

# SAINT JOHN AREA

## Primary Health Care Services

At the foundation of Horizon Health Network's health system is a robust network of community-based primary health care services offered in a variety of settings in communities throughout the province. In the Saint John area, our primary health care system is comprised of a number of facilities and services, including: 2 community health centres (St. Joseph's and Médisanté) and 3 satellite health teams (North End Wellness Centre (NEW-C), Marketplace Wellness Centre and HOPE Wellness Centre) located in Saint John, 2 health centres located in Eastern Charlotte County (Fundy Health Centre and Deer Island Health Centre), 2 Health Centres in Western Charlotte County (Charlotte County Collaborative Wellness Centre and Campobello Island Health Centre), as well as addiction and mental health services, including tertiary mental health services offered through Centracare. With a collaborative, team approach to offering services in English and French, Horizon delivers sustainable, safe and quality health care services to our patients, clients and their families.

**89.9%** COMMUNITY MENTAL HEALTH - APPOINTMENT OFFERED WITHIN 3 DAYS

**3.6%** REPEAT HOSPITAL STAYS FOR MENTAL HEALTH

### COMMUNITY SERVICES CONTACTS



**84,745**

@ COMMUNITY HEALTH CENTRES



**31,058**

@ HEALTH SERVICE CENTRES

### ADDICTION SERVICES



**62**

BEDS



**228**

ADMISSIONS



**12,978**

INPATIENT DAYS



**637**

OUT-PATIENT COUNSELLING CLIENTS



**2,440**

OUT-PATIENT COUNSELLING SERVICES

### IMPROVEMENTS UNDERWAY

- Standardization of in-patient processes
- Piloting HARM Tool (violence)
- Skill-mix review
- Implementation of primary health care 'hub and spoke' model across the Saint John Area, with service 'hubs' at St Joseph's Community Health Centre (Saint John) and Fundy Health Centre (Eastern Charlotte County) and Charlotte County Collaborative Wellness Centre (Western Charlotte County); 1 new satellite site in development in Saint Andrew's
- Community Health Needs Assessments (CHNAs) underway in Grand Bay Westfield; community actions underway to address the priorities identified from the completed CHNAs for: Eastern Charlotte County; Saint John; and, Sussex & surrounding area

### ACHIEVEMENTS

- Infrastructure improvements at our community health facilities, consistent signage and branding at all sites; renovations for the Saint John Sexual Health Centre, PEER SJ
- Shift report boards
- Concurrent capable e-Learning for staff
- Programming boards

### CHALLENGES

- Facilitating action on the completed Community Health Needs Assessments
- Ongoing recruitment efforts (especially Psychiatry and Psychology)
- Length of stay (supported housing)
- Access (transportation)