

# INFO Evolution

Newsletter of  
**FacilicorpNB**

## Hospital Laundries now Part of FacilicorpNB

Hospital laundries in New Brunswick made the transition to FacilicorpNB, on April 1, 2012.

The transition will allow for the standardization of the equipment and linen used by the hospital laundries. As well, it will enable the laundries to benefit from group purchasing, and economies of scale in processing. The ultimate objective of this initiative is to provide efficient, cost-effective and quality laundry services.

Remember that laundries in Fredericton, Edmundston, Campbellton, Bathurst, Tracadie-Sheila, Moncton, and Fundy Linen in Saint John will continue to operate as they did before the transition.

FacilicorpNB's management is pleased with the completion of this transition, which consolidates the Laundry and Linen Division created in 2010 following the transition of Fundy Linen.

"We want to mention the great cooperation from the union, the Office of Human Resources, and the management of Vitalité and Horizon,



over the past few months, in preparing the transition of laundry employees to FacilicorpNB", said Vice President of Human Resources David Dumont.

Staff from hospital laundries were informed on a regular basis about the evolution of the transition. For example, provincial information tours were held in December 2011 and February

2012 to brief employees on important matters such as payroll, as well as the key contacts following the transition, etc. Transition Evolution newsletters dedicated to the project were also published regularly for the benefit of employees.

## A Provincial Bilingual Service Desk Will be Implemented

FacilicorpNB announced on March 27 that a provincial bilingual Service Desk will be implemented in Edmundston. The service will be available 24 hours a day, every day, for RHA customers and FacilicorpNB staff.

A team is currently planning for this change, while ensuring that there

is minimum impact on clients and employees.

Starting October 1, 2012, a team made up of six employees, plus a manager, will provide off-hour bilingual services, which means evenings, nights, weekends and holidays. During regular work hours, current Service Desk staff within

the zones will continue providing the same services.

If you have any questions, please feel free to contact us through email, at [info@FacilicorpNB.ca](mailto:info@FacilicorpNB.ca), or by phone, at 1-888-480-4404.

## A Word from the President and CEO



On April 1, we officially proceeded with the transition of hospital laundry employees from around the province.

Therefore, we welcomed about 170 dedicated people. All operations will continue as before the transition.

I would like to thank our colleagues at Vitalité Health Network, Horizon Health Network, the Office of Human Resources, and CUPE for their cooperation in preparing this transition.

Another important project we recently announced is the creation of a provincial bilingual Service Desk in Edmundston. Details of this change were communicated last March. The change will be done in order to provide improved services to our customers in the RHAs. It will allow for the sharing

and consolidating of resources which will increase and standardize the range of services provided in the zones (ie. on-call, bilingual 24 x 7 support, etc.). Congratulations to the team members who worked on this important project for our Information Technology and Telecommunications Division.

Finally, I would like to thank our customers in the RHAs for the support and feedback expressed in the 2011 Customer Satisfaction Survey (see article on page 3). All our staff works hard every day to provide you with superior quality services that are safe and cost-effective. Results of the survey show that you are increasingly satisfied with the services we provide. This is a great motivation to continue to improve our services!

**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).

## FacilicorpNB Pleased With Results of its 2011 Customer Satisfaction Survey



Clinical Engineering services got the highest customer satisfaction rate in the survey conducted in November 2011. In the picture: Marie-Line Noël and Ryan Orser from Clinical Engineering in Zone 2 – Saint John.

FacilicorpNB conducted its 3<sup>rd</sup> Customer Satisfaction Survey in November 2011. A total of 1,842 RHA employees and physicians shared their opinions about FacilicorpNB services.

This survey is conducted on a yearly basis in the RHAs to seek the opinions of FacilicorpNB’s customers in order to guide the improvement of the services provided.

