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January 2017



Star

A publication for the staff of Horizon Health Network

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With loving arms

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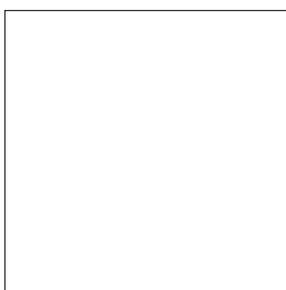


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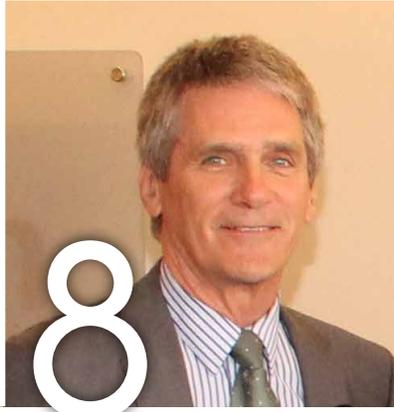


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Horizon Hot Spot



Bravo by the numbers



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Best protection for your child.
you can't make your appointment, someone else can.

meilleure protection pour votre enfant.
Si vous ne pouvez pas vous y présenter, nous pouvons donner votre rendez-vous à une autre personne.

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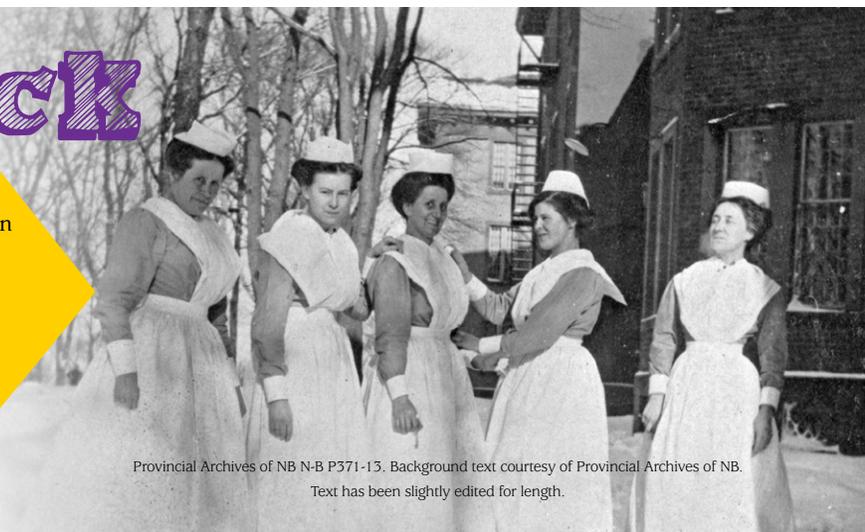
New Community Health Award announced

#Throwback

THEN:

In this photograph, circa 1910, female staff of the Provincial Hospital in Saint John enjoy a moment in the snow.

The hospital has a long history of serving mentally ill citizens of the province, with the original building dating to 1835 or 1836. When it opened it was called the Provincial Lunatic Asylum. The main branch was first located in uptown Saint John at the corner of Leinster and Wentworth, but closed around 1848. The longest standing property (featured in this photo) was located in Lancaster/Fairville (west Saint John, just across the bridges). In later years, by the 1990s, it had changed to its final name: Centracare.



Provincial Archives of NB N-B P371-13. Background text courtesy of Provincial Archives of NB. Text has been slightly edited for length.

Dear Staff and Physicians,

I would like to start by wishing all Horizon staff and physicians a very happy new year. I am honoured to be appointed Horizon's new President and CEO and look forward to the year ahead of us.

I'm eager to learn more about Horizon – our programs, our facilities, our services; and most importantly I look forward to learning more about you.

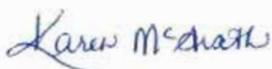
In the coming months I will be visiting many Horizon facilities in order to expand my knowledge of Horizon's organization and culture. During these visits I hope to have the opportunity to meet and have discussions with as many staff as possible. I want to learn from you. I want to hear what you think is working, and what you think we can improve upon.

I am familiar with Horizon since I visited several of its facilities and met with many staff while serving as a Surveyor Team Lead with Accreditation Canada in 2010. It will be great to prepare together for our next Accreditation survey in 2018. These surveys are integral to ensuring that Horizon continues to provide **Exceptional Care to Every Person, Every Day**.

Together we can continue to build on the great work you have already done in implementing your strategic plan. I am pleased that Horizon continues to make great strides in being a leader for Patient and Family Centred Care. As a former social worker, I am genuinely excited to work for an organization that places the patient and their family at the centre of everything it does.

Growing up and spending the majority of my career in Newfoundland, I am extremely happy to be back in Atlantic Canada. I truly believe that East Coasters are the friendliest and the most welcoming people, which is why I look forward to meeting and working with all of you.

Sincerely,



Karen McGrath
President and CEO



Karen McGrath,
President and CEO

Chalmers Physio Department supports Red Cross Health Equipment Loan Program

Each year, during the month of May, the Canadian Physiotherapy Association celebrates Physiotherapy Awareness Month to promote the value of the profession and show the public how physiotherapy can help them be healthy.

This year, the Physiotherapy Department at the Dr. Everett Chalmers Regional Hospital (DECRH) was involved in a number of fundraising activities to support the Fredericton Red Cross Health Equipment Loan Program.

These included weekly toonie lunch hour walks, a successful yard sale, and ticket sales on a beautiful painting created and donated by Rehab Assistant Jennifer Handrahan.

All funds raised were used to purchase eight four-wheeled walkers and six Versaframe toilet aids for the loan program.



Pictured with the donation are DECRH physiotherapy staff, from left, Kevin MacIsaac, Andrea Bragdon, Rebekah Thompson, Louella Pelkey, Barb Toole, Lisa Dick, Megan Hemming, Jessica Vezeau, Deanna Stewart and Kevin Flynn.



A welcome note from the editor

Welcome to the fifth issue of the *Horizon Star* — and a happy 2017!

I hope the New Year has already brought you joy and happiness (and maybe a bottle of champagne ... or two) and you are ready to settle back into your job with ease, confidence and exuberance.

The past 12 months have flown by at such a speed; it's hard to believe I joined Horizon a whole year ago this month.

During my time here I've read and written about the exceptional work of my colleagues. I've also seen it in the hallways and rooms of The Moncton Hospital, where I'm based.

The stories have been so good we've decided to expand the *Horizon Star* to 20 pages (from 16).

We – I and the graphic designer who creates these pages, Kevin Goggan – also hope to bring you more photos, infographics and short anecdotes to go along with the usual full-length articles.

One of the ways we're doing this is through the new Top 10 List recurring feature (you can flip to Page 13 to find it). As we prepare every issue, I'll be asking you, our readers, to submit ideas and answers to create and populate this list. I hope you'll take part!

We've also got an easy-to-read spread on Bravo!, Horizon's online employee recognition program that launched this past fall to a fantastic response. To hear about the little (and big) acts you are being recognized for has been inspiring.

This issue is also full of recent award winners on the local and national stage.

And I hope you take the time to "meet" our new President and CEO, Karen McGrath (to the left), and say goodbye to her predecessor, John McGarry, who retires this month.

It's an honour to share your stories, and I hope you'll continue to reach me at HorizonStar@HorizonNB.ca with new ideas.

Happy reading,



GinaBeth Roberts

Miramichi Regional celebrates 20 years

“One health community — strong and proud.”

That’s how Marilyn Underhill, Executive Director of the Miramichi Regional Hospital described Miramichi as the hospital celebrated its 20th anniversary on December 15 with a festive event in the lobby.

“The pride we have in our facility is evident,” she said. “Our facility is greater than bricks or mortar. It’s our staff, it’s our physicians, our volunteers and our communities that make us great.”

