



Supply Chain Transformation

*Implementation of a Shared Services Model in
Newfoundland and Labrador*

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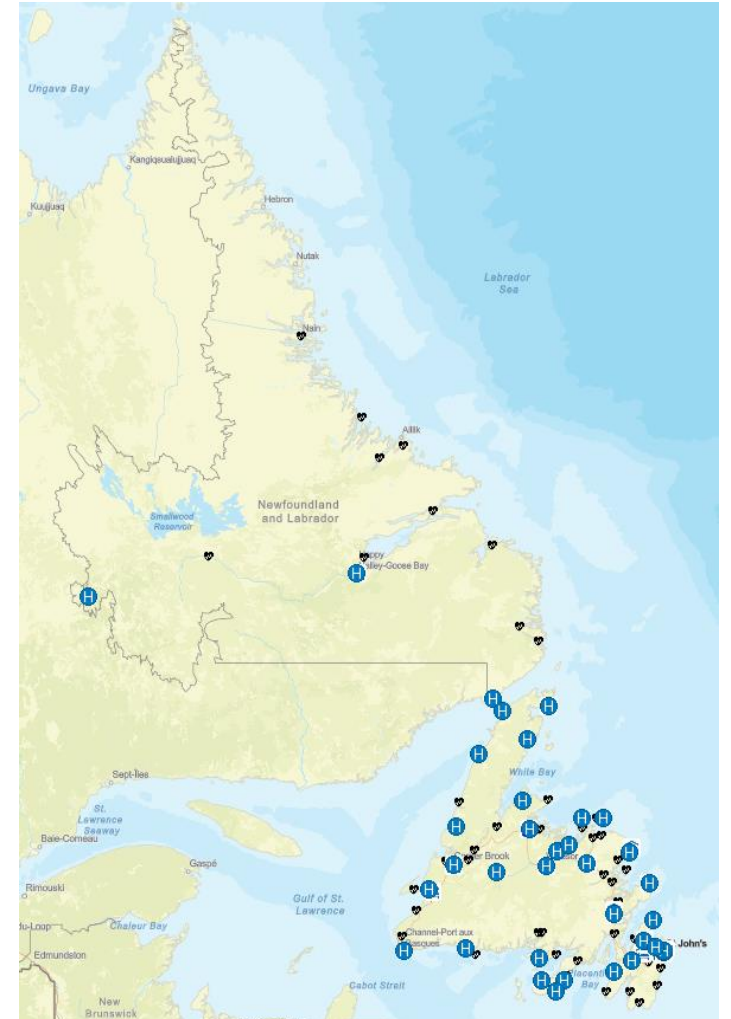
Newfoundland and Labrador





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 km²
- 98 sites
- Island transportation challenges





