides secure role-based communication



Shows a list of clinical staff and roles available without needing switch or rosters, or personal phone number



Send messages and start two-way conversations with clinicians who are clocked on to a role



Calls using MS Teams capability



Send images securely that don't save to your camera roll



Keep messages so you can track, record, and find patient details easily



Why is this so important?

Clinical Communication is **essential** to ensure **excellence in timely care** and **role-based communication** using **Baret** directly enables this:

- **Easier to find the right person** including senior staff to communicate and enable **timely decision making** – improving efficiency and enhancing care
- Real time and up to date understanding of **workload distribution** across clinicians
- Improves **clinician experience** for communication across Monash Health by **consolidating platforms**
- Significant **improvement in data security** and **patient detail confidentiality** including clinical photographs



Clinical Communication at Monash Health currently



Pagers

Obsolescence
 Inaccuracy
 Unreliable
 Unidirectional
 Improper usage
 Text only
 Un-encrypted
 Physical device



Unsecure Apps (Eg WhatsApp, text msg)

Privacy breaches
 Not secure
 Personal details required
 Information retained with
 individuals



Smartpage, Baret

Role-based
communication



MS Teams

Individual and group
chats (person
specific)



Contact Centre

Long waits
 Incorrect clinicians
 Out of date details
 or
 constant
 communication to
 update rosters for
 operators



Phone calls

Requires personal
 details or contact
 centre
 Roster updates
 Long wait
 Additional info sent
 insecurely or manual
 record
 Interruptions
 No way to triage
 without answering



Email

No notification
 when appear
 Not as secure
 Not all clinicians
 using
 Not good for
 urgent
 communication

Clinical Communication at Monash Health once Baret implemented



Pagers

Reduce

Continue **only to facilitate emergency codes & non-clinical employee comms**

Aim to decommission 2024



Baret & MS Teams

Remove Smartpage

Consolidate into Baret

Continue MS Teams

With clear purpose/ guidelines of use



Contact Centre

Reduce

Significantly reduce call burden to improve response time for urgent and external communication



Phone calls

Continue

BUT: Stop personal details given out

Reduce accompanying use of whatsapp/text

Boundaries around appropriate contact



Email

Reduce

For appropriate communication only

Stop patient information and inappropriate use



Baret Roadmap - what's next?

Smartpage transition to Baret – 5th September

- **Tuesday 5th September at 9pm** – Baret will be used instead of Smartpage by nursing, midwifery, medical, pathology and diagnostic imaging overnight
- Pagers will remain for communication to non-clinical staff and emergency communication

Training:

- Latte module now available – search 'Baret – role-based communication'
- Optional webinars from August 15th

Change readiness activities *detailed in iNews article last Friday* – [click here:](#)

Events from August 14th, check Baret Knowledge Hub for details

- Baret rounding across wards and sites
- Baret Log On Event for night clinical employees at each site
- Baret readiness checklist

For more information:

- Go to the **Baret section of the M365 Knowledge Hub** SharePoint page – [click here](#)
- Email baret@monashhealth.org with questions

