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Issue No. 4, Vol. 1

November 2016



# Star

A publication for the staff of Horizon Health Network



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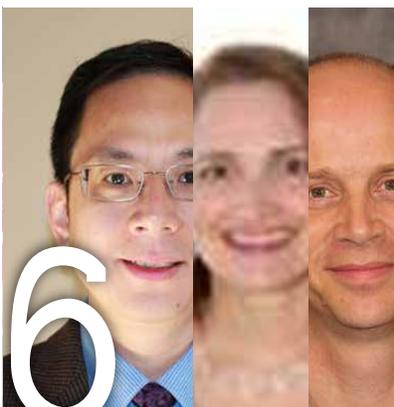
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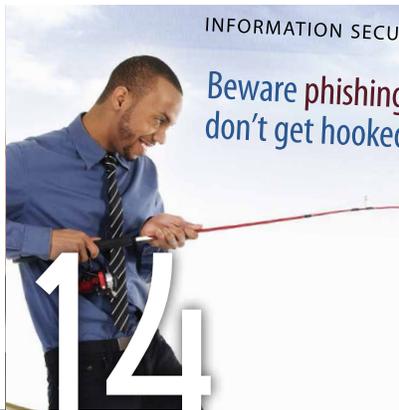


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Dear Colleagues,

Fall's crisp air is upon us, but this year for the first time across Horizon, the crisp air is smoke-free. The month of October signaled all of our twelve hospitals being smoke-free properties.

This has been a year-long process, beginning first with the Saint John Regional Hospital and finishing most recently with The Moncton Hospital and the Sackville Memorial Hospital. We recognize this change affected our staff and patients, and we are thankful for their commitment to Horizon's smoke-free initiatives.

We look forward to continuing this smoke-free journey and will offer support to our staff, our patients and their families looking to quit smoking or reduce cravings while visiting our facilities. Our smoke-free initiative is aligned with our organization's mission of **Helping People Be Healthy**. As a health care organization we must do everything we can to promote healthy living.

I would like to say a special thank you to the many staff that participated in the smoking cessation programs offered through Horizon. Your commitment to quit smoking is not only improving your own health and well-being, but also creating a healthier environment for those around you.

We have a staff that provides exceptional care to New Brunswickers both at the frontline and behind the scenes every day, and it's time for us to say thank you!

This month Horizon will be launching our new recognition program, BRAVO! This program is our way to say thank you and recognize the exceptional work you do every day. You deserve it!

We're really excited about this program and hope that you will be too. You may have already noticed BRAVO! posters in your facility. In the coming weeks you can expect to learn more about how to navigate the easy-to-use BRAVO! program.

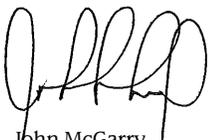
Without you and your commitment to your job and our patients, we would not be able to move our organization forward. You are the number one enabler of our strategic plan and it's time we recognize the work you do and say BRAVO!

One final thing I would like to mention is how proud I am of the work that has gone into planning the upcoming **Experience Conference**.

This is a national conference held in Moncton on November 7 and 8 for health care leaders and frontline staff focusing on Patient and Family Centred Care. Horizon has made great strides in improving the care we provide to patients and their families by placing their needs and interests at the centre of everything we do.

We have many accomplishments to be proud of, and we look forward to sharing our initiatives with a national audience. I look forward to attending the conference and seeing many of you there. Together we can learn more about providing exceptional care to every person, every day.

Sincerely,



John McGarry  
CEO and President  
Horizon Health Network



John McGarry,  
President and CEO



## A welcome note from the editor

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

Let's talk about why you decided to work in the health care field.

Was it to follow in the professional footsteps of a parent or grandparent? Were you brilliant in chemistry and biology in high school? Or did you just come across a job posting that piqued your interest?

While there are as many reasons for joining Horizon as there are people that make up this organization, I believe there is one goal that gives us purpose to join – and to continue in – this field.

This is eloquently summed up in our mission statement: **Helping People Be Healthy**.

From what I've seen in the halls, conference rooms and clinics I've visited during my time with Horizon, this applies no matter what field we practice in, no matter where we are, and no matter what hours we work.

In this issue, you can read about how your colleagues are helping people be healthy.

The Sexual Health services team is working closely with Primary Care providers to ensure they're meeting the needs of New Brunswickers of all ages, for example.

Then there's our Facilities, Engineering & Property Management team who've made strides in outfitting our facilities to best manage and measure energy, which improves patient experiences.

Even a story on how to decipher legitimate emails from those that are phishing for information can help people be healthy by alleviating some stress.

Happy reading,



GinaBeth Roberts

## PFCC Conference ready to welcome participants from across Canada to Horizon

Horizon's National Patient and Family Centred Care Conference, **Experience**, gets underway on November 7 and 8, in Moncton.

To date, there are close to 200 registrants, including many from throughout the Maritime provinces, as well as registrants from as far afield as Ontario and Nunavut. Organizers expected registration numbers to continue to grow in the weeks leading up to the conference. We have also been most fortunate with the sponsorship and vendor representation from many diverse organizations. This demonstrated interest is very exciting and speaks to the event's line-up of prestigious presenters as well as the calibre of content for Horizon's inaugural patient and family centred care conference.

International, national and regional health care leaders and decision makers will address Innovation in patient and family centred care practices and highlight the following themes:

- Building a Culture of Patient and Family Centred Care
- Quality and Safety
- Patient Engagement Care Decisions and Family
- Patient Experience (Customer Service)

Conference sessions will be offered in both official languages with the aid of simultaneous translation services sponsored by the New Brunswick Department of Health.

