

Focused on delivering quality and safe care to its patients, clients and their families, Horizon Health Network (Horizon) operates 12 hospitals and more than 100 medical facilities, clinics and offices throughout New Brunswick, and administers eight provincial programs. Horizon provides services ranging from acute and specialized care to community-based health services. The foundation of this health system is a robust network of community-based primary care services offered in a variety of settings in communities throughout the province. With a collaborative, team-based approach to offering services in English and French, Horizon delivers sustainable, safe and quality health-care services to residents of New Brunswick, as well as northern Nova Scotia, Prince Edward Island and 11 of New Brunswick's 15 First Nations communities. Horizon has an annual budget of approximately \$1.1 billion and has more than 12,800 employees, 1,100 physicians, 350 medical residents and 1,500 volunteers, as well as 17 foundations and 17 auxiliary and alumnae organizations.

## 57,213

NUMBER OF ADMISSIONS\*

## 606,631

NUMBER OF INPATIENT DAYS\*

## 357,464

EMERGENCY ROOM (ER) VISITS

## 1,650

NUMBER OF HOSPITAL BEDS\*

\*These statistics include acute, chronic and rehab figures.



### 87%

HAND HYGIENE COMPLIANCE



### 85.7%

PATIENTS WHO RATED THEIR HOSPITAL STAY FAVOURABLY



### 88.5%

MEDICATION RECONCILIATION ON ADMISSION



### 70.8%

MEDICATION RECONCILIATION ON DISCHARGE



### 0.47

HEALTH-CARE ASSOCIATED MRSA INFECTION RATE



### 92.8%

ACUTE CARE OCCUPANCY RATE



### 29.2%

ALLOCATED BEDS OCCUPIED BY ALTERNATE LEVEL CARE (ALC) PATIENTS



### 88.6%

HIP FRACTURE REPAIR COMPLETED WITHIN 2 DAYS



### 0.62

RATE OF IN-HOSPITAL HIP FRACTURE IN ELDERLY PATIENTS



### 100.5

EMERGENCY DEPT WAIT TIMES (TRIAGE 3) IN MINUTES

## IMPROVEMENTS UNDERWAY

- Capital construction – planning for close to \$400 million in projects underway with work that spans to 2024
- Strategic Plan addendum to better align Horizon's priorities with its objectives
- Strengthening strategic networks to successfully move to centres of expertise
- Workplace Violence Prevention Program
- Emergency Room Optimization plan
- CEO Tour – all Horizon facilities and communities

## ACHIEVEMENTS

- Horizon's 10 Year Anniversary celebration and recognition
- Awarded 'Accredited' rating from Accreditation Canada
- Information Technology Strategic Plan
- Official Languages Strategic Plan
- INSPIRED program to improve the care of COPD patients
- Human Research Protection program
- Exterior facility Horizon signage completed

## CHALLENGES

- Increasing alternate level of care (ALC) admission rate coupled with a lack of nursing home care availability
- Ongoing recruitment efforts, especially for nurses
- ER overcrowding/triage level 3 wait times
- Instilling a sense of "One Horizon" across many facilities
- Employee and physician engagement