The facility welcomed its first patients on Dec. 15, 1996, replacing Miramichi Hospital, in Newcastle, and Hotel Dieu, in Chatham. Miramichi Hospital was built in 1915, while Hotel Dieu had been around since 1869.

The 350,000-square-foot, six-level hospital opened with 1,200 rooms and 173 beds, and cost about \$110 million to build.

John McGarry, CEO and President, Horizon Health Network, remembered the debate over where the new building would be constructed.

“That’s always the hardest part of building a hospital – choosing the location,” he said.

“Clearly, the community chose a fabulous, pastoral location with a vista that’s second to none in New Brunswick.”

Dr. Michael Hayden, the hospital’s Chief of Staff, also recalled the opening of the new building.

“It was so much more than a new facility,” he said. “It was a new combined medical, nursing, and associated health services staff. It was enhanced diagnostic and therapeutic services for our area. It was an affirmation of the importance of locally provided health care services in the lives of the population of Miramichi, and the surrounding communities.”

During the celebration, community members, special guests, and employees enjoyed refreshments and Christmas music, including an angelic musical performance by the Blackville School Girls’ Choir. Hospital staff also used the occasion to give back to the community, collecting non-perishable food items at the door to be donated to local food banks.

The hospital was then blessed by Yvonne Meunier, Sunrise Woman, from Metepenagiag First Nation. Her mother was among the first patients transferred to Miramichi Regional from Miramichi Hospital.

“It’s such a wonderful occupation, to be working in this field, to work with people. We are here to serve. We are here to help people,” she said, offering prayers for children, the elderly and the chronically and terminally-ill, as well as the health care providers who guide and protect their patients.

Adam Lordon, Mayor of Miramichi, also spoke of his personal connection to the hospital, where his late mother worked and was treated for cancer.

“Your passion and professionalism make the bad moments a little more tolerable,” he told staff.

He was also once a summer student, mowing the lawn and picking up cigarette butts.

“Looking back, this hospital has played a very important role in unifying and bringing together our young city,” he said. “It is still an incredibly important piece of the community today; one that at times we have had to fight for.”

Marc Allain, Director, Carrefour Beausoleil, spoke to the “20 years of devoted service done with such integrity, generosity and passion,” of the hospital’s 1,400 staff, physicians and volunteers.

The hospital’s Medical Director, Dr. Robert Boulay, said the medical staff now exceeds 75 positions across 14 specialties. The facility has also become known throughout Atlantic Canada for its creative and innovative programs with Dalhousie and Memorial universities for medical training in a rural hospital.

Since its opening, health care providers have been equipped with several new technologies, including a permanent MRI (2013), a 64-slice CT scanner (2016) and Accredited Digital Mammogram machines (2008).

The hospital continues to provide a full complement of health care services to the City of Miramichi and surrounding communities, including General Surgery; Urology; Internal Medicine; Psychiatry; Orthopedics; Ophthalmology; and Oncology. A large variety of ambulatory care services are also provided including a Healthy Kids Pediatric Ambulatory Care program.

Hospital staff also work closely with Public Health and Community Mental Health officials, as Miramichi has been a leader in the area of Population Health, especially through its Mango healthy eating program. As well, an Extra-Mural Program moved into the facility in 1999, while Dalhousie Medicine New Brunswick welcomed its first students in 2011.

Upcoming projects include the renovation and expansion for a new Oncology program and a new Geriatric Clinic.

“Twenty years strong and another wonderful 20 years and more to come,” Underhill said.



Staff enjoyed the sounds of Blackville School Girls’ Choir.

Employees and guests enjoyed hors d’oeuvres served by members of the planning committee.

Marilyn Underhill, Executive Director, Miramichi Regional Hospital and Betty Doyle, volunteer and auxiliary member, enjoy the 20th anniversary celebrations with a slice of cake.



Blackville School Girls’ Choir performed a variety of Christmas songs as guests arrived at the event.

Marc Allain, Director, Carrefour Beausoleil; Dr. Robert Boulay, Medical Director, Miramichi Regional Hospital; Marilyn Underhill, Executive Director, Miramichi Regional Hospital; Adam Lordon, Mayor of Miramichi; Gary Foley, Vice President, Professional Services, Horizon Health Network, and previous President and CEO of the Miramichi Regional Health Authority; and Dr. Michael Hayden, Chief of Staff, Miramichi Regional Hospital took part in the official cutting of the 20th anniversary cake.

Yvonne Meunier, “Sunrise Woman,” Metepenagiag First Nation, blessed the hospital, and its staff, physicians and patients.

Nurses provide care, see happiness in patients in Guatemala

Keltie Keir, a Nurse Practitioner at the Central Miramichi Community Health Centre in Doaktown, and a group of seven nurses from Miramichi, Moncton, Fredericton and Saint John, recently made their second trip to Guatemala, helping the country's most vulnerable citizens.

For Keir, a medical mission was something she always wanted to do, so when she received the offer to go with a group of UNBSJ nursing students last year, she couldn't turn down the opportunity – and she couldn't wait to return this year.

The group arranged the trips through Loving Arms, a Canadian charitable organization which recently opened a school in Parramos.

The town was the group's central location, but they also travelled to surrounding remote villages to set up clinics during their 10-day stay.

"Sometimes it's in churches, sometimes it's just in a hall, sometimes it's on the side of the road, sometimes it's in a school yard," she said, noting wherever the nurses were, community members of all ages would come flocking.

The nurses provided antibiotics and other medical supplies like Tylenol, Advil, multivitamins, and reflux medications. It was flu season during both visits and they were able to treat patients who were suffering from complications, such as pneumonia. They also treated kids with parasitic infections and patients across the lifespan with general intestine and digestive issues.

The locals' health problems came from one main source – contaminated water. It's something the group can't fix at this point, but it's constantly on Keir's radar. The organization also welcomes donations to help build clean water wells in their villages.

Whenever the group had the chance, they educated their fellow nurses and patients. "That's how you make movement," Keir said, but it's a difficult problem to fix in a country where a 3L bottle of pop costs less than nutritional choices like water and milk. Not only do these people living in

poverty not have access to health care, they don't have a society that understands the importance of a healthy lifestyle.

There are also social barriers such as single-income families, access to education (all kids in the school are privately-sponsored) and health care. Rape, incest and molestation are also prevalent.

"These people have nothing, especially when compared with the rich country we live in and the plentiful resources we have," Keir said.

The same goes for the medical world. As a provider and prescriber in Central Miramichi, Keir can access medications, investigations and treatments "at the drop of a hat to form my diagnosis and develop my treatment plan."

Despite all of their hardships however, Keir said the patients' happiness was infectious.

"These people have literally nothing, but, maybe if they're lucky, a cow in their backyard to make cheese and milk," she said, "and these kids are running around with the biggest smiles on their faces, and the adults are happy and you walk through the town ... and everyone is smiling and the music is playing."



After teaching children the sounds a heart makes, Keir said they were very interested to try using the stethoscope.

The "evening block walk," as the group called it, was always a way to decompress and reflect on the day's events. Their days would usually begin at 6 a.m., and not end until 10 p.m., when they'd try to catch some Wi-Fi to wind down with Netflix – only to fall asleep five minutes in.

In the near future, Keir is hoping to get involved with Loving Arms to look for a way to establish a sustainable well-women care clinic, as cervical cancer is highly prevalent. Pap smears and breast exams are infrequently performed due to a major lack of resources.

The group fundraises about \$19,000 for medical supplies and their travel and accommodations.

Lab techs honoured for contributions to their profession

The New Brunswick Society of Medical Laboratory Technologists (NBSMLT) recently named two laboratory technologists from Horizon as co-recipients of the Joan Kennedy Memorial Award.