	2009	2010	2011
Information Technology and Telecommunications	C+	B-	B
Materials Management	B-	B-	B-
Clinical Engineering	---	B+	A-
Fundy Linen	---	---	B+

Information Technology and Telecommunications got a general score of B, compared to B- in 2010 and C+ in 2009. Materials Management’s results remained steady at B- but there was a rise in overall satisfaction. Clinical Engineering got an A- (B+ in 2010). In its first participation in the survey, Fundy Linen got a B+.

These results are very encouraging! There was a positive progression of the general satisfaction of customers in 2011 for all FacilicorpNB services. IT services had the biggest improvement in their satisfaction rate, and the satisfaction towards Clinical Engineering was the highest of all FacilicorpNB services for the second straight year. Overall satisfaction towards Materials Management services remained stable.

“We are also happy to see that Fundy Linen had good customer satisfaction results,” added Vice President of Operations and Chief Operations Office, Guy Léger. “Surveys conducted by Fundy Linen before their transition to FacilicorpNB always showed good results and we are happy to see this is consistent.”

### Stay informed of our activities and job postings:



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## Clinical Engineering now Under the Vice President of Information Technology and Telecommunications



As announced on March 19, 2012, Clinical Engineering Services are now under the responsibility of the Vice President of Information Technology and Telecommunications, Derrick Jardine.

This change brings together Clinical Engineering and IT expertise and resources and will allow for closer

collaborative work between these two lines of business which are becoming more and more linked due to technological progress.

As part of this change Jean-Marie Godin became the new Executive Director of Clinical Engineering. He has several years' experience in the management of these services.

## Electronic Health Record (EHR): Moving Ahead

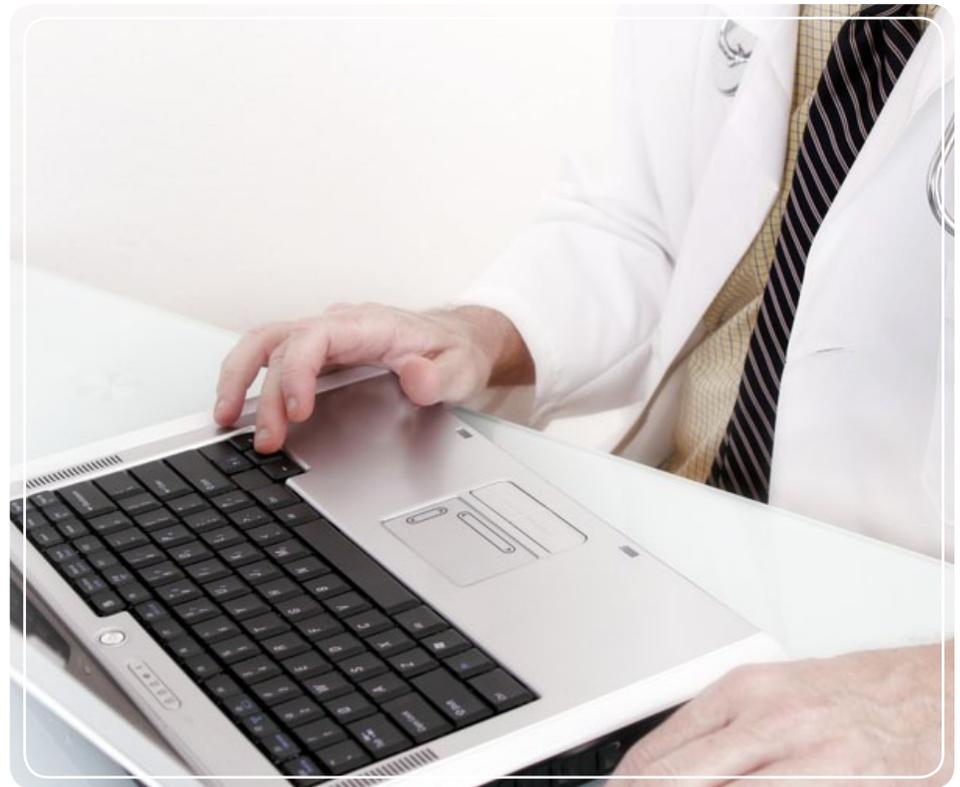
The first round of EHR training was very successful and is now complete. We have received many new EHR access requests and are in the process of responding.

