

# INFO Evolution

Newsletter of  
**FacilicorpNB**

## The 2010 FacilicorpNB Customer Satisfaction Survey Results are Positive



A total of 1,567 employees and physicians from Horizon Health Network and Vitalité Health Network completed the FacilicorpNB Customer Satisfaction Survey this past fall and indicated their level of satisfaction with Information Technology and Telecommunications, Materials Management and Clinical Engineering services. Fundy Linen conducted its own survey in the fall of 2009, and was therefore not included in this survey.

FacilicorpNB is pleased to share with you the results for each line of business.

### **Materials Management**

Generally, respondents said they were very satisfied with the overall quality of

the material and supplies received through Materials Management services, and with the proximity or location of delivery points. On a scale of 1 to 10, 1 meaning “very dissatisfied” and 10 “very satisfied”, results vary from 7.2 to 8.3 in all categories, which represents to us a great satisfaction level.

There were significant increases in three of the nine indicators of satisfaction. All other indicators remained stable from 2009 to 2010.

### **Information Technology and Telecommunications**

The satisfaction level varies from 7.7 and 8.7. There were significant increases in our customers’ level of satisfaction with

Deskside Support Services, Operations Infrastructure and Application Solutions. Further more, our customers suggested we improve the quality of equipment and increase the number of follow-ups after the creation of a service ticket.

### **Clinical Engineering**

For the first time Clinical Engineering services were a part of our survey and achieved the highest overall satisfaction rate for any line of business within a FacilicorpNB service by achieving a rate of 9. Overall, the satisfaction levels for the different Clinical Engineering service lines vary from 8.6 to 9. Those numbers are impressive and will form the basis for comparison in 2011, as we track the evolution of satisfaction rates.

FacilicorpNB’s President and Chief Executive Officer, Gordon Gilman, is pleased with the results. “It is encouraging to see that our customers are as satisfied with our services this year as they were last year. And in some areas, even more satisfied”, he said. “Our organization is working, and will always work, tirelessly to provide innovative support services in a safe and cost-effective manner, creating value and exceeding customer expectations.”

## A Word from the President and CEO



Over the last few months there have been a number of projects and activities taking place and this edition of Info

Evolution will give you an overview of them.

To start, we recently conducted a Customer Satisfaction Survey and I would like to thank the large number of health-care employees who participated this past September. Your contribution will help us continue our work to better meet your needs.

During the fall, we had the opportunity to have a discussion with representatives from Horizon Health Network, Vitalité Health Network, and the Department of Health about FacilicorpNB's mandate, our accomplishments, our projects and the work plan for next year. This activity was also an opportunity for us to better understand the challenges facing the Regional Health Authorities and the Department of Health, and to see how we can address them together. We want to maintain constant communication with all levels of your organizations.

This edition also features an article about the progress we have made over the last year in terms of savings achieved to date. So far, FacilicorpNB has been able to find over \$15 million in total savings. Remember, these savings are re-invested in operational efficiencies for our agency. They will eventually be re-invested to purchase highly effective information systems and technologies, including those to support the development of the "One patient, One record" electronic health record initiative.

In conclusion, I would like to express my sincere appreciation of the everyday collaboration between our respective organizations and the good this work is doing for our provincial health-care system. We face numerous challenges and I am sure we are on the right track to finding lasting solutions for the future of health-care in New Brunswick.

I want to wish you all the very best this holiday season.

**Gordon Gilman**  
Président-directeur général

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## INFO Evolution The Newsletter of FacilicorpNB

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## Great Comments for Clinical Engineering Services



*Hugo Frenette from Clinical Engineering Services in Zone 6 - Acadie-Bathurst*

Both Regional Health Authorities, with the help of all FacilicorpNB services, participated in an accreditation process earlier this year. We are happy to report that the Preventive Maintenance Program of the FacilicorpNB Clinical Engineering Services received glowing reviews from Accreditation Canada representatives.

The purpose of the Preventative Maintenance Program is to provide scheduled inspections of medical devices. This allows early detection and corrections

of possible failures that may have resulted in service delays or harm to patients. Our Preventative Maintenance Program involves visual and electrical leakage checks, as well as functional and verification checks.

Any new medical devices coming through Clinical Engineering receives an Incoming Inspection, and once all requirements are met it is entered into inventory and added to the preventive maintenance program.

Visits in Vitalité Health Network facilities were held from May 2<sup>nd</sup> to the 7<sup>th</sup>, 2010 and the Accreditation Report was released June 7<sup>th</sup>. Hospitals and health centers in Horizon Health Network hosted Accreditation Canada delegates for their visits from September 19<sup>th</sup> to the 24<sup>th</sup>, and the report was published October 18<sup>th</sup>, 2010.

Accreditation Canada suggested, among other things, that Vitalité Health Network utilize our Preventive Maintenance Program and the data collected to efficiently plan the replacement and updating of its medical and non-medical equipment.

In the Accreditation Report for Horizon Health Network facilities, the organization also mentions that, “there is a well-established Regional Biomedical Program with an electronic inventory of all medical equipment and a comprehensive preventative maintenance program.” The equipment management software has been in use by Clinical Engineering Services since the early 2000’s.

