

# INFOEvolution

Newsletter of  
**FacilicorpNB**

## New 3-year strategic plan for FacilicorpNB

On March 26, FacilicorpNB released its new Strategic Plan. The document was built on six key drivers of change that will guide our actions over the next few years:

1. From a **customer perspective**, we will move from variable service levels to consistent service levels.
2. From a **service perspective**, we will expand our services to include new offerings and new customers.
3. From a **results perspective**, we will move from a cost savings focus to a long-term value focus.
4. From an **operations perspective**, we will replace stand-alone processes with harmonized processes.
5. From an **employee perspective**, we will foster a sense of pride and belonging.
6. From a **resource perspective**, we will shift focus to allow strategy to shape budget – instead of the other way around.

“The 2013-2016 Strategic Plan is the logical continuation of our past strategic plan, which was built on our organizational pillars of customer relationships and service, operational excellence, people and culture, and accountability,” says FacilicorpNB President and CEO Gordon Gilman. “During that time we completed many projects in collaboration with both RHAs, and fostered our relationships with our many stakeholders and suppliers. Our new plan is inspired by our accomplishments and lessons learned.”

FacilicorpNB’s Board of Directors and senior management team, as well as senior management and physicians from the Horizon Health Network and the Vitalité Health Network were part of the development process for the new plan. Consultations were conducted with key stakeholders from the New Brunswick Health Council and the New Brunswick Department of Health. Lastly, results of the previous strategic plan, as well as results captured through customer feedback and employee engagement surveys were also considered.

“Our organization is constantly evolving, and the next few years will be no exception.”

~ Gordon Gilman



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## A word from the President and CEO

As you have read on the first page of this newsletter, we recently published our 2013-2016 Strategic Plan. It is a flagship document for our organization, and our six drivers of change – related to our customers, services, results, operations, employees, and resources – will guide our actions in the years ahead.

I would like to thank our partners, the Vitalité Health Network, the Horizon Health Network, the Department of Health, and the New Brunswick Health Council for their support and collaboration throughout the development process of our new plan.

You may read a one-page flyer introducing the 2013-2016 Strategic Plan on our website at [www.facilicorpnb.ca/en/press\\_room](http://www.facilicorpnb.ca/en/press_room).

This edition of InfoEvolution also includes progress updates on many important projects, among them the Common Health Intranet Portal, the IT Provincial Service Desk, and the Pharmaceutical Supply Chain Project.

Gordon Gilman,  
President and CEO

## Our Executive Leadership Team



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## Executive Leadership Team Appointments

In early 2013, Guy Léger announced his intention to retire from FacilicorpNB on December 31, 2013. Guy joined the organization in November 2008, serving as Vice President Supply Chain and Laundry. Guy has agreed to postpone his retirement until June 30, 2014 and serve in the capacity of Special Project Manager of Laundry Consolidation in order to complete the current laundry consolidation and transition initiative.

David Dumont has been appointed Vice President Supply Chain and Laundry.

David joined FacilicorpNB in August 2008, serving as Vice President of Human Resources, and since January 2013 as Executive Lead for Supply Chain Renewal.

Josée Pelletier has been appointed as Corporate Director of Human Resources. She joined FacilicorpNB in 2009 as a Human Resource Advisor and has been serving as acting Corporate Director of Human Resources since July 2012. Josée brings extensive management experience in the private sector to her new position.

## INFOEvolution

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

- Chantal Poulin, Corporate Director of Communications
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# Common Health Intranet Portal content migration begins

Great strides have been made in the Common Health Intranet Portal (CHIP) project, with the start of the migration of the old zone/area-based intranets' content in January.

This latest step in the project involves the transfer of validated content and services from the Infobahn (Moncton Area), Pulse (Fredericton and Upper River Valley), LINKS (Saint John Area), Miramichi, Beauséjour and Acadie-Bathurst intranets

to the Skyline, Rendezvous, or Boulevard areas of the CHIP.

