

INFOEvolution

Newsletter of
FacilicorpNB

Good Turnout For the 2012 FacilicorpNB Customer Satisfaction Survey



Stephen Craig (left) receives his prize from Brett Fraser, Clinical Engineering Manager for the Fredericton Area.



Lise Savoie (left) receives her prize from Michel Levesque, Executive Director of Strategic Sourcing.

FacilicorpNB conducted its 4th Customer Satisfaction Survey, November 19-30, 2012. This survey has been done yearly since 2009 to guide the improvement of the services we provide.

For the first time this year physicians and staff in the Regional Health Authorities, along with hospital laundries' external customers, were asked to share their opinion about hospital laundry services. They also had the opportunity to answer questions about Information Technology and Telecommunications, Clinical Engineering, and Supply Chain services.

A total of 1377 physicians and staff from Horizon Health Network and Vitalité Health Network, and external laundry customers answered the survey. Two digital cameras were drawn among the participants. The winners were Stephen Craig (Fredericton Area) and Lise Savoie (Zone 1 – Beauséjour).

Answers are presently being compiled and analyzed by the independent firm hired to conduct the survey. Results will be available early in 2013 and they will be shared in the Spring 2013 edition of Info Evolution.

A Word from the President and CEO



As we welcome 2013, it seems fitting to take a look back at some of FacilicorpNB's major accomplishments of 2012.

The year got off to an impressive start with the go-live launch of the common health intranet portal on January 17. This project, which is common to Vitalité Health Network, Horizon Health Network and FacilicorpNB, has been a great success. I hope you will take the opportunity to read more about this initiative in the article found in this edition of Info Evolution. Over time, the new intranets will continue to grow and become very important tools in our work lives by greatly improving our communication and collaboration.

The year 2012 also saw us welcome new hospital laundry staff to our team on April 1st. Since this transition, employees have worked diligently to provide our customers with efficient, cost-effective and quality laundry services. We had great cooperation from our colleagues in the RHAs which made this transition of employees to FacilicorpNB absolutely seamless. Great work!

Yet another major accomplishment of 2012, for which we should be very proud, was the establishment of a Provincial IT Service Desk, which began operation on October 1st. Located in Edmundston, the Provincial IT Service Desk provides bilingual services, 24/7, all year long, to the RHAs and to our staff. Currently, the team consists of four employees and a manager, and there will be more people joining the team as the project evolves.

As a final stand out accomplishment of 2012, I would like to mention the agreement negotiated by FacilicorpNB with CAPsource, an organization specializing in the procurement of medical equipment. This agreement will ensure we are getting medical equipment at the best price possible and help us in our goal to achieve savings for the healthcare system.

Many other initiatives have kept our organization and our staff very busy over the past 12 months, and will continue to keep us busy and productive in 2013. As always, I want to recognize our employees' for their hard work and dedication, thank you for a job well done!

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President and CEO

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The Implementation of the New IT Provincial Service Desk is Progressing Well

FacilicorpNB's IT Provincial Service Desk has been operating since October 2012. Located in Edmundston, the service desk has four employees and a manager. The goal of the project is to standardize services provided by service desks to staff and physicians in the zones/areas.

The implementation is done in a phased-in approach. Technical support requests by telephone or by email in Zone 4 – Northwest (24 hours a day, 7 days a week) and in the Saint John Area (outside regular business hours and on holidays) are presently processed in Edmundston.

Employees from the IT Provincial Service Desk answer technical support requests made by telephone or by email, provide basic services, and refer complex requests to on-call staff in the zones/areas.

Requests in Zone 5 – Restigouche will soon be processed by the IT Provincial Service Desk. Users in that zone will



Here are a few employees from the IT Provincial Service Desk. From left to right: Danny Thériault, Service Desk Analyst, Scott Beaulieu, Enterprise Service Desk Manager, and Michel Haché, Service Desk Analyst. Absent: Stéphane Michaud and Daniel Michaud, Service Desk Analysts.

be able to contact the service desk by telephone or email. Therefore, they will not need to go to information services in person anymore for technical support.

The remaining zones/areas will make the transition before spring 2014. Once all implementation phases of the IT Provincial Service Desk are complete,

clinical and clerical staff in the RHAs and at FacilicorpNB will be provided with standardized bilingual services at any time anywhere in the province.

