

INFO Evolution

Newsletter of FacilicorpNB, the Shared Services Agency

IT and MM Services' Survey Results are Positive

Over the past few weeks, Executives from the Information Technology/Telecommunications and Materials Management Services were acquainted with the results of the surveys conducted from April to July.

Materials Management

The customer satisfaction survey for Materials Management services was conducted from June 22 to July 19, 2009. All employees and physicians from the Regional Health Authorities in New Brunswick received invitations to take part in the process. A total of 760 respondents, mostly from Administrative Services and Nursing Services, answered the survey.

The results are very positive. The big picture shows respondents are satisfied with Mail and Printing Services, Materials Management Staff, Equipment and Supplies and Materials. On a scale from 1 to 10, 1 meaning "Not at all satisfied" and 10 being "Very Satisfied", most of the results are around 8, meaning there is a good satisfaction level.

One of the main improvements our clients would like to see is greater participation in the evaluation process for supplies and other materials provided by FacilicorpNB.

The Executive Vice-President of Operations and COO, Guy Léger, said he's encouraged by the results from the survey. "It shows our clients are satisfied with the work done by our employees and we are very proud of them. We will continue to meet and exceed our clients' expectations by paying close attention to their comments and suggestions."

Detailed results of the MM survey will be shared with the staff during information sessions in October, which will include a section on the customer survey.



Information Technology/ Telecommunications

The results are also very good for the Information Technology/ Telecommunications services satisfaction survey conducted from April 27 to May 20, 2009.

The average level of satisfaction among the 1590 respondents for the survey is 8.5/10 on the same scale of 1 to 10 used for the Materials Management survey.

The Vice-President of Information Technology/Telecommunications, Derrick Jardine, said he's happy with the results and the comments received at the end of the survey. "Our clients could leave comments at the end of the survey. Some very relevant observations were made and they will be analyzed by our team.

Among the comments received, lots of them were about a better access to email for clinical staff and our hours of service", he said.

Detailed results will be shared with the staff once the translation of the document is done, in a few weeks.

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A word from the President and Chief Executive Officer



Over the past few months, we have worked closely with Regional Health Authorities and the Department of Health to complete

the Service Level Agreements. These agreements govern the areas of Materials Management and Information Technology/ Telecommunications and they should be signed off by the end of September, after which they will go through the approval process for each respective organization.

In October, FacilicorpNB will be conducting a joint strategic planning process with the full Board of Directors, which will form the basis of what will be the primary outcomes to be achieved by FacilicorpNB over the next three to five years. This exercise will be held in Mactaquac and will also include representatives from the Department of Health as well as RHA A and RHA B. Once this plan is completed, we will develop an annual work plan and budget for 2010-2011.

In addition, FacilicorpNB is an active participant in the joint planning process for the overall health system lead by the Deputy Minister of Health. This group also includes the RHAs, AmbulanceNB and the New Brunswick Health Council, and our joint efforts

here will allow all the system's stakeholders to harmonize their activities in order to improve the system's efficiency. We see this collaboration as a very positive way to work together to do strategic planning and deal with cross jurisdictional issues.

We continued to work hard with our partners this past summer planning and making preparations related to the Influenza A (H1N1) pandemic to ensure we will be able to meet the needs of the RHAs and of the Department of Health. We have developed plans for FacilicorpNB to face the challenges that a pandemic will cause.

The FacilicorpNB team has a lot of work in the months ahead. The creation of a payroll system for FacilicorpNB employees, the transition of Fundy Linen as a division of FacilicorpNB and the ground work required to transition Clinical Engineering services for April 1, 2010 are among the numerous projects that we will be working on.

As has been the case from the beginning, we will continue to work in collaboration with our partners on projects and services under our care to improve the efficiency of the Health System.

