

## Presentation to Vendor Forum

**Delta Brunswick Hotel  
Saint John, NB  
September 8, 2010**

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### **Our Vision**

*To be the leading provider of Shared Services in Canada*

### **Our Mission**

*To provide innovative support services in a safe and cost effective manner, creating value and exceeding customer expectations*

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## Benefits to NB Healthcare System

- Lower costs and increase efficiency
- Standardized on best practices
- Improved data and decision support tools
- Increased capacity within the lines of business
- Redirect savings to advancing health technology

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## Progress to Date

- Put in place a qualified and motivated team
- Developed sound policies & procedures around governance, risk, privacy and confidentiality  
Developed an operational roadmap for our work
- Transferred IT & Telecommunications, Materials Management, Clinical Engineering and developed Service Level Agreements with RHAs and developed consolidation plans
- Amalgamated Fundy Linen with FacilicorpNB
- Realized savings

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## ***Strategic Priorities 2010 to 2013***

### **Customer Relationships and Service**

- Build strong relationships with our stakeholders
- Improve service levels
- Introduce new or improved tools & systems
- Develop a customer-focused culture
- Work with stakeholders to prioritize opportunities

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## ***Strategic Priorities 2010 to 2013***

### **Operational Excellence**

- Contribute to long term sustainability of the health system
- Achieve savings targets
- Adoption of best practices
- Develop a corporate "green" strategy

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## ***Strategic Priorities 2010 to 2013***

### **People and Culture**

- Attract, develop and retain highly-motivated and qualified people
- Succession plan
- Employee recognition
- Leadership culture & engaged workforce
- Employer of choice
- Respect both official languages

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## ***Strategic Priorities 2010 to 2013***

### **Accountability**

- Monitor and report on progress
- Operate within approved budgets
- Develop and monitor performance metrics
- Enterprise-wide risk management
- Compliance with privacy legislation & regulations

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## What's Next

- Work closer with health system stakeholders on savings and investment opportunities
- Continue to find efficiencies
- Continue to realize savings
- Continue to engage employees

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## Information Technology and Telecommunications

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## Information Technology Scope of Services

### Application Support and Development

- Application- implementation, integration, support and maintenance
- Business analysis
- Database Admin
- Design and build

### Infrastructure Operations

- Data Centre Ops
- Network, AD, email,
- Equipment refresh
- Security management
- Storage management
- IT Service Continuity management
- PC, Laptop, Photocopier & multi-function printer

### IT Service Management

- Service Desk
- SLA management and reporting
- Change management
- Budget and Financial management

### Project Management Office

- Project Management
- Quality assurance
- Methods and frameworks
- Resource management
- Planning Support
- Business/Value case development
- E-health project coordination

### Enterprise Architecture

- Planning & Design solution- Technical, Networking, Application & Standards

### Telecommunications

- Mobile and land line
- Paging systems

### Computer Education

- e-learning development infrastructure & tools

### Web development and support

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## 2009-10 in Review

- Transition 289 staff from the RHAs
- H1N1 Pandemic systems and technology support
- Developed an IT Infrastructure Consolidation Plan
- Information Services Governance with both RHAs
- Responding to RHAs priorities
  - implementing, enhancing, maintaining and supporting of applications
- I3 Clinical Information System went live Zone 2 - November 2009

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## ***2009-10 in review***

- Enhanced IT support service tools
  - Call management system
  - Common help desk tool (Altiris)
- Intranet Roadmap
- Decision to adopt the ITIL® framework and discipline
- One Patient One Record initiatives
- ROAM Health Portal

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## ***Major Initiatives 2010-2011***

- Development of IT plans for the RHAs
- Upgrades and enhancements to RHA clinical and administrative applications
- Enterprise Resource Planning Roadmap
- Implementation of provincial eHealth initiatives
  - Eg. EHR, NB Cancer Network Initiatives, Drug Information System

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## ***Major Initiatives 2010-2011***

- Current priorities
  - Infrastructure Consolidation Program (Hardware Standardization, Server Virtualization, Storage Consolidation, Print Strategy, Data Centre Consolidation, Thin Client implementation)
  - Service Desk Consolidation
  - Implementation of ITIL processes (Incident, Problem, Change Management ...)
- Looking Forward
  - Integration Consolidation and Standardization
  - Portfolio Management
  - Application Architecture identifying opportunities to consolidate

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**Operations**

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## Overview

- Clinical Engineering
- Laundry & Linen Services
- Other - Financial Transactions
  - Energy Saving projects

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## Clinical Engineering

- Transition April 1, 2010
- Provincial Group of 105 FTEs
- Scope of Service:
  - Medical Equipment Life Cycle
  - RHA Management Support
  - Customer Service
- Consolidation of Contracts
- In-Sourcing of Service Contracts