Susan Findlater, who works at the Saint John Regional Hospital, and Marsha Cook, from the Miramichi Regional Hospital, were given the award at the society's annual general meeting in the early fall. It's the first time since the inception of the awards in 1979 there has been two recipients.

The award honours the memory of Joan Kennedy. She graduated from the School of Medical Technology in 1958, worked most of her career in her hometown of Edmundston, and was Chief Technologist (now called Laboratory Manager) in the province. She went on to study at UPEI, earning a Bachelor of Science, before taking the same position at a hospital in Ontario. She died tragically in 1975.

The award is given every five years to a technologist who's contributed to the profession



Here, Susan Findlater, left, and Marsha Cook are joined by Greg Shaw, Administrative Director, Laboratory Medicine Program, Fredericton and Upper River Valley Area and president of the NBSMLT.

locally, provincially and nationally. This includes serving on the Academy Executive, Board of Directors and/or committees, active participation in planning, promoting, organizing and conducting seminars and congresses, and exhibiting professional conduct.

Both women say it's a privilege and honour to receive the award, especially because they were chosen by their dedicated and hard-working peers who help treat and diagnose patients every day.

Cook has been in the field for 29 years, and says she chose this profession because of the science aspect of the work, and

also because she wanted a career in which she was helping others.

"I most enjoy working with other people in our field," she said. "I feel very privileged to be a part of a team of other professionals that are dedicated and knowledgeable in their fields."

Cook has served on the Society's Board, as the Miramichi Area Director, and on other Society committees, such as the Professional Practice Regulation Committee, and the Continuing Education Committee. She currently volunteers as a member of the Complaints Committee.

Findlater has been with Horizon for more than 30 years, and also enjoys the scientific aspect of the work, having liked biology and math in high school. She also explored pharmacy and physiotherapy, and says she's thankful every day for choosing this line of work.

"I enjoy my job because of the ever-changing and fast-paced environment that a modern laboratory necessitates," she said. "Also, the people I work with are the most dedicated professionals and I admire that."

Her involvement with the Society includes her role as secretary/treasurer for the Saint John Academy of the Society for more than 10 years; part of the Registration Committee for the Maritech 2016 convention; a member of the Advisory Committee of Regulation and Professional Practice, Legislative Committee; and president of the Society in 2010. She's also an active volunteer as a course assessor for the Canadian Society of Medical Laboratory Science. Gary Foley, Horizon's VP, Professional Services, recognized the contributions of the two laboratory technologists.

"Frequently, I observe the passion that each of you brings to the workplace in your efforts to make a difference in Laboratory Services and in the quality of service that we deliver to our patients," he said to the award winners. "Thank you for this dedication and commitment. It is truly appreciated and you are making a difference!"

Horizon, Heart Centre partner with Medtronic IHS on five-year project

The New Brunswick Heart Centre (NBHC) is working to become more efficient for its patients and staff — one heart surgery at a time.

Horizon recently partnered with Medtronic Integrated Health Solutions (Medtronic IHS) in a five-year process improvement program focused on patient access at the Heart Centre.

Medtronic IHS will provide highly trained process improvement and hospital operations experts and access to international expertise to help Horizon use its existing resources to their best potential.

It's a large and complex undertaking, as the Heart Centre is the single provider of tertiary cardiology services for N.B. and Prince Edward Island (see fact box for more information). Some services are even unique to Atlantic Canada.

This first-time partnership is driven by a team that includes clinical and medical staff from the Heart Centre, including Dr. Vernon Paddock, Medical Director, Dr. JF Légaré, Medical Head for Cardiovascular Surgery, Dr. Sohrab Lutchmedial, Research Lead, and Janine Doucet, Administrative Director; representatives from Horizon's Performance Excellence Program, including Melissa Stark, a Process Improvement Facilitator; and Medtronic IHS staff, including Liliane Vandal, project lead and resource.

The end goal is quite simple: Doucet hopes "to see improved efficiencies in everything we do."



The NBHC in Numbers

Every year the Heart Centre ...

- Performs over 400 electrophysiology procedures
- Performs over 800 cardiovascular surgeries
- Sees over 4,000 interventional cardiology patients and performs over 5,500 interventional cardiology procedures
- Has over 17,000 patients circulate through its clinics

Pictured here is the ALOS team (Average Length of Stay), which is working on initiatives to safely shorten patients length of stay.

This is centred on patient access — from booking surgeries, to admitting and discharging patients, and from optimizing patients' length of stay, to increasing capacity.

The program will be broken into phases or projects, the first looking at cardiovascular surgeries. That's because quicker access to cardio-vascular surgery means healthier New Brunswickers.

The Canadian standard for outpatients is to have surgery within six weeks, or 42 days, of when advised by their physician that a surgical intervention is needed. As of mid-November, the median wait time in N.B. was 81 days, and the 90th percentile wait time, 193 days.

"While we have no control over the size of the cardio-vascular surgery wait list, we are already starting to see some improvements in wait times for patients," said Stark.

Subsequent phases will be reviewing the Electrophysiology Lab, Cardiac Catheterization Lab and the Cardiac Outpatient Clinic at the Heart Centre, as well as the ECG Department.

Communication across disciplines or functions is key to the project's success. For example, using a visual board to track patient progress allows care providers to quickly identify patients ready for discharge and ensure all patients are discharged with the right support measures in place.

"I am confident that this will be a great success story and a good model for other areas to consider adopting" Doucet said, of the beta Discharge Promotion Board on 5BN (pictured here).

"This is a great learning opportunity for all of us," said Keltsie Gaudet, Nurse Manager on 5BN. No additional personnel, other than Vandal, will be necessary for this program. The team at the Heart Centre will see and work with tools that will help them eliminate waste and achieve end goals with less effort and time.

The partnership will allow Heart Centre staff access to international expertise, periodically available through Medtronic, and will provide innovative process improvement approaches that are generalizable, or generalizable with modification, to health care in the province.

Moncton nurse's teachings featured in national nursing textbook

Patricia (Patty) A. McQuinn has authored a chapter in *Canadian Perspectives on Advanced Practice Nursing*.

Patty has been a Clinical Nurse Specialist (CNS) for over 30 years, and currently works full time at Extra-Mural Driscoll. She has been the palliative CNS with the program since her move from Montreal to Moncton 17 years ago.

The book focuses on the history, evolution and different specialty areas for Advanced Practice Nursing (APN), and includes chapters on CNSs and nurse practitioners. Published in 2016

by Canadian Scholars Press, the text focuses exclusively on Canadian APN roles.

Although Patty has authored and been credited in many Canadian palliative resources, this is her first in a Canadian nursing textbook.

Thanks to funds donated by The Moncton Hospital School of Nursing Alumnae, a copy of this book is available through Library Services.



Patty McQuinn poses with a copy of *Canadian Perspectives on Advanced Practice Nursing*.

"The health sciences library provides a valuable service by obtaining, maintaining and providing current, unbiased and relevant resources for Horizon employees," said Patty. "The services the library provides are vital to the ongoing knowledge-based resources needed to provide information to support patient care and safety, management decision making, policy and procedure development, research and learning activities.

"Libraries are more than books. Visit the library and see firsthand the variety of services offered in this very functional, quiet, dynamic space that reflects a commitment to exceptional customer service."

Colleagues,

This will be my last letter as CEO and President of Horizon Health Network.

While I am looking forward to my retirement and spending more time with my family, I am also looking forward to the future of Horizon and the care I know we can provide to New Brunswickers.

I do believe we are on the right path. Our organization has a strategic plan to address our future health care challenges. We developed this plan together, and we need to stick with this plan.

It goes without saying that we still have a lot of work to do. A lot of work. But, our strategic plan is a map to get us there.

Have we achieved everything I wished we could have during my time as CEO? No. But we have achieved things we can be proud of.

I believe now, more than ever before, we are One Horizon. We have fewer silos and are working together cooperatively for the betterment of our patients and their families, as we strive to provide exceptional care, to every person, every day.