Gordon Gilman
President and
Chief Executive Officer

Our Management Team

- **Gordon Gilman**
President &
Chief Executive Officer
Gordon.Gilman@FacilicorpNB.ca
(506) 663-2503
- **Guy Léger**
Executive Vice-President
of Operations and Chief Operating
Officer (COO)
Guy.Leger@FacilicorpNB.ca
(506) 663-2512
- **Robert McAleese**
Vice-President, Corporate Affairs
Robert.Mcaleese@FacilicorpNB.ca
(506) 663-2502
- **Derrick Jardine**
Vice-President, Information
Technology/Telecommunications
and Chief Information Officer
Derrick.Jardine@FacilicorpNB.ca
(506) 663-2505
- **David Dumont**
Executive Director
of Human Resources
David.Dumont@FacilicorpNB.ca
(506) 663-2522
- **Chantal Poulin**
Director of Communications
and Public Relations
Chantal.Poulin@FacilicorpNB.ca
(506) 739-2995

Head Office

FacilicorpNB
1 Germain Street, Suite 902
Saint John, NB
E2L 4V1

INFO Evolution

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Questions? Comments?

We're listening.
1 888 480-4404
Info@FacilicorpNB.ca

New Brunswick's Stan Cassidy Centre for Rehabilitation (SCCR) Transforms Delivery of Specialized Rehabilitation Services Enabled by Telehealth

New Brunswick's Tertiary Telerehabilitation Demonstration Project, a partnership between the Department of Health, Regional Health Authorities A and B and FacilicorpNB, is funded under Canada Health Infoway's national Patient Access to Quality Care (PAQC) program.

By using information and communication technologies to reduce barriers to expertise, such as time, distance and location, the Stan Cassidy Centre of Rehabilitation (SCCR) will strengthen its capacity to perform specialty consultation, patient education, pre-admission planning, post discharge follow-up, case conference, outreach and continuing education activities.

Existing videoconferencing capabilities will be extended and new patient portal technologies will be introduced. Each patient will be able to:

1. Use secure email communication to ask questions to their service providers.

2. Access specialized content adapted to their rehabilitation needs including online patient education materials, appointment reminders and their care plan (in either video, audio or text formats to accommodate varying levels of cognitive and physical abilities).
3. Receive assessments in their home with information available to their health professionals in real time or recorded for later review.
4. Connect to their SCCR health professional(s) in their local health care facility with members of their local care team present (as appropriate).

There are many potential benefits, including patients being more active partners in their care, wait times being reduced, patients having timely access to care, and services being provided closer to home.

A third party evaluation of the results of the project will be obtained to illustrate the extent to which these and other benefits have been achieved.



FacilicorpNB Will Soon Manage its own Payroll Service

A working group co-chaired by Executive Director of Human Resources David Dumont and Chief Financial Officer Kathy Greenbank was recently formed to plan and implement Payroll Services for FacilicorpNB. They are receiving support from Finance Services employees from the Regional Health Authorities and by Financial Software Specialists from Information Technology/Telecommunications.

Currently, FacilicorpNB's employees receive their paycheques thanks to their Zone's Payroll Services in the Regional Health Authorities. This collaboration has given the Management Team time to do the ground work and implement its own Payroll Services.

The system will be built step by step and plans are to go live before December 31, 2009. During the fall, the working group will coordinate the implementation of the information system and the data transfer in collaboration with the RHAs. Tests will be conducted in October and November and the system should be up and running after the transition.

Reorganization at the Materials Management services

The Materials Management team was very busy last summer working on its reorganization plan. A new organizational chart is scheduled for release in the next few weeks to reflect the future operating state for the division.

Also, representatives of Materials Management, the RHAs and the Department of Health continue to meet on a regular basis with respect to the Pandemic Planning process to ensure that all required supplies are available should the need arise.

It will be called FacilicorpNB Fundy Linen

As part of the process for Fundy Linen Service Inc. to transition to FacilicorpNB, Executive Vice-President of Operations and Chief Operations Officer, Guy Léger, met with Fundy Linen employees, on August 28, to discuss the new name the corporation will have after January 1, 2010, the targeted date for the official legal transition.

