

INFO Evolution

Newsletter of
FacilicorpNB

New Intranets Coming Soon



Employees in the New Brunswick health system will soon have access to a brand new intranet for their respective organization.

In fact, individuals involved in the Common Health Intranet Portal project are working on the final implementation step to prepare for each launch with Horizon Health Network, Vitalité

Health Network, and FacilicorpNB. The go-live of the first phase of the project will occur by the end of 2011 and mini-releases of additional functionality will follow in the New Year.

The first release represents a foundational phase, establishing the technical infrastructure and architecture of each intranet. Key content, such

as news, policies and procedures and education and employment material, will be made available to staff through each organization's new portal. The RHAs and FacilicorpNB will each have their own intranet, built on the common platform (SharePoint 2010) enabling all stakeholders to leverage common tools and solutions.

“Our team is very excited to be bringing a common health intranet portal to each organization. This first step is instrumental in meeting communication and efficiency priorities identified within each organization and will pave the way for the future, through the on-going addition and evolution of content and new applications.” said Project Manager Joanne Jury.

Each organization's new intranet will eventually replace the former RHAs' intranets. Content will be transferred gradually over the next few years. Employees will continue to have access to the old intranets until the content is completely transferred.

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A Word from the President and CEO



As we did last year, our Executive Team and Board of Directors met in Moncton in September for a strategic

planning session. Representatives from Regional Health Authorities and the Department of Health also attended our 2010-2013 Strategic Plan update session.

We discussed about many initiatives related to our strategic priorities, which are to build strong relationships with our customers, to generate efficiencies and savings through operational excellence, to be an employer of choice, and to be accountable to the government and partners in the health system.

Of course, in times where the government is looking for ways to reduce its budgetary deficit, there were discussions about FacilicorpNB's role and the \$14 million in savings and

cost avoidances found since 2008. FacilicorpNB was mandated to continue its work in this direction. So, we will develop initiatives over the next few months to find new savings and cost avoidances. Many work groups are working on it and I am confident we will deliver.

Also, there is the upcoming launch of the first version of the common health intranet portal, which will facilitate the communication and information sharing between agencies in the health system. Congratulations and thank you to everybody who was involved in this initiative.

Lastly, I believe the projects listed in this article are the proof that when all work together, we get results for the benefit of the health system and the people of New Brunswick.

Gordon Gilman
President and CEO

Our Executive Team

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INFO Evolution The Newsletter of **FacilicorpNB**

INFO Evolution, the external newsletter of FacilicorpNB, is published in March, June, September and December every year by the Communications and Public Relations Department.

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For any question or comment, contact us by email at Communications@FacilicorpNB.ca.

Third Edition of the Customer Satisfaction Survey



Staff in the Regional Health Authorities and physicians will have the opportunity to share their opinion on FacilicorpNB services in November through an online survey.

FacilicorpNB customers are asked to tell their level of satisfaction towards Materials Management, Information

Technology and Telecommunications, Clinical Engineering, and Fundy Linen services.

“FacilicorpNB is constantly listening to its customers. We conduct a survey every year because we want to make sure we support their work in an efficient and cost-effective fashion,”

said Guy Léger, Vice President of Operations and Chief Operations Officer at FacilicorpNB.

In general, the satisfaction level for all departments is over 80 per cent.

“For the past years, the feedback we got from our customers was very positive. I was also helpful since it guided the improvements we made to our services,” added Mr. Léger. “We implemented many initiatives to improve and standardize the quality of the services we provide. I am confident we will maintain a good satisfaction level thanks to those initiatives.”

The survey will be conducted in collaboration with MQO Research. Respondents’ confidentiality will be guaranteed.

Results will be available next winter.

New Members for the Board of Directors



Our Board of Directors welcomed Donna Mazerolle, Rino Volpé, and David Ferguson last summer.

These three new members will fill in vacant positions. Here is the complete list of Board members:

- Roxanne Fairweather, Chair
- Gordon Gilman, CEO
- Al Lacey
- Malcom Little
- Gerald O’Brien, Q.C.
- Suzanne Roussel
- Odette Snow, c.r.
- Rino Volpé, Vitalité Health Network Board Chair
- David Ferguson, Horizon Health Network Board Chair
- Don Ferguson, Department of Health
- Tom Maston, Department of Health
- Philippe Desrosiers, Vitalité Health Network representative
- Donna Mazerolle, Horizon Health Network representative