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Issue No. 7, Vol. 2  
June 2017



# Star

A publication for the staff of Horizon Health Network



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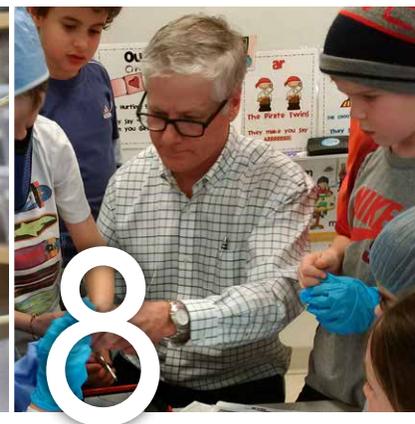
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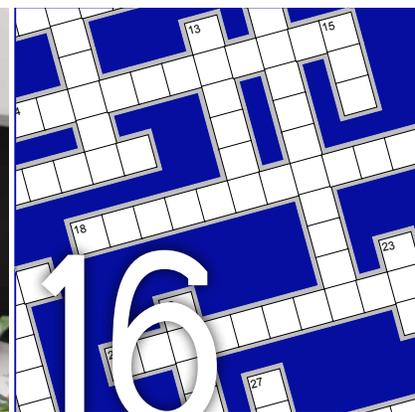
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Thank you to everyone who shared why they're proud to be Canadian



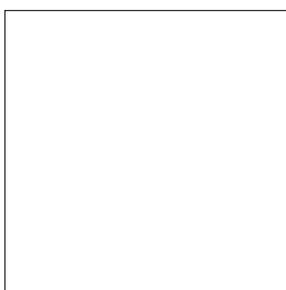
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This magazine is published by Horizon Health Network's Communications Department, and is distributed free of charge to Horizon staff, physicians and volunteers. A French version can be found online at [fr.horizonnb.ca](http://fr.horizonnb.ca).

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Printed by: Advocate Printing

Please send comments and/or story ideas to [HorizonStar@HorizonNB.ca](mailto:HorizonStar@HorizonNB.ca).

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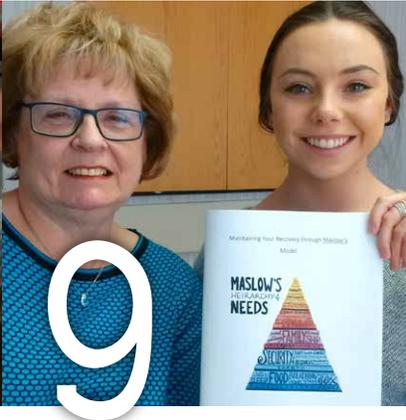
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Horizon continues commitment to Patient and Family Centred Care (PFCC)

## Dear Staff and Physicians,

With the summer months finally approaching us, I will soon reach six months in my new position serving as your President and CEO of Horizon. It has been a busy time, but they have been months that I've thoroughly enjoyed.

I was able to visit more than 100 facilities across Horizon and learn about the organization firsthand. It was important to me to have the chance to meet with as many of you as possible.

I've noted before that my biggest take-away from the tour was the tremendous dedication displayed by our staff and volunteers. The spirit and commitment of all of the people I met with is impressive and I'm not the only one that is impressed. Your community leaders are too. Horizon staff are well-regarded and the cornerstone of your communities.

In the coming months I intend to take action on many of the ideas and suggestions I received during my tour. There are some things that can be fixed more easily than others, and I look forward to tackling issues both big and small. I will be communicating with you regularly to provide updates as we make progress.

In the autumn, Horizon plans to enhance its digital presence right around the next edition of the Horizon Star. We know that you're using Facebook and other social media channels. We want to engage with you to share all of the great things that are happening at Horizon. I encourage everyone to join Horizon when we re-launch our social media channels!

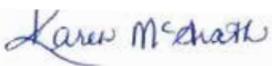
I also welcome any of you to contact me directly. I can always be reached at [President@HorizonNB.ca](mailto:President@HorizonNB.ca).

This summer I hope you all take the time to enjoy some time for yourself. Relax, spend time with your family, and do the things that make you happy.

I know that many communities across the province have special activities planned to celebrate Canada 150. I hope that you enjoy celebrating our nation's birthday this summer. I had the opportunity to read through some of the submissions for what makes you proud to be Canadian and I agree with all of you. We are blessed to live in Canada and work in Canada's health care system.

Enjoy your summer!

Sincerely,



Karen McGrath  
President and CEO



Karen McGrath,  
President and CEO

## A welcome note from the editor

Welcome to the seventh issue of the *Horizon Star*.

Usually I use this space to highlight a theme that runs through many stories featured in these pages.

This month's letter is a little different.

In May, I had the privilege of participating in *LEADS in a Caring Environment*, a five-day leadership program. The LEADS framework is the standard for Canadian health care leadership, and recommended by Accreditation Canada, Canadian College of Health Leaders and other authorities.

The course was spread throughout the month and Horizon facilities, and covered five themes: Lead Self; Engage Others; Achieve Results; Develop Coalitions; and Systems Transformation.

Each pair of facilitators, which changed every training day, were enthusiastic and knowledgeable, a sure sign they truly believed what they were leading. All reinforced they weren't there to be didactical, but rather let us steer the conversation with our experiences and suggestions.

Each day ended with our groups of five analyzing a "pretend" community in a case study, which was inspired by real challenges facing the health care system in New Brunswick. This led to frontline, managerial and administrative staff offering possible solutions for these challenges, which included taking care of an aging demographic and providing access to community services outside the normal "working hours."

It was during these discussions where I saw how Horizon brings together different kinds of leaders, from different teams and backgrounds, to support decision making and provide the highest quality of health care to our patients and their families.

And even though I tried, I can't go a full Editor's Note without spotlighting some of the stories in this issue. I will say you'll see other examples of how collaboration works in Horizon in this issue.

To see how Dr. Tom Barnhill, an orthopedic surgeon in Fredericton, is inspiring young minds through community engagement, turn to Page 8.

To learn about Horizon's newest service, and meet our first midwife, check out the story on Page 15.

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

Happy reading,



GinaBeth Roberts





Liza Leblanc, Lynne Owen, Bill Stultz, Linda Stultz, Marguerite Harvey and Kathleen Ward stretch their back as part of the warm-up activity.



Physiotherapist Julie Pepin and Marguerite Harvey use Therabands to strengthen their arm muscles.



Kathleen Ward is passed a hand weight while Marguerite Harvey looks on.

## Seniors getting fit, fun and fabulous at Sackville Memorial Hospital

A group of seniors is getting fit and having fun — all while being fabulous.

The physiotherapy department at the Sackville Memorial Hospital recently started the Fit, Fun and Fabulous Seniors Group, a community-based exercise program held twice a week for locals aged 65 and older.

The first session of the eight-week program began in early March, and wrapped at the end of April.

Physiotherapists Cindy Woodman and Julie Pepin run the program on Tuesday and Thursday afternoons with the help of physiotherapy assistant Holly Wry and administrative assistant Nicole Sears. They were also joined by Dalhousie University physiotherapy student Jeff Leblanc for several weeks.

Just like anyone starting a new fitness regime, some participants had to shake off their nerves strengthening their muscles, but the program is created to fit their needs and fitness levels.

“We build the exercise program based on what their starting needs are,” said Pepin, adding the program evolves as participants master exercises. “What they did the first week is not what they’re doing now. You can see the progression. They’re tired at the end of it, but the first day you were tired and you did so much more today.”

The first group of participants were “keeners,” Woodman said, many members of the hospital’s walking program. Even then, “after that first day they were tuckered out,” she said.

Each class starts with a warm-up, followed by strength training exercises with Therabands

(resistance bands), standing strength and balancing exercises, and a cool down.