We've made some tough decision over the last few years. But they were the right decisions.

More change is needed throughout our health care system. And, perhaps that is one of the things I am most proud of. People are aware and talking about the changes that are needed.

Not just the politicians, but you, our employees, our patients and people in the streets.

The conversations are happening—conversations about how to best care for our population. These important conversations are the first steps in making the changes that need to happen. New Brunswickers want the best care

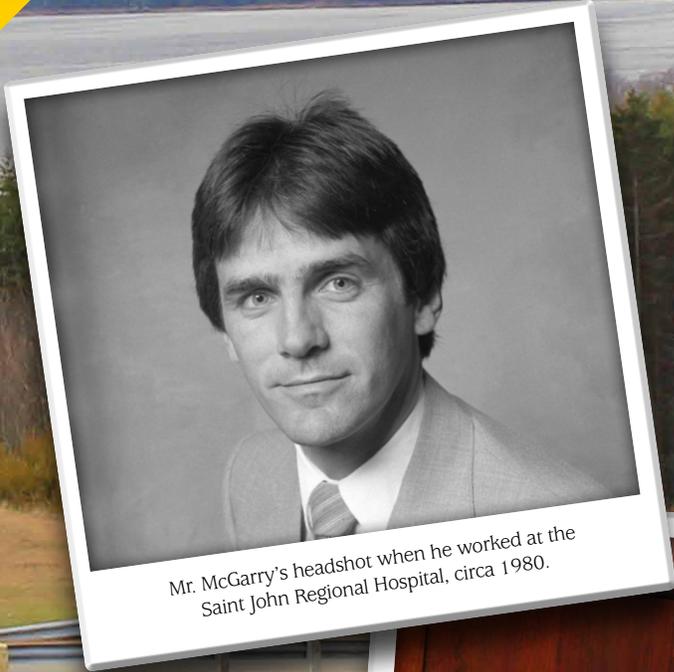
possible and they're ready for these changes.

These changes will not be possible without you.

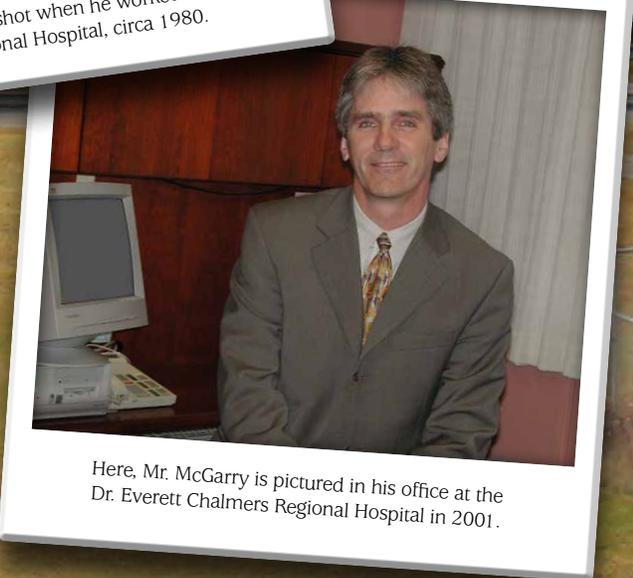
I speak for all members of the Executive Leadership Team when I say how grateful we are for the work you do every day, continuing to help move our organization forward.

I have enjoyed meeting and working with many of you over the course of my 36 years working in health care. Having been based in different facilities across Horizon, I can say New Brunswickers receive exceptional care wherever they are treated. Horizon's staff is our most valuable asset. You are caring, knowledgeable and professional. It is because of your dedication that we have been able to make great strides in implementing patient and family centred care initiatives across Horizon.

Over the years I have enjoyed touring facilities and meeting many of you. I am especially



Mr. McGarry's headshot when he worked at the Saint John Regional Hospital, circa 1980.



Here, Mr. McGarry is pictured in his office at the Dr. Everett Chalmers Regional Hospital in 2001.



Attending an event at The Moncton Hospital.

thankful to staff that would reach out to share their thoughts on how we can improve the care we provide and to our patients and their families.

In closing, it has been an honour and privilege to serve as your President and CEO since 2013. I have been so fortunate to work with so many talented and caring people over the course of my career.

I am so very thankful for the work you do each and every day.

Thank you,



John McGarry



Here, Mr. McGarry, together with Nancy Parker, Executive Director of The Moncton Hospital, recognizes Jean LeBlanc, Medical Imaging, for her 50 years of service.



E.T. Nurse of the Year says there's nothing about her job she doesn't like

Margaret "Marg" James was recently named Enterostomal Therapy Registered Nurse of the Year by the Ostomy Canada Society.

James started working at the Saint John Regional Hospital in 1997. She's been with Enterostomal Therapy for more than a dozen years, and previously worked on the Burns and Plastics unit.

She was inspired to become a registered nurse after one of her children was injured. She saw the care nurses gave to him, and wanted that to be her career.

Working with patients is her favourite part of the job, but "there's nothing that I don't like about it," she said.

The award is given to an "E.T." nurse who has supported ostomates through involvement with his or her local chapter's activities and national functions. James has been part of the Saint John Ostomy Association, and she was nominated by patient and president of the association, Karen Robertson.



Marg James



From left: Karen Robertson, President, Saint John Ostomy Association; Archie Boyer, member, Saint John Ostomy Association; Ann Durkee, Director (Atlantic Provinces), Ostomy Canada; Elaine Jeffery, President, Ostomy Halifax Chapter; Faith Kashetsky, Nurse Manager, Enterostomal Therapy, Saint John Regional Hospital; Marg James, Enterostomal Therapy Nurse and 2016 National Ostomy Nurse Award Recipient; Eileen MacGibbon, Administrative Director of Surgery and Anesthesiology Program; Don Parker, Vice-President, Saint John Ostomy Association.

She has been a member of the local association for years, she said, and recently took part in the region's first Stoma Stroll.

James works full-time with ostomy patients — the unit sees about 120 a year — primarily those who've been diagnosed with Crohn's, Colitis, bowel cancer or incontinence. She sees patients pre-operation, and marks for their stoma. Post-operation, she teaches patients how to care for their stoma.

Last January, she developed a pre-op education packet for patients so they have more information prior to their surgery. In December 2015 she held the hospital's first education day, primarily for new patients.

Dedication to mental health, addictions services earns manager crime prevention award

Greg Zed, Manager, Addictions and Mental Health Services, Sussex area, Forensic Services and Mental Health Recovery Centre, was recently awarded a Certificate of Recognition by the Crime Prevention Association of New Brunswick (CPANB) Inc.

He received this award for his "tireless efforts in assisting persons with mental health issues when they come into conflict with the law."

Greg has been in the field for almost 40 years, and says it was his God-given gifts that led

him to be a social worker. From there, he passionately took every opportunity to advance his experience and knowledge in the field to support vulnerable individuals and their families who are affected by addictions and mental health issues.

Working for Horizon has allowed Greg to build on the strong values he was taught by his parents. "(They) always demonstrated to us as children that only by investing in our community can we truly make a difference in the lives of individuals and their families dealing with various challenges that they encounter, which are compounded by their illness and legal troubles," he said. "This, in and by itself, leads to a very satisfying and fulfilling life."

He said being honoured with this award validates his efforts over the last five decades, during which he had the pleasure, honour and privilege of working with many dedicated colleagues.

Supporting individuals with addiction and mental health challenges isn't always easy and is further challenged by legal difficulties.

Having a dedicated Forensic Team has helped produce tangible outcomes for Horizon's patients, such as less dependency on hospitalization; reduced use of emergency services; more stable housing; and improved quality of life based on improvement in all determinants of health.