Professor Sir Liam Donaldson, an internationally renowned champion of patient safety and public health, will give the keynote address.

**Together we can inspire continuous improvement and lead in providing exceptional patient care.**

# Exceptional Experience

**Exceptional Care. Every Person. Every Day.**

Sir Donaldson is currently the Envoy for Patient Safety for the World Health Organization. Other speakers include: Dr. Ward Flemons, Medical Director, Health System Improvement, Health Quality Council of Alberta; Dr. Irfan Dhalla, Vice-President, Evidence Development and Standards at Health Quality Ontario; Liz Crocker, Vice Chair and Board Member, Institute for Patient and Family Centred Care; Michelina Mancuso, Executive Director Performance Measurement, New Brunswick Health Council; Vincent Dumez, Co-Director, Office of Collaboration and Patient Partnership, Faculty of Medicine, University of Montreal; Stephani Roy McCallum, Knowledge Director, Dialogue Partners; and Dr. Camille Haddad, Family Physician, and Dawn Haddad, Nurse Educator with Horizon Health Network.

"We are extremely pleased with the response and interest for this conference," says Margaret Melanson, VP Quality and Patient Centred Care and Chair of the Experience Conference Steering Committee.

"We look forward to this conference fostering thought-provoking dialogue among leaders and participants, inspiring us all to move forward in the quest to provide exceptional care to every person every day."

For more information, please visit [pfcexperience.ca](http://pfcexperience.ca).

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## Horizon employees take part in Walk of Life fundraisers

The Upper River Valley Cardiac Rehab Program, co-sponsored by the Cardiac Health Foundation of Canada and the Chalmers Foundation, recently held its first annual Walk of Life campaign. The fundraising walk took place at the AYR Motor Center, with all proceeds going directly to the URV Cardiac Rehab Program. The program relies heavily on community support and donations in order to provide this valuable



Saint John

## Upper River Valley



service to the region. The event raised over \$5,000, which will be used to purchase new equipment to enhance the program.

The Cardiovascular Health and Wellness Program at the Saint John Regional Hospital raised a record-breaking amount at its 16th annual Walk of Life. The event raised \$24,381.25, which will directly benefit its Cardiac & Pulmonary Rehabilitation Program, Heart Function Clinic and Smoking Cessation Clinic. Last year's event raised \$18,670.

## Cross-discipline and cross-institution teamwork proves vital in rare case

A rare medical case has highlighted the importance of close communication and teamwork between several departments at the Dr. Everett Chalmers Regional Hospital in Fredericton and the QEII Health Science Center (QEII) in Halifax.

The first Canadian case of quiescent gestational trophoblastic disease (QGTD) saw Dr. Sheri-Lee Samson, obstetrics/gynaecology, Dr. James Bentley, gynecologic oncology (QEII), Dr. Yu Chen, medical biochemistry, and other health care providers, such as radiologists, come together to treat a 31-year-old woman.

"This case reports the first Canadian case of QGTD," said Dr. Chen. "This is relatively a new disease entity (not taught in medical school text) and a rare benign disorder that needs very careful differential diagnosis between more devastating malignant conditions."

During an ultrasound in her first trimester, doctors suspected the woman was having a molar pregnancy. A few days later she had a spontaneous abortion, and, at first, was thought to have persistent gestational trophoblastic disease.

However, multiple tests, including ultrasonography, hysteroscopy and endometrial biopsy, chest radiography, pelvic magnetic resonance imaging (MRI), and computed tomography (CT) of chest, abdomen and pelvis proved negative for this disease.

The patient was instead diagnosed with QGTD, a subgroup of rare tumours in abnormal growth of trophoblasts on uterus. The disease was identified between 2001 and 2003, and is characterized by persistent low-level serum human chorionic gonadotropin (hCG) elevation and usually has a benign prognosis.

Potential laboratory error of false positive hCG was ruled out by extensive laboratory investigations such as urine test, serial dilutions for linearity and recovery, and pre-treatment of serum to remove possible heterophilic antibodies. The QGTD was confirmed with undetectable hyperglycosylated hCG and low free  $\beta$ -hCG results.

This case and surrounding work is important because of a 10-year



Dr. Yu Chen



Dr. Sheri-Lee Samson



Dr. James Bentley

study in the United States where 62 out of the 83 hCG false positive cases underwent unnecessary chemotherapy or hysterectomy resulting in some lawsuits being filed. A diagnosis of QGTD is mostly benign with good outcomes and good outcomes for future pregnancies, with no need of chemotherapy.

"Because the mass is extremely small, it cannot be seen on imaging (ultrasonography, MRI or CT) or hysteroscopy," said Dr. Chen. "It usually does not respond to chemotherapy."

The case found clinicians considering several diagnoses when faced with the persistent presence of low-level serum hCG, and also that QGTD usually occurs in women who have had a therapeutic or spontaneous abortion of a molar pregnancy.

The best management of the case is to let the tissue die naturally or be aborted, with hCG level closely monitored.

The patient was advised not to conceive in the following six months while her levels of hCG became undetectable.

Ten months later, the patient had a normal pregnancy, and successfully gave birth to a child.

Dr. Chen says this work would not have been possible if not for clinicians and medical laboratories working together.

