

INFO Evolution

Newsletter of FacilicorpNB, the Shared Services Agency

FacilicorpNB takes part in a national first

FacilicorpNB is teaming up with partners to provide health-care professionals with better and faster access to clinical information.

New specialty software has recently been integrated into IT systems in New Brunswick's regional hospitals and other health-care facilities.

"Providing all provincial health-care workers with a single secure access portal to provincial health information systems represents a significant modernization of our health system," said Health minister at the time of the announcement, Michael Murphy, in a news release on June 1. "This is a significant milestone in our One Patient One Record project, and further ensures the consistent delivery of care, regardless of the patient's location."

The access portal is supported by AnyWare Group's ROAM platform. In addition to improving working conditions for health-care professionals, it will better protect patient privacy by providing New Brunswick's health-care professionals with secure remote access to all of the province's health information systems.

Health officials said that this

innovative project will have an impact on the overall efficiency and cost-effectiveness of the system.

"Sharing a single common secure infrastructure across the province's entire health-care system provides cost savings for the province, and a consistent experience for health-care workers," said Gordon Gilman, President and CEO of FacilicorpNB. "This project is a result of excellent teamwork and collaboration between the regional health authorities, the Department of Health and FacilicorpNB."

The portal will increase the efficiency of the health-care system by allowing clinicians to devote more time to patients, and improve patient safety. Health officials also mentioned the portal's impact on

innovation and cost-effectiveness, thereby lowering health-care expenditures and reducing wait times.

"AnyWare Group Inc. is pleased to be supporting New Brunswick's iHER (interoperable electronic health record) initiative," said Robert Lalonde, AnyWare Group Inc. CEO. "Providing a single secure remote access point for all health-care workers across the province makes New Brunswick a North American leader in e-health."

The launch of the ROAM platform came days after the introduction of government legislation designed to protect personal health information and privacy.



Robert Lalonde
CEO, AnyWare Group Inc.

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A word from the President and Chief Executive Officer



Summer is now in its normal course and the vacation period brings a slight slowdown in the overall activities in our health system. For most of us, it's

an opportunity to take some time to step back and realize the tremendous amount of work done since the announcement of the reform to the health system, in March 2008.

Over the past year, Regional Health Authorities A & B, FacilicorpNB and the New Brunswick Health Council took shape and worked very hard in collaboration with the Department of Health to get established during a time of uncertainty and change. We all had to build new structures, hire new staff and manage complex files.

Thanks to the great collaboration of our partners, we developed a Master Service Agreement, Service Level Agreements for each zone and set up a number of work committees to plan for the upcoming transitions and projects.

On behalf of the FacilicorpNB team, I want to thank you for all your hard work and for your efforts to help lead this important change.

I invite you to read our first annual report, which presents the accomplishments for 2008-2009. The report will be made available online at www.FacilicorpNB.ca.

There is still a lot of work ahead, I agree, but the cooperation to date is a great sign for the future. The coming months will bring new challenges. As we move forward, we will be working our savings plan, our payroll system, the Voice Over Internet Protocol (VoIP) project, the energy retrofitting projects, the transition of Clinical Engineering, Intranet, and an efficient governance structure with the RHAs to make sure our priorities and our activities meet their needs.

I'm looking forward to continue working with you to improve the efficiency of our health system.

I wish you all a relaxing and sunny summer.

Gordon Gilman
President and
Chief Executive Officer

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INFO Evolution

INFO Evolution, the external newsletter of FacilicorpNB, is published in March, June, September and December every year by the Department of Communications and Public Relations. The next issue will be published September 24, 2009. For any question or comment, contact us by email at Communications@FacilicorpNB.ca.

Questions? Comments?

We're listening.
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Meetings-discussions with doctors

The Management Team of FacilicorpNB held, over the past few months, several meetings-discussions with New Brunswick doctors. The purpose of these meetings was to explain the mandate of the agency and to discuss any concerns related to the transition of services from the Regional Health Authorities to FacilicorpNB.

The team notably met the medical staff of Regional Health Authority A, zone 1 (Beauséjour), on May 19. They also met the New Brunswick Medical Society April 4 and the Radiologists Association of New Brunswick on April 18.

In September, a meeting will be held with doctors from Regional Health Authority B, zone 1 (South East). Other meetings with doctors in the other zones will also be held soon and on a regular basis.

