INFOEvolution

*Facilicorp*NB

2009-2010 was an Exceptional Year for FacilicorpNB

The details of the 2009-2010 FacilicorpNB Annual Report were presented during the Annual General Meeting (AGM) held in Miramichi on June 29, 2010.

The document outlines FacilicorpNB's main achievements over the last year, and, in particular, the accomplishments in Information Technology and Telecommunications, Materials Management, Corporate Affairs, Clinical Engineering, and Laundry and Linen. The report also includes the 2009-2010 financial statements. 2009-2010 was a significant year, partly due to the transition of the Information Technology and Telecommunications and Materials Management services in April 2009, the Fundy Linen transition in January 2010, and because of the work undertaken to prepare for the Clinical Engineering transition this past April.

FacilicorpNB also found success in a number of initiatives and projects, such as the RHA satisfaction survey, the implementation of i3 (Hospital Information System) in Zone 2 - Saint John, the One Patient, One Record initiative, and collaborating with our partners to counter the A (H1N1) Flu Pandemic.

"FacilicorpNB has achieved a great deal over the last year and have proven our ability to work well with our partners, the Regional Health Authorities", said President and Chief Executive Officer Gordon Gilman.

"As a result, we were able to accomplish many projects. We will continue to implement our 2010-2013 Strategic Plan and offer safe, cost-effective and innovative support services to the Regional Health Authorities."

An electronic version of the 2009-2010 Annual Report will soon be available on the FacilicorpNB website.

New Directors
Kim MacPherson, from the Province's Office of the Comptroller, and Rod Borden, representative for Horizon Health Network, were named to the FacilicorpNB Board of Directors during the June AGM. Here is a picture of the 2010-2011 Board of Directors.

Seated, left to right: Gordon Gilman (CEO), Roxanne Fairweather (Chair), Suzanne Roussel, Odette Snow and Don Ferguson (Department of Health). Standing, same order: Philippe Desrosiers (Vitalité Health Network), Tom Maston (Department of Health), Gerald O'Brien, Q.C., Al Lacey, Rod Borden (Horizon Health Network), Gilles Lepage, Malcom Little, and Curtis Howe. Absent: Kim MacPherson (Office of the Comptroller).

A Press Kit for FacilicorpNB

The Communications and Public Relations Department recently published a press kit on the FacilicorpNB website. The document describes the agency and enables reporters to keep information on hand when they mention FacilicorpNB in an article. FacilicorpNB's history, mission, vision and values, and the services provided are outlined. You may see the document on the FacilicorpNB website, at www.FacilicorpNB.ca/presskit.html.

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www.FacilicorpNB.ca

A Word from the President and CEO

Where 2008-2009 marked a year of transition for the Provincial health care system - the creation of two new regional health authorities, Ambulance NB came into existence, and FacilicorpNB began operations - 2009-2010 is the year for the new identity of the New Brunswick health system to be shown. It has been interesting to see the progress made during this period.

The actions of the new health care system speak for themselves. Among other things, the RHA's have eliminated deficits that had been accumulating for over ten years, while continuing to improve the services they provide. As well, there was the creation of the trauma network, and the announcement of important new Magnetic Resonance Imagery equipment throughout the province.

At FacilicorpNB, there have been numerous achievements

and thanks to strong collaboration with our partners, Vitalité Health Network, Horizon Health Network, and the Department of Health, many projects were completed. Some of them are listed in the article on page 1.

For example, I have to emphasize the effort to manage the A (H1N1) Flu Pandemic. For several months, all organizations coordinated their efforts to face the situation. As a result, New Brunswick was one of the provinces with the highest immunization rate in Canada.

In addition, the creation of our 2010-2013 Strategic Plan would not have been possible without the cooperation of our partners. The RHA's and the Department of Health assisted us with the establishment an action plan that will help FacilicorpNB build strong relations with its clients, provide exemplary operational excellence, be accountable, and be a best employer.

We must continue building our health system on these achievements. It is by working together that we will improve a health system that puts patients first.

Have a nice summer!

Gordon Gilman
Président-directeur général

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INFO Evolution, the external newsletter of FacilicorpNB, is published in March, June, September and December every year by the Department of Communications and Public Relations. The next issue will be published September 23, 2010. For any question or comment, contact us by email at Communications@FacilicorpNB.ca.

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A Common Intranet for RHAs and FacilicorpNB

A common intranet project for Vitalité Health Network, Horizon Health Network and FacilicorpNB was launched in December 2009.

The initial planning phase was completed in April 2010, and all three parties endorsed the recommendations brought forward to Senior Management.