Restoring an individual's confidence and dignity and helping others find their potential in their recovery in a compassionate and

caring space, Greg said, is essential to the helping and healing process.

The award was presented by Minister of Justice and Public Safety Denis Landry and Chair of the CPANB Linda Patterson at a ceremony in Oromocto.



Greg Zed, Manager, Addictions and Mental Health Services, Sussex area, Forensic Services and Mental Health Recovery Centre, centre, accepts the award from Minister of Justice and Public Safety Denis Landry and Chair of the CPANB Linda Patterson at a ceremony in Oromocto.

New machine changing transplant patient care at SJRH

Thanks to a generous donation, Saint John Regional Hospital is now the only hospital east of Quebec City — and one of eight in Canada — to offer patients Photopheresis treatment.

Photopheresis provides treatment for patients who have undergone Allogeneic Stem Cell Transplants from donors, and whose donor cells are attaching their body, a process called Graft-versus-host disease. The treatment can also be used to fight certain types of autoimmune diseases, as well as for solid organ transplant rejection.

The machine, though small (about half the size of a refrigerator), is mighty. It works by taking blood out of a patient's body, spinning and separating white and red blood cells through a centrifuge running at nearly 5,000 rotations per minute. Once the patient's cells have separated, a drug called Uvadox is injected into white blood cells. Injected cells are then pumped into a part of the machine that contains an ultraviolet light irradiator, where they are irradiated



Ashley Hunter, 22, is pictured with her care team and the photopheresis machine at the Saint John Regional Hospital.

for 15 to 90 minutes. The machine sends the enlightened cells back into the patient's body where they'll eventually dampen the immune system.

"The process basically re-educates the immune system so that it stops attacking the body," said Dr. Terrence Comeau, Hematologist Oncologist and lead physician in the administration of the Photopheresis treatment.

Each treatment takes between one and a half and three hours. Patients are typically treated twice a week,

and re-evaluated every three months.

Patients previously had to travel outside New Brunswick for this kind of treatment, or locally underwent less effective treatment that was harder on their bodies.

"This treatment has no side effects for patients," said Dr. Comeau, who's also the Director of the New Brunswick Stem Cell Transplantation Program at the hospital.

The \$236,800 machine was purchased thanks to a donation from Jerry and Carolyn Mulder to the Saint John Regional Hospital Foundation.

"This donation is a prime example of how the community works with the Saint John Regional Hospital Foundation to enhance great care," said Foundation President and CEO Jeff McAloon. "We've got the staff, we've got the expertise, and we were just missing the equipment. It really strikes at the core of what this Foundation is all about."

Kids will feel at home at TMH's new Pediatric Ambulatory Care Clinic

A new Pediatric Ambulatory Clinic recently opened on the Pediatrics Unit at The Moncton Hospital, greatly improving care for the hospital's youngest patients.

"Unfortunately, until now, we put clinics wherever we could find space on the (unit), so it was inconvenient for our patients, families and staff," said Christa Wheeler-Thorne, Nurse Manager for Pediatrics, Obstetrics and Family Planning. "One designated area will allow us to provide coordinated services and treat our youngest patients more efficiently in a private, child-friendly environment."

The new clinic will lower the number of hospital admissions, reduce the length of hospital stays and number of visits to the emergency room (for procedures like suture removal and dressing change, for example) and improve patient safety (with increased privacy).

With its four children-friendly treatment rooms, an assessment area, colourful and comfortable waiting room and physician/nurse documentation area it'll also improve the quality of life for pediatric patients during their visits.

"Improving the comfort and care of patients, and providing a family-friendly environment is part of Horizon's number one strategic priority," said John McGarry, Horizon CEO and President. "We

are very grateful to the Friends of The Moncton Hospital Foundation for their fundraising efforts and for sharing in our commitment to patient and family centred care.

The clinic was made possible thanks to an investment of \$185,000 from the Friends' 2014-15 campaign.

Money also went towards four examination tables; a physician dictation system; two PACS monitor (medical imaging viewers); wall-mounted otoscopes (for looking into children's ears); modular seating in the waiting room; and child-friendly furniture.

"Once again, donor dollars are being used to create enhanced care, this time for our young patients who are most deserving," said Friends Foundation Chair Steve Fowler.

The clinic is located on the main floor of the hospital in the area formerly occupied by the Child and Youth Wellness Unit, which is now located on the hospital's third floor.

More than 3,200 children attend the hospital's various Pediatric Clinics every year to deal with a number of health issues related to kidney (nephrology); diabetes; cancer (hematology/oncology); seizures and disorders of the nervous system (neurology); orthopedics; heart (cardiology); blood work (phlebotomy); high-risk

immunization; pediatric sedation (for MRIs etc.); and day treatment procedures.



Nine-year-old pediatrics patient Ashley Upshall, from Fawcett Hill, near Havelock, her mom Beth, and Dr. Rody Canning visit one of the treatment rooms in the new Pediatric Ambulatory Care Clinic space at The Moncton Hospital.

Renovated Cardiac Units will help physicians provide exceptional care to patients

The Coronary Intensive Care and Cardiac Stepdown Units at the New Brunswick Heart Centre (NBHC), located in the Saint John Regional Hospital, re-opened on Dec. 1.

“The New Brunswick Heart Centre is the provincial referral centre for adult cardiac care for (the province) and most of Prince Edward Island, and is recognized as one of the leading cardiac centres in Canada,” said Medical Director Dr. Vernon Paddock. “Our team is committed to providing exceptional care to our patients, and we are excited to work in such a modern environment and deliver the highest quality cardiovascular care possible.”

The \$6-million project features:

- A state-of-the-art Electrophysiology Suite designed to improve access

for patients requiring complex pacemaker and Implantable Cardioverter Defibrillators (ICD) insertions, as well as electrophysiology procedures. Electrophysiology studies the electrical activity of the heart to determine where an arrhythmia is coming from; and

- An imaging chain and hemodynamic system with enhanced monitoring capabilities that provide clearer imaging and more precise details about the electrical pathways of the heart, which allow for a wider range of treatment options for patients experiencing irregular heartbeats due to abnormal electrical pathways.

Together the units have 30 inpatients beds, a family room offering privacy, and a waiting room to provide comfort for partners-in-care. The Saint John Regional Hospital Foundation provided \$110,000 in new furnishings and technology for this part of the renovation.



The Government of New Brunswick invested \$3.1 million in capital equipment for the upgrade of cardiac units at the Centre.

“As the provincial centre of excellence, the New Brunswick Heart Centre plays an integral role in our health care system, not only here in the Saint John region but for our entire province,” said Health Minister Victor Boudreau.

The NBHC has provided general cardiology; interventional cardiology; electrophysiology; and cardiovascular surgery services for adult patients since April 1991.

Dr. Vernon Paddock, Medical Director, New Brunswick Heart Centre, gives Health Minister Victor Boudreau and Horizon Health Network Board member Linda Forestell a tour of the new Electrophysiology Suite.

Study to look at effects of smoke-free hospital environments

Saint John Regional Hospital employees are being invited to take part in a research study related to Horizon’s Smoke-Free Environment policy.

Kerrie Luck, a PhD Candidate at UNBSJ and a member of Horizon’s Smoke-Free Together Campaign, is looking for volunteers to take part in a study exploring the effects of a smoke-free hospital environment on the perceptions, experiences and behaviours of health care providers as they relate to tobacco dependence.

Prior to the policy’s implementation, employees and patients could go just outside the front door of the hospital to smoke; now, all Horizon hospital grounds are smoke-free (since Oct. 5, 2016).

“Some patients come into the hospital with no intention to quit using tobacco, but then use the smoke-free environment as an opportunity to learn more about how to manage their nicotine withdrawal, as well as quit smoking,” Luck said. “Evidence suggests approximately 70 per cent of individuals who smoke want to quit, and want help to quit.”