These meetings with the medical staff are important to the management of FacilicorpNB as they help establish a strong relationship. It also allows us to listen to their suggestions and to try to answer any of their questions.

Influenza A H1N1: FacilicorpNB is working closely with its partners to deal with the crisis

FacilicorpNB is collaborating with the Department of Health and Regional Health Authorities to ensure we would be able to continue providing quality service in the event a pandemic occurred.

Because FacilicorpNB is now the primary provider for materials management at provincial hospitals, our main contribution to the planning process is to make sure enough supplies are available. A stock pile work group was

created. Doing this allows us to support ongoing operations in all facilities to prevent spread of the H1N1 influenza. These supplies include N95 surgical masks and laboratory tests supplies.

A Pandemic plan was designed for the head office, for Information Technology/ Telecommunications, Materials Management and for the Department of Communications and Public Relations. The one for Human Resources is currently being drafted.

Service Level Agreements will be signed in Fall 2009

The Service Level Agreements (SLA) that were developed with the Regional Health Authorities and the Department of Health are nearing completion and it is expected they will be signed in Fall 2009.

The SLA documents provide further detail on our relationship with our customers (the RHAs), outlining service-area specific governance models that will allow the RHAs to retain decision-making processes impacting the delivery of clinical services. The SLAs also describe committees and other functional groups that will link FacilicorpNB with its field-based service-delivery teams and with the client, ensuring ongoing communications using best-in-class customer relationship management techniques. Of course, customer relationships are also based on the uninterrupted delivery of high-quality mission-critical services to our customers. These services are outlined in detail in each SLA.

Medical isotopes

FacilicorpNB has been very active in dealing with the crisis of medical isotopes. Materials Management is working closely with laboratory and medical imaging in the Regional Health Authorities to ensure sufficient stocks.

Information Technology/ Telecommunications survey

FacilicorpNB would like to thank the employees and doctors for participating in its 2009 customer satisfaction survey on Information Services provided to the Regional Health Authorities.

By sharing their opinions with us, they are helping us fulfill our mission to provide cost-effective, secure and innovative solutions that give added value and exceed the expectations of our Regional Health Authority clients. The survey was conducted online by Bristol Omnifacts Research. All employees of

the RHAs who had an email address were invited to complete the survey online. Data collection took place between May 1 and May 25, 2009 and in total 1,600 respondents completed the survey. There were between 100 and 400 completed interviews per zone. Overall satisfaction levels were high at 8.5 on a scale 10 where 1 meant very dissatisfied and 10 meant very satisfied. We will be reviewing the detailed results and comments over the coming months.

The first Annual General Meeting was held in June

The first Annual General Meeting in the history of FacilicorpNB was held on June 30, 2009. The management team provided its report on the first year of existence of the agency.

Among the principal subjects on the agenda, the President and CEO, Gordon Gilman, and the Chair of the Board of Directors, Roxanne Fairweather, talked about the actions of the organization and of the Board over the past year and

the audited financial statements were presented.

Also, the annual report was presented. It's the first annual report in the history of FacilicorpNB. The document, which will be available on the website of FacilicorpNB, contains the reports from each branch of the corporation and outlines what has been done in 2008-2009.



Members of the Board of Directors at the 2008-2009 Annual Meeting

- *Sitting:* Louise Lemon, Odette Snow, Roxanne Fairweather (Chair), Suzanne Roussel
- *Standing:* Gilles Lepage, Don Ferguson, Alfred Lacey, Philippe Desrosiers, Gerald O'Brien, Tom Maston, Malcolm Little, Gordon Gilman
- *Absent when photo taken:* Curtis Howe, Jim Lutes



The Annual report is available at www.FacilicorpNB.ca, News section.

