

Objectives and Strategic Initiatives

ACHIEVING OUR MANDATE



2010-2013

FacilicorpNB – Strategic Plan

This strategic plan will guide FacilicorpNB's efforts to achieve savings, through efficient and effective shared services, in order to re-invest in priority technology improvements for New Brunswick's health care system.

1 Customer Relationships and Service

We will establish strong relationships with our customers, the Regional Health Authorities. These relationships will be developed in part by holding ongoing consultations and by providing quality services that exceed client expectations.

- 1.1 Achieve the transition of the mandated lines of non-clinical services from the various health organizations to FacilicorpNB while maintaining patient safety.
- 1.2 Measurably improve service levels in those non-clinical services ("lines of business") for the RHAs.
- 1.3 Introduce new or improved tools and systems for non-clinical services that will help the RHAs and our other customers become more effective and efficient.
- 1.4 Maintain strong customer relationships and effective two-way communications in both official languages with our customers.
- 1.5 Develop a customer-focused culture within FacilicorpNB.
- 1.6 Work with our partners in health to develop a mechanism for determining priorities for the re-investment of the \$20M annual savings (post 2013).

3 People and Culture

We will become an employer of choice by recruiting, training, and maintaining a highly skilled and motivated workforce. Internal programs to achieve this objective will be developed before 2013.

- 3.1 Develop a customer-focused culture.
- 3.2 Implement a comprehensive human resources management strategy.
- 3.3 Work jointly with our partners, wherever possible, to develop and deliver common training programs.
- 3.4 Respect both official languages for our workforce.
- 3.5 Develop a leadership culture and an engaged workforce.
- 3.6 Develop a reputation as an employer of choice.

2 Operational Excellence

We will generate efficiencies through operational excellence, and we will do so by consolidating, standardizing and improving procedures within the consolidated services.

- 2.1 Achieve self-sufficiency and reach our mandated target of \$20M in annual savings by the end of 2013.
- 2.2 Complete the transition of the mandated lines of business: Clinical Engineering, Financial Transactions and Laundry & Linen.
- 2.3 Increase our own efficiency through the adoption of best practices, standardization and the elimination of duplication in our lines of business.
- 2.4 Develop and advance an Enterprise Resources Planning (ERP) strategy for the health system.
- 2.5 Develop a range of financing alternatives to enable the pursuit of appropriate business opportunities.
- 2.6 Prioritize the next initiatives for consolidation, standardization and continuous improvement in our lines of business.
- 2.7 Develop a Corporate "green" strategy and identify work plan initiatives that could contribute to sound environmental practices.
- 2.8 Establish an Energy Management and Environmental Sustainability Branch to develop solutions to achieve energy savings and implement green practices for the health system.

4 Accountability

We will be accountable to the stakeholders in the health system and to our shareholder (the Government of New Brunswick) by developing reporting systems to monitor our corporate performance.

- 4.1 Operate within approved budgets.
- 4.2 Re-invest in priorities identified in consultation with our Shareholder and customers.
- 4.3 Identify and develop systems to monitor key performance metrics for corporate performance.
- 4.4 Build trust with our Shareholder, customers and employees.
- 4.5 Live our corporate values, including our commitment to environmental stewardship.
- 4.6 Implement an enterprise-wide risk management system.
- 4.7 Ensure our compliance with privacy legislation and regulations.