Why Change

- Problem Statement



- Solution



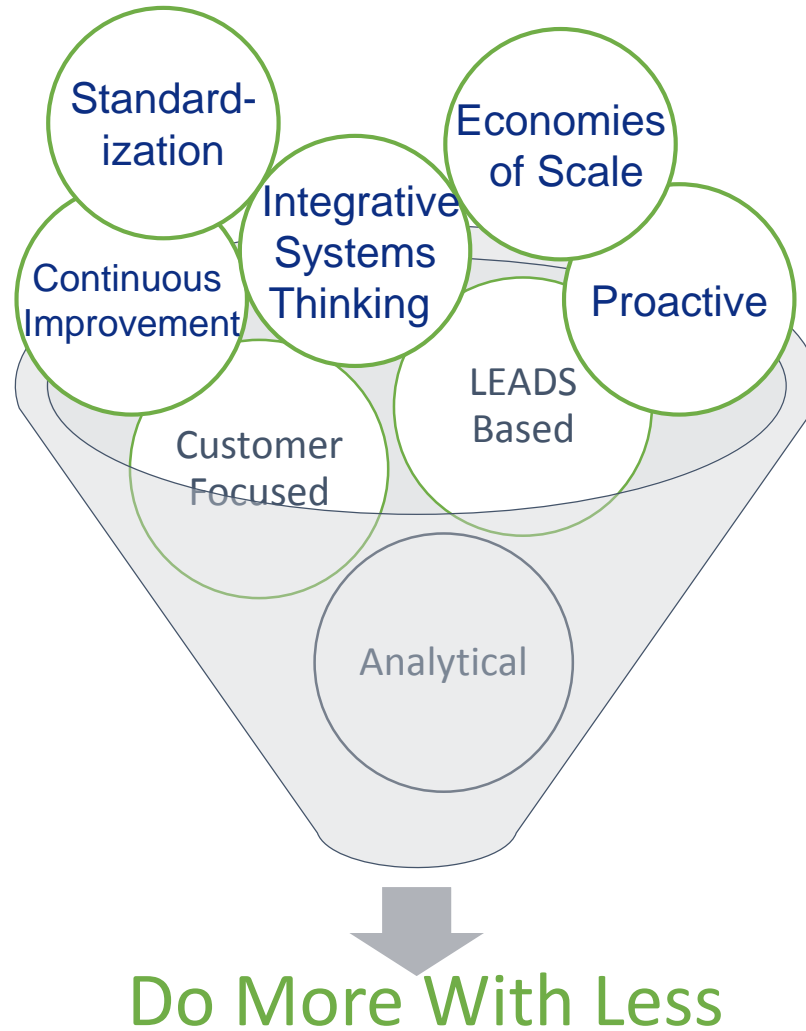


What's Changing

- More focus on the customer
- Performance – based measurements
- Reducing our provincial health care spend
- Efficient practices and processes