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## Laundry & Linen Services

- Transition of Fundy Linen January 1, 2010
- Development of a Business Case for Provincial Laundry Services
- Next steps

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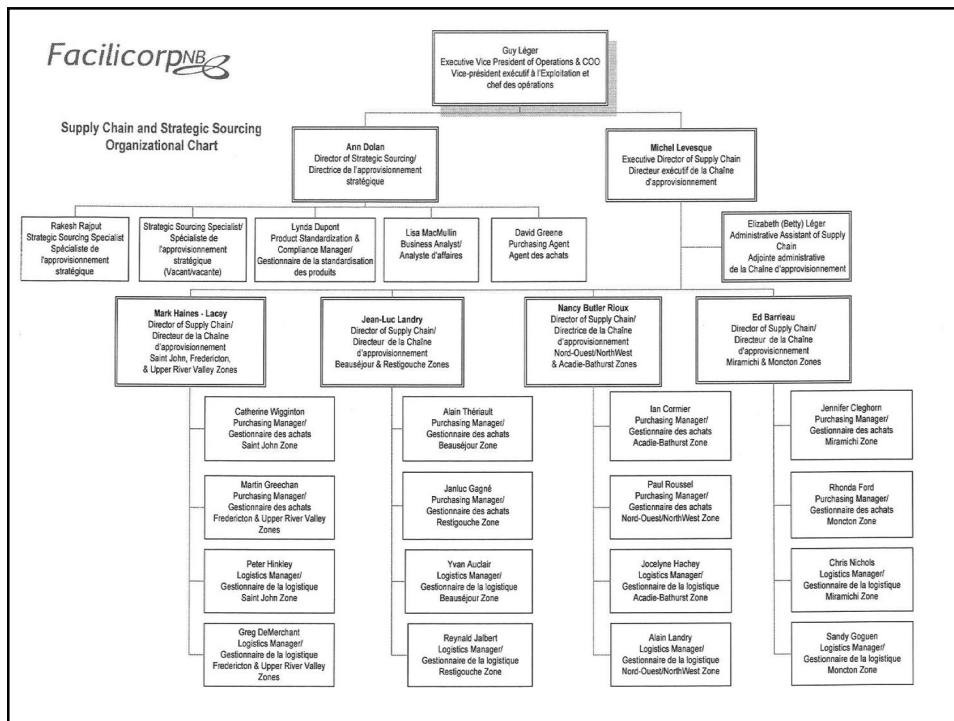
## Other

- Financial Transactions – Payroll, Accounts Payable and Accounts Receivable
- Energy

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# Supply Chain

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## Supply Chain Services

- Purchasing Services
  - Supplies Acquisition/Order Processing
  - Order Management (tracking, back orders etc)
  - Sourcing (Local RFP, price & item inquiry)
  - Local Contracting
  - Product Evaluation and Standardization
  - Equipment Acquisition
  - Contract & Supplier Management
  - Customer Service – Trouble Shooting

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## Supply Chain Services Continued

- Logistic Services
  - Stores and Inventory Management
  - Shipping and Receiving
  - Internal and External Supply Distribution
  - Motor Services/Transportation
  - Print Shop
  - Mail Room
  - WHMIS Management
  - Asset Disposal Management

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## Supply Chain Zone Managers Responsibilities

- Monitor the local day-to-day zone and staff activities
- Immediate troubleshooting & management of crisis situations that arise locally
- Act as the communication link between FacilicorpNB and zone customers
- Provide feedback to FacilicorpNB management on locally requested projects
- Ensure that policies and principles of FacilicorpNB & RHA are being upheld at the local level

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## Supply Chain: Activities During Past Year

- Supply Chain Provincial Structure
- Development of Five Year Business Plan
- Setting-up of Strategic Sourcing Department
  - Procurement Action Plan
  - Provincial Contract Register
  - Standardization of RFP Form and Process
  - Recruitment of Staff
  - Savings Achievements on Provincial Contracts
  - Identification of Data Management Tools Requirements
- Standardization of Policies & Procedures
- Development of Key Performance Indicators

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## Supply Chain: What's Ahead

- Execution of Supply Chain 5 Year Business Plan
- Identification of Areas for Process Improvements and Efficiencies (best practices)
- Discussions & Benchmarking With Other SSO's
- Implementation of Procurement Action Plan

