

INFOEvolution

Newsletter of **FacilicorpNB**

Pharmaceutical Supply Chain Project progressing well

The planning phase for the Hospital Automation and Central Fill components of the Pharmaceutical Supply Chain project is nearing completion.

The Working Groups responsible for these two project components have completed the following initiatives:

- Establishment of a project governance structure
- Development of a detailed project schedule
- Communications planning
- IT infrastructure and interface assessment
- Assessment of the quantity and type of Automated Dispensing Cabinets (also called ADUs) needed at each facility in both Regional Health Authorities, and any associated renovations required to accommodate them

- To facilitate the planning and implementation in each zone or area, a Local Implementation Committee (LIC) was formed with representation from Nursing, Pharmacy, Capital Planning, Project Management, Logistics, Information Technology, and Clinical Engineering. Two co-chairs, one each from Nursing and Pharmacy Services, were selected to lead the committee.

Implementation in the RHAs

In the Horizon Health Network, 152 ADUs will be installed in 11 facilities. Almost 5,000 employees from Nursing, Pharmacy and Respiratory Therapy will have received training by the end of the implementation process.

- The Moncton Area kicked off the project on October 2.

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BACKGROUND:

In 2011, an opportunity to streamline the province's pharmaceutical supply chain practices was identified. The project would decrease costs and promote patient safety through the introduction of industry leading automation.

A request for proposal was issued, and McKesson Canada was selected to support the implementation of this new supply chain model in both Regional Health Authorities.

And so the Pharmaceutical Supply Chain Project was born.

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

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Each year, the healthcare system in New Brunswick purchases approximately \$70 million worth of medication.

At left: The Sackville Memorial Hospital ADU. Left to right: Domenico Testa, McKesson Canada Software Support Team Lead, Darrell Trzop, Clinical Engineering Technologist at FacilicorpNB, Marc Melanson, McKesson Canada/Atlantic Field Service Technician, Charla Fife, Pharmacy Technician at Sackville Memorial Hospital, and Michael Lowe, McKesson Canada.

A word from the President and CEO

This past fall was a busy time for our organization, with many projects on the go. Before we welcome the New Year, let's take a look back at what we have accomplished.

We have made great strides in the Pharmaceutical Supply Chain project (see page 1). This new model for pharmacy services will allow for cost reductions and greater patient safety. Work groups comprised of representatives from both Regional Health Authorities, McKesson Canada, and FacilicorpNB are working hard to plan, develop and implement each aspect of this project. We are proud to be part of this important initiative for New Brunswick's health system.

In early November we also completed the first phase of the hospital laundry consolidation process. A few weeks were needed to adjust our operations to accommodate these changes, but we were able to provide quality service throughout, thanks to some great work from our staff. This project will allow for standardization of equipment and linen used, procurement consolidation and economies of scale. The second phase of the project will begin in 2014. For more information, you may read the article on page 4.

Also in November, we continued our supply chain operations renewal process, with the introduction of a new organizational chart. This was the first step in a process that will lead to a province-wide standardized approach and the implementation of best practices. We will continue to update you on our progress.

The number of clients served by the Provincial IT Service Desk continued to grow this fall, with the addition of two areas. Work also began in preparation for adding zone 1 (Beauséjour) to our list of clients. Next year will see the Service Desk add even more new customers and relocate into new office space in Edmundston.

I would like to thank our employees for all their hard work over the past year. Your efforts are the key to our success.

I would also like to extend my sincerest thanks to our health system partners, for their continued collaboration and support.

Happy Holidays and all the best in 2014.

Gordon Gilman,
President and CEO

Our executive team



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INFOEvolution

The Newsletter of
FacilicorpNB

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

Three new areas served by the Provincial IT Service Desk

The rollout of the Provincial IT Service Desk continued last Fall with the addition of three areas to the list of those served.

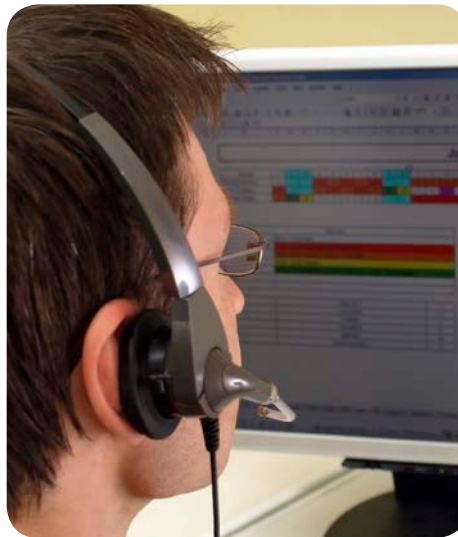
The Saint John Area – served by the Provincial IT Service Desk outside regular work hours (evenings, weekends, and holidays) since November 2012 – completed its transition on November 12, and is now receiving 24/7 service.

The Fredericton and Upper River Valley Areas began receiving service from the Provincial IT Service Desk outside regular work hours on December 18. They will continue to be served by their service desk from 8am to 4pm.

Finally, the transition of zone 1 (Beauséjour) is now being planned. This zone will begin receiving 24/7 service in February 2014. More details will be

shared with users in early 2014.

These areas joined (or will soon join) zone 4 (Northwest) and zone 5 (Restigouche) as clients of the Provincial IT Service Desk.



BACKGROUND:

The goal of the Provincial IT Service Desk is to improve the quality and consistency of support 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 service on a 24/7 basis, no matter where they work.

