

INFO Evolution



FacilicorpNB Customers More and More Satisfied With Services Provided

FacilicorpNB customers' level of satisfaction continued to progress according to the results of the Customer Satisfaction Survey conducted November 19-30, 2012.

All services got an equal or superior grade compared to the 2011 survey. IT and Telecommunications progressed from B to B+, Supply Chain went from B- to B, Clinical Engineering remained at A- and Laundry Services got a B+.

The survey was filled by 1377 employees and physicians from Horizon Health Network and Vitalité Health Network.

The President and CEO of FacilicorpNB, Gordon Gilman, said he's proud to see that customers say they are more and more happy with the quality and delivery of services. "We have implemented many initiatives, over the past few years, to improve some aspects of the services we provide. Among other things, we created a committee dedicated to improve our customers' experience," said Mr. Gilman. "Our organization is listening to the RHAs' and external customers' needs and we are constantly adjusting our services accordingly. The results of the survey encourage us to continue our efforts to accomplish our mission, which is to

	2009	2010	2011	2012
IT and Telecommunications	C+	B-	B	B+
Supply Chain	B-	B-	B-	B
Clinical Engineering	-	B+	A-	A-
Laundry Services	-	-	B+ (Saint John)	B+

provide innovative service in a safe and cost-effective manner, creating value and exceeding customer expectations."

IT and Telecommunications

Five key drivers of satisfaction were highlighted: the usefulness of the information or advice provided by IT staff, the support for software applications, the efficiency of IT staff, the follow-up provided after making a request, and the speed with which IT staff informs the user of system issues.

Supply Chain

Supply Chain customers identified the following drivers of satisfaction to keep a good level of satisfaction: the speed of delivery and procurement of supplies, the ability to meet users' needs, the degree of consideration given to user's opinion when evaluating and selecting products, the efficiency of staff, and the accuracy of deliveries (right article at the right place) to be the focus to keep a good level of satisfaction.

Clinical Engineering

Finally, to maintain or improve Clinical Engineering customers' satisfaction rate, key drivers are: the support provided for technical projects, the support of staff during commissioning of new equipment, the degree to which Clinical Engineering services meet the users' needs, and the maintenance and repair of medical equipment.

Laundry Services

In order to keep a good customer satisfaction level, the Laundry Services will have to concentrate on four drivers of satisfaction, which are the ability to meet users' needs, the degree of consideration given to user's opinion when evaluating and selecting products, the time spent solving or addressing problems, and the overall quality of services.

A Word from the President and CEO



FacilicorpNB had a great opportunity to celebrate, last January, when we received the results for the

2012 Customer Satisfaction survey. In fact, we learned that our customers' satisfaction level is continuously increasing.

We are proud of the results (see article on page 1). They show our efforts to improve our services are paying. Since we first conducted the survey, in 2009, we have implemented many initiatives to better satisfy our clientele. For example, we created the Focus Customer Experience Program and we standardized many processes so we provide users with the same quality services throughout New Brunswick. I would like to thank the 1,377 respondents for answering the survey. Your opinion is important to us!

Also, our customers will be at the center of our 2013-2016 Strategic Plan, which took effect on April 1, 2013. In fact, six

drivers of change will guide our actions, namely customers, services, results, operations, employees, and resources. The strategic plan will explain in detail the actions and objectives for each driver of change. The document will be available soon on our website in the Press Room and Publications section.

I would like to highlight that our strategic plan was elaborated in collaboration with our partners in the New Brunswick health system: Regional Health Authorities, the Health Council and the Department of Health. Their contribution was valuable during the entire process.

Finally, since the latest fiscal year recently ended, it is time to prepare our 2012-2013 Annual Report. Many people within our organization have been at work for the past few weeks to gather all data necessary to write the report, which will be available by the end of the summer. Stay tuned!