The findings have been published in the Oct. 3 online edition of the Canadian Medical Association Journal (CMAJ) under the title, "Persistent mild increase of human chorionic gonadotropin levels in a 31-year-old woman after spontaneous abortion."

## Colleagues' Corner

### Meet the new clinical head of cardiac surgery at the New Brunswick Heart Centre

Dr. Jean-François Légaré has been appointed the new clinical head of cardiac surgery for the New Brunswick Heart Centre (NBHC).

"The role offers interesting challenges in which one needs to be able to balance busy clinical care, maintain the best quality of care and manage resources so that as many patients as possible can be treated with the fewest resources," Dr. Légaré said of his new position, which was previously held by Dr. Marc Pelletier.

"I feel privileged to join an already established team that is dedicated to this process and is very supportive of my joining and of the ideas that I bring to the table," said Dr. Légaré.

Dr. Légaré's clinical interests include surgery for end-stage heart failure and valve surgery with an emphasis on clinical outcomes and performance indicators.

His primary goal with the NBHC is to "continue the excellent clinical care already delivered and continue current efforts to address patients' timely access to care."

Want to tell your colleagues about the services you provide for patients and staff throughout Horizon? Email [HorizonStar@HorizonNB.ca](mailto:HorizonStar@HorizonNB.ca).

"I also strongly believe that to achieve excellence we need to incorporate more research and education in the everyday care of patients," he said. "This will be achieved by increasing data capture, outcomes tracking and focusing on quality of care indicators as we move forward."

Dr. Légaré graduated from McGill Medicine in 1995 and completed his training in cardiac surgery at Dalhousie University in 2002. From 2003 to 2016, he worked as a cardiac surgeon at the Maritime Heart Centre in Halifax. During his tenure there, he acted as the director of research and director of cardiac transplantation in the cardiac surgery division.

"Dr. Légaré brings to our province tremendous clinical and academic ability and a continued affiliation with the Dalhousie University as a professor in the department of surgery," said Dr. Vernon Paddock, medical director of the New Brunswick Heart Centre. "I am confident that his expertise and experience will serve the people of New Brunswick very well."

"As one of Horizon's important centres of expertise, the New Brunswick Heart Centre endeavours to have the best of the best working here," said John McGarry, President and CEO for Horizon Health Network. "We welcome such an accomplished surgeon as Dr. Légaré to our organization."

Dr. Légaré is married with three boys who are avid swimmers. His hobbies include cycling, running, cooking and playing guitar.



Dr. Jean-François Légaré

The NBHC, located in the Saint John Regional Hospital, has been in operation since April 1991 and is the provincial referral centre for adult tertiary cardiac care in New Brunswick and surrounding areas. Services currently provided at the NBHC include general cardiology, interventional cardiology, electrophysiology and cardiovascular surgery. The NBHC works in partnership with the provincial health authorities to provide excellence in cardiac care along the entire patient care continuum.

## Former Horizon physician receives high honour from Red Cross

A retired Horizon physician has been honoured for helping those in need in his home community and around the world.

Dr. Mahesh Raju was recently named the 2016 Humanitarian of the Year by the Canadian Red Cross, New Brunswick chapter.

"Receiving this award from the Red Cross, a global leader in humanitarian work, has been deeply humbling," he said. "(Its) mandate of responding to all emergencies around the world is very inspiring."

Dr. Raju practiced intensive care and internal medicine at the Saint John Regional Hospital. He also dedicated much time to teaching medical undergraduate and post-graduate students from Memorial and Dalhousie universities (1990-2011).

He helped found Dalhousie Medicine New Brunswick, hosted at UNB Saint John with additional teaching sites in Fredericton, Miramichi, Moncton and near Woodstock, and was a long-serving Head of General Internal Medicine for Horizon.

"The opportunity to give back to the less fortunate in this world has always been a major driving force in my professional career," Dr. Raju said. "It has been an absolute privilege to help disadvantaged people and gain their trust."

He also cites Doctors Without Borders, Operation Smile, and other medical organizations as inspiration behind his work, as well as his "wife Dr. Shoba Raju and my two kids, Kiran and Kavita, who supported me all the way."

The award highlights Dr. Raju's work both at home and across the world.

He volunteers for Fresh Start, a charity that raises funds for single mothers and the homeless in Saint John. He worked with HIV patients in Uganda and Tanzania, helped establish an eye clinic treating hundreds of cases of reversible blindness in southern India, was part of a medical team that deployed twice to rural Ecuador, and performed acute trauma medicine for three years in Trinidad and Tobago.

He served on the board of United Way Saint John, has supported the Saint John Regional Hospital Foundation, including \$50,000 to help low-income patients cover drug costs. He led a fundraising effort in 2001 for Red Cross relief efforts after a devastating earthquake in India.

Dr. Raju holds a science degree from Dalhousie, MD degree from Mysore University in India, and a Diploma from the London School of Tropical Medicine for his work in Africa. He is a Fellow of the Royal College of Physicians of Canada, of the American College of Physicians, once serving as Governor of its Atlantic chapter.

He's been President of the Canadian Society of Internal Medicine, which honored him in 2000 with its William Osler Award and created a national award, the Dr. Mahesh K. Raju Award, for mentorship for senior medical residents in Atlantic Canada. In 2012, he received the Dr. Brian Chandler Award for Lifetime Achievement from Dalhousie.

Dr. Raju would like to thank Kevin Goggan, a graphic designer with Horizon, for nominating him, as well as family, friends and colleagues "who made it all possible."

