Bilingual, Standardized Support Services Provided Throughout N.B.

The final steps in the project have been completed and as of November 24, all zones/areas are now being served by the IT Provincial Service Desk.

The IT Provincial Service Desk project was launched in January 2012 to standardize and improve the level and quality of client services. Today, the provincial service desk provides clinical and administrative staff from Health Authorities and FacilicorpNB with round-the-clock standardized, bilingual support services.

“The completion of this project shows our commitment to improving our services and supporting clinical and administrative staff in the delivery of health services. It is the result of extensive work requiring the collaboration of many people. Grouping eight different service desks into one efficient, operational unit is a significant accomplishment for our organization,” said President and CEO Derrick Jardine.

Service Desk employees respond to requests for support and provide core services for our customers. Requests that cannot be handled by telephone are forwarded to IT support staff stationed on-site in all zones/areas within the province.

Clinical and administrative staff in the RHAs may contact the IT Provincial Service Desk by:

- toll-free line: 1-844-354-4357;
- fax: 1-844-354-4777; and
- email: Service@FacilicorpNB.ca.

Life-saving Telestroke Project Complete

Thanks to the ongoing efforts of a multi-stakeholder team including FacilicorpNB’s Information Technology and Telecommunications and Clinical Engineering services, the Telestroke system has been implemented at the Dr Georges-L.-Dumont University Hospital Centre, the Moncton Hospital, Saint John Regional Hospital, Dr. Everett Chalmers Regional Hospital, Chaleur Regional Hospital, Miramichi Regional Hospital, Edmundston Regional Hospital, Campbellton Regional Hospital, Tracadie-Sheila Hospital, and Upper River Valley Hospital.

The project is designed to improve care for patients presenting at the Emergency Room with symptoms of a stroke.

To dissolve blood clots, the drug tPA (tissue plasminogen activator) has to be authorized by a neurologist and administered to the patient within the first 4.5 hours after the onset of stroke symptoms. By providing the technology required to give the neurologist instant access to patient CAT scans, the Telestroke project shortens the time between patient arrival and diagnosis.

FacilicorpNB has contributed in a variety of important ways to support regional hospitals in their transition to the new technology including:

- Project management of all IT and Clinical Engineering activities;
A Word From the President and CEO

It is an honour and a privilege to be appointed as President and CEO of FacilicorpNB.

I would like to take this opportunity to highlight the tremendous work done by my predecessor Gordon Gilman. Under his leadership, from 2008 to the present day, our organization has achieved great results. We wish Gordon well as he pursues his next challenge within the Executive Council Office of the Government of New Brunswick.

This edition of Info Evolution highlights some of the projects currently being worked on, including updates on the IT Provincial Service Desk, Pharmaceutical Supply Chain, and category management projects, as well as information on two significant technology improvement projects. Each of these initiatives is having a positive impact on our health system.

Best Wishes for the Holidays and coming New Year.

Derrick Jardine, President and CEO
Appointments to FacilicorpNB’s Executive Management Team

Following the secondment of Gordon Gilman to the Executive Council Office, Derrick Jardine was appointed as interim President and CEO of FacilicorpNB, effective December 1, 2014.

A graduate of the University of New Brunswick with a Bachelor of Business Administration degree, Derrick Jardine has accrued over 27 years’ experience in progressive management roles within New Brunswick’s health care system. Prior to his appointment, he was Vice President of Technology Solutions and Service – a role he held since the creation of FacilicorpNB in 2008. Before joining FacilicorpNB, Derrick was the CIO of Atlantic Health Sciences Corporation where he successfully led several company-wide projects to improve processes and information flow through the use of information technology.

Jill Ritchie was appointed as interim Vice President of Technology Solutions and Services for FacilicorpNB. Jill will be responsible for IT Infrastructure Operations, IT Application Solutions, IT Architecture, Customer Support, the Corporate Project Management Office and Clinical Engineering.

Jill’s career in information technology spans 35 years. Prior to accepting this new challenge, she was Executive Director of Application Solutions – a role she held since the creation of FacilicorpNB in 2008. Prior to that, Jill spent 13 years as IT Director for the former River Valley Health Authority. Jill has studied Business Administration through UNB’s College of Extended Learning, and has undertaken progressive management training throughout her career.

Finally, Ross Jefferson was hired as Vice President of Corporate Services. He joined FacilicorpNB on December 8, 2014. He will provide leadership and oversight for strategic planning, finance and payroll, continuous improvement, customer relationship management, energy management and administrative operations.

