Supply Chain Transformation

Implementation of a Shared Services Model in Newfoundland and Labrador

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Health System

• Department of Health and Community Services
• 4 Regional Health Organizations
• Newfoundland Centre for Health Information
• 520,000 residents
• total land area of 405,200 km$^2$
• 98 sites
• Island transportation challenges
Why Change

• Problem Statement

• Solution

WE HAVE TO LEARN TO DO MORE WITH LESS.
What’s Changing

• More focus on the customer
• Performance – based measurements
• Reducing our provincial health care spend
• Efficient practices and processes
How Are We Changing

Do More With Less

- Standard-ization
- Continuous Improvement
- Customer Focused
- Integrative Systems Thinking
- Economies of Scale
- LEADS Based
- Proactive
- Analytical
Impact of The Change

- Communications plan
- Training plan
- Workforce plan

- Service level agreement
- Detailed process mapping
- Goals and objectives
  Provincial item master

- General ledger
- Accounts payable
- Vendor profiles

- Procure to Pay
- Sourcing & contracts
- Document management
- Collaborating
Challenges

Who wants change?

Who wants to change?
Key Success Factors

PERSISTENCE IS THE KEY TO SUCCESS.

THE OTHER KEY TO SUCCESS IS KNOWING WHEN TO QUIT.

YOUR ADVICE IS CONTRADICTORY NONSENSE.

BECAUSE FLEXIBILITY IS THE KEY TO SUCCESS.
Questions