

INFOEvolution Newsletter of **FacilicorpNB**

FacilicorpNB's 2012-2013 Annual Report summarizes achievements

FacilicorpNB's 2012-2013 Annual Report, summarizing the key initiatives and significant achievements of our last fiscal year, is now available for review.

The report documents the attainment of the five-year objective set down by our shareholder – the achievement of \$20 million in annualized savings – and includes a snapshot of our position related to the goals outlined in our first strategic plan (2008-2013).

“We have made great strides since 2008, working collaboratively with our employees and our partners, the Regional Health Authorities and the Department of Health to deliver both short-term and long-term benefits to our health system and to the taxpayers of New Brunswick. We are very proud of our accomplishments,” said President and CEO Gordon Gilman.

Major projects highlighted in the report include the completion of the Laundry transition, the Medbuy group purchasing consolidation, the reorganization of Clinical Engineering, and Clinical Information System (CIS) upgrades, among others.

To view the full report, please visit the Publications section of our website.



2012-2013 STATISTICS AT A GLANCE

The following tables provide a high-level view of the work conducted in each of FacilicorpNB's service lines. An annotated version of these statistics, providing additional context, is available on pages 12-14 of the Annual Report.

Information Technology & Telecommunications

Statistics at a glance	2011-2012	2012-2013	Change
Total number of PCs and laptops	12,554	12,683	↑
Total number of servers	1,068	1,200	↑
Total calls to Service Desk	123,169	121,186	↓
Total incidents reported	110,371	95,346	↓
Total incidents resolved	101,265	87,711	↓

Clinical Engineering

Statistics at a glance	2011-2012	2012-2013	Change
Total number of work orders	63,521	64,251	↑
Total number of preventive maintenance service orders	17,080	20,051	↑
Total number of completed actions following alerts about equipment	851	1,560	↑

Supply Chain

Statistics at a glance	2011-2012	2012-2013	Change
Total number of purchase orders	125,897	130,915	↑
Total dollar value of purchase orders	\$272,325,532	\$227,969,303	↓
Total number of contracts	2,346	1,452	↓
Total number of RFPs/tenders	92	82	↓

Laundry

Statistics at a glance	2011-2012	2012-2013	Change
Total poundage of laundry processed	6,735,879	22,416,307	↑
Total number of customers	36	58	↑

A word from the President and CEO

A number of reorganizations designed to improve the efficiency and sustainability of the New Brunswick health system were implemented this past spring.

Changes that have already impacted, or will have a near-term impact on the operations of FacilicorpNB include the restructuring of our executive management team and the consolidation of Laundry services.

The Laundry consolidation process will enable us to take better advantage of opportunities for standardization of both equipment and linens, explore group purchasing and investigate economies of scale in processing. These efficiencies will have a positive impact on both service and pricing, which will in turn allow us to attract new customers, while better serving the ones we have.

Over the next few months we will also continue working on a variety of important initiatives that collectively promise to have a profound impact on both savings and efficiencies generated. These include continued work on the implementation of the iTacit recruitment module, Kronos time and attendance management software,

Zone/Area transitions to the Provincial IT Service Desk, and a restructuring of our Supply Chain operations.

As always, our top priority remains building and fostering relationships with our partners and colleagues in the RHAs and the Department of Health, and continuing to offer high-quality services to all our clients.

Gordon Gilman,
President and CEO

Our executive team



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INFOEvolution

The Newsletter of
FacilicorpNB

INFO Evolution, the external newsletter of FacilicorpNB, is published in Fall, Winter, Spring and Summer every year by the Communications Department.

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

Provincial IT Service Desk now available to Zone 4 (Northwest)

The roll-out of the Provincial IT Service Desk continues, with Zone 4 (Northwest) joining the growing list of clients.

Staff and physicians in Northwest went live on the system in June, giving them access to a broad team of experts available to answer calls on a 24/7 basis.

Other Zones/Areas currently serviced by the Provincial IT Services Desk include Zone 5 (Restigouche) and the Saint John

area. All remaining Zones/Areas will be transitioned over the next few months.

The Provincial IT Service Desk team responds to requests for IT support in both official languages. Requests are made by phone, email, or online form, and include everything from basic how-to questions to more complex requests that require escalation to IT staff and subject-matter experts within the Zones/Areas.

The goal of the Provincial IT Service Desk initiative is to improve the quality and consistency of services provided to our clients. Once in place throughout the province, the service will enable clinical and administrative personnel from the RHAs and FacilicorpNB to receive standardized bilingual services on a 24/7 basis, no matter where they work.

Online IT Service Desk request form now available

You know the IT Service Desk is available by email or telephone – but did you know an online form is also now available?

The form provides users with a new way to submit requests for the following services:

- moving IT equipment;
- reporting a software/hardware issue;
- requesting new software or IT equipment; or
- submitting any general inquiry or request.

Visit your Intranet to access the form.

Service Desk Request System



Equipment Move
Hardware / Software Issue
New Equipment / Software Request
Other Request

Welcome to the FacilicorpNB service request system. Please select a request type from the Menu above.

If your request or issue is urgent, please contact your IT Service Desk.