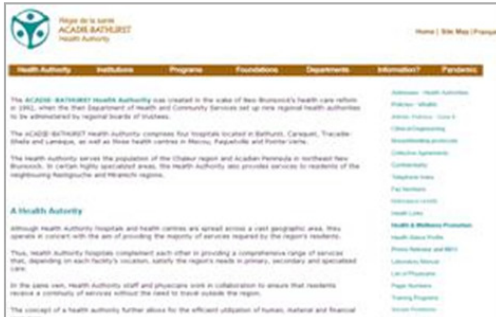
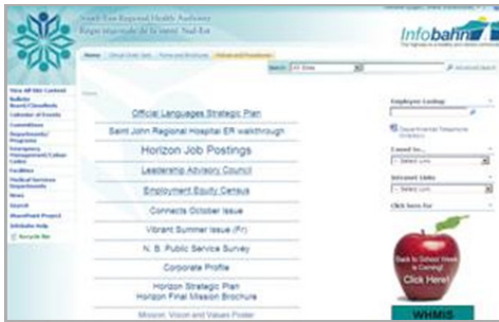
The migration process has been broken down into several content release phases, scheduled over a period of six months – from January to July 2014. Prior to each release, users will be made aware of the content to be moved, the date of the move, and how to access it in its new location on the CHIP.

Prior to the launch of the CHIP in January 2012, employees had to access multiple intranet sites to find the information necessary to complete their tasks. The goal of the CHIP project is to improve access and management of all shared information, collaboration sites, and applications.

When the content migration process is complete, the old intranets will be gradually decommissioned.

Here is an overview of upcoming content release phases:

Release number	Migration	Date
1	Old collaboration sites (Horizon and FacilicorpNB)	January - February
2	Horizon administrative content from Pulse, LINKS, Miramichi Intranet	February
3	Horizon clinical content from Pulse, LINKS, Miramichi Intranet	March
4	Vitalité Zone 6 (Acadie-Bathurst) administrative and clinical content	April
5	Vitalité Zone 1 (Beauséjour) administrative and clinical content	May
6	Applications	January-July



## Automated Dispensing Cabinets rollout well underway

In January, implementation kick-offs for the Pharmaceutical Supply Chain project were celebrated in Zone 4 (Northwest) and Miramichi area, bringing the total number of zones/areas underway to four.

The provincial roll-out of Automated Dispensing Cabinets (ADUs) and the connection to the McKesson Canada – Atlantic Central Fill Pharmacy has been staggered to allow the health networks enough time to capture implementation-related best practices before moving on to the next site.

Here's where things stand today:

- Teams from Moncton Area and Zone 1 (Beauséjour) have attended their core team training at the McKesson Training facility in Pittsburgh. Both Moncton implementations have had their servers and applications installed.
- The Moncton Area is currently undergoing application testing.
- ADUs have been ordered and installed for Zone 1 (Beauséjour).
- ADUs have been ordered for Miramichi Area and are expected to be on-site the week of March 17.
- Zone 4 (Northwest) has just completed determining its ADU drawer configuration.

Here's how the process works:

- A list of current medications stocked in a patient-care area is obtained from the pharmacy information system.
- The number of pockets needed in a cabinet depends on the number of medications stocked in the patient-care area. For example, an Intensive Care Area would likely stock a greater variety of medications than a family practice unit.

- The size and type of pocket needed to store each medication is then identified. The size of the pocket depends on the bulkiness of the item and the quantity needed to meet the needs of patients for a predetermined timeframe.
- The type of pocket depends on how securely the medication has to be kept: is the medication a controlled medication that needs to be inventoried each time it is used? Is the medication a high-alert medication that could affect the patient negatively if chosen in error? In those cases, the medication will be stored in a locked pocket and the caregiver will only have access to that pocket when it is removed from the cabinet.
- Once the size, type and total number of pockets are defined, the cabinet is designed to meet the needs of that specific patient-care area, and the order is placed with McKesson.

When complete, the health system will have implemented a single-source distribution model to enable the Horizon Health Network and the Vitalité Health Network to automate, move and track pharmaceuticals from the time of purchase through traditional distribution channels to selected patient-care areas.



### IT Provincial Service Desk now serves Zone 6 (Acadie-Bathurst)

On March 10, staff and physicians in Zone 6 (Acadie-Bathurst) began receiving 24/7 bilingual support from the IT Provincial Service Desk.

