

# INFOEvolution Newsletter of *FacilicorpNB*

## Continuous improvement projects in the spotlight at FacilicorpNB

Eight of eleven improvement projects undertaken by FacilicorpNB's Lean Six Sigma trainees are now complete, and the results are in.

One project, dedicated to reducing the response and duration times for incidents reported to the IT Provincial Service Desk, dropped the response rate for incidents taking longer than three days from 19% to 2%; and also dropped the percentage of incidents lasting more than 7 days from 17% to 5%.

Another project, dedicated to reviewing the inventory replenishment process at the Dr. Everett Chalmers Regional Hospital, resulted in a significant reduction in the amount of time and effort required to count and replace stock in various nursing units. It also led to \$24,924 in hard savings for Horizon Health Network, by reducing and eliminating inventory items. This same review process is now being rolled out in the Restigouche Zone of Vitalité Health Network and elsewhere in the province.

Other initiatives undertaken include "waste walks". Two teams toured the province in January and February 2015, looking for quick and easy projects to improve efficiency, reduce unnecessary spending, and improve productivity.



These teams focused on the laundries in Saint John and Campbellton. They will continue visiting various areas of the province to conduct waste walks. As improvements are completed, updates will be provided.

These projects flow from our Process Improvement plan, implemented in

September 2013, to drive efficiency improvements and find savings.

Eleven FacilicorpNB employees undertook intensive training in the Lean Six Sigma process improvement method, earning their "black belts". In December 2014, two of those black belts were assigned to continue working on continuous improvement projects across the organization. Annick Hall, Senior Applications Analyst, was reassigned full-time until December 2015; and Scott Masters, Manager of Corporate Support Services, was reassigned on a part-time basis. They have already started work on a project at the Saint John Laundry.

We will continue to keep you updated on these and other improvement projects.

## Focus on IT Provincial Service Desk customers

The IT Provincial Service Desk project was completed last fall, standardizing and improving the level and quality of client service across the province. It now provides clinical and administrative staff from the Health Authorities and FacilicorpNB with 24/7 bilingual support services.

The next step in the process will be to implement FacilicorpNB's Focus Customer Experience Program, with the goal of standardizing the customer experience. The program, developed over the past few years, provides will provide the IT Provincial Service Desk with the tools and mentoring they need in order to provide our services in a consistent and effective way.

"Over the years, FacilicorpNB has invested a great deal of effort to improve both service delivery and customer experience. There have been countless improvement and standardization initiatives. We have also conducted customer satisfaction surveys every year, to keep the discussion going and to measure our progress. The Focus program will be a great tool that will ensure our customers have a consistent and effective experience every time they need us," says Accounts Manager Mandy McLean, who is responsible for the Focus program.

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## A word from the President and CEO

Over the past few months, we have focused a great deal of effort on the implementation of our process improvement plan. This plan will allow us to improve efficiency in the management and delivery of our services. We've seen positive results so far (see article on page 1), and expect to see continued success as we roll out the next phases of the plan.

We also continued work on a number of existing projects, including process improvements at the Moncton Hospital Pharmacy Department and the implementation of our customer experience program at the IT Provincial Service Desk. You will find updates on these in this edition of Info Evolution.

As you know, the Government of New Brunswick has launched a Strategic Program Review process and a common services project. FacilicorpNB is actively collaborating on both initiatives, with many of our managers and employees contributing their expertise to help the Government find efficiencies and savings opportunities in the system. Both projects will continue over the next few months and our employees will provide meaningful input on an ongoing basis.

Derrick Jardine,  
President and CEO

### IT Provincial Service Desk contact information

Regional Health Authority staff and physicians in all zones/areas may now contact the IT Provincial Service Desk using a common telephone, fax, and email address:

- Telephone (toll-free): 1-844-354-4357
- Fax: 1-844-354-7777
- Email: [Service@FacilicorpNB.ca](mailto:Service@FacilicorpNB.ca)

## Our Executive Leadership Team



**Derrick Jardine**  
President &  
Chief Executive Officer  
[Derrick.Jardine@FacilicorpNB.ca](mailto:Derrick.Jardine@FacilicorpNB.ca)  
506-663-2503



**David Dumont**  
Vice President of Supply Chain  
and Laundry Services  
[David.Dumont@FacilicorpNB.ca](mailto:David.Dumont@FacilicorpNB.ca)  
506-663-2522



**Ross Jefferson**  
Vice President of Corporate  
Services  
[Ross.Jefferson@FacilicorpNB.ca](mailto:Ross.Jefferson@FacilicorpNB.ca)  
506-663-2515



**Jill Ritchie**  
Vice President of Technology  
Solutions and Services  
[Jill.Ritchie@FacilicorpNB.ca](mailto:Jill.Ritchie@FacilicorpNB.ca)  
506-663-2505

# 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.

- Chantal Poulin, Corporate Director of Communications
- Kevin Roussel, Communications Officer
- Denis Martin, Translator-Reviser
- Melissa Bochar, Executive Administrative Assistant
- Katie Bowden, Graphic Designer

If you have any question or comments, contact us by email at: [Communications@FacilicorpNB.ca](mailto:Communications@FacilicorpNB.ca).