After a brainstorming session, the participants agreed on

"FacilicorpNB Fundy Linen". The new name will be submitted to FacilicorpNB's Board of Directors for approval. Once the transition is complete, the new designation will gradually start appearing on the building, vehicles and documents. Pictured are Kathy Craig (standing, right), Executive Director of Laundry and Linen, and Guy Léger (seated, center), Executive Vice-President of Operations and Chief Operations Officer.



Zone 3 Process Improvement Success!

Information Technology staff in Zone 3 contributed to a process improvement related to medication orders at the Dr. Everett Chalmers Regional Hospital. RHA B Management has deemed the results of this process to be very positive.

The initiative started as a service request to the IT Department, which then led to the creation of an inter-disciplinary working group that consisted of Karla Sheffroth and Bobbi Hartt, from IT, Shauna Curtis, Pharmacy IT Coordinator, Glenn Whiteway, Operations Director, Lower River Valley Pharmacy, and Dawn Torpe, Director of Nursing Professional Practice for Zone 3 and Chair of the Pharmacy Communication Committee.

The initial work of the group centered on developing a cost-effective solution that would eliminate the need for physicians to

manually transcribe medication reorders to an order sheet. This included a redesign of medication reorder summary sheets, and changes to order processes. Once the solution was thoroughly assessed, a pilot was conducted, followed by full implementation and, finally, project evaluation.

Dawn Torpe believes key success factors

included the active collaboration of a professional and dedicated team, as well as a commitment to incorporate user feedback. The working group is now discussing opportunities to translate the success of this project to other processes.

It is felt that this change will improve safety and efficiency in the reorder process. Geri Geldart, VP of Nursing

Affairs in RHA B, stated that: "This group has been able to develop a mechanism which improves the quality and efficiency of the medication reorder process. It's great to see a team come together in such a collegial fashion. Not only does this initiative result in improved patient care, but it also saves time and frustration for nurses, physicians and pharmacists".

Congratulations to everyone involved!

Note: Parts of this article were taken from a message sent by Dawn Torpe, Director of Nursing Professional Practice for RHA B, Zone 3.



Left to right: Karla Sheffroth, Dawn Torpe, Glenn Whiteway and Shauna Curtis. Absent: Bobbi Hartt.

Our Human Resources team

- **David Dumont**
Executive Director
David.Dumont@FacilicorpNB.ca
(506) 663-2522
- **Joanie McGraw**
Advisor, RHA A, Zone 1 and RHA B, Zone 1
Joanie.McGraw@FacilicorpNB.ca
(506) 663-2521
- **Josée Pelletier**
Advisor, RHA A, Zones 4 and 5 and RHA B, Zone 2
Josee.Pelletier@FacilicorpNB.ca
(506) 663-2504
- **Susan Watters**
Advisor, RHA A, Zone 6 and RHA B Zones 3 and 7
Susan.Watters@FacilicorpNB.ca
(506) 663-2518
- **Melissa Bochar**
Administrative Assistant
Melissa.Bochar@FacilicorpNB.ca
(506) 663-2531
- **Natalie Worth**
Human Resources and Recruitment Coordinator
Natalie.Worth@FacilicorpNB.ca
(506) 663-2524

Appointment

John McNair was appointed as General Counsel and Corporate Secretary for FacilicorpNB.

In that role, John will provide legal representation and advice to FacilicorpNB and its Board of Directors on legal matters.

John received his Bachelor of Laws Degree from the University of New Brunswick, in Fredericton. He has been a partner in different law firms in Saint John for a number of years, practising

primarily in the areas of corporate, commercial, banking, securities and employment law. He served as Deputy Attorney General and Deputy Minister of Justice for the Province of New Brunswick in 1998-1999. John has also been actively involved in his community in various roles, such as Trustee of the former Atlantic Health Sciences Corporation and Trustee and Member of the Executive Committee for the Saint John School of Nursing.

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**.