The Canadian Red Cross Humanitarian Awards Dinner honouring Dr. Raju and young humanitarian recipient Jessica Brennan will be held at the Saint John Trade & Convention Centre on Nov. 9.



Dr. Mahesh Raju

## TMH's Emergency Department works on "Communicating Better Together"

For The Moncton Hospital's Emergency Department, connecting and conversing with your colleagues is one of the best ways to improve the workplace.

Emergency staff came together over two days in September at the Nurses Cottage in Shediac Bridge for its second annual Cottage Days.

Conversations, skits and guest speakers centred on the theme "Communicating Better Together," with the focus on improving communication between colleagues, as well as staff and patients.

About 30 staff (15 on each day, which followed the same agenda), including registered nurses, licensed practical nurses, ward clerks and ward aids, developed skills to work better as a cohesive team during their 12-, 10- or four-hour shifts in a hectic and demanding environment.

"We all have the same goal – to create a work environment that we look forward to coming to," said nurse manager Trena Brown. "We've all chosen to work in what is a very stressful and chaotic environment



The Moncton Hospital Emergency Department team members listen intently to a speaker during their second annual Cottage Days, which highlighted the topic, "Communicating Better Together."

and we've chosen that for a variety of personal and professional reasons."

Marilyn Babineau, Manager, Workforce Wellness, spoke on self-care, while psychiatry nurse Petrea Taylor gave insight on how to address mental health patients, as well as self-insight.

Staff discussed how to be cognizant of the physical, emotional and mental toll of working in the emergency department, as a specific trauma or cumulative effect of their rotation can cause them to react – and communicate – in a certain way.

In these cases, they learned, it's crucial to know what pushes your professional buttons, and how to work through these moments.

They also spoke of how they can have empathy for patients even in the middle of a busy shift.

The event followed on the success of last year's theme, "Caring Better Together," where the department developed its eight commitment statements. These value statements are given to all new staff and reviewed at performance appraisal yearly.



Emergency Department Nurse Erin Musgrave speaks to her team members, while guest speaker and psychiatry nurse Petrea Taylor listens in.

## Examples of TMH's Emergency Department Caring Better Together commitment statements

- I will accept ownership and responsibility for my actions and behaviours. I will speak to you promptly if I am having a problem with you. The only time I will discuss this with another person is when I need advice or help in deciding how to communicate with you appropriately.
- My relationships with each of you will be equally respectful regardless of job titles. I will speak clearly, listen actively and use appropriate tone, words and body language.
- I acknowledge our differences and I will offer and accept apologies when needed. I will give constructive feedback and resolve conflicts respectfully.

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).

## New initiative to help reduce childhood obesity in Miramichi area

It takes a village to raise a *healthy* child — that's the belief of those behind a new initiative in Northumberland County.

The 5-2-1-0 A Way of Life initiative hopes to reduce childhood obesity and raise healthy children, all while educating and engaging the entire community about healthy lifestyles.

Renee Murphy, MANGO program co-ordinator, and Annie Roussel, Miramichi Public Health dietitian, want families and community members to be able to live, work and play in an environment where the healthy choice is the easy choice.

They believe a healthy lifestyle can begin with the four simple messages of the 5-2-1-0 slogan:

- Enjoy - 5 or more fruits and vegetables per day
- Power down - No more than 2 hours of screen time each day
- Move more - At least 1 hour of physical activity everyday
- Drink more water - 0 sugar added beverages

This initiative originated in the United States, and found success in other Canadian provinces. It has been adapted for the needs of Northumberland County.



Children celebrate the launch of the 5-2-1-0 A Way of Life Initiative at Natoaganeg School in Eel Ground on Oct. 4.



**A Way of Life. Un mode de vie.  
Ta'n Tel-mimajimk**

A committee, led by Murphy and Roussel, was formed last fall. The committee includes health professionals, education officials, daycares, City of Miramichi officials, First Nations members, parents and volunteers.

The need for such an initiative was sparked by rising obesity rates across Canada and New Brunswick, as well as a lack of statistics for the province's youngest children. While there was plenty of data for school-aged children, there was very little for children from birth to 3.5 years old.

A study, done in partnership between Miramichi Public Health and the Université de Moncton, of 2,595 children aged zero to 3.5 years found the majority of children were obese, overweight or risked becoming overweight.

What was concerning to all involved were the factors that lead to obesity of children at such a young age, including birth weight, weight gain in first years, parental weight, breastfeeding, introduction of solids, income and parental denial. If parents don't perceive their children as obese, Roussel says, they won't change their habits.

Although obesity trends will be tracked, of which they aim to reduce or at the very least keep stable, it will take a long time to measure data.

The success of the program will be marked by the changes made by leaders in the community. An indicator of its success, for example, may be that a daycare chooses to no longer serve juice



Renee Murphy, MANGO program co-ordinator and co-lead for the 5-2-1-0 initiative speaks at the launch event.

and a family physician will include the 5-2-1-0 messages when counselling families.

"We live in an environment where it's hard for families to lead healthy lifestyles," said Murphy. "We want to make it easier to make a healthy choice."

The initiative will also curbe the consequences of obesity, such as diabetes, high cholesterol, high blood pressure, sleep apnea, joint problems, depression and even cancer. As well, being overweight or obese in early childhood significantly increases the likelihood of being overweight or obese in adolescence and adulthood.