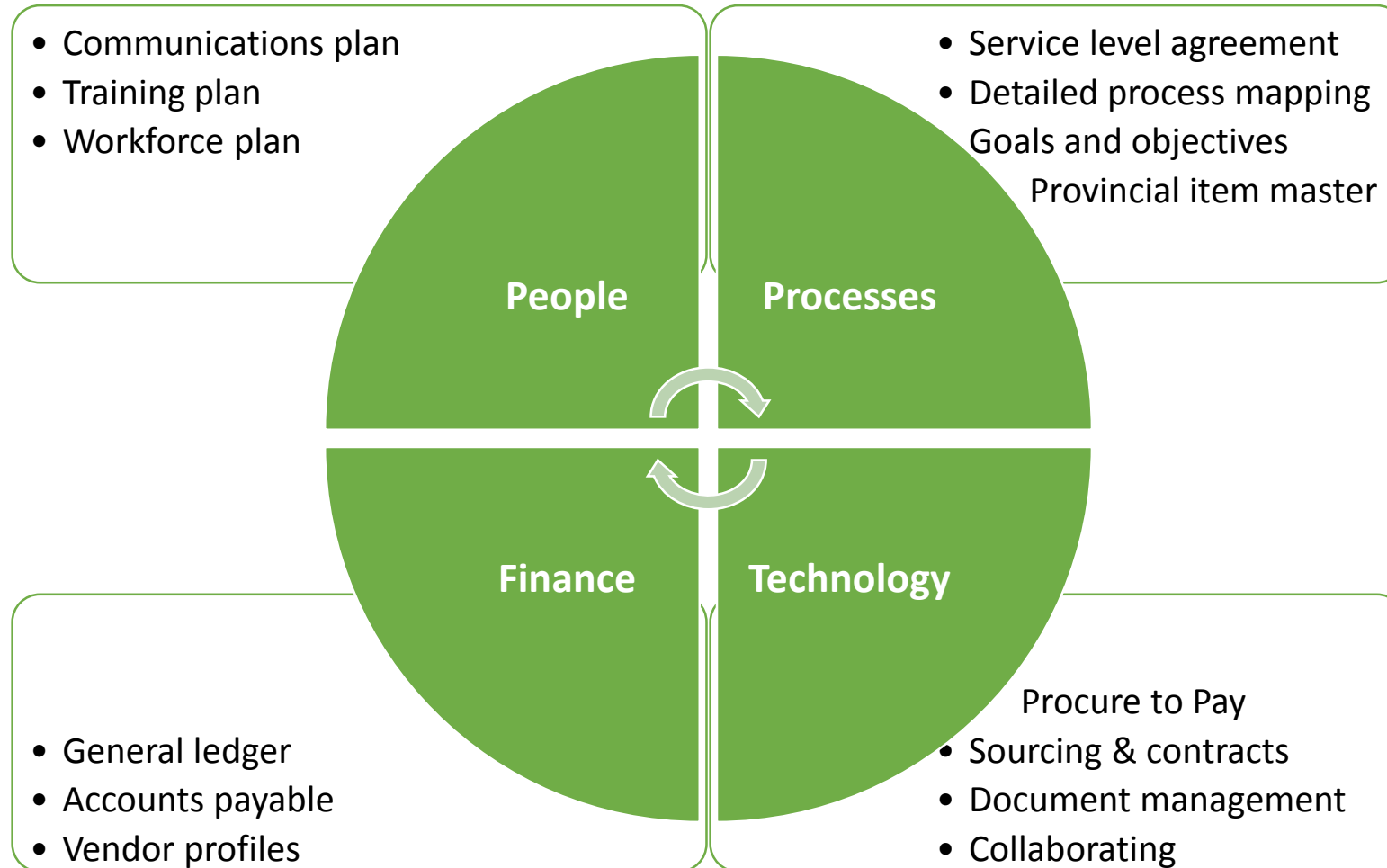


How Are We Changing



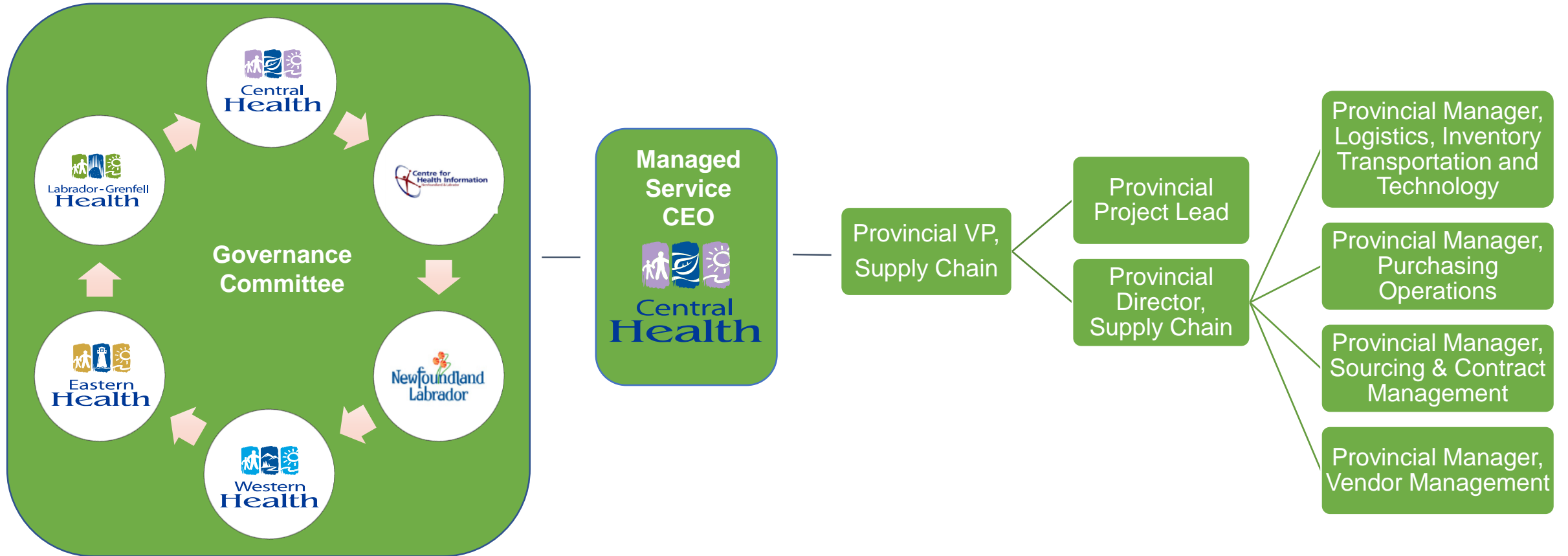


Impact of The Change





Implementation Model





Challenges





Key Success Factors

Dilbert



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Questions

