

INFOEvolution

Newsletter of
FacilicorpNB

Provincial Dictation and Transcription Project Update

In October 2013, the Province of New Brunswick signed a contract with Lanier Healthcare Canada to bring a new common dictation, transcription and voice recognition system into Regional Health Authorities. The system will provide digital dictation, transcription and voice recognition functionalities in both French and English and is designed to adapt to the RHAs' growing needs. Key areas in this initiative include Health Records, Diagnostic Imaging, and Laboratory within each zone/area.

Progress to date

In April, we announced our plan to tackle business requirements for the provincial systems, and to procure the required computer hardware. Over the summer our core team (comprised of RHA, FacilicorpNB, and Lanier Healthcare Canada experts) worked hard to collect and validate both Vitalité Health Network's and Horizon Health Network's business requirements.

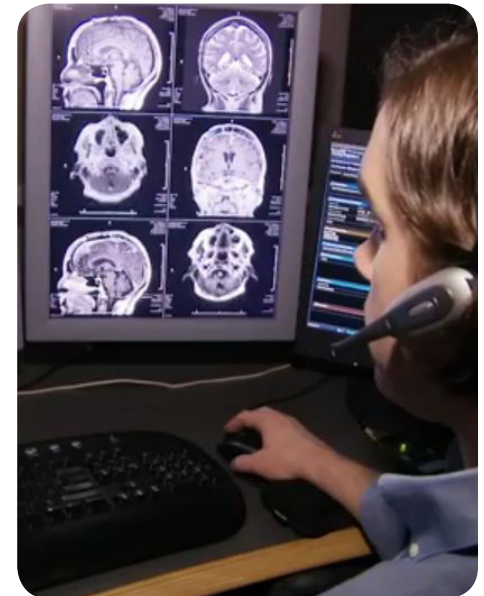
We are excited to report the completion of the provincial system design (based on RHA requirements) and the installation of provincial software and hardware.

A rollout plan has been designed and project sponsors have granted schedule approval. Planning and implementation is now well underway. We have started testing and implementation in Saint John with dictation/transcription in Health Records and Lab with Radiology testing following shortly after. We will then update the same services in Beauséjour (Zone 1). The rollout will continue throughout 2015-2017.

What's Next?

- Finish Health Records and Lab Implementation in Saint John.
- Start testing with Saint John Radiology
- Finish Lanier System software configuration and testing in Beauséjour.
- Execute communications to Physicians who will be using the new system in Beauséjour.
- Start computer deployments in Beauséjour

Diagnostic Imaging groups within Vitalité and Horizon took part in engagement sessions to review rollout requirements, ensure alignment and share strategies to ensure consistency. More engagement sessions will be held throughout the fall to provide clarity by answering questions and providing feedback. We will continue providing periodic updates to keep staff and physicians informed of our progress.



FacilicorpNB's 2013-2014 Annual Report now available

FacilicorpNB's 2013-2014 Annual Report was published this past July. The report, available on our website, highlights the major accomplishments in our four lines of business, and includes verified financial statements.

"FacilicorpNB celebrated many successes during the last fiscal year. Our cumulative annualized savings are now at \$24.2 million and projects that are completed or under way have had a positive impact on New Brunswick's health system", according to President and CEO Gordon Gilman.

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A word from the President and CEO

As outlined in this edition of INFO Evolution, FacilicorpNB published its sixth Annual Report this summer (see article on pages 1 and 4). The report provides a high-level look at our accomplishments over the past year, and summarizes the drivers of change related to our new Strategic Plan. I invite you to take a look at the report, available on our website in the “Press Room and Publications” section.

We have made great strides this year, working together with employees and partners of the Regional Health Authorities and Department of Health to deliver both short- and long-term efficiencies for the New Brunswick health system.

Many important projects will continue to evolve over the next few months, including: the implementation of category management in our procurement operations, the provincial dictation/voice recognition system project, the pharmaceutical supply chain project, and laundry consolidation. We will continue to inform you of each project’s development in upcoming editions of INFO Evolution.

Have a great fall season!

Gordon Gilman
President and CEO



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The Newsletter of
FacilicorpNB

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If you have any question or comments, contact us by email at: Communications@FacilicorpNB.ca.

Energy Initiatives Create Savings in Miramichi

The Miramichi Regional Hospital is committed to efficiently maintaining and managing the facility while maintaining or increasing patients' environment. Lighting projects conducted over the past year is a good example of that commitment. In fact, many savings were found thanks to a number of positive initiatives. Here's their story.

When the facility seemed a little dark because of the many metal halide pot lights that were continually burning out, Todd Bryenton, Chief Engineer and Energy Coordinator at the Miramichi Regional Hospital and a member of the Horizon Energy Network, knew exactly what to do.

The pot lights by the first and second floor elevators had a short life, usually less than 2 years. With many of them needing replacement, this was the perfect opportunity to combine energy efficiency opportunities with maintenance savings. Kate Butler, FacilicorpNB Energy Manager explains: "LED lights not only use less energy – about 55% less in this case – but their life expectancy is three to four times longer meaning maintenance requirements are also reduced."

The pot lights were replaced by energy efficient LED lights: 13 Watts compared to 32 Watts. Not only is that saving maintenance and energy dollars but the area is much brighter and welcoming to patients and visitors with the LED lights. The savings: \$1500 annually just in this one area alone!