Future plans for the team include designing a toolkit for health care professionals and daycares to adopt the 5-2-1-0 initiative in their organization. They also plan to visit various community organizations to discuss how the community can work as a whole to create healthier environments.

## What does Exceptional Care. Every Person. Every Day. mean to Horizon volunteers?

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

Horizon volunteers were recently polled to determine their thoughts on Horizon's Vision.

Volunteers were asked two questions: "What do you think Exceptional Care means?" and

"Give an example of how you have offered exceptional care to every person, every day."

The results were tallied, and several key words and phrases were very evident. The prevalent responses to the first question were:

- Equality;
- Empathy;
- Respect;
- Compassion; and
- Caring.

The most popular examples of how the volunteers felt they offer exceptional care started with the phrase "Taking the time to ..."

The five key words were divided amongst the team, which includes volunteers from The Moncton Hospital, Dr. Everett Chalmers Regional Hospital, Saint John Regional Hospital, Miramichi Regional Hospital and Upper River Valley Hospital. Each

area was given one key word and photographed volunteers demonstrating how they take the time to offer exceptional care.

With the assistance of the Communications Department, the Volunteers team created five "Vision" posters that will be on display in Horizon's volunteer offices and lounges.

These posters are excellent examples of our volunteers showing Horizon's Vision in action.

This is a true testament of how our volunteers are at the heart of providing a culture of patient and family centred care.



# Telehealth program continues to break health care boundaries

While feeling the caring hands of a nurse, or speaking face-to-face with a doctor will always be at the forefront of patient care, sometimes the right prescription is the virtual world.

Horizon's innovative Telehealth program has become a crucial factor in the delivery of health care across the province, and its innovative ways of caring for patient continues to expand.

The first initiative in New Brunswick was a provincial research and development project initiated by the New Brunswick Heart Centre 1998.

The primary program was called *VITAL*, for Virtual Interactive Telehealth Assistance Links. Its Home Monitoring Program allowed nurses at the Saint John Regional Hospital to assess patients in their homes after being discharged from cardiac surgery.

Through different technologies, nurses can receive patients' blood pressure and oxygen saturation readings and are able to assess incision lines and peripheral edema during each of the daily calls they perform while a patient is on the program.

Even a live electrocardiogram (ECG) can be transmitted during each call. The ECG and after-hours on-call service to nurses (24/7) are part of what makes this program unique in North America.

*VITAL* remains the longest-running telehealth initiative in North America, and the technology platform used in this project has successfully transitioned to what is now known in Horizon as Telehealth.

"Over the years we have migrated technologies as they rapidly changed and built a robust provincial system that has helped to virtually eliminate geography between patients and the clinicians they must see," said Krisan Palmer, Regional Telehealth Manager.

"The lessons we learned tackling a huge provincial Telehealth project allowed us to transition to a sustainable program making Telehealth part of patient care and delivery."

Palmer has given demonstrations to many programs across the network, and suggests the possibilities of what teams can do with the program's equipment (much of it is shared by clinics, to reduce costs), is only limited by their imagination.

Telehealth technology has also been incorporated into programs such as oncology;

nephrology (satellite dialysis units), mental health, rheumatology, urology, plastics, thoracic, diabetes education, cardiac rehab, and neurosurgery. Therapeutics, such as speech language pathology, physiotherapy and occupational therapy, have also become "huge champions" of its usage, Palmer said.

## Watch for a presentation on teleoncology and teli-dialysis at the Patient and Family Centered Care Experience Conference in Moncton on November 7 and 8!

In the fall of 2001, the program built and deployed a mobile and wireless telehealth cart dubbed *Iris* (Interactive Real-time Imaging and data Solution), to allow clinical specialists access to patients in remote sites, which facilitated Canada's first ever Emergency Room to Emergency Room Telemental Health Consultation – and was featured in *TIME Magazine*.

Telehealth value has most recently been demonstrated through the Emergency Telestroke initiative, which began in 2014. Patients in ER can be examined by a neurologist from their home or office when on call. Through the Telestroke portal neurologists can see CT scans, activate the NIH stroke scale, and virtually examine the patient and recommend treatment.

The program has even expanded to reach beyond the walls of hospitals, clinics and health centres. In partnership with Corrections Canada, Telehealth is used at Dorchester Penitentiary. This means offenders don't have to be transported to attend appointments with plastic surgery, infectious disease, ENT (ear, nose and throat) and gastrointestinal specialists.

Palmer's favourite success story comes from the quick response of a nurse who was having a Telehealth appointment with a patient recently discharged from the heart centre.

While all his vitals were good, he found blood in his stool, something he wasn't eager to tell his nurse. She immediately knew something was wrong, and thanks to her quick-thinking – and the push for video calls for this kind of follow-up – he received life-saving surgery for a gastric ulcer.

The surgeon who operated was thrilled he was able to save him, and also that the nurse was able to see something wrong with her patient – even though they weren't in the same city.

The swift service is just one of the benefits to patients; there's also the reduction of travel cost and time, and the emotional cost of not being home. To the health care system, there's also a higher rate of follow-up appointment compliance because it's easier for them to get to their appointments.

The program, which sees patients from across Atlantic Canada, has been recognized nationally and internationally on 17 occasions for its innovation and patient service delivery. Some of its accolades include four Knowledge Industry Recognition Awards (KIRA), Tommy Douglas Medicare Award, and Wired Woman in Pioneering of Technology Award.

