

# INFOEvolution

Newsletter of  
**FacilicorpNB**

## A First Energy Conference for Health Facilities

The first provincial health care energy conference was hosted by FacilicorpNB on April 14 in Fredericton.

The conference was well received and well attended by all levels of Facility, Operational and Financial Management staff from Horizon and Vitalité. A total of 34 people from the 8 zones participated in the conference.

As part of the program for the event, conference presenters from EfficiencyNB, Greening Health Care, MCW Maricor and FacilicorpNB discussed best practices with respect to energy conservation in the healthcare sector.

They also presented current energy project status as well as general discussion on some of the respective challenges faced by Physical Resources, Engineering, Maintenance, Energy and Facilities Managers in their hospitals.



“This conference was designed to bring a number of people together to share their knowledge and build momentum toward the creation of an energy management plan for the provincial healthcare system”, said FacilicorpNB CEO Gordon Gilman.

“Provincially we spend approximately \$25 million annually on energy in healthcare, a significant expense that requires our collective focused attention to identify savings opportunities”, said Gilman.

## The Electronic Version of the Annual Report Will Soon be Available



Here, we see the directors following the Annual Meeting. Sitting, left to right: Odette Snow, Q.C., and Suzanne Roussel. Standing, left to right: Tom Maston, Gordon Gilman, Al Lacey, Gerald O'Brien, Q.C., Gilles Lepage, Philippe Desrosiers, Rod Borden, and Malcom Little. Absent: Roxanne Fairweather (Board Chair) and Don Ferguson.

FacilicorpNB held its annual meeting in Edmundston on June 28. During the meeting, President and CEO Gordon Gilman highlighted company accomplishments during the 2010-2011 fiscal year. Among other things, the transition of Clinical Engineering services, the implementation of key performance indicators, and the savings generated were discussed in detail. FacilicorpNB's operations and audited financial statements for 2010-2011 are detailed in the Annual Report. The electronic version of FacilicorpNB's

2010-2011 Annual Report will soon be available on our website. Also, the day before the Annual Meeting, the Board of Directors had the opportunity to meet with the Minister of Health, Madeleine Dubé, and discuss some of FacilicorpNB's successes as well as overall challenges in the health system.

## A Word from the President and CEO



FacilicorpNB just ended its third year of operations. The 2010-2011 year was very productive for our company. We realized tangible results as part of our mandate to find savings to reinvest in the New Brunswick health system.

I would like to highlight a few of those significant accomplishments. We were able to achieve savings of \$7,969,616 for the health system. As part of that process we also were able to realize cost avoidances of \$6,000,000. This means FacilicorpNB was responsible in 2010-2011 for almost \$14 million in savings and cost avoidances. We are on track to meet and possibly exceed our savings objective of \$20 million a year by April 2014.

In 2010-2011 we also continued our collaborative work with the Regional Health Authorities and the Department of Health in developing the “One Patient

One Record” initiative, in improving our communications, in the transition of Clinical Engineering employees to FacilicorpNB and in conducting employee engagement surveys.

On the operational side, senior management and our Board of Directors established key performance indicators to measure our performance on an ongoing basis. We also conducted our annual customer satisfaction survey and began introducing environment-friendly practices in all of our service areas.

The 2010-2011 year was busy but as I indicated earlier, very productive. FacilicorpNB will maintain that pace over the next year as we continue to achieve savings and cost avoidances for our health system. Our highly motivated and dedicated team of employees is what enables us to get those results for the benefit of our health system and of the people of New Brunswick.

**Gordon Gilman**  
President and CEO

## Our Executive Team

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

INFO Evolution, the external newsletter of FacilicorpNB, is published in March, June, September and December every year by the Communications and Public Relations Department.

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

## Electronic Health Record: Training in Progress



Since November 2010, over 250 physicians and nurses in New Brunswick have been trained to use the Electronic Health Record (EHR) through the Concerto Viewer. The EHR currently stores information on all patients treated in New Brunswick's health care facilities.

The EHR provides authorized health professionals access to clinically-relevant information. Information currently available includes: demographic information (name, date of birth, address, etc.); lab test results (Chemistry, Hematology, Coagulation and

Challenge); and diagnostic imaging reports (Imaging intervention, MRI, Nuclear Medicine, Ultrasound, CT and X-Ray).

The training was provided by staff from the Department of Health. Users from specific departments/specialties (Emergency Room, Oncology, Nephrology, Cardiac Care, Orthopedists, and Neurosurgery) were targeted for the first user roll-out and introduced to the functionalities of the EHR. Training took place in each zone's regional facility. FacilicorpNB Service Desk staff provided user support during and after training.