The policy also changed the way hospital and health centre employees address smoking when first meeting their patients. Every patient now knows they have access to nicotine withdrawal management and smoking cessation supports while they’re being cared for by Horizon employees.

The same support is available for employees. “Besides the great resources offered in the Employee Health and Wellness Department, Horizon has ‘Cadillac’ smoking cessation drug coverage, which in my opinion is one of the best in the country,” said Luck. (See fact box for more information.)

“It can take numerous attempts to quit smoking, and research suggests some may need five to seven tries to build the skills to quit for good, so we need to continue to provide people with the support so throughout their journey they can be successful,” she said. “This reoccurring coverage reinforces the fact that using/

smoking tobacco is an addiction, and that smoking isn’t a lifestyle choice for many.”

Luck will be sharing results of the study with Horizon to identify other ways to support employees and patients. By continuing

awareness, support, protection and reinforcement, she is hopeful more people will quit the number one preventable cause of disease and death and be protected from exposure to second-hand smoke.

Study participants must be health care providers who have worked at the Saint John Regional Hospital since Sept. 29, 2014, and must work in direct patient care 12.5 hours or more a week. The Saint John Regional Hospital was chosen for the study because it has been smoke-free the longest – since Sept. 29, 2015.

Participants may be smokers or non-smokers, as the study will examine how a smoke-free environment has influenced health care providers working in a smoke-free environment.

Participants will be required to partake in one hour-long interview and will receive \$20 as a gesture of appreciation.

If you’d like to get involved, contact Luck at Kerrie.Luck@UNB.ca or 506-333-1152.

Horizon’s Smoking Cessation Benefits

As of April 2015, employees, and any family member included in their plan, has a maximum allowable amount of \$800 every five calendar years in smoking cessation medications. Coverage includes nicotine replacement therapy patches, nicotine gums, lozenges and oral medications (drugs – i.e. Champix).



Obstetrics and Gynecology medical student given achievement award

From Erin (Conley) Dickinson, Administrative Assistant for the Department of Obstetrics and Gynecology & Obstetrics and Gynecology Medical Education

Rebecca Topp, a Dalhousie University medical student, was recently awarded the Dr. N. N. Isa Achievement Award.

Dr. Isa was a faculty member of the Saint John Regional Hospital (SJRH) Obstetrics and Gynecology Department until his retirement in 2006. In 2005, he gave an endowment of \$25,000 to be invested with \$1,000 awarded at convocation to one medical student who excelled during his or her core rotation. This year the department was pleased to allocate another \$1,000.

The award encourages students to excel in the specialty of Obstetrics and Gynecology, and to consider New Brunswick as a desirable place for their future practice. Department members provide feedback throughout the rotation year and nominate candidates. The award is given at the end of the fourth year of a medical student's training.

Rebecca was one of 20 students from Dalhousie University (DMNB) and Memorial University (MUN) combined who did a core rotation in this department at the SJRH during the 2014-15 academic year.

She was born in Lahr, Germany, but grew up in New Maryland, N.B.

In July, she started her Family Medicine residency through the Northern Ontario School of Medicine. When finished, she plans on completing a four-year return of service with the Canadian Armed Forces before returning to the Maritimes for family practice.

"My clinical clerkship at the SJRH was a fantastic experience," she said. "All of my interactions with staff, be they doctors, nurses or administration, allowed me to pursue my education in a challenging but supportive environment. The great training and experiences that I received in the Obs/Gyn department were put into real focus when I participated in a remote family medicine rotation in rural Ontario. It was there that I saw the importance of a strong foundation in obstetrics and gynecology for the family physician."

"Everything that I have learned while working and studying with the staff at the (hospital) will serve me greatly on the next steps of my career and I'm truly appreciative of the support and confidence in me that this award represents."

The award was presented to Rebecca at a convocation ceremony in Halifax.

Rebecca Topp



Thank you to everyone who submitted a New Year's Resolution.

While we couldn't feature all entries in this list, we did notice some common threads: It's clear Horizon employees want to be more positive, disconnect from technology and connect with their loved ones, and get moving in 2017. These are fantastic goals that truly reflect our Mission, **Helping People Be Healthy**, and our Vision, **Exceptional Care. Every Person. Every Day**. We also heard from readers who don't set New Year's Resolutions, instead choosing to work on themselves every day (or not breaking a resolution to not *ever* make a resolution).

If you don't yet have a resolution, we hope this list inspires you to make one. We look forward to reading your submissions for the next Top 10 list! (Look for an email in February.)

My New Year's Resolution is ...

"... to stop using my cellphone at bedtime. I have chosen this resolution because I use my phone a lot at bedtime to creep social media and watch Netflix, which keeps me awake longer than I want to! I'm going to stick to this resolution by turning my phone on silent at 10 p.m. every night, and then putting it on the charger with a plug that is not close to my bed. Wish me luck!"

Callah MacQueen
RN, Orthopedics, The Moncton Hospital

"... to perform Random Acts of Kindness. It is in giving that we receive and I love to spread joy every day. I look for opportunities to add some fun into every day and make people smile."

Elizabeth Cormier
Regional Director of Volunteers, Auxiliaries, and Alumnae

"... to do something creative every day. I think it's important to engage your mind in something fun and challenging every day. Even if it sucks, I make something. Crafting is fun for me, so it shouldn't be hard to stick to. New Year's Resolutions don't have to be hard or unpleasant; people forget that having fun is important for personal growth too."

Serenity Ewart
Admission/Discharge Clerk, Health Records, Saint John Regional Hospital

"... to be positive in spite of any situation or circumstance. Sometimes it's very difficult to take situations in a positive light but I would like to try to focus on the positivity any situation has to offer on a day by day moment to moment basis."

Sahira Husain
Clinical Research Coordinator, Oncology Clinical Trials, Research Services, The Moncton Hospital

"... to find something to be grateful for every day. I have chosen this as I think it is something good to teach to my three daughters. We get so caught up in the moment that we sometimes forget to see the good things in our lives. I am planning to talk about this when my family sits down together for our evening meal."

Shelly Hubbert
Coordinator of Volunteer Resources and Auxiliary & Alumnae Relations, Upper River Valley

(tie)

"... to run the Bay of Fundy International Marathon this June. I like to have one big goal per year, and this is it for 2017!"

Susan McCully
RN, Oncology, SANE (Sexual Assault Nurse Examiner) and NICU, Dr. Everett Chalmers Regional Hospital

"... to run a marathon in Ottawa (my second)! Ottawa is a beautiful city, and I will be running by Parliament Hill, the National War Memorial, Canadian War Museum, and Rideau Hall, to name

a few historical buildings. I will be training throughout the winter months as the marathon is in May."

Michelle Reeder,
Administrative Support, Discharge Planning Office, The Moncton Hospital

"... to strive to live in the moment, to boldly love and care for others, focusing on the positive while living a healthy, joyful life. Leaving a foot print that is healing and peaceful, filled with laughter and unconditional love. I chose this resolution because of too many years of letting stress and circumstances dictate my happiness, recognizing the frailty and brevity of life."

Wanda Mayfield
Switchboard, Sussex Health Centre

(tie)

"... to drink more water (instead of coffee, juice, and pop). I chose this resolution because I want to experience the benefits of hydration and begin my weight loss journey."

Megan Callaghan
Social Worker, 4DN Acute Psychiatry, Saint John Regional Hospital

"... to waste less food. I plan to this by better meal prep and grocery planning."

Lynn Meahan
Director of Strategic Communications, Saint John Regional Hospital

"... to be a better person every new year! As I reflect on the year gone by and what may lay ahead, I have always taught my children to strive to learn from our mistakes and work hard every year to be a better person."

Charlene Williams
Nurse Manager, Medical Surgical Intensive Care Unit, The Moncton Hospital

"... to not complain, but to remember the many blessings we have, not the things we don't have, and to continuously remember others and the struggles they may be going through that we may be able to help or encourage."