The team is presently working to add clinical content to the system. Regional Health Authorities, FacilicorpNB, and the Department of Health are working on the addition of two new laboratory sub-categories for the EHR: Anatomical Pathology and Cytopathology. The integration work of Cardiac Catheterization reports into the EHR has also started. These reports will be found in a new EHR category called Cardiology.

The hard work, commitment and support from the entire team have been outstanding.

### Survey

Over the coming months current EHR end users will be asked to respond to a short survey. This survey will allow



the EHR team to better align the needs of clinicians with the clinical content in the EHR. The feedback will help us improve the access process and the

training provided for this software. If you are not a current user, and would like to give us feedback, please direct your comments to [OPOR@gnb.ca](mailto:OPOR@gnb.ca).

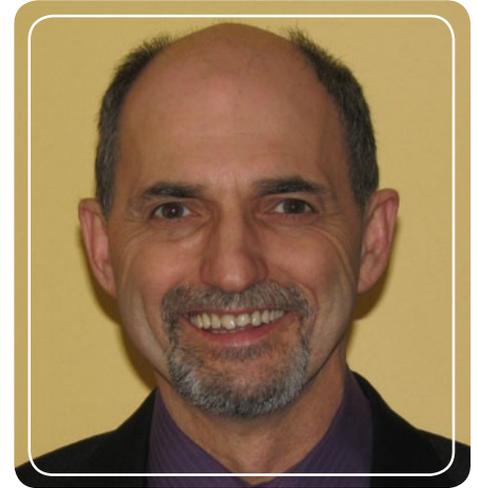
## Welcome to Réjean Losier and Jana Kirkpatrick

Mr. Réjean Losier was appointed as Director of Laundries and Customer Service in Vitalité Health Network Zones. He will manage laundries at the Dr-Georges-L.-Dumont University Hospital Centre, in Moncton, as well as in Campbellton, Edmundston, Bathurst and Tracadie-Sheila.

Réjean has expertise in the fields of nursing and central sterilization. He is currently completing the New Brunswick Public Service Management Training. Réjean also has nearly 10 years' experience in the laundry area. Before his appointment with FacilicorpNB, he was

Environment Manager (Laundry and Housekeeping) for Zone 6 - Acadie-Bathurst.

Under the Executive Director of Laundry and Linen Services, Kathy Craig, and in cooperation with FacilicorpNB personnel, Réjean Losier is responsible for the operational excellence and the maintenance of laundry facilities located within the zones that come under his responsibility. He is also responsible for budget management, achievement of our clients' objectives, risk management, performance indicators, operational improvements and change management.



You can contact him by email at [Rejean.Losier@FacilicorpNB](mailto:Rejean.Losier@FacilicorpNB) and by phone at (506) 394-3030.

Jana Kirkpatrick was appointed as Director of Supply Chain with FacilicorpNB for the Saint John area. Jana began her role on April 16, 2012.

Jana 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.

Jana joins this team bringing with her fourteen years of progressive

management experience in healthcare, including three years in Finance and eleven years in Purchasing. In her most recent role as Purchasing Manager in the Saint John area with FacilicorpNB, Jana has demonstrated strong leadership and change management skills.

Jana holds a Bachelor's degree in Business Administration from the University of New Brunswick, a PMAC Certification in Purchasing and a Certification of Lean in Healthcare from the University of Michigan. She brings success in team and organizational leadership, continuous process improvement and strong interpersonal and relationship management skills.



Jana Kirkpatrick can be reached by email at [Jana.Kirkpatrick@FacilicorpNB.ca](mailto:Jana.Kirkpatrick@FacilicorpNB.ca) or by phone at (506) 649-2561.