

INFO Evolution

Newsletter of FacilicorpNB, the Shared Services Agency

A 3-Year Strategic Plan for FacilicorpNB

The FacilicorpNB 2010-2013 Strategic Plan was developed through consultations with Regional Health Authority A, Horizon Health Network, and the Department of Health. Its purpose is to ensure FacilicorpNB fulfills its mandate.

FacilicorpNB's mandate is to reduce the cost and increase the efficiency of specific non-clinical services in our health system, in order to reinvest surplus funds (savings) in health-related technologies that support New Brunswick's long-term Health Plan, and to focus its efforts on non-clinical services for Regional Health Authority A, Horizon Health Network, the Department of Health and their respective agencies.

There are four strategic priorities in the document.

First, the Executive Team will establish strong relationships with our customers, the Regional Health Authorities. These relationships will be developed in part by holding ongoing consultations and by providing quality services that exceed client expectations.

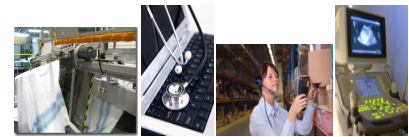
"We are a new player in the health system and it is important that we build good relations with our partners right from the start", said President and Chief Executive Officer Gordon Gilman. "To do so, we rely on continuous two-way communications with our clients and partners. This enables us to know and understand their needs and priorities, which are constantly evolving."

Secondly, our Strategic Plan will lead us to generate efficiencies through operational excellence. We will do so by consolidating, standardizing and improving procedures within the consolidated services.

Third, FacilicorpNB will be accountable to the different stakeholders in the health system and to its shareholder (the Government of New Brunswick) by developing reporting systems to monitor its corporate performance.

And finally, we will become an employer of choice by recruiting, training, and maintaining a highly skilled and motivated workforce. Internal programs to achieve this objective will be developed before 2013.

ACHIEVING OUR MANDATE



Fall 2009

FacilicorpNB – Strategic Plan 2010 – 2013

This strategic plan will guide FacilicorpNB's efforts to achieve savings, through efficient and effective shared services, in order to re-invest in priority technology improvements for New Brunswick's health system.

"It is clear to us that our workforce is our most precious asset", said the Executive Director of Human Resources, David Dumont. "With a customer-focused culture, it is very important that we have the right personnel to provide quality services."

A brochure is available on our website at www.FacilicorpNB.ca/StrategicPlan.html. The document presents our strategic objectives and the actions that will allow us to reach them.

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A word from the President and Chief Executive Officer



Next Thursday (April 1st), we will proceed with the transition of Clinical Engineering services.

First, I can assure every health employee in New Brunswick that this transition will have no impact on their daily work. Everything will be seamless. The transition of Clinical Engineering services will have a positive impact on the whole health system. We will standardize some processes and we will generate savings by consolidating some external service contracts.

Patient safety is important to us. It is our mission to provide innovative support services in a safe and cost-effective manner, creating value and exceeding your expectations.

An information page about Clinical Engineering services will go live on April 1st in the "Our services" section of our website.

If you have any questions or concerns about this transition, don't hesitate to contact us at Transition@FacilicorpNB.ca or at 1-888-480-4404.

Also, as you read on our front page, I am happy to introduce to you our 2010-2013 Strategic Plan. This Plan was developed following consultations with the executive team of your RHA and the Department of Health.

It will guide our actions and will lead us towards the fulfillment of our mandate. I invite you to read the brochure that we have prepared to help you understand our organizational objectives, which will be made available in the first days of April on our website and via email.

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 June 24, 2010. For any question or comment, contact us by email at Communications@FacilicorpNB.ca.

New Service Desk Phone System

Zone service desks recently started using a new system to manage incoming calls in order to improve customer service and to maximize the efficiency of human resources in Information Technology and Telecommunications.

An automated call distribution and voicemail management system was implemented in five of the eight zones that didn't have such a system. That way, the system is available on the 17 lines used by service desks in the eight zones.

Now, when clients call their zone's service desk, an automated greeting message is activated and their calls are processed through a queuing system which enables calls to be routed to a support analyst. For example, the caller is provided with the option of waiting for a technician to be available or leaving a message.

That way, we will be able to better evaluate the quality of our services and make improvements when necessary. "It allows us to manage incoming call statistics, the ones we answer, the ones we miss, etc., and to know the average time of a call. It also helps us to avoid missing calls that end up in voicemails when a technician is busy", said the Executive Director of IT Services Management, Jean-Marie Godin.

Several options are available thanks to such a system in order to provide flexible client service.

"We can also, for example, program a greeting message saying that we are aware of a software problem and that we are working on it. That way, we can avoid some wait time for our customers", said Jean-Marie Godin.



Other improvements will be made to the service desks' client service system over the next few months, in particular regarding request management.

If you have any questions or comments about this change, you may contact Jean-Marie Godin at (506) 544-2534 or at Jean-Marie.Godin@FacilicorpNB.ca.

Fundy Linen now a Part of FacilicorpNB



Fundy Linen Service, in Saint John, officially made the transition to FacilicorpNB on January 1st, 2010, and became a part of its Laundry and Linen Division. The transition, which affected over 50 employees and managers, was seamless. This transition was the first step in the creation of a provincial laundry system.

