

INFOEvolution Newsletter of **FacilicorpNB**

FacilicorpNB to become part of a new shared services agency

On May 28, the provincial government announced it is moving forward with plans to consolidate and modernize common services across government and in both regional health authorities.

A new Crown Corporation will be formed, and assume the name of the former Service New Brunswick organization. This new organization will be responsible for the province's shared services, including: finance, information technology, and procurement. FacilicorpNB's Clinical Engineering and Laundry services will also be transitioned to the new organization, which is expected to be operational in October 2015.

The new Service New Brunswick will consist of the New Brunswick Internal Services Agency, Department of Government Services, FacilicorpNB, and the former Service New Brunswick, and will assume all existing agreements and contracts involving the merged organizations.

During the transition, each agency will continue to provide their respective services.

"FacilicorpNB's move to the new Service New Brunswick will happen using a phased approach, and will take some time," said FacilicorpNB President and CEO Derrick Jardine. "Our customers in Regional Health Authorities and nursing homes will continue to receive high-quality services throughout the transition period."

This consolidation process is estimated to save \$30 million by 2020. This savings



will be achieved primarily through the modernization of technology, automation of systems and business processes and strategic procurement.

"Since the creation of FacilicorpNB, in 2008, we have proven that the shared services model works. We played an important role in improving the safety and efficiency of health services through many initiatives and collaborative work with stakeholders throughout the health system. We see the move to a new common services corporation as a step forward," said Mr. Jardine.

If you have any questions about this change, you may contact us at info@FacilicorpNB.ca.

Above: The process for finding measures to eliminate the province's deficit was announced January 13, 2015 by Health Minister Victor Boudreau, minister responsible for Strategic Program Review.

Boudreau was joined by Michael Horgan, chair of the Strategic Program Review advisory committee.

A word from the President and CEO

Since its creation in 2008, FacilicorpNB has played a key role in improving the safety and efficiency of health services. Over the past seven years, much has been accomplished, and we have been a steadfast and reliable partner for all health system stakeholders.

We have proven that the shared services model works. When the Government of New Brunswick launched the Strategic Program Review, we gladly agreed to participate in discussions related to finding efficiencies and savings in the delivery of services.

These discussions led to the announcement of the new Service New Brunswick Corporation. We are looking forward at joining this new Crown Corporation to apply the shared services model to other parts of government. This change is a logical evolution for our organization and we are optimistic about it.

While the transition takes place, we will continue to provide the same safe, cost-effective and innovative Clinical Engineering, Supply Chain, Information Technology and Telecommunications, and Laundry services to the Regional Health Authorities, our nursing home clients, and the Department of Health.

If you have any questions or concerns about the upcoming change, please continue to contact the same key persons as usual.

Derrick Jardine,
President and CEO

Our Executive Leadership Team



Derrick Jardine
President &
Chief Executive Officer
Derrick.Jardine@FacilicorpNB.ca
506-663-2503



David Dumont
Vice President, Laundry and
Supply Chain Services
David.Dumont@FacilicorpNB.ca
506-663-2522



Jill Ritchie
Vice President, Technology
Solutions and Services
Jill.Ritchie@FacilicorpNB.ca
506-663-2505

**Vice President, Corporate
Services
Vacant**

INFOEvolution

The Newsletter of
FacilicorpNB

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- 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.

New data storage solution is a home run

FacilicorpNB's Enterprise Storage team has implemented a new technology solution for the storage and backup health-care data, allowing us to switch from tape backup media to disk-based systems.

The project, which began in 2011, was completed in the fall of 2014. The new hardware will have the following long-term benefits for the health-care system in New Brunswick: improved security, improved capacity, reduced costs and carbon footprint, and standardized processes.

With the new disk-based backups, there will be no more handling of physical tapes. Health data is now stored locally on disks and a backup/recovery copy is

automatically transmitted off-site using a secured network.

Since 2011, the amount of overall storage managed has grown to 1.5 petabytes, which is the equivalent of 334,500 DVDs. The new storage solution has allowed administrators to more efficiently use the capacity under management, and more responsively add new capacity.

Reduced costs

- By implementing standardized hardware for storage and backup and reducing eight buying contracts to one, this project

produced a net savings of \$5.2 million in procurement costs over the past four years.

- The number of managed devices in the storage infrastructure has decreased by 37% over four years due to standardization and reduction of duplication. The reduction in equipment and the efficiencies of the new technology also decreased power demands and cooling requirements, thus reducing power costs and our carbon footprint.

Below: Erick Dumont (left), Storage Analyst, and Todd Beaman (right), Storage Architect, are members of FacilicorpNB's Enterprise Storage team.



FacilicorpNB's contribution to the opening of the new Restigouche Hospital Centre

The new Restigouche Hospital Centre has opened a few weeks ago in Campbellton.

Staff from the FacilicorpNB Purchasing Department and Logistics Department coordinated the procurement of the new furniture (including the request for quotes, contract awards, etc.). They were also responsible for receiving all supplies and setting up the Facilities Management stores for the new facility.

To ensure a smooth transition, Clinical Engineering and Information Technology and Telecommunications employees moved equipment in the days preceding the move.

FacilicorpNB was proud to support the Vitalité Health Network's move to the new facility.



James Belliveau appointed Acting Director of Laundry Services and Client Services

On May 4, 2015, James Belliveau assumed the role of Acting Director of Laundry Services for facilities in Northern New Brunswick. Under the direction of Terry Watters, Executive Director of Laundry Services, James assumes leadership of the laundry departments at the Campbellton, Edmundston, Bathurst and Miramichi hospitals.

James' appointment follows the retirement of Réjean Losier, who worked for the New Brunswick health system throughout his 28-year career.

In addition to his new appointment, James will continue to perform his current duties as Director of Maintenance for FacilicorpNB's Laundry Division.

James can be reached by email at James.Belliveau@FacilicorpNB.ca and by phone at 506-238-5206.

New IT system access management process will be implemented province-wide

A new, standardized process will be implemented over the next year to improve how IT system access requests are submitted and provisioned.

Horizon, Vitalité and FacilicorpNB have jointly developed the new process and tools, finalizing a model that was initially piloted in 2014, within Horizon Health Network's Moncton Area.

Work is underway in each zone/area to identify standard roles and application access requirements for each unique role required within our organizations for all users, both employees and non-employees (students, volunteers, etc.). A roll-out plan has been developed, with the first implementation occurring in the Miramichi Area in July.

This will provide a consistent and streamlined process, and once fully implemented it will enable all managers, regardless of their location, to follow the same process and use a common electronic form to manage their employees' IT system access requirements.

If you have any questions about this project, please contact Elizabeth Doyle, Project Manager, at 506-857-5536 or at Elizabeth.Doyle@FacilicorpNB.ca.