Gordon Gilman
President and CEO

Our Executive Team

Gordon Gilman
President & Chief Executive Officer

Gordon.Gilman@FacilicorpNB.ca
506-663-2503

Guy Léger
Vice President Supply Chain and Laundry Services
Guy.Leger@FacilicorpNB.ca
506-663-2512

Andrew Beckett
Vice President Corporate Services

Andrew.Beckett@FacilicorpNB.ca
506-663-2515

Derrick Jardine
Vice President Technology Solutions and Services

Derrick.Jardine@FacilicorpNB.ca
506-663-2505

INFO Evolution

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- Corporate Director of Communications
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- Translator-Reviser
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- Chantal Poulin
- Kevin Roussel
- Denis Martin
- Chantal LeBouthillier
- Sandi Emond

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

FacilicorpNB's Leadership and Administrative Reorganization

FacilicorpNB announced in early April 2013 a reorganization of its leadership and administrative structure. A total of 11 management positions have been eliminated through a combination of attrition and lay-offs. FacilicorpNB's Executive Management Team decreased from 7 members to 4, the CEO and 3 vice presidents.

“Our structure is being realigned in support of the government’s efforts through the Office of Health System Renewal to ensure that our health system is sustainable. FacilicorpNB undertook an exercise to review its administrative and management structure aimed at increasing effectiveness and efficiency, reducing costs and generating annual savings of one million dollars once fully implemented,” said President and CEO Gordon Gilman

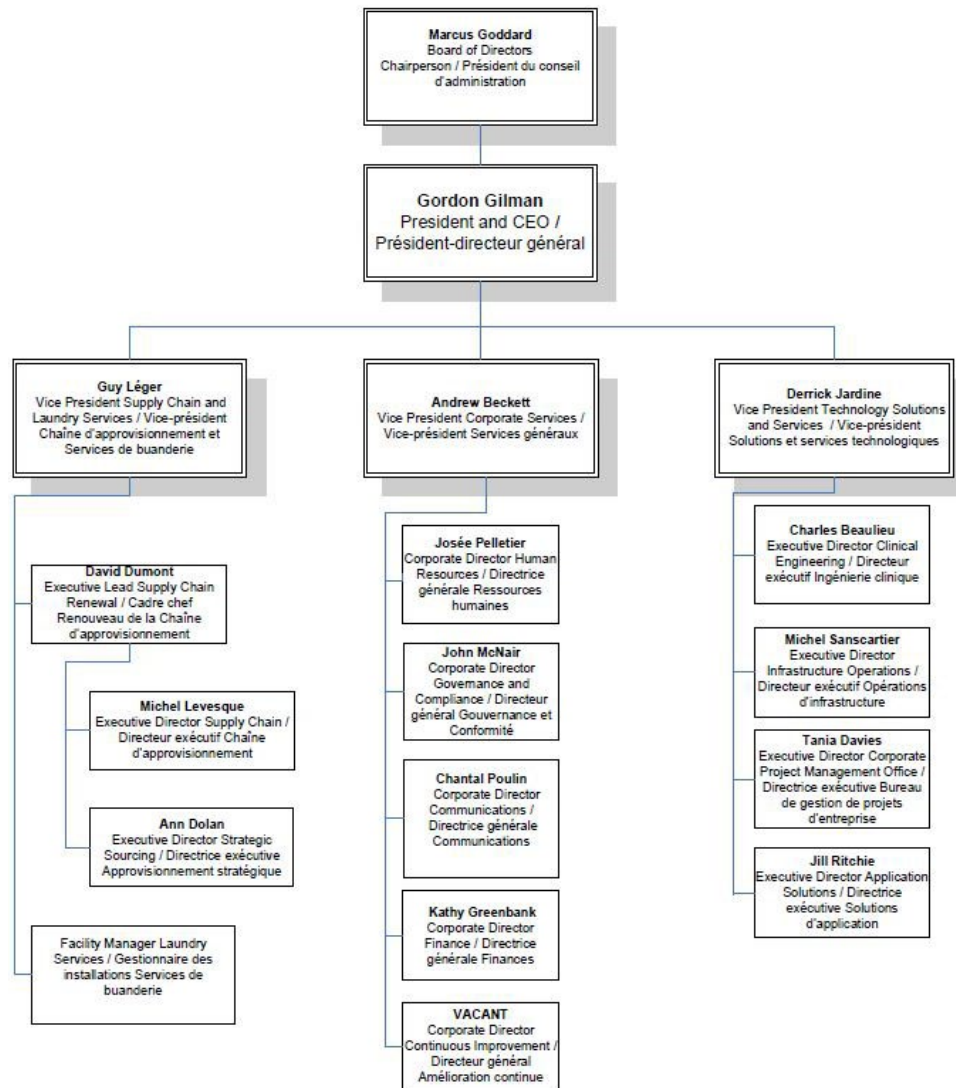
Guy Léger, Vice President of Supply Chain and Laundry Services will be responsible for the following sectors: Supply Chain, Transportation and Laundry and Linen.