Terms of usage

User: R2\rouke

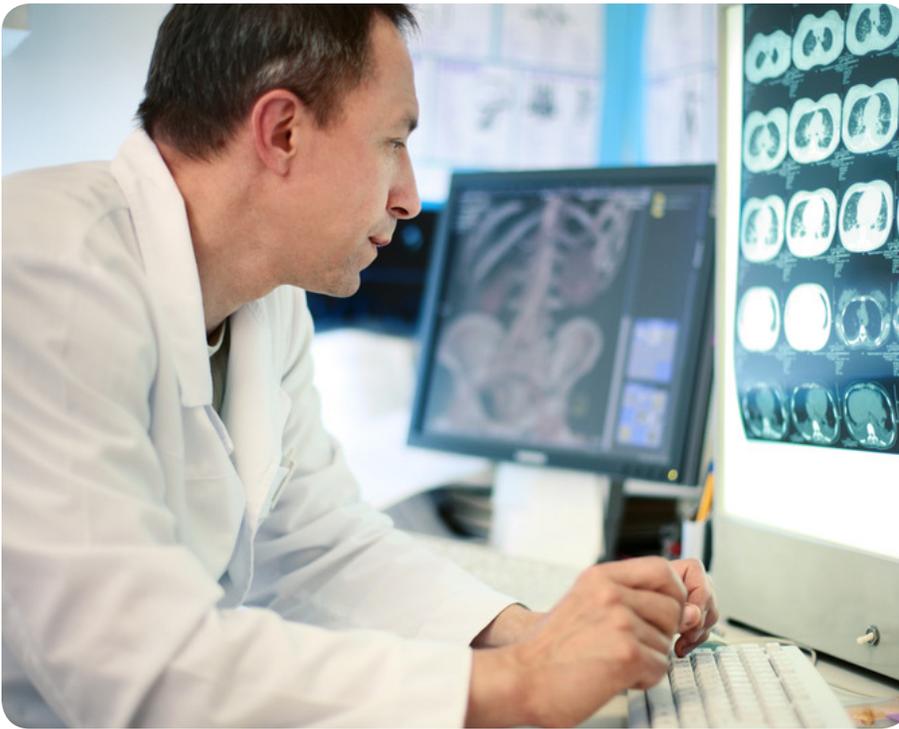
Application: Service Desk Request System

Version: 1.0

Server: ST







Improved Speed for Diagnostic Imaging Systems

A partnership between FacilicorpNB and Horizon Health Network has resulted in improved upload and download speeds for high definition medical test images.

The project started in January 2013, after clinical staff expressed concerns that image retrieval speeds using the Diagnostic Imaging Picture Archiving and Communications System (PACS) in the Moncton and Saint John areas were not meeting expectations.

Following consultation between technology suppliers, FacilicorpNB's Storage Team and the Saint John Area Diagnostic Imaging department, a recommendation was made to move to a dedicated (as opposed to the existing shared) storage and communications network.

After extensive testing, the diagnostic images were moved to the new network and made accessible to users. Speed tests at each site show retrieval time has improved by 13-28%.

Kronos Workforce implementation update

Over the past few months, great progress has been made on the implementation of the regional Kronos Workforce project in the Vitalité Health Network. Zone 1 (Beauséjour) went live in May 2013, and Zone 6 (Acadie-Bathurst) is expected to go live this fall. They join Zone 4 (Northwest) and Zone 5 (Restigouche), who came on board in 2012.



Kronos Workforce will provide a common tool for the submission and management of electronic timecards, allowing regional directors to manage timecards, schedules, and attendance from any location – and produce reports from a central database. The new platform will also make real-time schedules available to employees through a self-service option.

Initial meetings will be held in October to start planning for the implementation of Kronos in both the Horizon Health Network and FacilicorpNB.

Laundry Consolidation start date approaches

The first phase of FacilicorpNB's laundry operations consolidation will begin on November 1, 2013. Starting on that day, linen from the Moncton Hospital will be sent to the laundry facility in Saint John, and linen from the Tracadie Hospital will be processed in Campbellton.

“Since last spring, we have had many meetings with hospital and nursing home managers who will be affected by the consolidation, and we also published a number of newsletters to clients and employees. We want our clients to know the facts about each step leading up to the consolidation,” said Guy Léger, Vice President of Supply Chain and Laundry Services.

Phase two of the laundry consolidation project will be completed by April 1, 2014. Starting on that date, linen from the Dr. Georges-L.-Dumont University Hospital Centre will be processed in Saint John, and Chaleur Regional Hospital's

linen will be sent to Campbellton. Both the Edmundston and Fredericton laundries will remain open during this process.

Once the consolidation process is complete, the project is expected to generate \$2.4 million in annual savings.



New Energy Manager for FacilicorpNB



FacilicorpNB is pleased to introduce Kate Butler. Kate joins us in the role of Energy Manager, and will be responsible for developing an integrated energy management strategy for the New Brunswick health system, with the goal of reducing energy consumption and operational costs.

She will also support the RHAs in the identification, prioritization, funding and execution of energy savings initiatives.

Prior to joining FacilicorpNB, Kate was the Director of Program Delivery at Efficiency NB. During her time there, she led a number of significant energy

initiatives and programs, promoting energy efficiency and conservation within New Brunswick's commercial and residential sectors.

She brings with her a passion for energy management and green buildings, as well as experience identifying strategic improvement opportunities and overseeing employee/ stakeholder engagement. Kate has a Bachelor of Science in Engineering and is a registered Professional Engineer with APEGNB and a LEED Accredited Professional.

She can be reached by email at: Kate.Butler@FacilicorpNB.ca