Recognizing the potential for even more savings, a lighting audit of the facility was completed. Almost 350 pot lights have since been changed to LED! These lights were 100W – big energy consumers for lighting – but now are only 13W. The corridor areas are brighter and friendly and the lighting in the Highland Theatre is much better quality. As a matter of fact, the LED lights were so bright that the flexibility to dim these lights were added in some of the staff areas giving them the ability to choose their own light levels. This is a prime example of how energy efficiency can better the patient and staff experience while saving operational costs in the process.

One of the simplest and most effective ways to save energy is to turn off lights when they are not required. When the occupancy versus the amount of time the lights were on in the Highland Theatre was studied, it was quickly realized that the room was occupied on average an hour per day but the lights were on 23 hours a day. Just by turning these lights off, a savings of \$1,100 a year could be achieved.

The Miramichi Regional Hospital also is installing almost 50 occupancy sensors in washrooms and locker rooms for a savings of \$3,000 annually. These occupancy sensors were installed in rooms where lights were left on but the rooms were mostly vacant.

These lighting measures made good business sense with a payback in less than 2 years. Todd Bryenton explains that "when determining the feasibility of energy efficiency projects, the return on investment needs to be quick so that health care dollars are invested into cost effective projects. Occupancy sensors and LED lights make sense and ensure savings for years to come."

In total, the savings achieved from the lighting projects adds up to the equivalent of 10 homes being totally shut down, a pretty hefty savings for light bulbs! The benefits aren't limited to cost savings and lighting levels either, less energy consumed means less greenhouse gas emissions and because of the longer lifespan, less light bulbs are heading to the landfill.

The lighting projects are only a piece of the savings achieved as evidenced by the total energy savings achieved last year of over \$250,000. The majority of these savings is due in large to operational improvements in the heating plant. As a result, not only is the Miramichi Regional Hospital operating more efficiently but it is a brighter and more comfortable health care facility.



ANNUAL REPORT, CONTINUED...

The annual report presents results according to the six drivers of change that will guide our actions for the next few years: customers, services, results, operations, employees, and resources. These drivers of change are detailed in the 2013-2016 Strategic Plan, which was introduced in 2013-2014.

Summary of accomplishments per driver of change**CUSTOMERS**

- Corporate Customer Satisfaction Survey helped identify potential service delivery improvements
- Windows 7 was implemented in 2013-2014
- Access management process developed to improve customer experience and efficiency, and reduce compliance risk
- Continuation of the IT Provincial Service Desk project and process standardization initiatives to improve customer service
- Migration of old zone/area-based intranets content to the new intranets

RESOURCES

- New balanced scorecard implemented to track and report on operational productivity
- New timelines established for the preparation of work plans and budget targets
- FacilicorpNB joined the Government of New Brunswick's Performance Excellence Process

SERVICES

- Welcomed nursing home clients as laundry customers to create savings
- Welcomed nursing home clients as procurement customers to create savings
- Energy Management Program created to reduce energy costs and use in health facilities
- Provincial implementation of the Kronos Workforce Solution to manage time and attendance and employee scheduling
- Common dictation/transcription/voice recognition solution project
- Pharmaceutical Supply Chain Project to streamline practices and create savings
- Joint Solution RFP for Support Services Management

OPERATIONS

- Laundry consolidation to reduce costs
- Process improvements by giving employees the opportunity to take the Lean Six Sigma training program
- Risk management is given ongoing attention
- Privacy policies have been implemented to make sure we meet our obligations
- Staff reduction allowed for annualized savings of \$1.3 million

RESULTS

- Supply Chain renewal initiative introduced to standardize and improve levels of service
- Honoured, along with RHAs and the Department of Health, during the 2013 Kira Awards ceremony for work done on the Electronic Health Record project
- Annualized savings for 2013-2014: \$2,838,124

EMPLOYEES

- Implementation of the new iTacit talent management/career center
- Local and provincial recognition ceremonies
- Investments in employee training and skill development
- Creation of the attendance management program to reduce absenteeism
- Third participation in the Best Employers in Canada survey
- Performance management system used to have open conversations with employees about their performance

New uniforms for FacilicorpNB Logistics Employees

FacilicorpNB's Logistics employees across all zones/areas will soon start wearing new uniforms. They will consist of dark grey pants and a burgundy polo shirt on which the FacilicorpNB logo is embroidered in white.

This change is being brought forward to standardize uniforms throughout the province and to enable clients to better identify FacilicorpNB staff. The process surrounding this change has involved all Logistics Managers, as well as representatives from human resources and logistics staff.

The new uniforms will be phased in, given to all new employees upon starting and to current employees when a new set is required.

Uniforms are not mandatory, but FacilicorpNB employees must ensure that their choice of clothes is in accordance with the RHA's dress code for the zone/area they work in.

*At right:
Sébastien Mills,
Logistics employee in zone 1
(Beauséjour)*



Intranet migrations are complete

The migration of key content and applications from the prior zone/area-based intranets' to Skyline, Boulevard and Rendezvous was successfully completed this summer. In addition, several Q: drives were also migrated to new collaboration sites. The completion of this phase in Common Healthcare Intranet Portal initiative allows for the realization of a long-term goal: delivering key information and resources to all staff through a central common platform, improving information access and management.

The migration process started in January 2014. Oversight for the project was provided by the Joint Intranet Governance Committee, with each business owner directly involved with the release planning and execution within each of their organizations. Through the dedication of the key business leads, new and existing content owners and project team members from all three organizations, the project was successfully completed in August 2014

with the decommissioning of prior zone/area-bases intranets.

Special thanks go out to the many individuals involved in the project, for ensuring the quality of information transferred, that new content owners were trained and prepared to manage their new sections and for supporting the activities carried out by the core team.