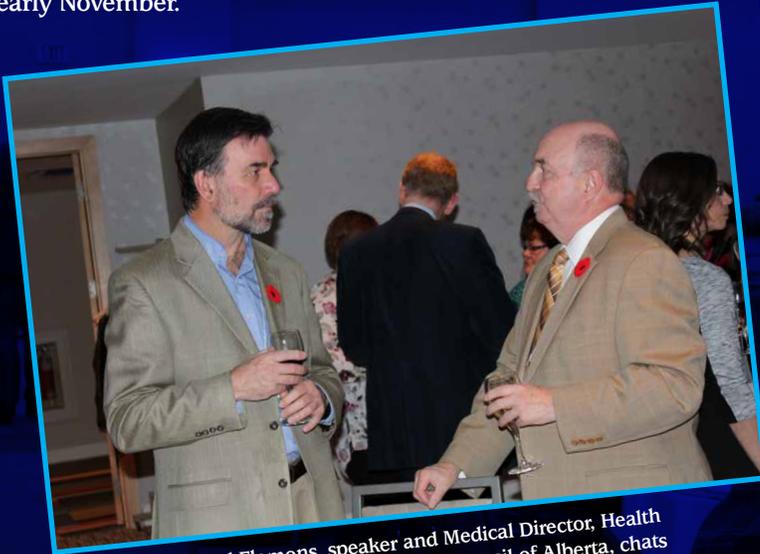
Erin Boone
Medical Assistant, Surgical Department, Upper River Valley Hospital

HORIZON'S FIRST EVER PATIENT AND FAMILY CENTRED CARE CONFERENCE WAS A SMASHING SUCCESS

More than 250 registrants, including those from as far away as Vancouver, enjoyed guest speakers and thoughtful discussion on what it means to provide the highest quality and safe care for patients and their families.

Topics covered included: Building a Culture of Patient and Family Centred Care; Quality and Safety; Patient Engagement Care Decisions and Family; and Patient Experience (Customer Service).

Enjoy these photos from the President's Reception and two days of conferencing, all held at the Delta Beauséjour in Moncton in early November.



Here, Dr. Ward Flemons, speaker and Medical Director, Health System Improvement, Health Quality Council of Alberta, chats with Horizon's Vice-President Medical, Academic and Research Affairs, Dr. Édouard Hendriks.



Participants laughed it up in a photo booth, enjoyed entertainment from circus artists and played games at the circus-themed networking event at the end of the first day.



Together, HealthCareCAN and the Canadian Patient Safety Institute, with support from Patients for Patient Safety Canada, announced the 2016 Patient Safety Awards Champions. Johanna Trimble, with the Community Engagement Advisory Network, British Columbia, won the individual volunteer award, while Michael Garron Hospital, Toronto, won the team/organizational award.





Health Minister Victor Boudreau, Sir Liam Donaldson, Envoy for Patient Safety for the World Health Organization (WHO), and Horizon CEO and President John McGarry pose for a photograph after Donaldson's keynote address.



Sponsors and their booths were busy both days being visited by inquisitive conference participants.



Horizon staff were eager to welcome participants at the registration desk.



Get moving! Here, participants enjoy a quick activity break.

Here's what participants had to say about the conference!

"An opportunity to network – gives me the energy to go back to my team and have conversations about exceeding patients' expectations."

"I will include curiosity and kindness in my everyday work."

"I will be much more aware of involving my patients and families in even more areas of my practice ..."

"This conference will influence my practice on a daily basis and I will ensure the patient and their families are the focus (centre) of our care ..."

2016 Experience Conference
 Exceptional Care. Every Person. Every Day.

Bravo!

It's been a few months since the launch of our online employee recognition program, and we hope you've enjoyed Bravo! as much as we have.

So many of you have either been recognized — or have recognized a colleague — for the exceptional work being done across Horizon.

We hope you're finding the program fun and easy to use, and will continue to send a Bravo! when you see exceptional Horizon care in action.

bra·vo¹

(brä'vō, brä-vō')

interj.

Used to express approval, especially of a performance.

n. pl. bra·vos

A shout or cry of "bravo."

v. bra·voed, bra·vo·ing, bra·voes

v.tr.

To express approval of by shouting "bravo."

v.intr.

To shout "bravo."

[Italian; see **brave**.]

Bravo!

by the numbers

(as of Dec. 13, 2016)

**Number of Bravos!
sent:**

3,771

1,071

**employees were
recognized for
striving for excellence**

1,180

**employees were
thanked for
showing empathy,
compassion
and respect**

**Bravos were received by
employees ages 18 to 74**



Here, Clare Manzer, administrative assistant, Addiction & Mental Health Services, Saint John uses one of the public tablets to send a Bravo!



Gillian Haycox, Regional Manager of Learning, and Heather Covey, Administrative Assistant, Learning Services, Saint John, celebrate the launch of Bravo!



Our CEO and President, John McGarry, learned how to send a Bravo! during the program launch in Moncton.

Anyone who sent a Bravo! During launch week was eligible to win a Horizon swag bag. Here are your winners:

- Area 3 – April Gorman
- Area 1 – Novelene Taylor
- Area 2 – Tara Mahaney
- Area 7 – Lorraine Mary Veriker

You guys are awesome!!

More than 120 Bravos! sent were from patients or patient family members. Here are some examples of what they had to say ...

- On Dec. 1, 2010 you had our son still laughing and playing on one of the most difficult days in our family's entire life. And you continued to support him throughout his

journey that followed that day

- The depth of empathy and care given to myself around the issue of my dressing and while doing the dressing set me at ease and I never once felt that you didn't have the time it takes to do it. I greatly appreciate your care and time. Thank you.
- YOUR HANDS ALWAYS MAKE ME FEEL BETTER!!!
- Amazing human being! Always have excellent service

when this girl is working. Positive, pleasant and knows her job well!

- (This employee) has helped me deal with my anxiety and depression for two years. I have made immense progress since starting CBT with him. You would never think I was the same person as I was in middle school and high school!
- You are like a second mom to me and have been so supportive throughout my journey. You always know

when tough love is needed or when I just need a hug. Thanks for helping me deal with the tough days and finding time to have fun on the good ones.

- I may not be one of your patients but you are always very kind and try to help me advocate for myself when needed. Thank you for all the compassion you've shown and for taking the time to sit down and have a chat. It really helps brighten my days!

896

of you were noticed for being a leader, yet working as a team

Way to go!

622

got a shout out for acting with integrity and being accountable

68%

of Bravos! were sent to an employee by another employee

(and that's not including those who wanted to leave their identity a mystery)

17



Haven't sent a Bravo! yet? What are you waiting for?

Visit HorizonBravo.ca to make someone's day.





From left, Saint John Regional Hospital Perioperative Nursing Staff Bob Wiseman, Amanda McEvoy, Tanya Daigle, Heidi Kelly and Sharon MacEwen pose with the O-arm.

New technology allows OR staff to navigate complex surgeries

The operating room at the Saint John Regional Hospital is now equipped with some of the most modern technology in the country.

A Medtronic O-arm and stealth navigation station arrived in summer 2016. It's one of only 17 found in Canadian hospitals.

"The O-arm is an intraoperative imaging system of superior quality, and has the flexibility to provide a field of view in both 2D and 3D images," said RN Sharon MacEwen.

When partnered with the stealth navigation system, the O-arm provides health care professionals with live 3D navigation during surgery, and surgeons are able to visualize — in real time — the surgical site.

The O-arm has proved to be successful in other orthopedic and neurosurgical procedures as well, offering multi-dimensional surgical imaging.

Potential benefits for patients will include shorter surgical time and hospital visits; smaller incisions; a decrease in post-surgical pain; faster recovery times; and reductions in surgical wait lists.