## Clinical Engineering Employees to Make the Transition to the FacilicorpNB Payroll System

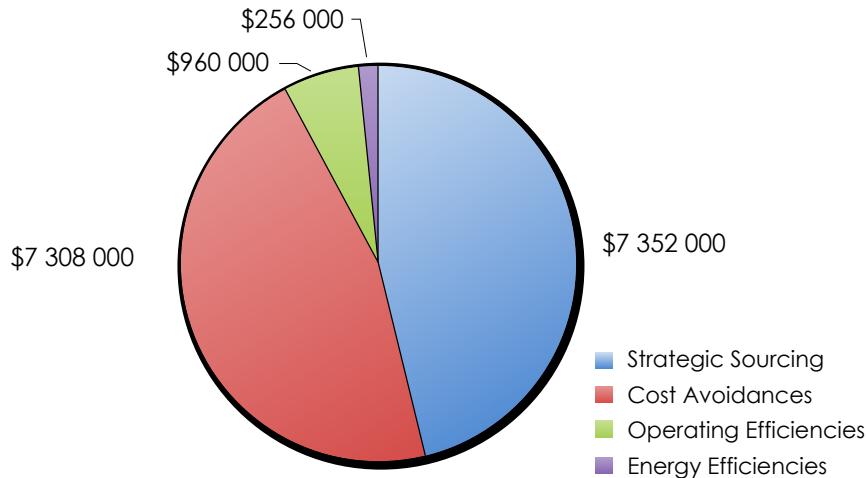
Thanks to the ongoing collaboration with Payroll Services staff from Horizon Health Network and Vitalité Health Network, Clinical Engineering employees will make the transition to the FacilicorpNB payroll system over the next few days.

This will complete the process started last spring, when Clinical Engineering services made the transition to FacilicorpNB on April 1<sup>st</sup>.

FacilicorpNB would like to sincerely thank Horizon Health Network and Vitalité Health Network for keeping

the Clinical Engineering employees under their respective payroll systems after last spring’s transition. This has helped us lay the ground work that will allow us to complete this final step of the transition.

## FacilicorpNB Achieves Savings



Since its creation in 2008, FacilicorpNB has achieved important steps towards the fulfillment of its mandate. One of our agency’s greatest accomplishments to date has been the accumulation of \$15,876,000 in total savings. The following is an overview explaining how we found those savings.

**Strategic Sourcing (\$7,352,000):** these savings were achieved by negotiating lower prices from vendors. This was possible largely by consolidating the purchasing capacity of the eight zones.

**Operating Efficiencies (\$960,000):** we have accomplished these savings by reducing use of third party contractors, in-sourcing of maintenance contracts, and improved business practices.

**Energy Efficiencies (\$256,000):** these savings were achieved through the use of “green” technology. The server virtualization project is a good example

and has helped reduce the number of physical servers. Thanks to this project, we have increased our energy efficiency and reduced the need to use air-conditioning to cool the servers.

**Cost Avoidances (\$7,308,000):** savings have benefited the New Brunswick health-care system by reducing or avoiding future costs. For example, the new Microsoft licensing agreement has generated a cost avoidance of \$6.2 million for the health system over the next six years.

In conclusion, FacilicorpNB will continue to work hard to achieve its ultimate objective of saving \$25 million a year before 2013. Those savings will be re-invested in operational efficiencies and will eventually be directed to new and enhanced information and technology systems, including those that support the development of the “One Patient, One Record” electronic health record system.

## A Few Accomplishments to Date

### Governance

- Developed sound governance, risk and privacy policies and practices.
- Three year Strategic Plan established (2010-2013) and roadmap.
- Key Performance Indicators established at strategic and operational level.

### Service Transitions

- Transitioned IT and Telecommunications, Materials Management, Clinical Engineering and Fundy Linen.
- Developed Service Level Agreements with the Regional Health Authorities.

### Implementation of Operations Leadership Committee with Regional Health Authorities for all service lines

- Look for Common priorities and solutions.
- Service Levels/Key Performance Indicators reported monthly along with activity reports.
- Address operational issues.

### IT priorities and project requests

- Driven by the RHA business requirements and strategies.
- RHA specific eHealth plans being developed.

### Standardization of business processes and procedures

### Developed the Laundry Business Case for Board consideration

### Creation of Strategic Sourcing Division to establish Provincial contracts, standard RFP documents and Provincial data analysis tool

### Maintained or improved customer satisfaction with services during first year of responsibility

### Achieved savings targets

## Update on the Common Healthcare Intranet Portal Project



Phase 1 of the common intranet project for Vitalité Health Network, Horizon Health Network and FacilicorpNB was officially launched in November 2010.

A steering committee consisting of people from all three organizations

began meeting in September 2010, and will continue to meet regularly to lead this important project.

The first phase will establish the foundation of the intranet around best practices (technical and information

architecture and governance models). Collaboration sites, custom functionalities (job postings, directories, etc.) and other key features such as end-user managed content will be developed over the next few months around the SharePoint 2010 platform. Phase 1 should be completed in June 2011.

The Common Healthcare Intranet Portal Project will begin the process of consolidating the six local intranets, locally managed in the zones, to the three new sites hosted on one common platform. These systems will be standardized to leverage common solutions between all stakeholders. They also aim to improve how we communicate and operate day-to-day, not only as separate organizations but between zones and organizations.

## No Abbreviation for “FacilicorpNB”

It happens frequently that we see “FNB” or “FCNB” abbreviations to shorten our agency’s name or an inappropriate spelling such as “Facilicorp” or “Facilicorps”.

We want to address this situation since there is often some confusion on how to write our agency’s name in documents published within the health-care system.

When referring to FacilicorpNB, we ask our partners to write our whole name, FacilicorpNB, in internal and external documents.

Thank you for your collaboration!