There’s also always a 10-minute education session, which included topics such as the Borg Scale (rate of perceived exertion), Canadian Guidelines for Physical Activity for Older Adults, falls and fall prevention, and nutrition.

Each participant was assessed before the program began on six measurable exercises: a



timed up-and-go check, a 30 second sit-to-stand and bicep curls, which checked general mobility, and a forward reach, one-leg stand and tandem stand, which tested balance. These tests also made sure participants could safely perform all exercises.

All participants were measured again at the end of the program, and all improved in at least one area.

“One lady said she could get out of her tub for the first time in a long time,” said Woodman, adding the program has helped others prepare for gardening season.

For Marguerite Harvey, an insulin-dependent diabetic, the program improved her health immensely. With twice-weekly exercise and information from (and further visits with) a hospital dietitian, specifically about increasing protein in her diet, her blood glucose levels went from upwards of 21 down to between 5 and 9.

“The whole thing is awesome,” she said.

She also takes part in the hospital’s yoga classes, and plans to invite the Fun, Fit and Fab group over for coffee and exercises now that the program’s done.

That’s exactly the kind of takeaway Woodman and her team are looking for.

“The whole goal of the program isn’t that they just come to us for eight weeks and they’re done; the goal is that they come for the eight weeks, we show them how to exercise, and we give them some community resources as to what’s out there, so after the eight weeks they can continue the program on their own,” said Woodman.

Each participant has his or her own activity log so they can track their progress at home, and each will be sent home with a Theraband.

Classes are held Tuesdays and Thursdays from 1 to 2 p.m. and 2 to 3 p.m., and limited to eight participants. Those interested can contact the physiotherapy department at 506-364-4111.

The program is supported by the Sackville Memorial Hospital Foundation.



Forrester Black and Liza Leblanc use Therabands to strengthen their arm muscles.



Forrester Black leads the group down the hallway.



Physiotherapists Cindy Woodman and Julie Pepin celebrate the end of the first session of the Fit, Fun and Fabulous Seniors Group.

## Moncton Pathologist takes flight

In her everyday work, Dr. Jaime Snowdon looks at things under a microscope, but her newest hobby has her taking in a much wider view of the world around her.

Dr. Snowdon is an Anatomical Pathologist at The Moncton Hospital, a position she's held since 2015. Prior to joining Horizon, she completed her residency in Ontario and worked for Vitalite Health Network for three years.

As a pathologist, she's trained to recognize changes in the body related to any type of disease, such as cancer.

"We don't see patients but anytime anything is taken from a patient, whether it's through surgery or biopsy or any sort of screening test, like a pap test, our lab processes the sample and we look at it under the microscope and are trained to recognize the changes that happen because of disease," Dr. Snowdon said.

But medicine isn't her only passion.

"When I was little, I always wanted to fly," she said. "When I was *really* little I wanted to be a bird."

With her career established and family complete, she was able to pursue her goal of getting her pilot's licence. This winter, she began training at the Moncton Flight College, one of the biggest and best pilot schools in Canada.

"The minute I'm on the ground I can't wait to go back up."

In late May, after theoretical (books) and practical (flying with an instructor as often as she could) studies she took her first solo flight.

"I was very anxious and nervous, but also very excited because it's a big step on the path to becoming a pilot," she said of the eight-minute flight in the skies around the college in a two-seater Diamond Eclipse.

She plans to take her private pilot licence exam this summer.



Dr. Jaime Snowdon and her Moncton Flight College instructor Kirk Thompson after her first solo flight.

Dr. Jaime Snowdon in her office at The Moncton Hospital.

"While I'm up there I'm hyper-focused and concentrating on something that's completely outside of my life on the ground," Dr. Snowdon said. "It's time for me up there, and I'm doing something completely different. It's a little bit scary sometimes; it brings you outside your comfort zone but when you accomplish it, you just feel really good about yourself."

While many parts of her job and her hobby differ, she sees some similarities, in that both of them are mental exercises that require attention to detail.

"With pathology, we don't want to miss anything. It's like solving a little mystery every day and using all your eyesight, all of the information you can get about the patient, their

clinical history, about your past experiences with similar cases – using all of that information to come to a diagnosis," she said.

"With this, you're also using your senses – your sight, the feel of the engines and what you're hearing," she continued. "You're using all of that to make decisions about how to stay safe and how to get the best performance out of the plane."

"But really, I probably love flying so much because it is so different from pathology!"

She hopes to inspire young girls to pursue piloting as a career — "It would be rewarding for me and exciting for them."

Know someone who's accomplished something outstanding outside the workplace? Nominate a colleague, peer or volunteer for this feature by emailing [HorizonStar@HorizonNB.ca](mailto:HorizonStar@HorizonNB.ca).

## #Throwback

### THEN:

New Brunswick physicians practiced medicine in the pre-Confederation days!

This studio portrait of Dr. Cameron, a medical practitioner in Stanley in 1860 and for many years later, was taken between the 1860s and 1880s.

## Q&A: Independence only a click away with personalized technology at Stan Cassidy Centre

For this issue, I asked Josh Keys, Rehab Engineer with Assistive Technology Services at The Stan Cassidy Centre for Rehabilitation about a couple of the technologies that recently caught the eye of Horizon's CEO and President, Karen McGrath. Some answers have been edited for length or clarity.

**Horizon Star (HS):** Tell me about the Cassidy Clicker (its current iteration) and the sensor device?

**Josh Keys (JK):** The Cassidy Clicker is a small device that is recognized as a regular mouse when plugged into the computer. It has jacks on it for each mouse direction and a left click. These jacks allow you to plug in any Assistive Technology switch to activate that specific mouse function. The therapist prescribing the switches would place them in such a way as to capture the specific type of movement a patient is capable of doing, such as head movement or finger movement. Pressing on the switches would then allow the patient to operate a mouse on their PC as anyone else. The Cassidy Clicker has an assortment of quick change options such as single switch scanning, which gives a patient the ability to operate the entire device with a single switch or toggle mode where one switch can operate up/down or left/right mouse movements.

The touch sensor device (not yet named) is a standalone device that allows any piece of metal or conductive material to be used as a switch. A wire is used to connect to the material and then plugged into the device. Then, any time the material is touched, no matter how light the touch, it will activate that output. The output can be used to plug into other devices that use regular Assistive Technology switches, such



Here, Josh Keys shows off the Cassidy Clicker.

as the Cassidy Clicker. This means a therapist could identify a patient who has very small finger movements, but not enough strength to operate a switch. They could instead connect a wire from the touch sensor device to a small piece of material under the patient's finger. Then, whenever the patient touches the material, the

corresponding action on the Cassidy Clicker that it is plugged into will activate.

**HS:** Who uses these devices?

**JK:** Patients with Amyotrophic lateral sclerosis (ALS, or Lou Gehrig's Disease), Multiple Sclerosis (MS), Muscular Dystrophy (MD), Spinal Cord Injury (SCI). In general, any patient with limited fine motor skills.

**HS:** How do patients use these devices?

**JK:** The Cassidy Clicker is meant to act as a mouse substitute for those patients who can no longer access their computer. Some patients just want

access to their PC for email and web browsing, some so they can continue the type of work they did before their injury or diagnosis, and some even for gaming. I've had patients in the past for whom having PC access meant everything to them as it was the only way they could continue to communicate with their family and friends.

**HS:** How does this show how the Stan Cassidy Centre is focused on Patient and Family Centered Care?

**JK:** For some, the initial thought of a Rehab Centre may be that of an institution where the only outcome is to restore mobility and function at all costs. While this is certainly a core focus, it is not the only aspect of Rehab performed here. Quality of life at any given stage of a patient's road to recovery is an essential part of care and provides motivation to continue on each and every day. ... The fact the majority of Rehab Engineering devices designed here focus on quality of life demonstrate Stan Cassidy's desire to put the patient and their families at the forefront of the care it provides.