A testament to its success has also been seen from the number of visits from health care providers from across the world (including the United States, Senegal and China), and Palmer's visits to such places as Norway, Sweden, Australia, the Oklahoma Rehabilitation Centre, Nunavut and various other Canadian provinces and cities to help start their programs.

"We continue to be recognized as a small, but mighty province in our ability to innovate and sustain that which we initiate," she said.

Palmer says health care providers across the spectrum of care applaud the program, and its use to not only care for patients, but to spread collegiality, knowledge transfer and learning opportunities within different facilities.

She encourages her Horizon colleagues who are interested in learning more about Telehealth options for their programs to contact her for more information.



Horizon's Telehealth program allows physicians to care for their patients who are located hundreds of kilometres away. Here, Dr. Peter Docherty, Rheumatologist, uses an electronic stethoscope to listen to the breath of his patient Claudine Bertin, with the help of RN Lucie Aubé McIntyre. During this procedure, Dr. Docherty was at The Moncton Hospital, while Bertin was at Vitalité Health Network's Bathurst clinic.

New Brunswick is the only province in Canada that can provide this service within an hour of the patient having a stroke and presenting to an emergency room.

The latest clinical use for Telehealth will be for bariatrics. The first clinic will be held in November for patients having had weight-loss surgery in N.B. Instead of travelling where their psychologist and dietitian are patients will be seen at their home hospitals. This will be another collaborative initiative between Horizon and Vitalité Health Network, as the province's two regional health authorities share resources, space and expertise.

## Emergency Manager earns certification from international association

A member of the Emergency Management team in Saint John has earned the “highest level of professional achievement,” an honour his manager says is a result of dedication, perseverance, and commitment.

Sharf Chowdhury has been with Horizon since January 2012 as Emergency Management Coordinator for the Saint John Area. He recently earned the Certified Emergency Manager (CEM) from the International Association of Emergency Managers (IAEM).

“This is something I have been working towards for the last eight years; the last four years, while working full-time, and with a young growing family,” Chowdhury said. “To say that I am happy does not do it justice.”

To earn the designation, he had to complete the following requirements:

- 100 course hours in Emergency Management;
- 100 course hours in General Management;
- Fulfilling a key emergency operations function in a major exercise or actual emergency;
- An essay;
- Six separate contributions to the field of Emergency Management (teaching, mentoring, conferences, etc.); and
- Pass a Canadian certification exam.

Horizon’s Chief Emergency Management Officer Dennis Doherty said Chowdhury earned the designation while balancing his work duties, which included activation of contingency plans for mass casualties, facility evacuations, and utility failures.

Sharf also “played a lead role in development of the Ebola preparedness response plan and

was instrumental in Horizon’s successful participation in the 14-month nuclear emergency exercise series, *Intrepid*, while also balancing the needs of his young family,” said Doherty.

Chowdhury is one of five Horizon Emergency Managers; three are certified and two are actively working towards this designation.

“This designation adds credibility to the advice we provide to local and regional leaders,” he said, of the importance of this designation. “These leaders can be assured that our Certified Emergency Managers have the education, training and experience to back their advice. Moreover, that we have the necessary understanding to help lead during crisis.”



Sharf Chowdhury

## Horizon wins national facilities management award

Horizon has been nationally recognized for its efforts to manage energy at its facilities.

The Canadian Healthcare Engineering Society (CHES) recently awarded Horizon the 2016 Wayne McLellan Award of Excellence in Healthcare Facilities Management.

“This award recognizes facilities that have had outstanding success in the completion of a major capital project, an energy efficiency program, an environmental stewardship program, or in a team building exercise,” said Andrea Seymour, Chief Operating Officer and VP Corporate.

Horizon was chosen for its commitment to energy sustainability, specifically its Energy Network. The program provides leadership and direction in the reduction of energy consumption and greenhouse gas emissions for all Horizon facilities.

The Energy Network is under the direction of the Facilities, Engineering and Property Management Department, and includes a team of Chief Energy Managers, Plant Operation Managers, Physical Resource Directors and Service New Brunswick Energy Managers.

“Build the strongest team you can and trust every member

on it,” Blaine Lynch, Regional Director, Facilities, Engineering & Property Management, said when receiving the award at the CHES National Conference held in Vancouver in mid-September. “Nothing beats working with passionate, brilliant people who have skills and experience you don’t.”

Since the program began in 2013, some notable reductions in energy usage include:

- \$3.23 million in actual energy cost avoidance;
- 9,500 tonnes of greenhouse gas reduction; and
- Reduced energy consumption equal to the energy used by 6,600 vehicles in one year.

These savings have been found through projects – such as wood boiler upgrades, ventilation improvements, energy dashboards, and lighting upgrades.

Facilities have undergone \$3.3 million in upgrades in the last three years, through the Department of Transportation and Infrastructure’s Energy Program, in collaboration with Horizon.



Members of the Energy Network Team pose with their award. From left, are, Bill Goobie, Project Manager - Construction, Moncton; Todd Bryenton, Energy Coordinator/Chief Engineer, Miramichi; Kate Butler, Energy Manager, Service New Brunswick; Blaine Lynch, Regional Director Facilities, Engineering & Property Management; Ralph Mayfield, Director of Physical Resources, Saint John area; and Dean Lake, Acting Manager of Plant Operations/Energy Management, Fredericton.

“Not only does this reduce the environmental footprint, but it decreases the operational and maintenance costs and improves the patient experience,” said Lynch.