This area joined Zone 4 (Northwest), Zone 5 (Restigouche), the Saint John Area and Zone 1 (Beauséjour) as clients of the IT Provincial Service Desk.

The Fredericton and Upper River Valley Areas are also clients, but they only receive service outside regular work hours. They continue to be served weekdays by their service desk from 8am to 4pm.

#### WHAT IS THE IT Provincial Service Desk?

The IT Provincial Service Desk team responds to requests for IT support in both official languages. Requests are made by phone, email or through an 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.



## Energy Savings Workshop a success

On January 23, 40 workshop attendees – including Vitalité Health Network and Horizon Health Network managers, building operations and maintenance staff – learned a seven-step approach to understanding energy use and identifying potential savings opportunities.

The “Spot the Energy Savings Opportunities” energy management session, sponsored in part by Natural Resources Canada and the Canadian Coalition for Green Health Care, was held at the Moncton Hospital. It was an interactive day that combined principle-based methodologies with demonstrations to showcase how to spot potential energy savings.

“The Energy Network is actively identifying energy reduction opportunities,” says Horizon Energy Network Committee Chair Bill Goobie. “Having this knowledgeable group engaged at this event allowed us

to share ways to reduce energy consumption in our health care facilities.”

The workshop’s seven-step approach was well received by all participants. Understanding present energy usage is the basis of the first four steps (understand energy costs, compare yourself to others and yourself over time, understand when you use energy, and understand where you use energy) while the final three steps (optimize the supply of energy, maximize efficiency, and eliminate the waste) concentrate on finding savings opportunities.

The Moncton Hospital is already implementing some of the knowledge gained.

Marty Robichaud, Refrigeration Specialist, left the session with some thoughts on how to better approach a simultaneous heating and cooling system in an office area at the hospital.

Marty’s supervisor Alfred Babineau, explains:

“In this particular office, there were two systems feeding one area – one system was heating while the other cooled,” Babineau says. “The workshop gave Marty an idea how to improve the interaction between the two systems. Now only one system is operating at a time, thus saving energy.”

Kate Butler, FacilicorpNB Energy Manager agreed.

“The people operating and working in these facilities are well positioned to identify energy waste, and helping them do that is the best way to find savings opportunities. Eliminating energy waste and implementing more efficient systems, techniques and technologies will not only reduce energy costs but will result in better patient and staff comfort levels, and a reduction in greenhouse gas emissions. Energy reduction is win-win.”

*Below: Attendees participate in a demonstration of different lighting systems.*





## Laundry consolidation update

Planning regarding the consolidation project for hospital laundries in Zone 1 (Beauséjour) and the Chaleur Regional Hospital is continuing. Below are additional details on the progress of this project.

Initially, the Bathurst and Beauséjour laundries were slated to close on April 1, 2014. However, transition dates have been postponed for a number of reasons:

- **Zone 1 (Beauséjour) laundry:** the laundry is now slated to close by October 31, 2014. This timeline is due to the need for the Saint John laundry to access space and staff resources in order to absorb the
- **Chaleur Regional Hospital Laundry:** the laundry is now slated to close by March 31, 2015. This timeline is due to the commissioning of space required at the Campbellton laundry to absorb the volume from the

additional volume from clients in this zone. This space and these resources are currently assigned to the processing of reusable surgical linen from the Horizon Health Network. A project to transition to disposable surgical linen in Horizon Health Network is expected to be completed during the summer of 2014. This will free up the space and staff needed to absorb the additional volume from the Beauséjour laundry.

Chaleur Regional Hospital. This should be completed in early 2015.

The delay in the consolidation project will provide additional time to ensure that proper inventories are in place, production is normalized and efficiencies are achieved, and to complete the implementation of our online ordering system.

FacilicorpNB's team is working with employees and clients to ensure a smooth transition. Many lessons were learned from the transition of the Tracadie and Moncton laundries and clients were, for the most part, satisfied with the changes.

*Below: Laundry staff at the Campbellton Regional Hospital.*