**HS:** What does it feel like knowing you are giving patients autonomy and independence?

**JK:** Designing and creating devices that help a patient get back to their daily routines at any point in their rehab progression is an incredibly rewarding experience. Watching a patient use something you have created to access a PC to send messages to a loved one makes all the time and effort spent seem insignificant.



The touch sensor device helps patients with limited fine motor skills operate the Cassidy Clicker and other Assistive Technology switches.



Dr. Tom Barnhill works with students at Park Street School in Fredericton.

## Fredericton physician, students revel in learning opportunity

A group of students in Fredericton recently had the chance to learn directly from a physician — and they're not even old enough to be in medical school.

Last summer, Denise Coulombe, Physician Recruitment Officer for the Fredericton area, was asked by the principal at Park Street School about having a physician (or physicians) take part in an after-school enrichment program for about a dozen students in grades 3 to 5.

Dr. Tom Barnhill, an Orthopedic Surgeon, stepped up to the plate, and over a four-week period in February and March of this year taught students all about his specialty.

"He taught them to read an X-ray, how to create a splint, showed them how to cast, explained the difference between a sprain and a fracture. Taught parts of the leg and arm such as humerus bone (funny bone)," said Coulombe.

"The children learned about the clothing surgeons have to wear in the operating room and even had the chance to wear some of the equipment. They learned how to suture and each practiced doing so. They were also shown prosthesis that those with hip or knee replacements have."



Park Street School students show off their casts after learning about orthopedics from Dr. Tom Barnhill.

Along with allowing children to explore a passion beyond the set curriculum, it also allowed them to explore the possibility of a career as a physician.

"One child told his mother if he doesn't make the NHL, he wants to be an orthopaedic surgeon," Dr. Barnhill said.

And it also gave them a chance to meet a physician outside his regular setting.

"It also shows the children how 'human' and approachable physicians really are as some have a fear of physicians as they may see them as the person who 'hurts' me with needles," said Coulombe.

For Dr. Barnhill, working with the students was his way of thanking his mentors and educators.

"Personally, I was fortunate to have had great parents and teachers in school and this was a chance to give back in a small way," he said.

While Dr. Barnhill wasn't sure if the lesson will help the children "play safely," he said they were certainly interested in learning about fractures. They also learned about the challenges that may come with breaking a bone, such as wearing pins in the arm or leg.

Both Dr. Barnhill and Coulombe encourage colleagues who are interested in connecting with students in schools to "just try it."

"They will be surprised at how engaged some of these children are and want to learn about what physicians do," she said.

"It was refreshing, fun and a totally different thing to do from my day-to-day job," he said.



Vaunna Frenette and Elizabeth King pose with the Mental Health Workbook.

## Workbook created by nursing students will help vulnerable population

A group of nursing students in Moncton have created a workbook to help Addiction and Mental Health patients transition from recovery programs to everyday living.

Elizabeth King and five fellow fourth-year University of New Brunswick (UNB) Nursing students worked with Addictions and Mental Health staff, peers and clients as part of their community clinical placement.

The nursing students were supervised by Vaunna Frenette, a nurse on the Addictions and Mental Health Concurrent Program team (treating clients with addictions and mental health challenges simultaneously) who has spent 17 years introducing UNB nursing students to the field as a Clinical Nursing Instructor.

It was during their community placement with Addictions and Mental Health that students and staff (who are unfailingly open to having students), identified a gap in patient care: patients were successfully completing detox, individual therapy, group counselling or addictions recovery groups, but didn't necessarily have the resources they needed to support long-term recovery.

The workbook, based on Maslow's Hierarchy of Needs, addressed this problem, as clients are encouraged to build a solid foundation of basic **physiological needs** before moving forward to improve the need for **safety; love and belonging; self-esteem; and self-actualization.**

Each building block in the pyramid of needs begins with a check-in, asking questions like "Are you aware?" to make sure clients are mindfully self-monitoring their behaviours and actions. This is followed with a description of

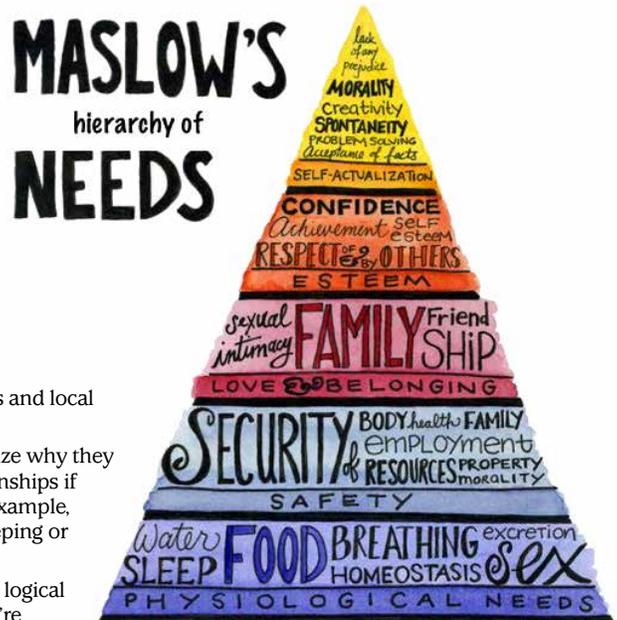
**Students**  
 Elizabeth King  
 Devin Miller  
 Monica Gibbons  
 Laura Theodoropoulous  
 Kayla McCulloch  
 Karlee Cormier

each need, tips and quick facts on how to meet that need, worksheets and local resources.

This information helps clients realize why they may not be able to work on relationships if they don't have safe housing, for example, or understand why they're not sleeping or feeling well.

While these actions may seem like logical and simplistic everyday tasks, they're often seen as larger tasks for those who formerly lived with an addiction or were affected by mental health challenges. They've ignored their basic needs, said King and Frenette, and need to relearn and restructure their everyday lives.

"Addiction brings suffering to countless people and their families," said Frenette. "We see professionals, business people, we see people from all walks of life, but that self-esteem piece and that shame that is attached to addiction will really keep people looping back to addiction if we don't try to help them gain confidence and transition back into what we call 'normal life.'"



The book has been embraced by frontline and clinical staff. It's being piloted by staff at the Detox Center and also will be piloted at the Methadone Clinic. There is potential for it to be used to support every client working toward addictions recovery or mental health recovery. King, who works in Oncology at The Moncton Hospital, hopes the workbook will eventually lead to a peer-led group where they discuss their workbooks and support one another's continued recovery.

## Nurses recognize peers for admirable attributes

The purpose of the Nursing Quality and Professionalism Committee is to enhance the culture of nursing by promoting professionalism and supporting a positive professional practice environment.

To promote professionalism in nursing during Nurses Week, May 8 to 12, 2017, the Nursing Quality and Professionalism Committee invited nursing professionals to submit a write-up identifying the professional nursing attributes they admired most in their peers. Attributes recognized by the committee include accountability, autonomy, advocacy, collegiality and collaboration, ethics/values, innovations/visionary, knowledge and spirit of inquiry.