1st Quarter accomplishments for the IT/T sector

- FacilicorpNB has been working closely with both RHA A & B to establish an eHealth structure and processes at both the Zone and RHA level with a view to getting committees in place by the fall. The RHA-wide Committee will provide a forum to set strategic direction and oversee the prioritization, evaluation, planning and implementation of e-Health initiatives within each RHA. Zone level committees will provide a forum for users of information systems and services to share information and coordinate activities that cross departmental and/or program boundaries.
- A process is being developed to address requests for intra-regional access. New process will be introduced in the coming months.
- FacilicorpNB has participated in the Pandemic essential services planning and has provided IT support for the dissemination of information on the outbreak of the H1N1 Flu Virus.
- Since the transition we have continued to provide educational opportunities to our staff to ensure they have the skills and knowledge to best serve our customers. These opportunities have included Microsoft Development Seminars; participation in e-Health 2009: Leadership in Action; the Medical Users Software Exchange (MUSE) conference (supports organizations using MEDITECH); Project Management Professional (PMI) certifications; and Data Centre Management Seminars.

FacilicorpNB represented at national and international conferences

Over the past few weeks, FacilicorpNB executives have been very active meeting with stakeholders from other Canadian provinces and from the United States.

Executive Vice President of Operations and Chief Operating Officer (COO) Guy Léger presented at an international conference hosted by the Healthcare Supply Chain Network (HSCN) in Toronto on April 26-28. Over 250 stakeholders from provincial and federal jurisdictions and the United States gathered, along with suppliers and consultants, to discuss best practices in



Guy Léger, Executive Vice President of Operations and Chief Operating Officer (COO)

managing supply chain.

On April 28, Mr. Léger participated in a panel discussion with representatives from British Columbia and Alberta, where each jurisdiction highlighted their work on building Shared services organizations. "We realized that we are moving faster than the other provinces", Léger said. "People congratulated us on the tremendous amount of work we have completed in only a few months. This

conference was a great occasion to make new contacts and share ideas with people in the same sector."

Also, President and CEO Gordon Gilman attended a national conference in Kelowna, British Columbia, on June 22 and 23. The theme was Shared Services in Health Care - A New Era of Collaboration.

Several healthcare officials and professionals, along with academics, technology experts and other stakeholders, talked about privacy and collaboration, global best practices and other shared services-related subjects.

Mr. Gilman spoke at a plenary session entitled Successful Governance and Business Models for Shared Services.

"This was a great occasion for us to share and learn about excellence and best practices in shared services delivery", said Mr. Gilman.

Materials Management survey

After conducting a survey on Information Technology/ Telecommunications services, FacilicorpNB launched a survey on Materials Management services. From June 22 to July 10, 2009, Regional Health Authorities' employees and doctors are invited to share their opinion about the quality of these services. The survey is being conducted in collaboration with Bristol Omnifacts. The results will be known next Fall.



Information Technology/Telecommunications

Activity Highlights by Zone

RHA A

- Zone 1 – Refreshed Meditech servers
- Zone 4 – Meditech Upgrade to Version 5.6; went live with new Workload Measurement System (Emerald) on 8 nursing units
- Zone 5 - Implementation of Equipment manager and booking for Occupational Therapy and Outpatient eDocumentation for Nutritional Services
- Zone 6 - Implemented Pharmacy Computerized MARs (cMARS) in Bathurst (required by Accreditation) to verify orders for patients and finalized upgrade to DI-r IMPAX

RHA B

- Zone 1 - Fusion SpeechQ replaced the Lanier Dictation system; support for the Digital Mammography Screening & Breast Health Services initiative.
- Zone 2 - Preparations have begun for the activation of i3, a new Clinical Information system, before the end of the calendar year and opening of Médisanté CHC.
- Zone 3 - Meditech upgrade to version 5.6 SR2 and opening of the CHC at Centre Communautaire Sainte-Anne.
- Zone 7 - Meditech upgrade to version 5.6 SR3; roll out of Staff Scheduling System (Kronos-ESP) to all nursing units.

Our Human Resources team

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Seeking casual staff

FacilicorpNB is seeking interested applicants for employment in the **Information Technology/ Telecommunications** and **Materials Management** (Distribution, Stores, and Purchasing) areas.

People interested in future casual employment with FacilicorpNB, may submit their resume by fax at **(506) 663-2501** or by email at **Job@FacilicorpNB.ca** and indicate the job code **FNB-CE-09**.



Nominations

- **Scott Masters**
Administration and Facilities Manager
- **Sylvain Gadbois**
Accounting Manager
- **Ann Dolan**
Director of Strategic Sourcing
- **Ross Campbell**
Senior Financial Analyst
- **Joanne Keith**
Senior Financial Analyst
- **Barb Craig**
Senior Accounting Clerk