## Better preparation of chemotherapy medications in Moncton

FacilicorpNB recently supported a process improvement project for the preparation of oncology medication at the Moncton Hospital Pharmacy department. The Phocus Rx camera system was implemented and went live on January 12, 2015.

Chemotherapy medication is prepared in a biological safety cabinet (see picture) in order to maintain sterility and prevent exposure to cytotoxic waste. The cabinet (also called a hood) is located within a sterile clean room that is negative pressurized to enhance containment. Pharmacy Assistants or Technicians preparing chemotherapy medications must also wear personal protective equipment designed to prevent potential exposure.

The complexity of the measures taken to keep oncology medication handling to a minimum makes the use of the camera monitoring system a necessity.

The Phocus Rx system is a camera verification system that combines both hardware and software. At the Moncton Hospital, two ultra-compact cameras were installed outside the hood, in the clean room ceiling. Pharmacists use the cameras to scan labels printed from Meditech, and upload the digital version into the Phocus Rx system.

The Pharmacy Assistant or Technician then completes the steps of preparing the medication per label details. The Phocus Rx cameras take images of the medication preparation process at each specific step.

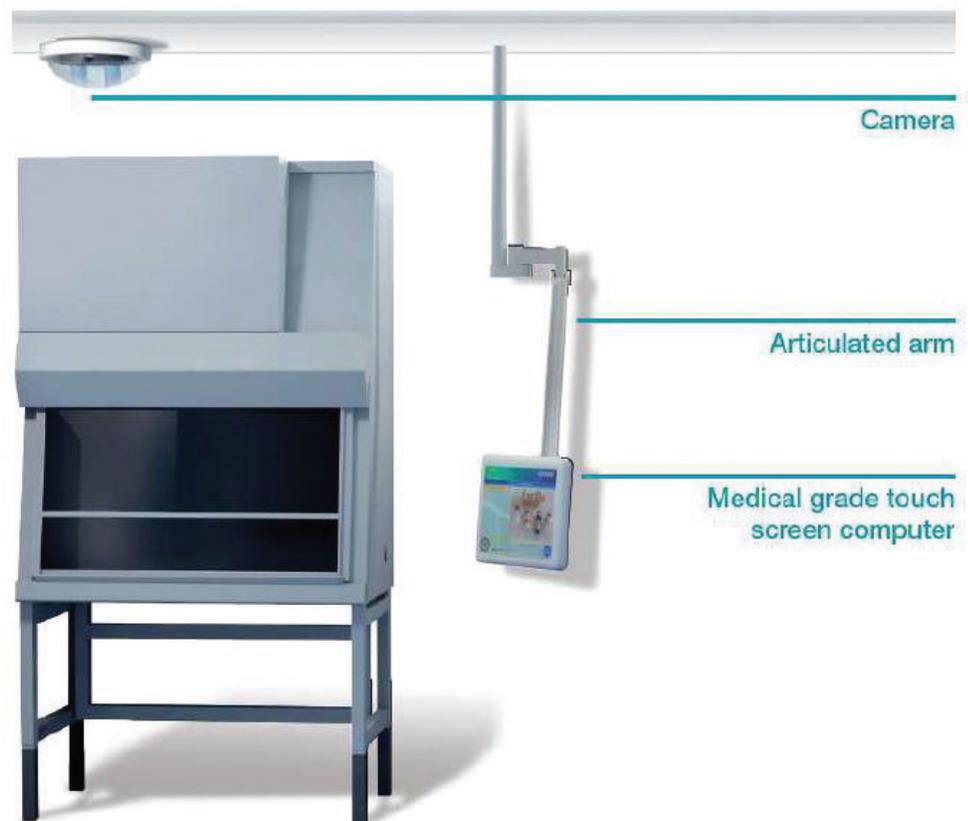
These images, including the names, numbers, labels, colour and other details related to the drugs and syringes prepared by the Pharmacy Assistant or Technician,

are stored on a server and can be accessed by Pharmacists for approval, using any network-enabled computer or device.