### Moncton Area

Denise MacCormack RN,  
The Moncton Hospital

Diane Patterson RN,  
The Moncton Hospital

Guyllaine Blacklock RN,  
The Moncton Hospital

Joan Poitras RN,  
The Moncton Hospital

Kayla Carter RN,  
The Moncton Hospital

Krista Beckwith RN,  
The Moncton Hospital

Sharon Cormier RN,  
The Moncton Hospital

Sonia Fougère RN,  
The Moncton Hospital

Frank Goguen RN,  
Addictions and Mental Health

Monique Ouellette RN,  
Addictions and Mental Health

### Saint John Area

Bonny Tabor RN,  
Sussex Health Centre

Crystal Killam RN,  
Sussex Health Centre

Susan Lanteigne RN,  
Sussex Health Centre

Jackie Perry LPN,  
Sussex Health Centre

Gwen Dawe RN,  
Extra Mural Program, Sussex

Kim Theriault LPN,  
Sussex Health Centre

Cynthia Hubbard RN,  
Saint John Regional Hospital

Darlene Farquharson RN,  
Saint John Regional Hospital

Debra Hurley RN,  
Saint John Regional Hospital

Evelyn Magee RN,  
Saint John Regional Hospital

Janice Kenney RN,  
Saint John Regional Hospital

The committee would like to thank those who took time to recognize and nominate their peers. It is with pride that we recognize and celebrate the nursing professionals selected by the Nursing Quality and Professionalism Committee. A list of the recipients can be found below, as well as on the [Recognition](#) page located on the [Nursing Practice](#) Skyline site.

The Nursing Quality and Professionalism Committee would also like to thank all nursing professionals for their contributions to the nursing profession.

Lindsey McGregor LPN,  
Saint John Regional Hospital

Olive Steeves Babineau RN,  
Saint John Regional Hospital

Sarah Alward RN,  
Saint John Regional Hospital

Shelley Paul RN,  
Saint John Regional Hospital

### Fredericton Area

Elaine Price RN,  
Dr. Everett Chalmers Regional  
Hospital

Faith Schriver RN,  
Victoria Health Centre

Heather Cousins RN,  
Upper River Valley Public Health

Sheana Richardson RN,  
Upper River Valley Health

Kathy Anderson RN,  
Gibson Health Clinic

Louise Schwartz RN,  
Stan Cassidy Centre for  
Rehabilitation

Marc Aube LPN,  
Extra Mural Program Fredericton

Nursing Staff at Queens North  
Community Health Centre, Minto

Barb O'Donnell RN,  
Public Health Perth-Andover

Shelley Hunter RN, Extra Mural  
Program Perth-Andover

### Miramichi Area

Carolyn Sutherland RN,  
Miramichi Regional Hospital

Charlene O'Donnell RN,  
Miramichi Regional Hospital

Michelle Foran RN,  
Miramichi Regional Hospital

Michelle Watling RN,  
Miramichi Regional Hospital

## TMH Neuro Teams Recognize Turn May Grey Day

This year, the Brain Tumour Foundation of Canada encouraged everyone to Join the Movement to End Brain Tumours and Turn May Grey!

On May 26, staff on several units at The Moncton Hospital, including 4100, 4400, 5400, NICU, and Neurosurgeons, showed their support by wearing grey.

Pictured here are staff of 4100 and 4400, and cake being served to celebrate Turn May Grey Day.





Dr. Marianne McKenna (left), Director of Medical Education for Saint John, and Mark McGraw (centre), the first P2P program participant in Saint John, perform a patient consult.

## Progression to Post Grad kicks off at SJRH

*From Barb Muir, Administrative Assistant, Medical Education, Saint John Regional Hospital*

A new approach to medical education is coming to the Saint John Regional Hospital (SJRH) this summer.

The Medical Education Department, in partnership with Memorial University of Newfoundland (MUN), will launch a new program in August 2017 for clerks in their fourth year of Medicine. The **Progression to Post Grad** (or P2P) is a longitudinal selective for MUN learners. It was successfully launched in Waterville and Fredericton previously, but this will be the first time it's delivered in Saint John.

The program began in 2012 after MUN approved the establishment of a longitudinal integrated selective in the last year of the undergraduate medical education program. This program is an expansion on the foundations of the planned MUN Longitudinal Integrated Clerkship (LIC) program for third-year clerks.

"The goal of the P2P is to create an educational option for students seeking an exposure to a community-based experience with a continuity of care and patient-centered educational model that can provide an enriched transition into residency," said Dr. Thomas Laughlin, Assistant Dean, New Brunswick, Memorial University.

"This is unique because the student will be able to follow patients through all levels of their care for the duration of this program."

Students will now have the option of this high-quality 12-week learning opportunity. The more traditional selective, which remains an option, might be seen as one that limits the current discipline-centered selective model with minimal structure and a lack of formalized learning.

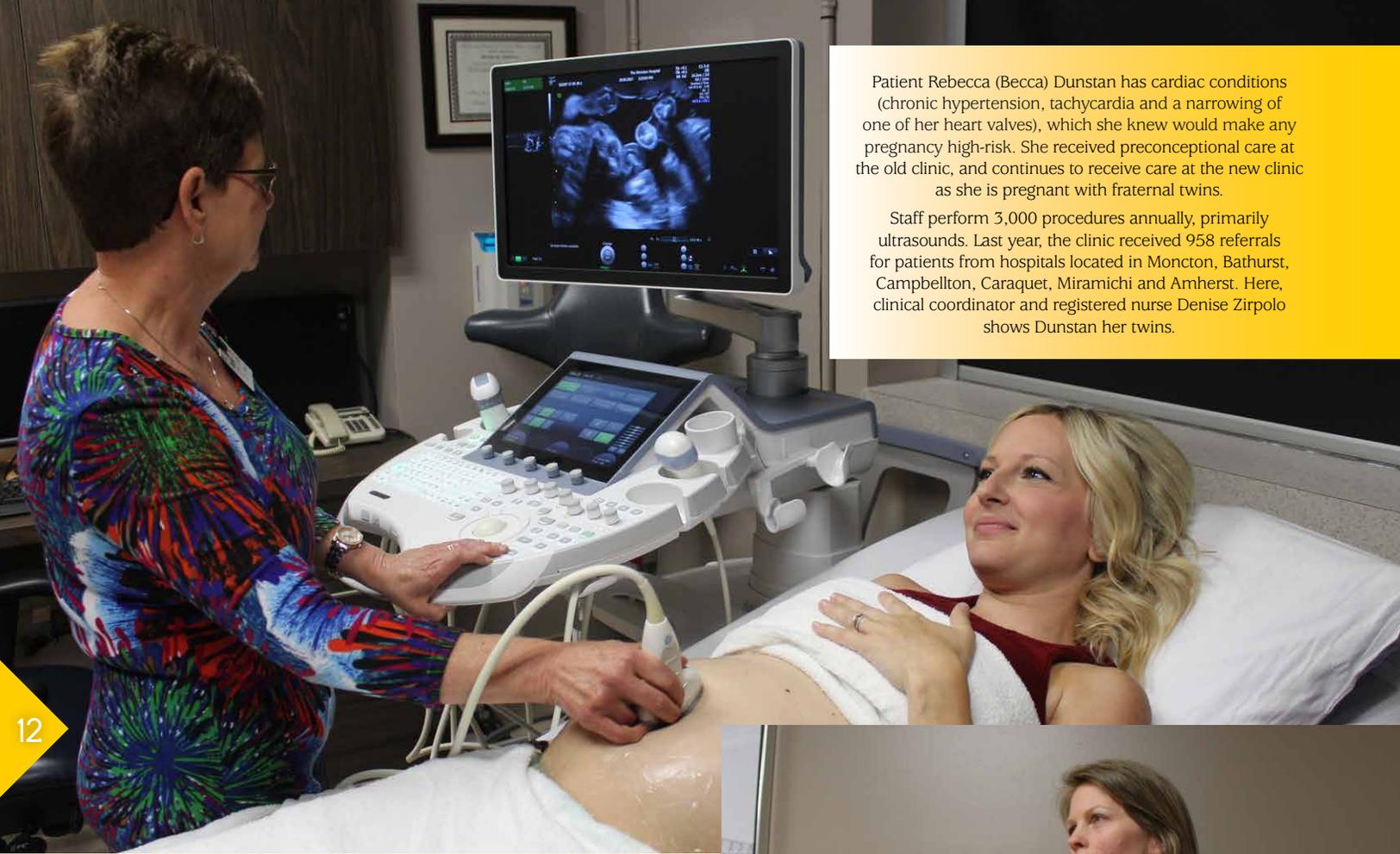
The first medical student to participate in the P2P program at the new location is Mark McGraw. He completed his third year at the SJRH with the MUN Core group. Having grown up in Saint John, he feels it is important to build relationships with staff to help secure residency in his hometown.