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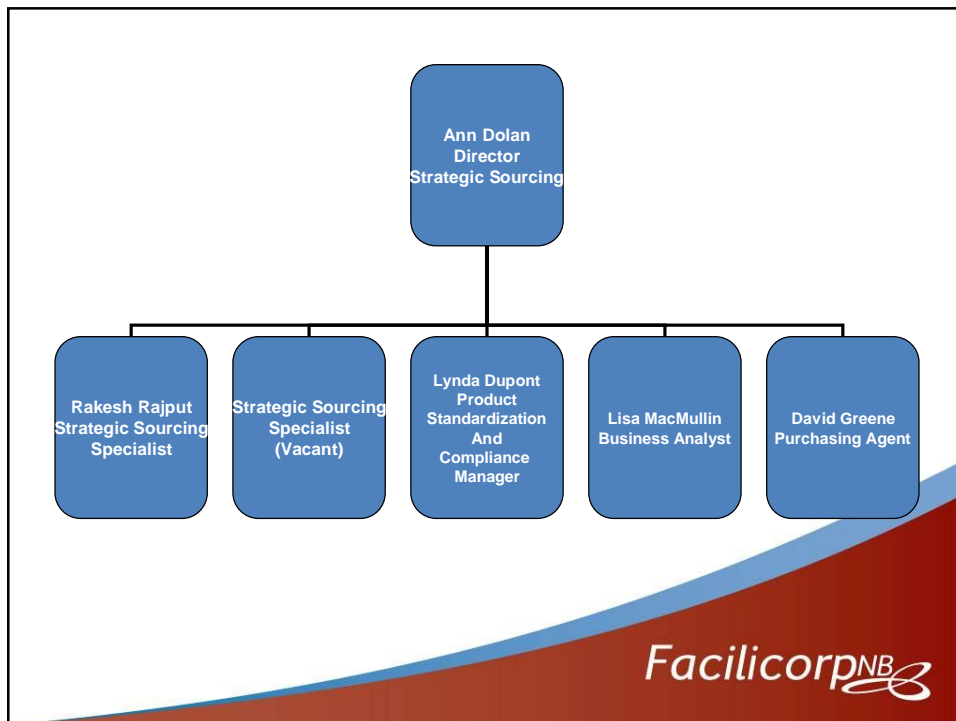
## Strategic Sourcing Team, Process & Supplier Information

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## Strategic Sourcing Scope

- Product Standardization & Compliance
- Sourcing ( Market Research, RFP process, Contract Execution)
- Supplier Management
- Contract Management
- GPO Contract Management
- Investigate non GPO Opportunities

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## **Roles and Responsibilities**

### **Strategic Sourcing Specialist**

- Project Lead
- Complete Responsibility for Contracting Cycle
- Works with Clinical and Non clinical end users at the Zone

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## **Roles and Responsibilities**

### **Product Standardization and Compliance Manager**

- Regional Product Standardization Committees
- Involvement in Evaluation, Implementation and Compliance Monitoring phase of RPF's/Contracts

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## Roles and Responsibilities

### Business Analyst

- Extract Spend Data from all 8 zones
- Prepare templates for RFPs
- Analyze Financial Component of RFPs
- Provide reports to Strategic Sourcing Specialist
- Communication with Suppliers re Annual Spend

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## Roles and Responsibility

### Purchasing Agent -IT

- Contracts of a Provincial Nature
- Leasing Process

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## Strategic Sourcing – A Change in Approach

- Moving away from transactional type Procurement – typically Med Surg requests, order processing, non value added
- Moving to strategic contracting approach – analyze spend, determine requirements, become specialists in areas, provincial focus rather than zone

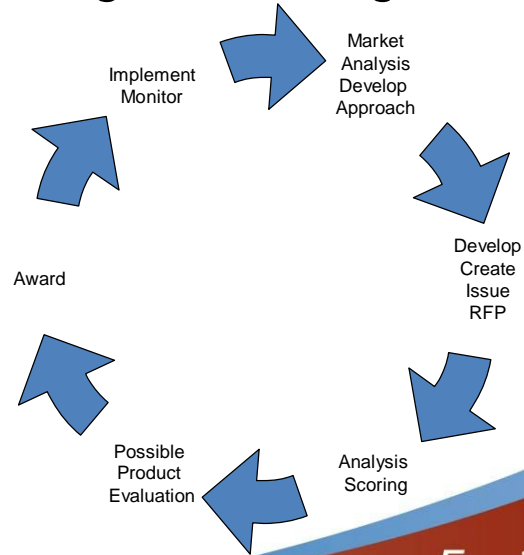
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## Transition to Strategic Sourcing

- Currently we have 3 distinct areas of Contracting:
  - FacilicorpNB Strategic Sourcing activity
  - Zone Activity
  - GPO Contracts

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## Strategic Sourcing Process



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## Friendly Reminders for Suppliers when responding to RFP's

- Make sure response is received on TIME
- Make sure all documents are signed by authorized officer
- Make sure you answer all questions
- Make sure you acknowledge all the Mandatory
- Make sure you do not change the format of documents

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# Questions

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