

INFOEvolution

Newsletter of

FacilicorpNB

IT Provincial Service Desk now serving Moncton and Miramichi

On June 4, the IT Provincial Service Desk implementation project welcomed two new clients to its list: Horizon Health Network's Moncton and Miramichi Areas. Located in Edmundston, the IT Provincial Service Desk's role is to respond to IT service requests in both official languages – by phone, email, and Intranet form, provide core services, and forward more complex requests to IT staff on call in the zones/areas. IT deskside support staff stationed in the zones will continue to provide service as usual.

Calls and emails from the Moncton Area will be processed by the IT Provincial Service Desk after regular work hours and on holidays. On-site staff will continue to respond to service requests weekdays from 8 am to 4 pm. The complete transition of the Moncton Area will occur over time. Requests from the Miramichi Area will be processed full-time by the provincial service desk.

The IT Provincial Service Desk is also serving:

- Zone 1 (Beauséjour)
- Saint John Area
- Fredericton Area (after regular work hours and on holidays)
- Zone 4 (Northwest)
- Zone 5 (Restigouche)
- Zone 6 (Acadie-Bathurst)

The IT Provincial Service Desk's objective is to provide both RHAs' staff and physicians with consistent, quality services around the clock, in both official languages.



Pharmaceutical Supply Chain Project Update

The New Brunswick Pharmaceutical Society (NBPhS) has granted McKesson Canada – Atlantic Central Fill Pharmacy, its pharmacy license and has approved the start of operations. This third pillar of the New Brunswick Pharmaceutical Supply Chain (NB-PSC) project went live the week of May 26, 2014.

As part of the initial trial period, The Moncton Hospital was the first hospital to initiate Central Fill Services. Once fully implemented, McKesson Canada – Atlantic Central Fill Pharmacy will be supplying common ward stock medications to replenish the AcuDose-Rx™ automated dispensing cabinets.

With the implementation of this third and final pillar, the NB-PSC project will:

1. provide unit-dose packaging for ward stock medications;
2. support better medication inventory management by tracking individual usage of ward stock medications;
3. provide consistent labeling and barcoding of ward stock medications and;
4. support centralization of ward stock unit-dose packaging and cabinet replenishment.

All zones and areas, with the exception of Zone 6 (Acadie-Bathurst), have begun their implementation projects.

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A word from the President and CEO

As you will read in this edition of Info Evolution, our organization continues to deliver results in all lines of business. Over the past few months, our team has put many efforts in a number of projects that help improve the effectiveness of our health care system.

Indeed, the IT Provincial Service Desk, Pharmaceutical Supply Chain, Dictation/Transcription/Voice Recognition System and Category Management projects all improve the way our health system operates. We are proud to work on these projects in collaboration with our partners: Vitalité Health Network, Horizon Health Network and the Department of Health.

Also, I would like to take this opportunity to thank Guy Léger for his many years of exceptional service and contribution to our organization.

As Executive Vice President of Operations, he managed major projects, such as the transition of Supply Chain, Clinical Engineering, CMSL, and Laundry employees and operations. He also took a best practice approach to the many process standardization initiatives that he managed and implemented over the years.

On behalf of all FacilicorpNB employees, I would like to personally thank Guy for all he has accomplished throughout his career. We wish you a happy retirement filled with memorable moments.

Gordon Gilman,
President and CEO

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The Newsletter of
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Implementation of a new dictation, transcription and voice recognition system

FacilicorpNB employees have worked with Lanier Health Care Canada over the past few months to become familiar with the new dictation, transcription and voice recognition system design.

The system will provide digital dictation, transcription, and voice recognition functionality in both French and English, and is designed to adapt to our ever-changing needs. Health Records, Diagnostic Imaging, and Laboratory from each zone/area will use the new system.

In January 2014, representatives from Horizon Health Network and Vitalité Health Network, including Health Records, Lab, and Diagnostic Imaging, participated in the kickoff meeting for the project. Teams for each department

developed business requirements and global standards for the dictation system.

Staff and physicians were informed of business requirements and standards during information sessions this spring. Equipment and services were ordered and software was installed April 2014.

Work to create an implementation plan and timelines for the provincial Dictation, Transcription, and Voice Recognition System began a few weeks ago.