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.

FacilicorpNB celebrates long service employees

FacilicorpNB held its 3rd annual Provincial Recognition Gala on November 19th, celebrating both recently retired employees, and employees with 25, 30, and 35 years of experience.

Approximately 70 employees received a certificate and a memento marking the accomplishment of their career milestone.

“We are honoured to recognize employees who have devoted their career to Public Service. It is important that we celebrate them and show our gratitude,” said Gordon Gilman, President and CEO.

Pictured (from left to right) are: Board of Directors Chair, Marcus Goddard, along with employees celebrating 35 years of service: David Foster, Karl Stewart, Bernadette Jacob, and Louis Belliveau; and Gordon Gilman, President and CEO.





Laundry consolidation process continues

In early November, FacilicorpNB began transitioning the Moncton and Tracadie laundry operations – redirecting volumes to the laundry facilities in Saint John and Campbellton, respectively.

The Laundry Services Team has done a tremendous job planning and implementing this change. They have worked closely with all clients to ensure proper readiness, and to maintain quality care for both patients and clients.

Operational changes as a result of the transition are gradually stabilizing. Although some adjustments will be required along the way, we'll continue to work closely with staff and clients to provide the highest quality of service at an affordable cost.

All employees affected by this change have been offered options through the provisions of their collective agreement. We are currently working closely with the Human Resources team to complete staff

placements related to the bumping process outlined in the collective agreement. This process could take a few months.

The Laundry Services Team is continuing to work on transitioning our hospital and nursing home clients. The next step is the transition of the Dr. Georges-L.-Dumont University Hospital Centre and Bathurst laundry operations – with volumes redirected to the laundry facilities in Saint John and Campbellton, respectively. More information will be shared with our clients in the Beauséjour and Bathurst areas in the upcoming months.

If you have any questions or comments, please contact:

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Health Network Zones.

Windows 7 rollout

For the past few weeks, FacilicorpNB has been proceeding with the rollout of the Windows 7 operating system in the Vitalité Health Network and the Horizon Health Network.

This update is necessary because technical support for Windows XP – the operating system currently installed on most computers in the New Brunswick health system – will expire in April 2014. More than 10,000 computers required the update, and the project is scheduled for on-time completion.

For more information, please contact your Service Desk.



Happy Holidays

New Supply Chain leadership structure

In January 2013, FacilicorpNB developed a framework and plan for the renewal of Supply Chain management, with a focus on Sourcing and Logistics.

The first step of the plan was to introduce a new interim leadership structure reflecting a provincially focused operation. This was announced in November.

Jana Kirkpatrick assumed the role of Director of Procurement for Horizon, and Annick Godin became Director of Procurement for Vitalité. They will report

to Ann Dolan, Executive Director of Strategic Sourcing. Purchasing Managers and their employees will report to their respective Director.

Greg Demerchant assumed the role of Director of Logistics. He will be reporting to Michel Levesque, Executive Director of Supply Chain. All Logistics Managers and their employees will be reporting to Greg.

Nancy Butler-Rioux assumed the role of Director of Sourcing Renewal. She will be reporting to David Dumont, Executive Lead of Supply Chain Renewal.

WHAT IS SUPPLY CHAIN RENEWAL?

The Supply Chain Renewal process will modernize the zone/area-based system that is currently composed of manual practices, transforming it into a strategic, standardized, consolidated provincial model reflecting leading practices.

Pharmaceutical Supply Chain Project progressing well

CONTINUED FROM PAGE 1

- The Sackville Memorial Hospital and the Moncton Hospital have received their ADUs, and team training, IT interface deployment, testing, ADU deployment, etc. are scheduled for early 2014.
- Zone 1 (Beauséjour) kicked off the project on November 6.
- The Stella-Maris-de-Kent Hospital and Dr-Georges-L.-Dumont University Hospital Centre will receive their cabinets the second week of February 2014.

In the Vitalité Health Network, 114 ADUs will be installed in 11 facilities. Slightly more than 2,000 employees from Nursing, Pharmacy and Respiratory Therapy will receive training.

FacilicorpNB provides overall project management for the deployment of the new automated solution. To support the deployment and integration of the ADUs,

- FacilicorpNB will
- install 32 virtual servers;
 - implement 48 interfaces (6 per zone/area) to allow information to flow from one system to another;
 - tag and inspect the cabinets;
 - install and configure software;
 - assist with test plan development and execution.

The goal is to complete the implementation in all zones and areas in 2015.

BACKGROUND, continued

There are three components to the project:

1. **Establishing single source distribution:** nearly all of New Brunswick's site purchases of pharmaceuticals will be made through McKesson Canada as a single source distributor.
2. **Implementing hospital automation:** automated dispensing cabinets (ADUs) will be installed in patient care areas of 22 hospitals in New Brunswick.
3. **Setting up a central fill operation:** A McKesson Canada-operated central fill pharmacy will be established in Moncton to support the replenishment of the ADUs.

Working Groups responsible for planning and implementation have been established for each of the three project components. These groups are comprised of subject matter experts from pharmacy, nursing, information technology, and project management.

An Executive Office Steering Committee was established to oversee the project and direct the planning and implementation.

This committee is comprised of Tom Maston (Department of Health), Geri Geldart and Gary Foley (Horizon Health Network), Stéphane Legacy (Vitalité Health Network), Andrew Beckett (FacilicorpNB), and Richard Brennan (McKesson Canada).