The addition of occupancy sensors and LED lighting in areas like parking lots and garages has improved patient safety, while Air Handling Unit upgrades to control and monitor temperature and humidity have increased comfortably.

The Energy Network also benchmarks facilities, including normalization for weather, identifies and analyzes energy

projects, prepares requests for funding, assists in the implementation and monitoring of projects for expected energy savings, and reports its findings through Energy Management Plans, dashboards, and annual reports.

## Dragon Boat festival raises \$198,000 for Little Things campaign

Even though Mother Nature didn't want to co-operate, the 12th annual Saint John Dragon Boat Festival, benefiting the St. Joseph's Hospital Foundation, was still a splashing success.

For the most part, races were cancelled due to strong winds making for rough water conditions, but that didn't dampen the spirits of participants.

"Everyone was happy to stay around and make the best of an otherwise beautiful day," said Jill Logan, the Foundation's special events organizer. "Our teams took part in some fun 'dry land' games and team competitions and we all enjoyed the entertainment and food vendors."

This year, the Laboratory at the Saint John Regional Hospital (SJRH) entered its first team — aptly named *Testing the Waters*.

The team was made up of 19 laboratory professionals (technologists, assistants and medical staff) and two friends from the community.

"Typically teams get to race three times during the Dragon Boat Festival. Unfortunately this year the weather did not cooperate with us, but we were still able to get in one race which really got our hearts pumping," said Tiffany Clouston, team co-captain and Technologist, Hematology, SJRH. "We had a great time chanting and paddling to represent the lab."

Through fundraising efforts such as ice cream sandwich and sundae sales, 50/50 raffles, Summer Lights parties, Air Canada flight and wine basket ticket sales, online donations, and personal pledges the team raised \$3,525.

"They were great sports and did a fantastic job on their fundraising," Logan said of the team. "I can't say enough good things about them!"

The Laboratory team was one of four teams made up of employees from St. Joe's and Saint John Regional hospitals. Together, Horizon employees raised \$17,379.10, and, overall, this year's festival raised \$198,000 for the Foundation's *Little Things* campaign.

The campaign benefits virtually every department at the hospital. Health care professionals were asked what "little things" would make a big difference in their patients' diagnosis, treatment and recovery, resulting in a list of over 50 items including:

- A Fetal Heart Doppler for the Women's Wellness Centre to allow health care providers to monitor a baby's heart rate as early as its eighth week;

- A Radiolucent X-ray Chair for patients who need to sit upright during diagnostic imaging procedures;
- Specialty Chairs for Geriatric Medicine Units to allow patients to sit comfortably and safely, providing a variety of clinical benefits including retention of muscle strength;
- An Eye Tonometer, providing Urgent Care physicians with the ability to measure the pressure inside a patient's eye.

In past years, the event has allowed the Foundation to purchase new technology throughout the hospital, supporting Surgical Services, Breast Health, Men's Health, the Eye Clinic and Diagnostic Imaging.

Next year's Festival is set for August, 26, 2017 and organizers would love to see more teams from its Horizon family join in on the fun.



*Testing the Waters*, a team comprised of employees of Saint John Regional Hospital's Laboratory and community members, celebrates its efforts at the 12th annual Saint John Dragon Boat Festival.

## Together, Public Health and Primary Health Care enhancing access to Sexual Health services

For years, the sexual health clinical needs of youth have been the focus of the Public Health Sexual Health program – but this is changing.

In response to new Sexual Health program guidelines, developed by the Office of the Chief Medical Officer of Health of NB, Horizon's Public Health team, together with Primary Health Care providers, are redeveloping its sexual health services to better answer the needs of all New Brunswickers regardless of their age.

This change will enable Public Health practitioners to focus on the development and implementation of evidence-based initiatives at the population level.

Ginette Pellerin, Director of Public Health in Miramichi, says the program has shifted to ensure Public Health has more opportunity to advocate for the needs of New Brunswickers based on the trends clinicians are seeing and evidence-based research.

Sexual Health clinical services for all ages will now be provided by Primary Health Care. This may look somewhat different in each community, depending on the available resources and community needs.

A mode of utilizing nurse practitioners in schools has worked particularly well in the Fredericton and Charlotte County areas.

Expansion of this model of care in other school settings will allow a broader range of clinical services to be performed in school settings.

In other areas, youth may access services through their own family physician, other physicians in the community, or from registered nurses or nurse practitioners in community health centres located near schools.

In order to support access to Sexual Health services, members from both Horizon and Vitalité health networks are advocating for the creation of a toll-free number where individuals can call or text for educational support and/or an appointment.

The work of Pellerin and the Public Health team will now be focused on addressing gaps in the community with a focus on capacity building, partnerships and population health initiatives.

The Public Health team will base their initiatives on evidence and trends. An example of this could



Nanette Noel, left, and Sophie Durelle-Catalano, Public Health nurses working in the Miramichi area, hold a Sexual Health education poster.

be organizing a conference for parents on "How to Talk to Kids about Sex," as a community needs assessment revealed parents' lack knowledge and comfort level in discussing sexuality with their children.

This type of initiative would assist parents in their role of primary sexuality educators of their children.

This shift in sexual health care will provide New Brunswickers of all ages with clinical and community services no matter where they are in the province, and no matter how

old they are. It will also ensure future population health initiatives will involve a partnership between primary care and other agencies for the purpose of informing and assisting in the implementation of health promotion activities as Public Health works towards the promotion and protection of the sexual health of New Brunswickers throughout the lifespan.