Representatives from the Regional Health Authorities (RHAs), FacilicorpNB, and Lanier Health Care Canada will collaborate to define the implementation sequence, scope, and schedule for each zone and area.

What is the new dictation, transcription and voice recognition system project?

In October 2013, a contract was signed with Lanier Health Care Canada to provide a Dictation, Transcription and Voice Recognition System for the Province of New Brunswick.

Over time, this new technology will replace eight systems currently in use in zones and areas within the RHAs.



Category Management Pilot

FacilicorpNB is currently piloting the category management model in its procurement operations. Horizon Health Network’s Laboratory Departments have been collaborating with FacilicorpNB since December 2013 to be the first department to adopt this model.

The implementation of the Category Management model includes the following benefits for clients and operations:

- 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
- Increases contract compliance
- Improves products/process standardization

- Generates an economy of scale on capital and minor equipment purchases
- Improves business intelligence

“The Laboratory Medicine Program has moved to formally function as a regional program. We know that for us to be effective and efficient in our operations across all our labs, regardless of the facility or area, we need our strategic partners to understand that method, and function in a similar fashion. We saw the benefit on the IT side when FacilicorpNB installed a Laboratory Specialist to be our key contact for that business line. With a budget of more than \$50 million across Horizon Health Network laboratories, more than half of that is spent on supplies, equipment and services. Strategic procurement in a model that is focused specifically to our business will allow us to ensure we are being responsible stewards of those precious resources, especially in these difficult financial times,” said Heather Kyle, Chief of Laboratory Services

The pilot launched April 1, 2014, and will run until fall 2014. Once complete, planning for the implementation of this project in other departments and RHAs will begin, in collaboration with Vitalité Health Network and Horizon Health Network.

What is category management?

Category Management involves segmenting the organizational expenditures for goods and services into categories of products and services. It drives organizations to work together to examine the spending for products, services and suppliers within the category.

Health system PCs now run on Windows 7

As a result of Microsoft’s decision to end support for Windows XP, FacilicorpNB staff worked from November 2013 to April 2014 to install Windows 7 on health system PCs throughout the province. This large-scale upgrade will ensure all systems remain protected from potential security threats.

Due to application incompatibility, some devices still remain on

Windows XP. These systems will be upgraded or replaced during 2014-2015.

Mitigation strategies are being implemented to ensure that all devices that continue to run the Windows XP operating system will be protected until they are upgraded.



FacilicorpNB National Biomedical and Clinical Engineering Week celebrated May 14-18

On May 18-24, we celebrated National Biomedical and Clinical Engineering Week – thanking New Brunswick’s clinical engineering technologists, engineers and administrative personnel for all that they do to ensure the safety and maintenance of our medical equipment.

Every year, healthcare continues to improve as a result of numerous advancements in technology. Few exams or procedures are done today without the aid of one medical device or another.

Clinical Engineering employees are involved in all phases of the medical equipment lifecycle. From a diagnostic set on an emergency room wall to a ventilator located in an intensive care unit the Clinical Engineering Department is responsible for the maintenance of this equipment and more importantly, ensuring that each

device is safe and ready for use at all times.

To ensure equipment safety standards are up to date, the Clinical Engineering Department references organizations like the Canadian Standards Association (CSA), Health Canada, the Food and Drug Administration (FDA), the Canadian Agency for Drugs and Technologies in Health (CADTH), the American Association for Medical Instrumentation (AAMI), and ECRI.

Clinical Engineering advises on equipment selection and acquisition, facilitate training, make repairs, calibrate, and perform preventative maintenance on thousands of machines. In New Brunswick, there are more than 49,000 active pieces of equipment recorded in the provincial Clinical Engineering Database.



Above: The first strip to come out of the Central Fill PACMED machine.

PROJECT UPDATE, CONTINUED...

- Zone 6 will hold its kick-off June 27.
- The Miramichi Area started cabinet deployment the week of June 9. They will connect with Central Fill in July.
- Zone 1 (Beauséjour) has completed application testing. The next steps are to deploy the cabinets and Central Fill starting the last week of June.
- Zone 4 (Northwest) began application testing the week of June 16.
- Fredericton Area cabinets are being ordered and are expected onsite by mid-August.
- Zone 5 (Restigouche) cabinets have been ordered and are expected on site mid-August.
- Saint John Area kicked-off the project on June 5. They are in the process of finalizing cabinet configuration.