Derrick Jardine, Vice President of Technology Solutions and Services will be responsible for: IT Infrastructure Operations, IT Application Solutions, IT Architecture, Corporate Project Management Office, Customer Support and Clinical Engineering.

Andrew Beckett, Vice President of Corporate Services will be responsible for Finance, Human Resources, Communications, Privacy and Risk,

Continuous Improvement, Customer Relations, Corporate Support Services and Governance and Compliance.

Chart



Atlantic Canada Clinical Engineering Society's 18th Annual Conference was Held in New Brunswick



The city of Saint John hosted Atlantic Canada Clinical Engineering Society's 18th Annual Conference, May 8-10, 2013. The conference's theme was "Clinical Engineering, Built on a Strong Foundation!"

Over 100 participants attended the event, whose organizing committee is chaired by Kirby Farris, Clinical Engineering Manager at FacilicorpNB for the Saint John and Fredericton Areas.

The conference's agenda was comprised of a series of workshops and networking activities for Clinical Engineering professionals but and other professions with a vested interest in medical technology. The workshops were grouped under three categories: "The

Basics", where the safety and security of equipment for patients and co-workers, efficient corrections and equipment management; "Leadership", which focused on leadership development; and "The Science Behind the Technology", which is meant to strengthen our in depth understanding of how technology shapes the equipment Clinical Engineering professionals maintain.

For more information please visit <http://accesociety.org/>.

Zone 5 (Restigouche) clients are now served by the Provincial IT Service Desk

Another step was achieved in the implementation of the Provincial IT Service Desk. Since March 25, staff and physicians in zone 5 (Restigouche) have access to technical support from the Centre at all times. This area is the third one to be added to the clients list of the Provincial IT Service Desk, which already provided services to zone 4 (Northwest - regular office hours), and in the Saint John area (outside regular work hours and on holidays).

The transition in the Campbellton area was done in two phases. First, the Provincial IT Service Desk took charge of technical support during regular work hours on February 18. Then, services were extended to a 24/7 coverage on March 25.

Provincial IT Service Desk employees answer technical support requests by phone and by email, and provide a number of basic services. More complex

matters are referred to on-call staff within the zones/areas.

Also, Deskside Support employees continue to provide the same services (installation, moving, and equipment repair, on-site diagnosis, etc.) in all facilities. Three employees will remain on site to provide support in-person during regular work hours and on-call for all zone 5 (Restigouche) facilities.

The IT Provincial Service Desk is meant to improve the level and quality of services that are provided to you. Once it is implemented throughout the province, it will enable clinical and clerical personnel from the RHAs and FacilicorpNB to be provided with standard services in both official languages at any time of day or night, anywhere in the province.



New Chair of the Board of Directors



Marcus Goddard was officially appointed as the new Chair of the Board of Directors for FacilicorpNB on February 18, 2013. Mr. Goddard was unanimously voted as Chair by Board members to succeed to Roxanne

Fairweather, who had been chairing the Board of Directors since it was established, in 2008. Mrs. Fairweather will continue to sit as member of the Board.

Laundry Services Consolidation



FacilicorpNB will consolidate some of the province's hospital laundry operations to ensure an efficient, bilingual provincial laundry system. "Once fully implemented, this consolidation will ensure our provincial

laundry system meets national hospital standards and provides an annual savings of \$2.4 million without affecting quality of care or services for the patients," President and CEO Gordon Gilman said.

Laundry and linen at the Moncton Hospital and the Dr.-Georges-L.-Dumont University Hospital Centre will be processed by the Saint John laundry facility. Laundry and linen at the Chaleur Regional Hospital and the Tracadie-Sheila Hospital will be processed at the Campbellton Regional Hospital. Laundries in Edmundston and Fredericton will remain in operation.

The change at the Moncton Hospital and Tracadie-Sheila Hospital laundry facilities will occur on or before Nov. 1, and the change at the Dr.-Georges-L.-Dumont University Hospital Centre and Chaleur Regional Hospital on or before April 1, 2014.

Overall, these changes represent a net reduction of 57 FTEs.

Over the next few months, collaboration work will be done with RHAs and nursing home clients to plan and complete an efficient transition.