"As the largest tertiary care facility in New Brunswick, Saint John Regional Hospital is an ideal spot to offer the P2P," said McGraw. "This 12-week program allows me to continue my learning in Saint John which will help me further build professional relationships here. My interactions with staff this past year have been very positive."

McGraw, who will be with the program from August 21 to November 19, adds the greatest benefit of the longitudinal style learning is it provides long-term exposure and continuity of patient care. With a primary point of care in emergency medicine, he, together with his preceptor Dr. Todd Way, will pick patients in his field of interest to follow through their hospital care. The P2P will help McGraw explore the three disciplines he is most interested in (Emergency Medicine, Internal Medicine and ICU) more intricately to help him decide the path for his residency.

"I'm currently trying to iron out what I want to do in my residency," said McGraw. "I have to rank my interests and this process will help me know them on a more intimate level."

The P2P program is currently being offered in Newfoundland and Labrador, Prince Edward Island, and New Brunswick.



Patient Rebecca (Becca) Dunstan has cardiac conditions (chronic hypertension, tachycardia and a narrowing of one of her heart valves), which she knew would make any pregnancy high-risk. She received preconceptional care at the old clinic, and continues to receive care at the new clinic as she is pregnant with fraternal twins.

Staff perform 3,000 procedures annually, primarily ultrasounds. Last year, the clinic received 958 referrals for patients from hospitals located in Moncton, Bathurst, Campbellton, Caraquet, Miramichi and Amherst. Here, clinical coordinator and registered nurse Denise Zirpolo shows Dunstan her twins.

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## Maternal Fetal Medicine Clinic in Moncton celebrates opening

The official opening of the new space for the Maternal Fetal Medicine (MFM) Clinic in Moncton was held in late May. The clinic, located in the Professional Arts Building, adjacent to The Moncton Hospital, will allow women and their families a comfortable and modern space for treatment and procedures during high risk pregnancies.



Patient Amy Boljkovac lost her first child, Patrick, shortly after he was born. She is pregnant with her second child, and feels confident and supported during and after each visit to the clinic.



Douglas Baker, Board member; Andrea Seymour, Horizon COO and Vice-President Corporate; Dr. Lynn Murphy-Kaulbeck, Maternal Fetal Specialist, and Denise Zirpolo, MFM clinical coordinator and registered nurse, in one of the spacious procedure rooms.



Dr. Ken Gillespie, Obstetrician-Gynaecologist and Medical Director, Women & Children's Health, gives The Friends of The Moncton Hospital Foundation President and CEO Linda Saunders a look at one of the clinic rooms.

# Patient-inspired photo contest brightens SJRH Emergency Department walls

The 2016 Jane Howlett Saint John Regional Hospital Emergency Medicine (SJRHEM) Photo Contest received more than 100 entries from staff and associates.

Winners (listed below) and shortlisted photographs were revealed on May 15.

Each category reflected the SJREM's mission statement: **Caring, Respect, Integrity and Fairness** while working as a program to achieve excellence.

The contest was inspired by Jane Howlett. As a patient, Jane frequently travelled the corridor in the Emergency Department, and commented how dreary it was without any pictures on the walls.

Though Jane passed on May 11, 2016, the Emergency Department's bright walls will preserve her memory and vision for future patients to enjoy. Donations to the Saint John Regional Hospital Foundation – Jane Howlett Memorial Fund can be made by visiting <http://sjrhem.ca/sjrhem-photo-competition-shortlist/>.

### Overall Winners:

#### Fairness

World in His Hands - Sandra McCavour/Rose McKenna

#### Respect

Work Family - Sonja Skodje

#### Integrity

Boat Work - Dr. Michael Howlett

Gross Morne Descent/ Starboard Mooring - Dr. Cherie Adams

#### Open Category

Kayaking on Deer Island - Dr. David Lewis



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Dr. Michael Howlett



Dr. Michael Howlett along with his daughter



Dr. Michael Howlett with Dr. David Lewis



Sandra McCavour, Rose McKenna and Dr. David Lewis



Dr. Cherie Adams, Dr. Michael Howlett and Dr. David Lewis

# Thank you to everyone who shared why they're proud to be Canadian



While we couldn't feature all entries in this list, we did notice some common threads: It's clear Horizon employees value Canada's health care system; its generous and kind people (strangers included!); its tremendous nature and beauty; and its history and freedom-fighting veterans.

These characteristics helped us choose the #1 response(s). It's fantastic to see our relatively new citizens value what we so often take for granted.

Reading all 35+ entries was truly heartwarming, and made me reflect on the reasons I'm proud to not only be a Canadian, but an East Coaster, Maritimer, and Islander-turned-Mainlander. I feel all these answers are heightened in the region in which we live and work.

We heard from readers from 17 facilities, 10 units and 15 different positions. Such great diversity in respondents shows our employees are engaged across the organization.

As with the last issue, we based the decision in building our Top 10 on a variety of factors, including uniqueness and passion of response, and to ensure a variety of representation across Horizon.

We look forward to reading your submissions for the next Top 10 list! (Look for an email in August.)

"When we moved to Canada in 2008, complete strangers invited us to their home to help us meet new friends. We soon learned that that gracious act of hospitality was typical of Canada, where talk is around putting out welcome mats, not building walls. We became Canadian citizens on Canada Day 2015, and will always be grateful for the warm way we have been embraced by our new country."

**Alma Beck**

Social Worker; Clinical Coordinator, Integrated Service Delivery (ISD), Child and Youth Team West (Saint John)

"I am originally from England and have been living and working in Canada for nearly five years and have integrated into Canadian culture and society. I can say that I am proud to be Canadian because we accept everyone from a variety of backgrounds without discrimination, upholding the idea that freedom and human rights is a symbol of being Canadian."

**Dr. Minal Mistry**

Psychiatrist, Mental Health Clinic and Operational Stress Injury Clinic, Fredericton

"I work in a Veterans' building within Horizon Health and I feel very proud and privileged to come to work in our facility each and every day. Our Veterans fought for our country, our rights and freedoms; it is these liberties that allow us to celebrate Canada's 150th birthday and call ourselves 'Canadians.' When I see the Canadian flag flying, sing our National Anthem, stop to see the landscapes of our country and the faces of our Veterans it is their sacrifices that come to mind."

**Nicole Robertson**

Supervisor, Recreation Therapy, Ridgewood Veterans Wing

"There are so many reasons why I am proud to be Canadian. As a promoter of recreation, I am proud of Parks Canada creating national park initiatives to make camping accessible to all Canadians. From an accessibility standpoint of making washrooms and trail systems wheelchair accessible in national parks across Canada to their Learn to Camp program, to Yurts and oTENTks. With an added bonus for Canada 150 we can all enjoy our national parks for free this summer with 2017 Discovery Pass."

**Janet Crealock**

Recreation Therapist, Veterans Health Unit

"I am proud to be Canadian for many reasons; however the National Parks across Canada are absolutely stunning and deserve acknowledgement. The Parks highlight the natural beauty and culture of our land. They showcase mountain ranges, coastlines, natural gorges, glaciers, canyons, breathtaking beaches, wildlife, marshes, ecosystems, waterfalls and everything pristine and pure about our country. I love being Canadian for this reason!"

