

NEWSLETTER

Supplier Newsletter

► January 2026



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.

Year in Review: 2025

Global supply chains saw another busy and unpredictable year in 2025. From tariffs to tropical storms, and everything in between, NLHS Supply Chain continued to bolster its supply chain resiliency and ensure our patients and clients received the products needed to support their care and well-being. The below table highlights metrics from some of our work in 2025:

Metric	Qty
# of Purchase Orders (PO) issued	108,988
# of PO Line Items	338,881
# of contracts executed	492
# of contracts initiated by Health Org.	927
Total # of HealthPRO commitments	1,448
# of HealthPRO commitments made in year	338
# of Open Calls issued	159
# of product and supplier complaints	243
# of product recalls processed	3,359
# of Disruptions Monitored	155

We are sincerely grateful to our Provincial Health Supply Chain team as well as our suppliers for another successful year and for your efforts toward enabling Provincial Health Supply Chain to continue to be the “backbone of the health system”!



Reverse Trade Shows

NLHS Supply Chain was represented at two Reverse Trade Shows last Fall! The first, at the 2025 Atlantic Provinces Reverse Trade Show in Moncton in October, and the second at GNL's Public Procurement Agency Reverse Trade Show in Corner Brook in November. We thank all the suppliers who took the time to visit our booths and learn more about our strategic function within NLHS and how to do business with us. We look forward to seeing our valued suppliers, distributors and industry partners at more of these events in the future!

St. Clare's Stores Department Move

The relocation of the St. Clare's Stores department to the Provincial Distribution Centre on East White Hills Road in St. John's will take place on **Friday, February 6, 2026**. In preparation for this move, STC Stores will close at 8:00 AM on Friday, February 6th.

Suppliers are encouraged to carefully review POs for ship-to and delivery information, particularly as we make the transition to the new site. The address for the Distribution Centre is:

**Supply Chain Distribution Centre
280 East White Hills Road
St. John's, NL
A1A 5J7**

New Urgent Care Centre Opening

As [announced earlier this month](#), NLHS's new Urgent Care Centre opened this month at 28 Stavanger Drive (the former Costco building). Deliveries have begun and suppliers are encouraged to double-check their purchase orders for this new delivery site. Details are included below:

**28 Stavanger Drive
St. John's, NL A1A 5E8
GLN: 7540160020799**

IT Update - New Domain for NLHS

As we continue our transition into a provincial health authority, NLHS is migrating all employees to one provincial domain — @nlhealthservices.ca. This rollout has begun and we ask that our suppliers and partners please take note of updated email addresses from NLHS

employees/accounts. Email traffic via previous domains will continue to be delivered during the transition. Please connect with your Buyer(s) if you anticipate any issues with ordering systems or any web-based systems requiring log-in credentials.

Travel Nurse Agency Performance Management

NLHS is pleased to report that it has accepted the [recommendations](#) of the Office of the Auditor General (OAG) and is making measurable progress with implementation. This work reflects our ongoing commitment to transparency, continuous improvement, and delivering high-quality, patient-centred care across the province.

One of the recommendations of the OAG is to assess contracted nursing service provider performance. Our Supplier Relationship Management (SRM) team has been working diligently with NLHS's Human Resources Agency Recruitment team to establish, measure and monitor performance standards in all our travel nurse agency contracts, and we have begun regular review meetings with each agency.

CorCare: Transforming Health Care in Newfoundland and Labrador

CorCare, Newfoundland and Labrador's new provincewide health information system, will launch across NL Health Services on April 25, 2026. It replaces multiple disconnected systems with a single platform that links hospitals, clinics, and community services, giving clinicians, staff, and patients timely access to the information they need. To support the rollout, 14,000 new devices are being deployed, and training for more than 20,000 staff and providers began on February 2, 2025 and continues through April.

CorCare enhances care by providing real-time patient information, reducing information gaps, and improving coordination across all care settings. The system also strengthens privacy and security by modernizing how personal health information is protected.

More than 700 subject matter experts, including over 180 physicians, are contributing through committees and working groups. A patient advisory committee ensures the system reflects real patient needs and experiences. With modern workflows and improved patient features, CorCare will help clinicians, staff, and patients work more efficiently and support better care across the province.



NLHS Environmental Sustainability

At NLHS, we understand that the health of people is linked to the health of the planet. As such, we continue our work to develop our first Environmental Sustainability strategy which has included representation from all five health zones, a range of clinical and non-clinical areas, as well as provincial programs such as Public Health and Supply Chain.

While more details will be released with the official strategy, it is fair to say that suppliers will play an important role in our environmental sustainability efforts. And to begin our sustainability journey with suppliers we are happy to feature “*Supplier Sustainability Successes*” in future newsletters. If your organization would like to be featured in our newsletter, please contact us via [this link](#) with **your organization name, the name of your sustainability project, brief description of your project, and description of outcomes**. We look forward to hearing and sharing the meaningful and impactful projects (big or small!) our supplier community is doing to keep our planet healthy!

Newsletter Suggestions

Through our Supplier Partner Newsletter, we endeavour to keep our supplier community updated and informed with the latest news affecting supplier relationships at NLHS. If you have any future content suggestions, please let us know by email at vendor.relations@centralhealth.nl.ca