

# INFO Evolution

Newsletter of  
**FacilicorpNB**

## Hospital Laundries Will Make the Transition to FacilicorpNB



Hospital laundry and laundry employees in New Brunswick will make the transition to FacilicorpNB on April 2, 2012.

Following its creation in 2008, FacilicorpNB was mandated to transition and manage New Brunswick's hospital laundries. The first step was to transition Fundy Linen in January 2010, to form the base of

FacilicorpNB's new Laundry and Linen Division. Since then, FacilicorpNB has been collaborating with Regional Health Authorities and the Department of Health to develop a transition plan for laundry services and employees.

The goal of this transition is to provide efficient, cost-effective and quality laundry services to New Brunswick hospitals by taking advantage of group

purchasing, economies of scale in processing, and shared administrative costs.

Following the transition, laundries in Fredericton, Edmundston, Campbellton, Bathurst, Tracadie-Sheila, Moncton, as well as Fundy Linen in Saint John, will continue their "business as usual".

In an effort to keep stakeholders fully informed of the progress of the transition, ongoing communication between FacilicorpNB, the RHAs, the Office of Human Resources and laundry employees and unions will regularly occur until April 2012. As part of that process, initial meetings were held in early December with all laundry employees involved in the transition. A newsletter dedicated to this initiative will be published and follow-up meetings held with laundry employees to fully discuss their questions, suggestions, comments and concerns.

## Good Participation Rate in the Customer Satisfaction Survey

There were 1821 FacilicorpNB customers who answered the Customer Satisfaction Survey, November 4-21. This number is slightly higher than the 2010 survey, where 1567 people

answered at the time. The increase in participation is partly due to the fact that Fundy Linen was added to the services being evaluated. MQO Research is presently compiling the

statistics for us and we expect to be able to share the results with you in early 2012.

## A Word from the President and CEO



We had great news for all staff and physicians in the New Brunswick healthcare system in mid-December when we announced

that the Common Health Intranet Portal (“CHIP”) will officially be launched on January 17, 2012.

This important project is the result of months of collaborative work between the RHAs and FacilicorpNB. The overall objective of the CHIP project is to improve communications and operations throughout the healthcare system and our respective organizations. Thanks to each of the dozens of people involved in the CHIP project who diligently worked towards the “go live” date on Tuesday, January 17, 2012.

In mid-December we also announced that the remaining hospital laundries’ staff would be transitioned to

FacilicorpNB on April 2, 2012. We are working closely with Horizon Health Network, Vitalité Health Network, the Office of Human Resources, and CUPE to make sure this transition is as seamless as possible for those hospital laundries employees. A significant amount of work has already been completed in preparing for this transition. That work will continue in an effort to ensure that this transition is as successful as it was for Information Technology and Telecommunications, Materials Management, Fundy Linen, and Clinical Engineering.

Of course, many other projects are also well under way as our work of finding savings, cost avoidances and raising every part of the healthcare system to an enhanced provincial wide level of service continues.

Happy Holidays!

**Gordon Gilman**  
President and CEO

## Our Executive Team

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## INFO Evolution The Newsletter of **FacilicorpNB**

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For any question or comment, contact us by email at [Communications@FacilicorpNB.ca](mailto:Communications@FacilicorpNB.ca).

## Upgrade to an Important Clinical Monitoring System in Miramichi



FacilicorpNB employees contributed to the upgrade of a fetal monitoring charting system used at the Miramichi Regional Hospital Obstetrics/Gynecology Department. The Navicare WatchChild system is a state-of-the-art system used

to monitor fetal and maternal activity during patient labour and delivery.

The system was initially installed in 1997, upgraded in 2003, and then reached its final end of life earlier

this year. FacilicorpNB staff from Information Technology and Telecommunications and Clinical Engineering departments supported the project team during the implementation of the updated system. They collaborated with Horizon Health Network's clinical and facility management staff at the Miramichi Regional Hospital along with representatives from the vendor Hill-Rom to install and configure the equipment and software, conduct testing and go-live, train department staff, migrate patient data, and provide post-implementation support.