**Penny Higdon**

Registered Nurse, Public Health, Saint John

"I am so proud to be Canadian because I am able to show my young son a river, a lake, an ocean and a mountain all in one day's outing."

**Sharla Clark**

Rehab Assistant, Pediatrics, Stan Cassidy Centre for Rehabilitation

"Because Canadians are generally recognized as a kind and generous population. We know who our neighbors are and help out when need be. Rather than letting the harsh winters get us down, we lace up, sled up, dress up, and take advantage of snow, where other people in the world have never even seen it!"

**Jill LeBlanc-Farquharson**

Director of Addictions/ Mental Health Services, Moncton area

"There are so many things that make me proud to be born, brought up, educated and live in the best country in the world! The thing that popped into my head immediately is that as an Atlantic Canadian I, as a single woman, can live in a beautiful house on the water 20 minutes from work (the hospital) and feel safe. I don't need to lock my doors or put stuff away. My 4.5 pound dog alerts me to anything wandering into the yard, which for the most part are deer and other animals taking a shortcut to the creek that I live on. The neighbours are friendly and really do come by to borrow 'sugar' or take my dogs for a walk. If you're stuck in the driveway due to 90cm of snow they will stop and dig you out and then all of us are late for work. Or if your pipes freeze and there is a 'waterfall happening in the family room' they are only a phone call away! We take these things for granted but we can because it is stuff like this that makes us uniquely Canadian!!! I am very proud to be a Canadian!!!"

**Patti Byrne**

Director of Therapeutic Services, Fredericton area

"Many things make me proud to be Canadian. But one of my biggest would be free universal Medicare we as a nation have. I have a daughter living out of the country and they are charged for everything right down to the Band-Aids!! It gives me comfort to know that if I become sick I do not need to worry about having money to pay to see a specialist or have a surgery."

**Claudette Cavanagh**

Administrative Support OR, 1E, 2W, 3E, 4E, Miramichi Regional Hospital

"To be Canadian is to remember who fought for me so I can be free. It also means that I can say what I think, love who I want, choose my own faith, belief or spiritual leader, and know how to do it in a respectful manner. That is why I am proud to be Canadian!"

**Linda Légère**

Community Developer, Médisanté Saint-Jean Community Health Centre

"I am proud to be a Canadian because we stand up for what is right! We care about our neighbors, we know right from wrong and we try to help instead of hinder. We are a very educated country who aspires to intelligence; we don't see it as a threat and belittle it. We are a country who puts its money where its mouth is, with new technological advances and medical discoveries. I am and everyone in this country should be proud of who and what Canada is – intelligent, friendly, and true leaders."

**Jillian Campbell**

Medical Laboratory Technologist, Hematology/ Transfusion Medicine, The Moncton Hospital

"I could write paragraphs on why I love my country. I love the four seasons and how beautiful each one is. I feel blessed that we have free Medicare; most people don't realize what a blessing this can be when you have been sick or have a loved one sick, not having to worry about the expenses of tests etc. And, finally, I love my Big Red Maple Leaf that stands out on our Canadian flag."

**Dianne Hovey**

LPN, Acute Medical Care, Upper River Valley Hospital



Registered Midwife Melissa Langlais is excited to help establish the province's first midwifery practice.

## Horizon's first Clinical Lead Midwife is getting New Brunswick's first midwifery practice ready

Melissa Langlais has always enjoyed health care, teaching and working with families and babies. It was no surprise, then, when she learned about midwifery, she knew it was her "calling."

"Right away I knew, "This is what I need to do," she said. "It was at a time in my life that I wasn't sure which career path I was going to take and when I realized there were midwives in Canada, I knew I wanted to do that."

Now, she can practice her dream career in her home province.

"I always wanted to come back to New Brunswick to practice my profession," she said. "I was very excited that finally New Brunswick was going to offer these services. It's been a long wait, not just for me, but for families in New Brunswick that have wanted these services."

The Grand Falls native was recently appointed the Clinical Lead Midwife for the upcoming Midwifery Practice in Fredericton. She's working out of the Fredericton Downtown Community Health Centre until the practice's permanent location is chosen.

Langlais is a Registered Midwife (RM) with nine years of clinical experience, which took her to Manitoba and Nova Scotia, most recently practicing as part of the IWK Community Midwives where she assisted in rebuilding the midwifery program.

She completed her midwifery education at Laurentian University, graduating with a Bachelor of Health Sciences in Midwifery in 2007. She also has a Bachelor of Science in Biology from UNB.

In the role of Lead Midwife, Melissa will provide guidance and mentoring, training and orientation to other members of the practice, students and other health care professionals.

Soon she'll be joined by another midwife, and then another two to complete the practice. Midwives typically work in teams.

Midwives are autonomous primary care providers offering prenatal, labour and birth, and postpartum care (up to six weeks after childbirth) for healthy mothers and newborns.

"Midwives are on-call for their clients, 24 hours a day, seven days a week," she said.

They also perform other routine exams and tests, including blood work and ultrasounds, and prescribe certain medications within their scope of practice.

One of the primary philosophies of midwifery is informed choice: midwives give expecting mothers and their families research-based information, options and recommendations, but it's up to the mother to decide what's best suited for her.

This includes whether the expecting mother wants to give birth at home or at a hospital.

"It's as safe to give birth at home, as it is to give birth in the hospital, as long as the woman is healthy and she has midwives that are with her that are registered and integrated in the health care system," Langlais said. "The clients choose where they feel most comfortable."

During a hospital birth, a midwife would be accompanied by one of the nurses on staff, while at home there would be two midwives, or a midwife and a second attendant (a health care provider such as a nurse, physician or paramedic with extra training).

"The midwives are there from the beginning of active labour," she said. "So a woman has someone she knows with her the whole labour and then we're there to catch the baby and we stay for a couple hours after the birth. In the

seven to ten days after the birth, the midwife visits the new mother and baby at home every couple of days."

Their clients are healthy expectant mothers with healthy pregnancies, and they work interprofessionally and collaboratively with health care providers in cases of emergencies.

"We're also trained to pick up on abnormalities, so if something falls out of our scope we can organize consultations, and in some cases, transfers of care to another health care provider that would be the most appropriate for that situation. We are also trained to deal with various emergencies," she said.

Another philosophy is that pregnancy and childbirth are natural, healthy life events, and midwives will choose a natural intervention if safety and time permits.