"The O-arm is exciting technology that has not reached its full potential," said MacEwen. "It is very interesting to witness such advanced procedures in Saint John."

The purchase of the technology, which costs \$950,000, was made possible thanks to donations to the Saint John Regional Hospital Foundation.

Employees encouraged to take part in Disability Management audit

As part of our Mission, **Helping People be Healthy**, Horizon is committed to providing its employees with the tools and support needed to help them remain healthy in their workplace.

Over the next several months, Horizon will reinforce this commitment by evaluating its Disability Management program.

A Consensus Based Disability Management audit, developed through the National Institute of Disability Management and Research (NIDMAR), will assess our program while comparing it against international standards and best practices for disability management.

Horizon has engaged Occupational Concepts, a consulting firm based in Moncton, whose team consists of certified NIDMAR Auditors to lead the audit, compile results and provide a recommendations report.

As well, Horizon is inviting the three unions of which its employees belong (NBU, NBNU and CUPE) to participate.

As part of the audit, a random sampling of employees and frontline managers/supervisors



from across the organization will be invited to participate in a short (10 question) survey to share their opinions about Horizon's Disability Management program.

If invited you are encouraged to participate in the survey, which will be conducted over the next two months, to ensure your thoughts and concerns related to the Disability Management program are shared with the external auditor.

Your input will help Horizon enhance its programs for you, your families, its patients and the organization as a whole.

Horizon Public Health is reminding you to get immunized on time

Horizon Health Network's Regional Immunization Team has launched a public service campaign to remind New Brunswickers with babies and young children of the importance of getting immunized on time.

"On time and on schedule immunizations is the most effective way to protect against vaccine preventable diseases," said David Arbeau, Director, Public Health, Fredericton and Upper River Valley. "Therefore, keeping your scheduled appointment or letting us know if you can't make it is very important."

The Regional Immunization Team is using elements from Horizon's successful Missed Appointment Campaign, such as in-office posters and a video emphasizing the tag line, "If you can't make your appointment, someone else can. Please call to cancel and rebook."

"Our goals are to reduce the 'no show' rates for pediatric immunization appointments by 2-5 % within one year and to improve overall efficiencies," said Arbeau. "We hope that by standardizing the process of immunization appointments we can improve communication with our clients and see some real progress."

In New Brunswick, immunizations for children are given by primary care providers such as family doctors, nurse practitioners and Public Health.

For more information, and to access the immunization schedule, please visit HorizonNB.ca.

On time and on schedule immunization provides the best protection for your child.

L'immunisation en temps opportun et selon le calendrier d'immunisation est la meilleure protection pour votre enfant.

If you can't make your appointment, someone else can.

Si vous ne pouvez pas vous y présenter, nous pouvons donner votre rendez-vous à une autre personne.



Please call your local Public Health Office to cancel and rebook.



Veuillez communiquer avec votre bureau local de Santé publique afin de fixer un autre rendez-vous.

Horizon
www.HorizonNB.ca



Congratulations to the winners of the 2016 Quality Quest Awards!

The Quality Quest Awards are presented annually within Horizon Health Network. The award recognizes teams for their quality-improvement work and promotes quality-improvement initiatives across Horizon.

This year, 12 impressive submissions were reviewed by the Quality Quest Selection Committee. Horizon applauds all teams for their efforts.

This year marks the first time the committee chose not one, but two winners! Projects were deemed to be equally worthy of the award and both will be submitted for the National 3M Award in February 2017.

Co-Winner

Pacemaker Follow-Up in Nursing & Special Care Homes

The goal of this project was to eliminate the costly and inefficient inpatient pacemaker follow-up appointment process for residents in nursing and special care homes in the greater Moncton area. Issues included lack of communication, disorientation/confusion for the patient, staff feeling rushed, and missed appointments.

Patient and staff input were critical co-factors in evaluating solutions to minimize waste. The team also used input from families, Ambulance New Brunswick, Cardiology Department and representatives from nursing and special care homes.

The project allowed a Registered Cardiology Technologist to travel to perform routine pacemaker follow-ups (a five-to-10 minute test). As of May 2016, 84 patients were being seen in their homes, and provided positive feedback about the process. The initiative is estimated to save more than \$220,000 a year.

This project was led by Lorna McConnell, Nurse Manager, Process Improvement Facilitator, Clinic D, The Moncton Hospital.



Here, Kathy Kowalski, Regional Director, Electrophysiology & Respiratory Therapy, accepts the award from Horizon President and CEO John McGarry.

Co-Winner

CIU Wait Time Reduction

The two primary goals of this project were to reduce congestion in the lobby at the Dr. Everett Chalmers Regional Hospital and to reduce the amount of time required for patients to navigate through the specimen collection service. The service has been studied on multiple occasions over the past 25 years, but no prior recommendations have been successful.

The team used Lean Six Sigma methodologies and involved multi-disciplinary teams, front-line staff and clients. The project saw a 50 per cent reduction in total process time, and more than 82 per cent of patients said they waited less than 15 minutes to get their blood drawn. The process saves patients over 38,000 hours of waiting time per year, and customer satisfaction scores averaged 8.94 out of 10 after the project was implemented.

This project was led by Greg Shaw, Administrative Director, Lab Services, Fredericton area.



Here, Heather Kyle, Regional Laboratory Administrative Director, accepts the award from Horizon President and CEO John McGarry.

Runner-Up

Rapid Rehabilitation & Re-ablement Services for Seniors (R&R)

The goal of R&R was to significantly impact elderly patients' recovery from illness and minimize disability while promoting a timely discharge from hospital.

Of the first 124 seniors entering the R&R service pathway, 78 have been completed or discharged, with 57 completing the care plan set at the time of admission. Of those who've completed the care plan, 79 per cent have remained at home without a hospital re-admission. All 57 clients who have completed the care plan have demonstrated improvements in frailty, functional status (ADLs and iADLs) and mobility.



Here, David Arbeau, Director, Extra Mural Program and Public Health, Fredericton and Upper River Valley, accepts the award from Horizon President and CEO John McGarry.

New award will highlight community-based health achievements

Know an individual or organization helping to make their community a healthier place to live, work and play?

Horizon would like to acknowledge those making a difference to improve overall health in their communities with its new Community Health Recognition Awards.

Groups and individuals who understand the importance of health and well-being, and are working to improve factors negatively affecting population health in their communities will be recognized.

The awards will be given based on the following categories, which were selected to match re-occurring themes from Horizon's Community Health Needs Assessments:

- Seniors Wellness
- Youth Wellness
- Multicultural Health
- Food Security
- Accessibility
- Mental Health

Individuals and groups can apply or be nominated. A total of 12 awards will be given; three in each of the Fredericton, Miramichi, Moncton and Saint John areas. Winners will receive \$500 towards their charity and a plaque.

Applications are due on Feb. 17, 2017, and winners will be announced in April at Horizon's Board Meeting. Winners will be selected by Horizon's Local Community Engagement Committees.

For more information, visit Skyline.



Psssst.
Hey, you! Yes, you.

Thinking of applying for a
new job with Horizon
to kick off 2017?
If so, you need to read this.

iTacit, our internal job posting program on Skyline, is changing its application process.

When applying for a job, you'll now see a new
at the end of the process.

[Submit My Application](#)

You **MUST** press this button in order to submit your application.

If you close out of the application page before clicking this button, your application **WILL NOT** be submitted to the manager.

If you're having challenges applying for a job, you can email **ItacitPostingFolder@HorizonNB.ca** or call the appropriate number from the list below:

Moncton area
857-5585

Saint John area
648-6965

Fredericton/Upper
River Valley areas
452-5063

Miramichi area
623-3455

You can read more on the **Job Postings** page on Skyline.



RÉSEAU DE SANTÉ

Horizon
HEALTH NETWORK