

NEWSLETTER

Supplier Newsletter

► July 2025



NL Health
Services

Provincial Health Supply Chain Vision

An integrated supply chain model that ensures the right products and services are available at the right place and the right time at the best price to support safe, efficient and effective health care.

NL Health Services Environmental Sustainability

In April, NLHS Supply Chain was represented at HealthPRO's 4th annual Sustainability Rounds - a virtual half-day summit that convened healthcare leaders, sustainability experts, innovators, and supply chain partners from across Canada. Together, we explored how investing in ESG continues to have positive impact on the broader healthcare system. It was a great way to collaborate and share ideas nationally. A recap and recordings can be found [here](#).

NLCA Expo

Supply Chain was an active participant with the NLCA Construction Expo in May at the Jack Byrne Arena. The NLCA Build 2025 Expo is NL's largest commercial and industrial construction trade event showcasing the latest equipment advances & newest technology applications in different aspects of the commercial and industrial construction industry. It was a great opportunity to promote relevant areas of our Supply Chain work and network with NLCA members and their stakeholders. Thank you to all who attended and big shout out to the organizers at the NLCA for putting off such a fantastic event!





NLHS and Value Based Procurement

Value-Based Procurement (VBP) focuses on achieving measurable outcomes, such as improved patient care, increased efficiency, or reduced costs, rather than just the purchase of a specific item. Further, VBP considers the total cost of ownership and the long-term value delivered by a product or service (versus just obtaining the lowest price).

To achieve that value, continuous collaboration between stakeholders is required - encompassing stages such as need identification and assessment, data collection, market engagement, execution of sourcing events, and ongoing performance evaluation.

NLHS is looking to evolve beyond its current sourcing practices to include more VBP engagements – and we are open to discussing this with our suppliers so that we can learn and grow together.

Did you know?

NLHS's Supplier Relationship Management team monitors the impacts of various risks and potential disruptions via our partnership with Supply Risk Solutions (SRS)? **Since August 2024, our team has monitored over 160 events!**

Supply Chain Resiliency

Supply Chain resilience remains one of the hottest topics in most industries in 2025! As global politics and policies shift, health care suppliers are facing increased pressure to keep products flowing and ultimately avoiding impacts to patients care. We recognize that there are many uncertainties and changing variables affecting our suppliers, and we ask that our suppliers keep us informed of any known disruptions or potential disruptions that could affect patient care in NL. These disruptions can be reported to your NLHS Buyer(s), or Supplier Relationship Management [team](#).

As a valued supplier of NL Health Services, here's how you can get involved in creating a more transparent and resilient healthcare supply chain:

1. Visit hircstrong.com to learn more about HIRC's mission and standards adoption
2. Share your location and business continuity data with Supply Risk Solutions (SRS), a HIRC partner. Visit supplyrisk.com/healthcare
3. Earn the HIRC Transparency and Resiliency Badges
4. Remain committed to a resilient supply chain and patient care

5. Meet with NL Health Services SRM team to review your business continuity information, understand strengths and opportunities, and identify action plan for areas needing improvement



Save the Date – Health Innovation Summit 2025

We are thrilled to announce the dates for this year's NL Health Services Health Innovation Summit on November 3-6, 2025. This event will be a hybrid event, held virtually and in person at the Health Innovation Acceleration Centre, located at 66 Pippy Place, St. John's, NL. Due to limited capacity, this event is invitation-only for in-person attendance. In-person invitations along with the virtual attendance registration will be available at a later date.

The Health Innovation Summit, an annual event, brings together health-care leaders, researchers, innovators and system partners to explore and accelerate health-care transformation across the province.

This year's theme "Refocusing Healthcare Innovation: Active Approaches to Population Health and Well-being" showcases NL Health Services' commitment to moving health care upstream with a shift towards prevention, early intervention, and system sustainability through innovative solutions.

The Health Innovation Summit offers a unique opportunity to learn about emerging, innovative trends and technologies in the health-care sector.

All are welcome to join via our virtual link. Additional information as well as in-person invitations and the virtual registration link will be available in the coming weeks.

Limited Calls Moving to MERX

New things happening in MERX soon! Be sure to have your account set up so you don't miss out on the exciting changes!! Stay tuned!!!

Important links you can follow:

Link to Merx https://www.merx.com/govnl/nl-phsssc Link to SC website https://www.centralhealth.nl.ca/tenders Link to NLHS website https://www.centralhealth.nl.ca/tender
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New Team Name – Supply Operations Management

We are pleased to announce a name change to the Inventory, Logistics, Technology and Transportation (ILTT) division. This team will be officially renamed as the Supply Operations Management (SOM) Division effective immediately.

This name change better represents the division's expanded role in supporting provincial integration, operational efficiency, and the delivery of consistent high-quality services across our healthcare system. While the division's title has changed, there will be no disruption to its operations (i.e. current contacts or procedures). Suppliers are kindly asked to update their records to reflect this change.

Change in Delivery Process for Pharmacy Drugs

Effective immediately, all deliveries containing **pharmacy drugs** must be delivered **directly to the Pharmacy Department** for signature.

The Stores Department will **no longer be signing for or accepting deliveries of pharmacy drugs**. Couriers are required to bring these items to the Pharmacy Department so that a member of the pharmacy team can sign for and receive them. This change has been implemented to ensure proper handling, accountability, and timely delivery of all pharmacy-related items.

Thank you for your cooperation and continued support as we implement this important change.

Purchase Order Process

It is very important for all vendors when receiving a Purchase Order to pay close attention to details as well as the attached acknowledgement forms. It is requested by NL Health Services that all vendors sign and return the acknowledgement form in a timely manner so the Buyer is aware you have received the order. When submitting the acknowledgement form, we request that you also submit any information changes such as pricing, product information and/or quantity changes. This information provides the Buyer time to review with the end user to ensure it is acceptable. If acceptable, the Buyer will then make the appropriate changes to the Purchase Order and resubmit to the vendor approving the requested changes. This not only avoids delays once the products are received but also helps to avoid delayed payments to the vendor once the invoice has been submitted and received by the accounts payable department. Your help and cooperation in this matter is greatly appreciated.

TDG

The Transportation of Dangerous Goods (TDG) Program develops safety standards and regulations, provides risk-based oversight and gives expert advice on dangerous goods to promote public safety in the transportation of dangerous goods by all modes of transport regulated by Transport Canada. The Program is also responsible for TDG research and data analysis, and international collaboration to ensure a safe and secure transportation of dangerous goods worldwide. Transport Canada's TDG Program has over 100 inspectors (including engineers and remedial measures specialists), who conduct close to 6,000 planned and reactive inspections every year.

NLHS has an obligation to transport materials within the organization safely as do our suppliers. Suppliers may be asked to provide a copy of their TDG certificates to help NLHS comply with Transport Canada audits as all zones within NLHS may be affected. Suppliers can submit these TDG certificates to vendor.relations@centralhealth.nl.ca. Suppliers can also visit Transport Canada's website for more info (tc.Canada.ca).