

NEWSLETTER

Supplier Newsletter

► April 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

This winter, NL Health Services launched an engagement campaign to inform its organizational Environmental Sustainability Strategy to protect the environment and mitigate potential organizational risk. Check out the engagement results by visiting engage.nlhealthservices.ca or by clicking [here](#), and stay tuned for the strategy highlights!

We are also pleased to share that through our national sustainability partnerships NLHS Supply Chain was a reviewer of a new CASCADES Canada publication titled “Reusables First Playbook”. We encourage all industry stakeholders to check out the playbook [here](#) and the CASCADES website [here](#) to learn more.





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:

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 110 events!**

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

NLHS Supply Chain Team Spotlight – Courtney Sacuta

Name, Title, Personal Fun Fact (e.g. hobbies, interests, accolades)

Courtney Sacuta, Strategic Sourcing Planner, Sourcing and Contracts

I am an avid pub trivia fan and participate in weekly Trivia nights with my fiancé, family and friends. Highly recommend!

What led you to a career in the Supply Chain field?

I did my undergraduate degree in Business and began to develop an interest in supply chain through those programs. I relocated to Halifax after my undergrad and was looking for work and happened to come upon an available job in Logistics. I gained valuable experience for 8 years in the logistics field. I then returned to school to complete my Masters in Business and that solidified my interest and passion for Supply Chain as a whole. This fueled my desire to expand into other areas of supply chain, so I moved on to work as a buyer in the oil and gas industry and then got the opportunity to continue in the procurement side of things as a strategic planner with NLHS.

Can you walk us through “a day in the life” of a Strategic Planner at NLHS?

This is a challenging question, as every day in the life of a Strategic Planner (or any supply chain member for that matter) is different and full of its own unique accomplishments and challenges. You never know what is going to come through from one day to the next.

Strategic Planners handle a multitude of tasks and duties in the run of a day, and we do much more than post open calls on Merx. There are significant steps before, during and after an Open Call is posted on Merx. Those steps include end user education/guidance in specification writing, ensuring proper financial approvals are obtained, finalizing documents, posting to Merx, managing vendor/supplier questions, posting of addenda, bid/proposal review and coordination of end user review and evaluation, bid clarifications, oral presentations/demos, meetings with evaluation teams, awards, contract negotiations and execution with awarded vendors, Meditech management and data entry, coordination with Purchasing Operations for POs, and supplier debriefs to name a few.

Additionally, we actively manage contracts with tasks such as coordinating any and all meetings with end users and suppliers, addressing supplier issues (hand in hand with the SRM group), processing amendments and change orders, and educating end users.

We also monitor emails in rotation within our group to answer general questions from internal and external contacts. We are a resource for internal departments and external clients and suppliers and frequently answer questions and provide information and support for general inquiries.

Public Procurement Agency (PPA) Reporting is on our list of tasks as well, and we are responsible for reporting any contracts and change orders to the PPA on a regular basis, in compliance with the requirements that are set in legislation.

Lastly, we also coordinate and manage availing of PPA, Government and Group Purchasing Contracts (CMEPP, HealthPRO, CapSource) and support purchases from those agreements as needed.

What are you most proud of in terms of your daily contributions to the overall health system in Newfoundland and Labrador?

I think I am most proud of my contributions when I get to see the contracts that I award and manage being used and benefitted from out in healthcare environments. It really puts things in perspective and gives context to the work I do remotely from a desk in my home, and to see it impacting patients and front-line staff in a positive way is fulfilling. It is very rewarding to see the difference our efforts are making in real time in healthcare environments. For instance, recently I was involved with the procurement of all the artwork for the New Mental Health and Addictions Facility in St. John's. Seeing all the completed artwork in the new building and reading all the glowing reviews and positive feedback from the public and staff really made me proud that I played a part in that project and that it will have a lasting impact on our community and the Mental Health and Addictions space.

There has been a lot of work ongoing in your department with Innovation and Value Based Procurements (VBP). What advice do you have for suppliers looking to advance their work in both these areas?

I think as we move forward in this new environment, Innovation and VBP will be explored and needed in a lot more projects and initiatives. It will be important to refocus and enhance our relationships with suppliers. I think NLHS as a whole will be looking for suppliers that can continue to be or become our partners and be willing to co-build and customize solutions with us. Open dialogue and collaboration will be important factors in doing this, and suppliers that are willing and able to provide this level of support will be what we pursue.

Suppliers are key contributors to our Provincial Health Supply Chain and overall patient care, what message do you have for our suppliers as we continue to transform health care in NL?

This is a journey we are going on, and there are so many working parts of our team, including our trusted partners and suppliers in our vendor community. As we move towards digital transformation and more long-term goals for Provincial Health Care, I hope suppliers understand the important roles they play and how much we value building partnerships and relationships with them that enable all of us, as a collective team, to give the Province the best health care possible.

Sourcing & Contracts Documentation

Our Sourcing & Contracts team are vital link to our end user departments as well as our internal Supply Chain and Finance teams. As such, suppliers are reminded that when working with any stakeholder in NLHS, they should include our Sourcing & Contracts team on any draft proposals, work plans, letters of agreement, and so on. If engaging directly with a stakeholder payments may be delayed or denied. You can reach our Sourcing & Contracts by emailing Sourcingand.Contracts@centralhealth.nl.ca!

New Mental Health and Addictions Hospital

On April 13, 2025, NLHS officially opened it's new Mental Health and Addictions Hospital. The new Mental Health and Addictions Centre is located at 300 Prince Phillip Drive, St. John's, collocated on the Health Sciences Centre Campus. The new, modern 102-bed mental health facility provides warm, patient-centered, quality health care with features including individual inpatient rooms; shared spaces for recreation, art therapy, horticulture and more; outdoor terraces; and upgraded counselling and therapy spaces. Please view this [video](#) to explore the centre.

The Waterford Hospital has been open since 1855 and played a significant role in the delivery of mental health care to the people of the province. While the site is closing to inpatients and hospital services, it will continue to serve as an administrative and community mental health services building for the short term.

NLHS Supply Chain Webpage

As NLHS continues to implement provincial changes to its corporate communications, Supply Chain has found a new home for its [webpage](#).

This page is still in development in terms of content and we encourage our suppliers to connect with us to offer any feedback and suggestions they may have in terms of content and future content ideas. Please email your feedback the Supplier Relationship Management team [here](#)!