The new system went live on-schedule on September 27, 2011.

**FacilicorpNB**

### **Our Mission**

FacilicorpNB provides innovative support services in a safe and cost-effective manner, creating value and exceeding customer expectations.

### **Our Vision**

FacilicorpNB will be the leading provider of Shared Services in Canada.

### **Our Values**

*Integrity:* we are ethical, honest, consistent and professional.

*Teamwork:* we cooperate and collaborate with our staff, customers and other stakeholders.

*Accountability:* we measure, monitor, and report our performance in an open and transparent manner.

*Respect:* we treat all stakeholders with courtesy, fairness and dignity, and communicate with them in both official languages.

*Pride:* we have personal and professional pride in everything that we do.

*Environmental Stewardship:* we are diligent in identifying and adopting practices that will reduce our environmental footprint.

## Medbuy Selected to be the Single Group Purchasing Organization



*Michel Levesque, Executive Director of Group Purchasing*

In May of this year, FacilicorpNB was assigned the responsibility of selecting a single group purchasing organization for our health system. After considering a number of options, the Regional Health Authorities and FacilicorpNB decided to utilize the services of Medbuy as the single GPO for the Province. Medbuy is a national health sector focused GPO. They are very familiar with the needs and challenges of the Canadian health sector and the New Brunswick health care system. The government has approved this proposal and asked FacilicorpNB to implement this initiative.

This initiative will enable the health system to secure substantial savings by standardizing products used and by securing better pricing for numerous products, including medical and pharmaceutical supplies.

During the transition to the single GPO, all existing contracts that are in place with Contract Management Services Limited (CMSL) will be honoured until they expire. As the contracts expire, the purchases will be moved to Medbuy contracts, if available. If there is no Medbuy contract, FacilicorpNB will take the lead in establishing provincial contracts.

Where new contracts are established, the current practice of product evaluation and product standardization will continue to be led by the clinical staff of the RHAs and supported by FacilicorpNB.

If you have any questions regarding this, please contact Michel Levesque, Executive Director of Group Purchasing, through e-mail [Michel.Levesque@FacilicorpNB.ca](mailto:Michel.Levesque@FacilicorpNB.ca) or by phone (506-444-9555).



## Welcome to Kelly Evans and Annick Godin!



**Kelly Evans** was appointed as the new **Executive Director of Supply Chain** with FacilicorpNB. She officially joined our team on November 10.

In her role, Kelly provides leadership for the overall supply chain, for the management of print shops, mailrooms, the vehicle fleet required for the distribution of goods within the zones, as well as the management of all Workplace Hazardous Materials Information Systems (WHMIS) for the Supply Chain.

Before joining our team, Kelly has held a variety of leadership roles within clinical portfolios, including Zone Manager, Addiction Services in Zone 2 - Saint John. Most recently, she had held the position of Administrative Director of the Surgery Program/Anesthesiology/Med-surg Intensive Care Unit for Zone 2 – Saint John.



**Annick Godin** was appointed as **Director of the Supply Chain** with FacilicorpNB for Zones 1 (Moncton and Beauséjour), in Moncton. Annick will begin her role on January 3, 2012.

Annick will be responsible for the procurement and logistics operations and budgets, including the identification of opportunities for operational improvements. She will be responsible for the implementation of corporate strategies to achieve operational efficiencies and savings as per business schedules for the procurement and logistics services. She will also ensure the application of best practices.

Before joining our team, Annick has held a variety of business roles, including Director of Future Horizons Housing, under the umbrella of Moncton Headstart. Annick's most recent employer was the Irving Group of Companies where she took on different corporate roles, such as Financial Analyst, Sourcing Specialist and, most recently, Logistics Sourcing Specialist. Annick holds a Master of Business Administration from the University of Moncton. She is also a certificated LeanSigma Green Belt in Process Improvement. She brings with her some experience in team and corporate leadership, continuous process improvement, and supply chain efficiency to FacilicorpNB.