Six of the eight zones currently have a locally managed intranet. These systems will be standardized to ensure all employees have the same level of communication and to facilitate content management. Also, a common intranet will facilitate better collaboration between zones and organizations.
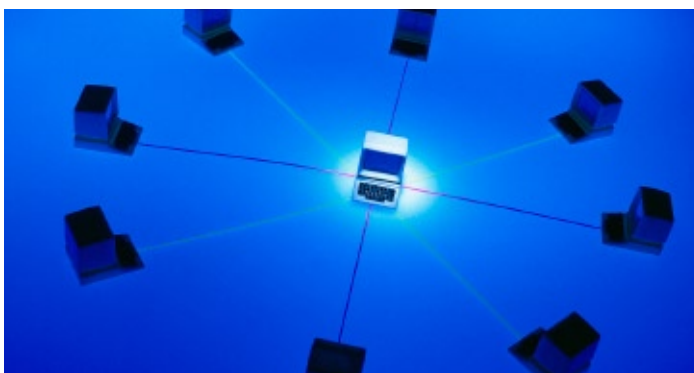
Consulting resources worked with a FacilicorpNB project team to lead stakeholder workshops, evaluate the current environment, and identify business requirements and priorities.

The project will follow a phased-in approach. During the first phase, the project team will build the foundation by next fall, provisioning both the technical tools and business governance to allow for several streams of activity in subsequent phases (Creating and Managing Content; Evolving the Platform; and Building Custom Applications).

WAN Consolidation: A Great Success

The consolidation of the eight zones' wide area networks (WAN) into a single provincial WAN was completed without any technical problem in the early hours of May 29. A WAN is a system that provides network communications between facilities.

This successful operation will bring a number of benefits. It will simplify network operations and management, and reduce maintenance costs by requiring less hardware. Also, it will improve connectivity between all health-care facilities in New Brunswick, meaning users will be able to easily share or access information from a remote location.

A first consolidation attempt was previously conducted in mid-March, but technical problems occurred during the final testing phase, which compromised that attempt. The second attempt, at the end of May, was successful because of high-quality work by the IT team.

Transition of Clinical Engineering Services

As planned, Clinical Engineering services made the transition to FacilicorpNB on April 1, 2010. The transition process, which had started in the fall of 2009, went well and ended with FacilicorpNB welcoming over 100 employees.

All services provided before April 1 will continue to be offered until further notice. We will be communicating any change beforehand.

The FacilicorpNB Clinical Engineering team is presently working on a 5-year business case that will plan, among other things, when and how the services will be standardized throughout àthe province.

If you have any questions or comments about this transition, please write us at Info@FacilicorpNB.ca or call us at 1-888-480-4404.

Less Physical Servers, Less Pollution!

FacilicorpNB is reducing the health system's carbon footprint with the Server Virtualization Project.

Server virtualization puts servers to even better use by enabling one physical server to be divided into many virtual computers. Imagine your home computer running 10 or more operating systems (like Microsoft Windows) all at the same time, without interfering with one another. This will reduce the number of physical servers running in healthcare facilities throughout the province.

Less physical servers will mean less space and power needed to run and cool them. Thus, for every 100 virtualized servers, we reduce our greenhouse gas emissions by 250 tons per year, which is equivalent to taking 50 cars off the road for a year and meets our Environmental Stewardship value. It will also result in lower procurement, maintenance and administrative costs.

Fredericton, Saint John and both sites in Moncton have been using server virtualization for several years, with tremendous

An example of some of the servers removed as part of the Server Virtualization Project.

success and countless benefits. As part of this project, server virtualization will be rolled out to the remaining four Zones in the coming months in hopes of completing the project by the summer of 2011.

Sun Ray Devices Installed in Fredericton

On April 26, 2010, Information Technology and Telecommunications staff installed 38 new Sun Ray devices at all work desks and at the bedsides in the Dr. Everett Chalmers Regional Hospital Emergency Department (ED). This implementation compliments the 13 devices already installed on a trial basis earlier this year.

Members of the implementation team, from left to right: Nicole Moore, Joel Rees, Judy Penney, Lauren Harvey, Andre Reinders. (Missing from photo: Kevin Nelson)

The Sun Ray technology utilizes a card reader to allow for session portability as the nurses, physicians and therapists care for patients. The users sign on once at the beginning of their shift, then pull the card out to use at the next workstation. Upon reinsertion of the card, users are presented with their session exactly where they left off at the last computer.

This greatly decreases the amount of time needed to sign on and off at each workstation. This process also improves upon the privacy of patient data, as a screen saver is displayed as soon as a card is pulled out from the reader.

Initial feedback from the ED staff has been very positive, and plans for an implementation in the Emergency Department at the Upper River Valley Hospital are underway.

Sun Ray device at patient bedside.