Ross has a Bachelor of Business Administration from the University of New Brunswick and an Executive Masters in Business Administration from the University of Western Ontario. He also holds the Project Management Professional designation and has accumulated more than 15 years’ experience in both the private and public sectors. Ross joins us from his most recent assignment as Executive Director of Saint John Destination Marketing, a public-private corporation serving more than 260 members from Saint John’s tourism industry.

Life-saving Telestroke Project Complete

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• Procurement, configuration, testing and deployment of high-end laptops for the 14 participating neurologists;
• Procurement, configuration, testing and deployment of clinical carts for Emergency Rooms at ten major hospitals within Vitalité and Horizon;
• Procurement, configuration and testing of additional network equipment to enable secure communication between the components of the Telestroke system;
• Procurement, configuration and testing of servers to host the required Stroke Portal Application;
• Consulting services to help the Stroke Portal Application vendor adapt its product to the multiple zones within both RHAs;
• Establishment of a 24/7 support process through the FacilicorpNB IT Provincial Service Desk in conjunction with on-call Clinical Engineering Technologist (outside regular work hours), including all the required documentation.
Horizon Health Network Laboratory Departments Now Under Category Management

Horizon Health Network’s Laboratory Departments are the first in the New Brunswick health system to make the transition to the new Category Management procurement model. This pilot project will be conducted over the next few months, after which planning will start to begin transitioning additional departments to the Category Management model.

Category Management involves segmenting organizational expenditures for goods and services into categories. This allows for more collaborative work with both Regional Health Authorities and suppliers, to analyze the spending for products and services within the different categories.

Since October, all transactional procurement activities for Horizon Health Network Laboratory Departments – including ordering, returns, repairs, backorders, quotations and others – are being processed under the Category Management model.

Daryl Steeves, Regional Administrative Director of Laboratory Services at Horizon Health Network, has good things to say about the adoption of the Category Management model.

“It has revolutionized our approach to obtaining goods and services,” says Steeves. “By integrating the Category Manager (Rae Burke) into our Program Management Team, she has become part of the family, and understands our needs even better than we do at times. Our processes are now clearly defined and understood by our staff, and if there is any doubt, all it takes is a simple call to our Category “team” to obtain a quick resolution. What was before a tedious and challenging process has become an effective and positive experience. This is one of the most impactful changes we have made in our structure as we evolve to a regional service.”

Identified Benefits of the Category Management Model

- Creates a center of sourcing expertise for a category
- Provides a consistent customer experience
- Provides a single point of contact for both the customer and supplier
- Identifies potential savings on category expenditures
- Reduces the number of RFPs
- Reduces the number of RFP exemptions
- Allows for increased contract compliance
- Improves product/process standardization
- Generates economies of scale on capital and minor equipment purchases
- Improves business intelligence
New Echocardiograph Consultation Technology Improves Neonatal and Pediatric Cardiology Outcomes

A project led by FacilicorpNB helped maintain and improve neonatal and pediatric cardiology services provided in New Brunswick through the use of telehealth technology.

On October 6, 2014, FacilicorpNB helped launch a new digital transmission system allowing neonatal and cardiology specialists at the IWK Health Centre in Nova Scotia to view the echocardiographs of New Brunswick neonatal and pediatric patients and recommend the best course of treatment.

The new telehealth technology replaces an analog system that was no longer supported by the manufacturer, and for which replacement parts were at critically low levels.

Once the clinical requirements from Horizon Health Network and Vitalité Health Network were analyzed, a team of Clinical Engineering and Information Technology and Telecommunications (IT) professionals – along with partners at Bell Aliant and Nova Scotia Telehealth – started working on the implementation of a reliable, innovative and durable solution. A Cisco videoconferencing solution was selected and installed in such a way that allows clinical processes to remain the same - while allowing for a high level of monitoring as opposed to detecting failures at time of use.

On October 8 the first pediatric patient from the Saint John Regional Hospital was viewed at the IWK Health Centre. This success resulted in an important patient outcome that would not have been possible without the combined efforts of CE and IT.
Provincial Dictation and Transcription Project Update

In October 2013, a contract was signed with Lanier Health Care Canada to provide a dictation, transcription and voice recognition system for the health care system within the Province of New Brunswick.

This common solution will eventually replace the eight systems that are currently being used in the various zones/areas of both Regional Health Authorities (RHAs). The system will provide digital dictation, transcription, and voice recognition functionalities in both French and English, and is designed to be added to as our needs grow in the future.

The key areas involved in this initiative are Health Records, Medical Imaging, and Laboratory within each zone/area.

Progress to date
In August we reported that we were planning to start our implementation with dictation and transcription in Saint John Area Health Records and Lab, and to move on to the Radiology group. Our second site was identified to be the Beauséjour Zone and our plans were to implement in Health Records and Medical Imaging in 2014. The project team is pleased to report that we have successfully implemented in Health Records, Lab, and Electro diagnostics in Saint John, and in Health Records and Medical Imaging at Beauséjour.