Deskside Support staff will continue to provide usual services (hardware installation, visit in person to diagnose an issue, etc.) in all facilities in the zones/areas.

Hospital Laundry Staff's Payroll Transition Complete



Since January 2013, FacilicorpNB has been responsible for the management of the payroll and benefits of hospital laundry staff. This was the final step to complete the transition of hospital laundries after their management was transferred to FacilicorpNB on April 1, 2012. The transition process started in fall 2012 when a workgroup was formed with representatives

from the FacilicorpNB Payroll Department, Information Technology and Telecommunications, Human Resources, and from the Laundry and Linen division. Over the past few months, the workgroup received great collaboration from payroll departments within Horizon Health Network and Vitalité Health Network.

Common Health Intranet Portal Celebrates its First Anniversary

On January 17, 2012, intranets for Horizon Health Network (Skyline), Vitalité Health Network (Boulevard), and FacilicorpNB (Rendezvous) were launched. The focus for the first year was to build the foundation, as well as provide content and services considered high priority by the three organizations. Moving forward, the priority is to expand and evolve the intranets, moving closer to our ultimate goal of becoming the first source for employee information and services.

Listed below are some of the key highlights of our first year followed by plans for 2013.

Highlights from year one

- Intranets established a centralized 'single source' presence for each organization. Common infrastructure and tools provide a cost effective solution that is supported by an Intranet Services team within FacilicorpNB.
- News and announcements, policies and procedures, and education and training were among some of the key sections created to ensure staff have access to information they need on a daily basis.
- The Staff Lounge and e-Bulletin Board were created to provide a location for staff to post notices and access weather and road conditions.
- Collaboration Sites for project teams and committees provide a common workspace that facilitates the sharing



of information amongst members. Over 40 sites have been created since July 2012.

- An Intranet Resources section provides information to staff to help maximize their use of the intranet and provide training material to those who manage content and collaboration sites.
- A Joint Intranet Governance Committee was established to oversee and direct the development of the intranets and prioritize yearly work plans. Membership from Horizon Health Network: Sam Fielding (Business Owner); Kathy Beauregard; and Anne Kilfoil; from Vitalité Health Network: Jean-René Noël (Business Owner); Lydia Dupéré; and Jaimie Laplante; from FacilicorpNB: Andrew Beckett (Business Owner and Committee Chair); Chantal Poulin; David Dumont; and Jill Ritchie (Solution Owner)

Plans for 2013

- Collaboration Sites for Workgroups and Departments will be introduced in the first quarter of 2013. These will provide common workspaces for cross-functional workgroups as well

as departments, enabling members to share information and collaborate regardless of location.

- Usability improvements, based on your feedback, will be applied to improve existing sections and functionality.
- Access to training resources will be improved by training leads who will be assigned within each organization.
- Department and Program Pages will be expanded and supported by standard procedures and training materials that will streamline continued development and self-management of new content.
- Migration of content from the prior zone-based intranets will be a key area of focus that will result in the eventual removal of the old sites.
- Electronic Forms will be piloted, enabling us to assess requirements and to plan for a more extensive implementation of e-forms across all three organizations.

Good Attendance at the Medbuy and CAPsource Presentations



Representatives from Medbuy, our Provincial Group Purchasing Organization, and from Strategic Sourcing at FacilicorpNB held a few information sessions throughout the province, October 22-26, 2012, about the process of product selection.

Many directors and clinical staff members, including physicians, attended one of the sessions. The whole product selection process was discussed, which includes the identification of the RFP project, the role of the ad hoc committees, product evaluation, scoring process, and the awarding of the contract.

The participation rate for the information tour about CAPsource, a company specializing in medical equipment procurement, was also very good. During the tour, held January 7-9, 2013, representatives from Strategic Sourcing at FacilicorpNB and from CAPsource answered questions about the procurement process for medical equipment.

CAPsource offers procurement opportunities for a variety of medical equipment ranging from high-technology Diagnostic Imaging devices to high-use everyday equipment such as patient beds and stretchers.

“We had good attendance in Horizon Health Network and Vitalité Health Network. People asked many questions and they appreciated the presentation. That helped our customers better understand the role of Medbuy in the awarding of purchasing contracts and of CAPsource in the procurement of medical equipment,” said the Executive Director of Strategic Sourcing at FacilicorpNB, Michel Levesque.