The access process is a shared responsibility between the Department of Health and FacilicorpNB's Service Desk staff. Our agency provides access to the EHR to all approved users upon request from the Department of Health's EHR Access and Privacy Manager.

The first round of training sessions ended on June 21, 2011. More users will be added this fall.

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## FacilicorpNB Employees Contributed to Achieve the new Emergency Department at the Saint John Regional Hospital



*FacilicorpNB employees Candace Martin, Marc Arsenault, Susan Fairweather, Tammy Moore, and David Lin arrive in the Emergency Department for move night.*

The new Emergency Department in the Saint John Regional Hospital was opened on May 13 thanks in part to significant effort by Clinical Engineering, Fundy Linen, Information Technology and Telecommunications, Logistics and Strategic Sourcing.

The FacilicorpNB team collaborated in identifying all systems to be included in the tender document, including such things as security systems, computer equipment, telephones, clinical systems, etc.

During the construction phase, the Supply Chain team acquired medical equipment and products. Due to the large volume of goods, the Logistics and Purchasing teams worked together to temporarily store merchandise offsite until the new Emergency Department was ready to receive it.

After the building handover took place, FacilicorpNB coordinated the transfer of all goods from the off-site storage facility, and oversaw the installation and testing of all technical systems.

“FacilicorpNB played a critical role during all pre and post phases of the capital project for design and construction of the new Emergency Department”, said Laurie Janes, Administrative Director of the Emergency Department. “Staff from all FacilicorpNB departments were actively involved in key decision-making and provided expert advice and recommendations throughout the entire project. During the weeks of post-implementation, the FacilicorpNB teams continued to work with us in adjustment of workflows, equipment configurations, inventory changes, and scheduling in order to fine tune our operations.”

Congratulations to all employees who contributed in making this project a tremendous success!



*Joe Leblanc, Medical Equipment Technologist, also contributed in installing the equipment for the new Emergency Department.*

## Clinical Engineering Staff Help Find Savings for the Health System



From left to right: Derek Matchett, Danny Francoeur, and Georges Leblanc.

Three Medical Equipment Technologists put their efforts together recently to find savings and efficiencies for the Diagnostic Imaging Department at the Moncton Hospital.

In October 2010, in X-Ray room 5, an important piece of equipment failed, which disabled the room entirely.

Due to the fact that the equipment was very old, the parts required to repair the equipment were not available.

The Director of the Digital Imaging Department, Misti Murray, was left with two options: either to replace the parts which would cost over \$10,000 with the possibility of encountering other

problems after the repairs due to the overall age of the machine, or to replace the entire room with a new machine at a cost of over \$250,000.

Georges Leblanc, Danny Francoeur, and Derek Matchett found another solution. They proposed to install and integrate new and improved piece of equipment within the existing machine. This long-term solution cost approximately \$20,000 resulting in great savings for Horizon Health Network.

When she announced the re-opening of the room, the Director of the Diagnostic Imaging Department sent the following email to her staff: "I wanted to take this opportunity to thank Danny, Georges and Derek for all their work and diligence in getting room 5 operational again for us. The extended downtime was due to equipment delivery but as soon as it was received the guys had it up and running in less than 2 weeks. Thank you."

## FacilicorpNB To Lead the Process to Select a Single Group Purchasing Organization



Michel Levesque



Andrew Beckett

FacilicorpNB will lead the process to determine how best to proceed to establishing a single GPO. Over the coming months, we will be conducting a full assessment of our GPO activities and requirements and developing a plan to migrate to a single GPO for government approval.

As part of that mandate, FacilicorpNB was also directed to assume a leadership role at Contract Management Services Limited (CMSL), a GPO organization in Fredericton that negotiates and manages group purchasing contracts for specific RHA zones, the Association of Nursing Homes in New Brunswick and as well as for the Prince Edward Island Department of Health.

FacilicorpNB staff members were appointed to the Board of Directors and as acting CEO of the company. Andrew Beckett, Vice President of Corporate Affairs and CFO was

appointed Board Chair and Michel Levesque, who was FacilicorpNB's Executive Director of Supply Chain was appointed Acting CEO of CMSL. During Michel's tenure as CMSL's Acting CEO, Mark Haines-Lacey will be appointed as FacilicorpNB's Acting Executive Director of Supply Chain.

If you have any questions regarding this, please contact Michel Levesque, acting CEO for CMSL, through e-mail (Michel.Levesque@FacilicorpNB.ca) or by phone (506-866-7037).