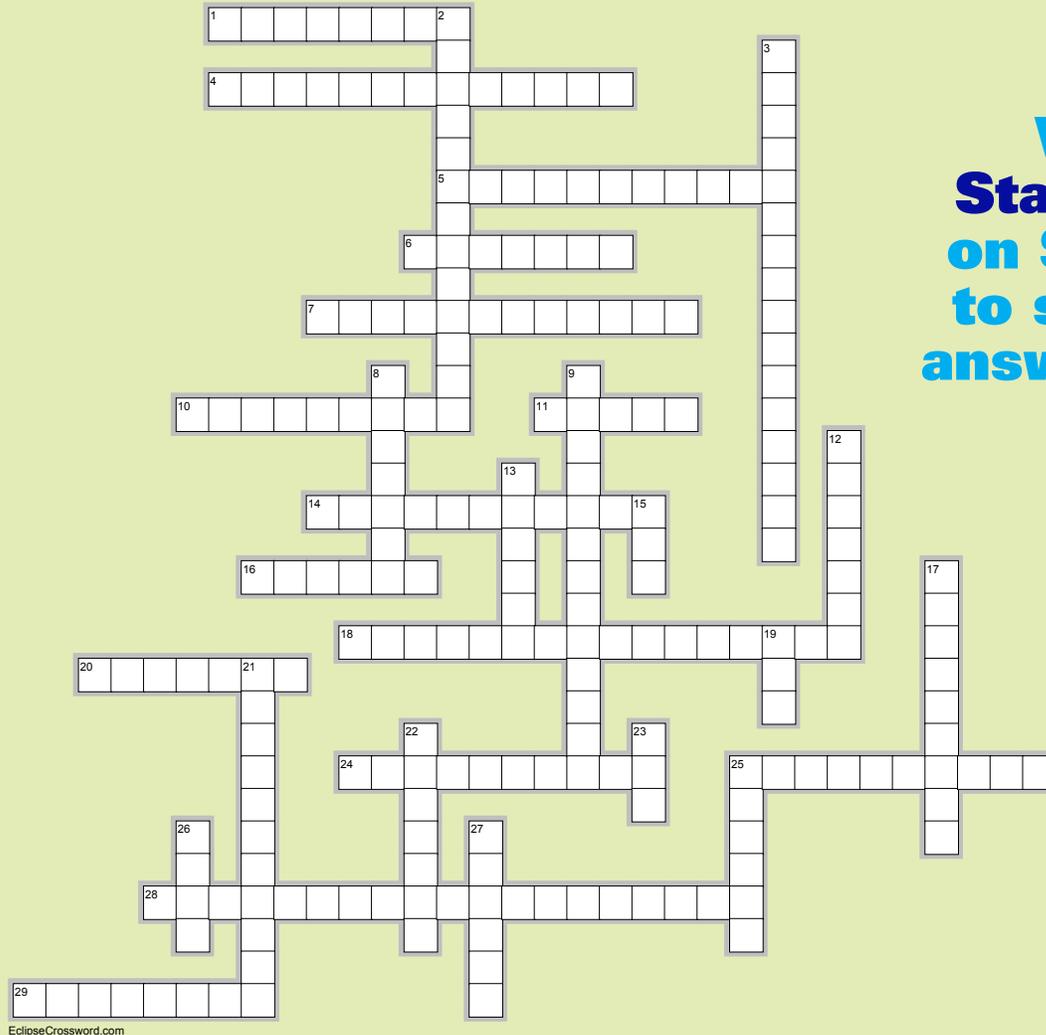
Most clients will self-refer, but midwives also accept referrals from nurse practitioners, obstetricians and physicians, ideally as early as possible in the pregnancy. Each midwife usually takes three to four new clients due each month.

Langlais hopes all families in New Brunswick will soon have access to midwifery services, and is committed to the development and growth of midwifery in the Maritimes through her work with the Midwifery Council of New Brunswick, the Midwifery Regulatory Council of Nova Scotia, as well as having established a professional midwifery association for New Brunswick and being the current New Brunswick representative on the Canadian Association of Midwives.

The Midwifery Council of New Brunswick will soon have a website, and until then Langlais encourages those looking for more information to visit [canadianmidwives.org](http://canadianmidwives.org).

# HOW WELL DO YOU KNOW HORIZON?

All answers can be found by roaming Horizon's public website and Skyline (that is if you don't know them by heart).  
If you're reading this online, print this page and get to solving the puzzle!



**Visit  
Star Extra  
on Skyline  
to see the  
answer key!**

EclipseCrossword.com

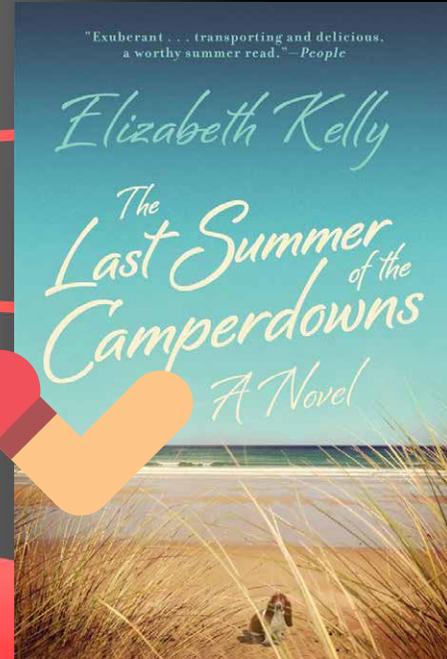
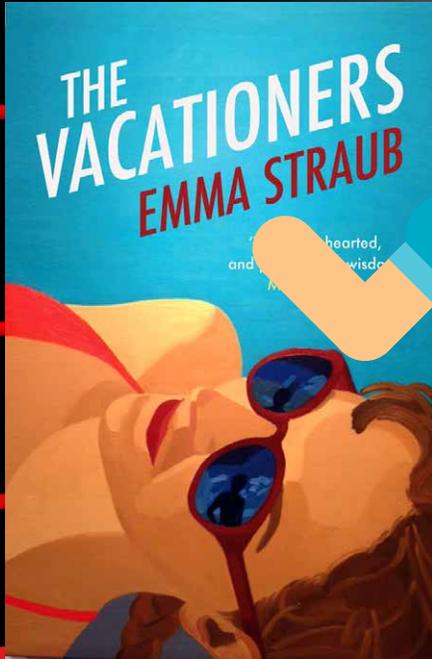
## Across

- This monitoring program is for patients that have been prescribed medications that can be potentially damaging to the ear and cause hearing loss
- This is happening in September 2018
- Hello. Bonjour.
- Horizon employees now have the option to replace their full last name with the first initial of their last name on this card (two words)
- Patients can access this type of interpreter service at no cost (two words)
- Fredericton has been named the first site for these services
- This is Horizon's new orientation program
- Preparing for these that may effect the delivery of care is a shared responsibility of all staff
- Research studies have shown at least this percent of health care associated infections can be prevented through the implementation of effective prevention and control strategies
- The process, tools and techniques to manage the people-side of change to achieve the required business results (two words)
- The Medical and Academic Affairs portfolio is responsible for this kind of manpower
- World "this" Day is celebrated in mid-June (two words)
- Horizon facilities saw 57,613 of these in 2014-15
- Girls and boys in Grade 7 can be vaccinated against this virus (two words)
- The "A" in RMAC

## Down

- One of the six disciplines of the Laboratory Medicine Program
- The study of the function and diseases of the esophagus, stomach, small intestine, colon and rectum, pancreas, gallbladder, bile ducts and liver
- We show empathy, compassion and this
- Public this is the practice of involving both the public and our staff in problem solving by using their input to help us make decisions
- A new campaign to raise awareness about the various health-care options available to patients in the Moncton area in an effort to work towards reducing congestion and wait times in the hospital's Emergency Room (ER)
- The Sackville Memorial Hospital Foundation's 2017 campaign urges donors to give its surgeons this kind of information
- National this Awareness Week runs June 6 to 12
- As part of our five-year strategic plan, Horizon wants this kind of future for New Brunswickers
- A patient's record of cardiac activity
- A minimally invasive treatment to improve circulation
- The purpose of the Horizon Nursing this is to provide leadership and direction for the nursing structure
- This new feature on Skyline will help keep employees up-to-date on all Communications matters
- The 13th annual Saint John Dragon Boat Festival in support of St. Joseph's Hospital Foundation is recruiting rowers for its event in this month
- Horizon is a this free workplace
- This kind of monitor is a small portable device patients wear to record their heart's activity continuously for up to 48 hours

# Horizon's Book Club Face-Off



## The Vacationers

by Emma Straub

VS.

## The Last Summer of the Camperdowns

by Elizabeth Kelly

Welcome back to Horizon's Book Club Face-Off!

This is the second act in a new feature where we pit two books against each other, and see which one emerges as the favourite between our staff members.