Over the next few months, a work group will study different scenarios to see what changes are required to address the steady increase in volume and the poor condition of equipment that is currently in place in hospital laundry facilities. The work group will benefit from Fundy Linen's expertise. The outcomes from the work group will be a short term contingency plan as well as a sequence and timeline for the transition of the hospital laundries.

Zone 3 – Fredericton Updates to Meditech 5.63

By Michael Pope, Project Manager

On January 19, 2010, Zone 3 – Fredericton successfully completed an early morning update of its Meditech System to 5.63. The update was necessary to enable the zone to move towards a Centralized Allergy Management System. The Drug Allergy Module will be added in Meditech this year.

This was the first time an update of the Meditech system in Zone 3 was conducted after hours. The system went down at 4:00 am and was back online as planned at 7:00 am which greatly reduced the impact on the daily operations of the zone's facilities.

Some of the feedback received from the Horizon Health Network regarding the update:

"The latest Meditech update was very well planned and executed. The feedback that I received from the staff was very positive and all were appreciative that the change occurred over night to minimize the impact."

- Nicole Tupper, Executive Director,
Dr. Everett Chalmers Regional Hospital

"From the clinical program perspective we greatly appreciated the flexibility of the implementation team and their willingness to move the update to the early morning hours. The update appeared seamless from our side and there were no disruptions to frontline service. Thank you for a great team effort!"

- Bettina Kennah, Administrative Director, Surgical Program

"I have received only positive comments from staff regarding the recent update, and I was very impressed with how smoothly everything ran. We were up and running by the time most of



Here is the Meditech 5.63 Project Team. From left to right: Shelly Knorr, Lauren Harvey, Shauna Curtis, Dave D'Entremont, Judy Penney, and Michael Pope.

the staff came in at 7 am, and encountered no problems. I am definitely in favor of having any future updates conducted in the early morning hours as opposed to the daytime. I felt that the IT staff did a great job!"

- Bernie Porter, Zone Manager of Health Records, Admitting, Transcription

The Meditech 5.63 Project Team would like to thank everyone involved in the project for making it a huge success!

How to Follow our Job Postings

- www.FacilicorpNB.ca/opportunities.html
- http://www.CareerBeacon.com/corpprof/FacilicorpNB/index_e.html
- twitter.com/FacilicorpNB

Welcome!

Kathy Craig was appointed as Executive Director of the Laundry and Linen Division with FacilicorpNB.

In her role, Kathy will provide leadership for the overall Laundry and Linen Division, including the development and implementation of a provincial laundry service. This will include the amalgamation of existing hospital laundries into larger, state of the art central laundries.

Kathy comes from a nursing background and has a Masters Degree in Business Administration from the University of New Brunswick. She has 22 years of laundry experience beginning as the customer service liaison with Fundy Linen Service Inc. and working her way to CEO of the company.



Cynthia Bonner was recently appointed as Director of Fundy Linen.

In that role, Cynthia will provide leadership for the overall operation of the Saint John laundry.

Cynthia comes from a nursing background and is currently working on obtaining her Masters Degree in Business Administration from the University of New Brunswick. She has 17 years of laundry experience as the customer service liaison and Occupational Health and Safety Nurse with Fundy Linen Service Inc.



Ronald Sturge was appointed as Regional Director of Clinical Engineering assigned to Horizon Health Network (HHN) zones for FacilicorpNB. Ron will start in this new position on April 1, 2010.

In that role, Ron will be part of the team that leads the transformation to province-wide Clinical Engineering services. He will also be responsible for the planning, management and leadership of Clinical Engineering within HHN while supporting the objectives, mission and vision of FacilicorpNB.

Ron completed his degree in Electrical Engineering from Memorial University of Newfoundland and is a registered Professional Engineer with the Association of Professional Engineers and Geoscientists of New Brunswick. Ron's 13 years of experience began in engineering and design. He served as a Field Service Engineer for Westinghouse Industrial Services and spent several years with Siemens Medical Services Canada. Ron has been manager of Clinical Engineering for HHN, Zone 1 - Moncton since 2007. He is currently chair of the Provincial Medical Equipment Technology Advisory Committee (METAC).

Daniel Thériault was appointed as Regional Director of Clinical Engineering assigned to the Regional Health Authority A zones for FacilicorpNB. Daniel will start in this new position on April 1st, 2010.

In his role, Daniel will be part of the team that leads the transformation to province-wide Clinical Engineering services. He will also be responsible for the planning, management and leadership of Clinical Engineering within RHA A zones while supporting the objectives, mission and vision of FacilicorpNB.

Daniel is a graduate of the RCC Institute of Technology, in Toronto. He is a certified member of the New Brunswick Society of Certified Engineering Technicians and Technologists. He has 24 years of experience in Healthcare Technology and Clinical Engineering Management. He has been active on several provincial technology project teams including his role as Project Manager for the initial phase of the Tele-i4 initiative. Currently, Daniel is a Healthcare Technology and Clinical Engineering Services Manager for RHA A, Zone 6 - Acadie-Bathurst.

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