Feedback from our currently deployed sites has been positive to date. We will continue our focused engagement to ensure the remaining implementations are as successful.

Next steps
The Dictation and Transcription project team is going to take a well-deserved break over the Holidays and regroup early in 2015 with a review of our lessons learned from the 2014 implementations. This will allow us to hopefully further improve our implementation processes for deployments at our next sites in 2015.

Our current deployment plans for early in the New Year are to finish Radiology in Saint John, to implement voice recognition in Beauséjour Medical Imaging, and to deploy in the Lab at Beauséjour Zone as well. These final stages of implementation will complete our first two sites.

Once we have these departments in our first two sites finalized, we will be engaging individuals at our next sites to complete the detailed planning required for deployment.

Honouring FacilicorpNB employees

FacilicorpNB held its 4th Provincial Recognition Gala October 1, 2014. The event highlighted the contribution of approximately 60 employees with 25, 30, 35, and 40 years of service and to honour recent retirees.

Employees being recognized received a service pin as well as a certificate signed by either the Premier or the Minister of Health, depending on the career milestone reached.

Pharmaceutical Supply Chain Project
Half-Way to Full Provincial Implementation

The implementation of the Pharmaceutical Supply Chain project is well on track. Collaboration between FacilicorpNB and the RHA teams is a key component of the evolution of this major provincial initiative. The following areas and zones have completed their implementation of the AcuDose Cabinets:

- Horizon, Moncton Area
- Vitalité, Beauséjour Zone
- Horizon, Miramichi Area
- Vitalité, Northwest Zone

The Restigouche Zone and the Fredericton Area are currently deploying the cabinets to their nursing units. They expect to complete implementation by January 27 and February 20, 2015, respectively.

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Pharmaceutical Supply Chain Project Half-Way to Full Provincial Implementation...continued from page 6

The Saint John Area and the Acadie-Bathurst Zone are currently testing their application interfaces. Implementation is expected to be completed by March 20 and March 31, respectively.

AcuDose Cabinets Replenishing Process

- Five days a week, at a designated time, the quantity of every medication in every cabinet in every facility is sent to McKesson through a designated interface (pathway).

- The McKesson Central Fill Pharmacy application calculates the quantity of select medications (per cabinet/per facility) that must be picked, packed, and shipped, based on a formula which considers the minimum and maximum inventory level for each medication as well as other factors.

- Central Fill Pharmacy Assistants select the medications required for each hospital and package them into a special tote which is then sealed.

- The totes are shipped out Monday to Friday and delivered to each facility.

- Hospital Pharmacy Assistants receive the Central Fill supplies at each facility. They also select from the pharmacy inventory any required medications not supplied by Central Fill.

- Pharmacy Assistants bring all supplies to patient care areas and restock each cabinet. For controlled medications, a member of the nursing staff must be present to witness the restock.

- Pharmacy Assistants also restock cabinets when inventory levels of a specific medication are low and required before resupply from Central Fill. This typically would occur during evenings and weekends.

News from the Canadian Pharmaceutical Distribution Network

Next year will mark a significant milestone for the Canadian Pharmaceutical Distribution Network (CPDN) as it celebrates its 20th Anniversary of providing Canadian hospitals with a consolidated ordering solution for pharmaceuticals, helping reduce overall healthcare costs in Canada.

CPDN remains committed to working with the Province of New Brunswick to support the implementation of its Pharmaceutical Supply Chain project and the day-to-day operations of its Central Fill Pharmacy, operated by McKesson. To accomplish this, CPDN will now process direct orders from McKesson, supporting this single-source distribution model. However, certain products, such as special access drugs, may still need to be ordered by hospitals directly from CPDN. New Brunswick Hospital accounts will remain open on CPDN WebOMS tool for easy access as needed. CPDN remains a viable direct model by providing simple, consolidated, economical, and manufacturer-led healthcare distribution.

Restigouche Zone Implementation Team

Left to right: Rémi Arseneault (Pharmacy Assistant, Vitalité); Angel Lavallée (Professional Practice Co-ordinator, Vitalité); Nathalie Leblanc (Resource Nurse, Vitalité); Terri Butler (FacilicorpNB); Mario Gallant (Training, Vitalité); Kevin Fitzgerald (FacilicorpNB); Lyne Bujold (Director of Nursing, Vitalité); Chantal Blaquière (Director of Nursing, Vitalité); Nancy Cormier (Pharmacist, Vitalité); Mary Grégoire (Pharmacy Manager, Vitalité).