If you're an avid reader, you can tackle both books, and let us know which was your favourite (explanation, please!).

Or, if you're just looking to read more often, you can chose one book based solely on the brief plotlines below, and let us know why you chose that book and what you thought of it.

This time around, we chose novels perfect for summertime reading. Both are advertised as easy reads, and are set in locations that may inspire you to daydream.

The Vacationers follows a family with lots to celebrate; however, the two-week soiree isn't all caviar toasts and champagne cheers, as tensions, rivalries and secrets explode in Spain.

If you're looking to sink your teeth into something more mysterious, The Last Summer of the Camperdowns may be the book for you. Set in the early 1970s in Cape Cod, the dramatic tale is led by a 12-year-old who witnesses a crime. Her father, who's running for office, has some secrets of his own.



## DECRH Security raises money for family of employee who passed

The Dr. Everett Chalmers Regional Hospital Security Department recently raised \$4,265 in memory of one of their former team members.

Bob Gibson, Manager of Security, Parking and Emergency Management for Fredericton and Upper River Valley, says the money was raised in only two weeks by selling tickets on a gift basket, thanks to the generosity of hospital staff.

Money raised was donated to the family of Security Officer Chris Brewer, who passed away suddenly in March.

Kerrie Tatlock, pictured above, a porter with Environmental Services (EVS) was the winner of the basket, of which all contents were donated.

What do you think of this feature? Should we do it again next issue? Which books should we include? Let us know by emailing [HorizonStar@HorizonNB.ca](mailto:HorizonStar@HorizonNB.ca).

# The Active Offer: A Patient's Perspective

From Horizon's Official Languages team

Patients who consult a health care provider due to pain, fever, or injury are vulnerable and no longer have control over an important aspect of their lives: their health.

Although they may seem to be in full control of themselves, people who come to us with concerns about a diagnosis, worrisome symptoms, or the health of children or parents, are nonetheless stressed by their situation. Offering them service in the official language of their choice takes the worry out of one of their major preoccupations.

Providing the active offer means they will take comfort in being able to express themselves and be understood at a time when everything seems to be conspiring against them. The active offer will serve as an anchor. The best way to put ourselves in the shoes of patients or family members is to experience the very situation they are going through.

The active offer must be made **at all times and places** where you address a client, family member, or a member of the public: in the corridors, the cafeteria, or through electronic means. Every employee can and must make the active offer to all clients and members of the public.

**Hello\Bonjour** is the simplest way to make the active offer, but you may use wording more to your liking and which you are more comfortable with. It is important not to confuse "active offer" with "bilingualism," as the two concepts are quite distinct. You don't have to be bilingual to make the active offer. **Another employee can follow up** in the language chosen by the client or the family, as set out in your unit's or department's contingency plan.

**Official Languages Advisors** are responsible for **helping you** and **ensuring you have the necessary tools** to make the active offer. Don't hesitate to consult them.

Hello.

May I help you?

One moment please.

I'll be right back.

My colleague speaks French.

Come with me please.

Do you have your Medicare card?

May I have your name please?

What is your date of birth?

Thank you, you may have a seat.

Bonjour.

Puis-je vous aider ?

Un moment s'il vous plaît.

Je reviens tout de suite.

Mon collègue parle français.

Suivez-moi s'il vous plaît.

Avez-vous votre carte d'assurance maladie?

Quel est votre nom s'il vous plaît ?

Quelle est votre date de naissance ?

Merci. Veuillez vous asseoir.



## CaRES inspiring new employees as they join the Horizon team

All new hires will soon participate in Horizon's new onboarding and orientation program, CaRES (Caring, Respect, Excellence and Service).

CaRES was piloted in the Moncton area over six weeks in January and February. It was then launched in Saint John in May and Miramichi in mid-June, and will be rolled out in Fredericton and Upper River Valley in July.

CaRES is an integrated, interactive and informative values-based introduction to Horizon. It is Horizon's process for welcoming and orienting our 1,300 new employees every year.

Feedback from new hires, facilitators and managers has been positive thus far. Participants have called the program engaging, informative and easy to understand. Overwhelmingly, new hires have reported feeling more excited to join Horizon after attending CaRES than when they accepted the job.

"It really felt like I'm joining something, not just a job," one wrote on their evaluation day one of the program.

It's important for all Horizon staff and physicians to know about the program, as soon you'll have new hires joining your team after participating in CaRES. Multiple webinars and presentations are being presented to managers as CaRES is launched across all areas.

Pre-arrival, new hires are using a newly developed New Hires Portal. This portal replaces the paperwork package with easy online submission and information.

All Horizon staff are invited to explore the [CaRES Manager Toolkit](#) on Skyline. The toolkit provides links to CaRES background information and other related documents and information.

Horizon is further supporting new hires through the new role of a CaRES Guide.

A CaRES Guide helps new hires and managers navigate the onboarding process, providing a welcoming and informative support.

The two-and-a-half day CaRES classroom component is more than orientation!

The curriculum is founded on Horizon values, and designed to be a fun, interactive and engaging experience. It also communicates clear and consistent expectations for work duties and covers all general mandatory requirements and basic HR functions such as ID tags, parking, etc.



CaRES will make new hires feel excited and proud to work for Horizon, feel safe and secure at their work place and live our Horizon Values.

Have questions about the CaRES program, or interested in becoming a guide or facilitator? Email the CaRES Coordinator at [CaRES@HorizonNB.ca](mailto:CaRES@HorizonNB.ca).

Caring starts with you.

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## Horizon Continues Commitment to Patient and Family Centred Care (PFCC)

On Friday, June 2, Horizon CEO and President Karen McGrath and Margaret Melanson, Vice President, Quality and Patient Centred Care, hosted staff at a Patient and Family Centred Care (PFCC) Priority Setting and Education Day in Fredericton.

Over the past three years, many individuals throughout Horizon have worked diligently to improve our approach to providing Patient and Family Centred Care. The day-long session evaluated how Horizon is doing, and looked at where we need to proceed.

This included a presentation focused on leading and sustaining organization change with PFCC and engagement — the winning conditions for transforming the patient experience and education regarding the revised Accreditation Canada.

A part of the day also included discussion of the Horizon vision for PFCC with the outcome of Horizon being able to establish its three (3) highest priorities at this time to transform and sustain PFCC.

Guest speaker Eleanor Rivoire, former Executive Vice President/Chief Nursing Executive and executive sponsor at Kingston General Hospital, shared insight on partnering with patients and families to transform the patient experience. She also shared experience as an Accreditation Canada surveyor and faculty advisor with national organizations in developing curricula and programs, and for partnering with patients and families (Accreditation Canada /Accreditation Canada International, Canadian Patient Safety Institute, Canadian Foundation for Healthcare Improvement, HealthCare CAN).



From left: Margaret Melanson, Horizon Vice President, Quality and Patient Centred Care; Eleanor Rivoire, former Executive Vice President/Chief Nursing Executive and executive sponsor at Kingston General Hospital; and Horizon CEO and President Karen McGrath.

# **Psssst.** **Hey, you! Yes, you.**

**Are you wearing your Horizon ID card? In the right spot?  
Horizon ID cards should be worn on your left shoulder.**

This ensures your name and position are clearly visible when meeting patients, their caregivers, and other health care team members.

This improves communication with our patients (they told us so!) and each other.

We also think it completes your outfit ;).

**Hello!  
Bonjour!**



Here's why our patients like ID cards:

**“Knowing the name of the person caring for me and my loved ones is a comfort.”**

**“Patients can be confident that the clinician has credentials and is employed by Horizon Health Network.”**

**“It enables me to directly ask questions to the right person and ask for help when I need it.”**

**Check out our  
video testimonials  
on Skyline.**