Bi-directional communication software enables Pharmacists to review high resolution images to validate and/or send a warning message to the Pharmacy Assistant or Technician preparing the medication. This allows them to remotely document and validate the process without being on-site, and give their approval to send the medication to the Oncology department.

FacilicorpNB IT services supported the project by setting up the virtual server and database required to host the files, and installed the software on applicable components of the system.

The Phocus Rx system will enable the Pharmacy department at the Moncton Hospital to enhance documentation of the preparation process, improve quality assurance, improve staff efficiency, and ensure adherence to current Industry standards for IV medication preparation for Oncology patients.



## Focus on IT Provincial Service Desk customers

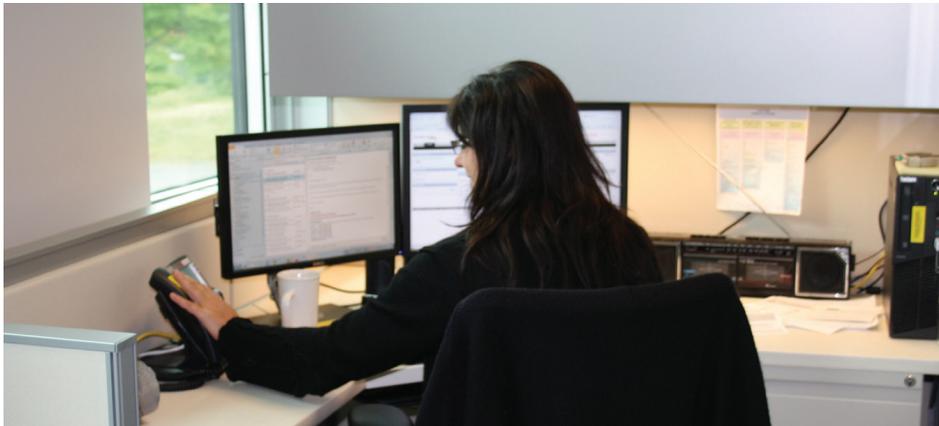
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The IT Provincial Service Desk is FacilicorpNB's first province-wide service to implement the program.

Employees will be asked to follow a standardized five-step service model:

1. greeting the customer (logging the ticket, updating the data, etc.)
2. identifying and clarifying the issue (documenting the request)
3. resolving (identifying solutions or escalation process, etc.)
4. summarizing (recap, identifying follow-up timelines, etc.)
5. closing the interaction (providing ticket number, updating it or resolving it)

IT Provincial Service Desk employees have received training to implement the Focus Customer Experience Program. The implementation phase will be completed over the next few weeks.



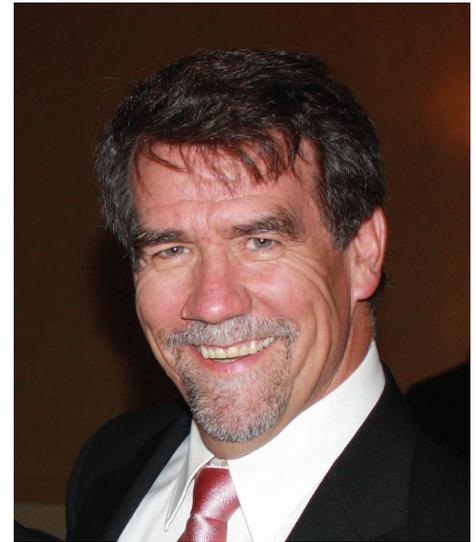
## 2014 Customer Satisfaction Survey results

This past quarter, the 2014 Customer Satisfaction Survey was completed.

We received feedback from 97 respondents, who each answered a variety of questions designed to help us identify opportunities to enhance customer service throughout our organization.

Our overall customer service satisfaction score was 85%, an increase of 1 percentage point over last year.

Maintaining and improving a good customer service rating is an ongoing priority for FacilicorpNB.



## Appointment of FacilicorpNB's Executive Director of Laundry Services

Terry Watters has been hired as our new Executive Director of Laundry Services. He will take on his role on April 7, 2015.

Terry holds a Registered Laundry and Linen Director (RLLD) certification from the University of Guelph. Prior to joining FacilicorpNB, Terry was the General Manager of Sudbury Hospital Services for 17 years. He brings to FacilicorpNB an extensive and successful background in managing centralized health care laundries in central Canada.

His experience will serve us well following the recent laundry consolidations. His three-year term is to focus on implementing measures to enhance production efficiencies and deliver quality service to clients, and to position operations for long-term success.

Terry will be based at the Saint John Laundry.

You may contact him at 506-674-0058 or at [Terry.Watters@FacilicorpNB.ca](mailto:Terry.Watters@FacilicorpNB.ca).