## TMH's Graduate Dietetic Internship Program honours four graduates

*From Nadya Savoie, Manager, Clinical Nutrition (Co-ordinator, Dietetic Internship)*

Graduation ceremonies were held recently for the 41st class of dietetic interns from The Moncton Hospital's (TMH) Graduate Dietetic Internship Program.

The 47-week program of supervised practical experience follows course work for a Bachelor of Science in Foods and Nutrition. An accredited program recognized by the Partnership for Dietetic Education and Practice, students use university-acquired knowledge and apply it to a practice-based setting.

In addition, by completing placements outside the hospital, interns are exposed to areas of practice not performed at TMH. Graduates are now eligible to write the Canadian Dietetic Registration Exam and practice as registered dietitians.

TMH has one of three graduate programs for nutrition students in Atlantic Canada.

Graduate Letitia Rowley was this year's recipient of the award of merit. This award is presented annually to a graduate who has excelled throughout the program and demonstrated excellent overall performance and professional practice in the application of dietetics-based knowledge.



Pictured from left: John McGarry, President and CEO of Horizon Health Network; Nadya Savoie, Manager of Clinical Nutrition; graduates Kristin Lutes, Fredericton, N.B., Letitia Rowley, Halifax, N.S., Jenna Whitlock, Durham Bridge, N.B., and Lauren Wills, New Glasgow, N.S.; Gwen Grondin, Director of Therapeutic Services; and Gary Foley, Vice-President, Professional Services, Horizon.

# #Throwback

Provincial Archives of NB N-B P107-MS2-5-2

## THEN:

The infrastructure of the Sackville Memorial Hospital, as it is today, was initiated on Aug. 17, 1983, as seen in this photo. The former hospital can be seen in the background.

The original structure was demolished after the new building opened in 1988. The old hospital contained 25 beds. In 1959 two wings were added, creating space for an additional 16 beds in the medical wing and 10 beds in the obstetrical unit. The hospital retained its name, which honors those from the area who died in World War II.



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## NOW:

The Sackville Memorial Hospital, as seen on Oct. 15, 2016. The hospital provides 24/7 Emergency services, has 21 inpatient family practice beds (Brunswick West). Other services provided at the hospital include ambulatory care; dietitian and diabetic education; 24/7 diagnostic imaging; 24/7 laboratory services; palliative care; rehabilitation; speech language pathology; physiotherapy; occupational therapy; and a day surgery program. Extra Mural, Public Health and Mental Health services are also in the facility.



Beware phishing –  
don't get hooked!

Hameçonnage –  
comment éviter de se  
faire hameçonner!



OCIO.security@gnb.ca | BCSI.sécurité@gnb.ca



## Protect yourself from email phishing

Recently, fraudulent emails have been finding their way into the inboxes of government employees. Horizon and Service New Brunswick want to encourage staff to be aware of email phishing. Below, you'll find useful information and tips to make sure you and your information are safer in the cyber world.

### What is phishing?

Phishing is now the primary avenue used to commit MOST cybercrimes. Criminals use a more sophisticated type of spam that is designed to have your computer commit various criminal acts against you. The intent is to trick you into clicking a link or open an attachment that immediately loads malware on your computer. Ransomware, botnets, credit card theft, bank account theft and tax return fraud are the main objectives.

The days of phishing solely for credentials are long gone. The "phishing story" is often told as an attempt to get credentials. This grossly underestimates its

damage potential and gives users a false sense of security. It is more important than ever to understand phishing and protect yourself, your family and your workplace.

### Top protection tips:

**Delete the email.** When you see generic greetings like "Dear user," false links, bad spelling or grammar and/or demands to react immediately – delete the email.

**Do not trust supplied links.** Make sure the URL of the website is a site you trust. "Hover" your mouse over the link or URL to see where it is going.

**Never "verify" your identity.** If the email asks you to "update," "validate," or "confirm" account information. These are fraudulent and should be deleted. Do not reply with any personal, confidential or financial information.

**Monitor your credit card and bank statements.** If you believe you have been a victim of phishing, contact your bank and/or local police to get advice.

**Do not click on "Unsubscribe."** This is often a trick used by criminals to verify your email or cause a drive by download. Clicking the unsubscribe link will not help. In fact, it will likely make matters worse. Drive-by downloads install malware on clicking the link.

**When verifying a company and/or addresses use a trustworthy search engine (Google, Bing, Yahoo etc.) to look up the company and its current website address.** If you believe the email communication to be valid, contact the company directly by the website you looked up or by phone.

When should I report spam/phishing emails?

- When it appears to come from a government address like "horizonnb.ca" or "gnb.ca". We have seen examples like horizonnb.yahoo.ca or canadapost.ca.
- When it is threatening.
- If you are unsure whether the mail is legitimate or not (see top tips above for methods to identify spam/phishing).

- If you have clicked on a link and/or provided your username or password.

In these cases, spam/phishing emails should be reported as an Information Incident Investigation by email to [Phishing@gnb.ca](mailto:Phishing@gnb.ca).

### Where can I find more information?

RCMP – Scam and Fraud: [rcmp-grc.gc.ca/scams-fraudes/index-eng.htm](http://rcmp-grc.gc.ca/scams-fraudes/index-eng.htm)

Canadian Anti-Fraud Centre: [antifraudcentre-centreantifraude.ca/index-eng.htm](http://antifraudcentre-centreantifraude.ca/index-eng.htm)

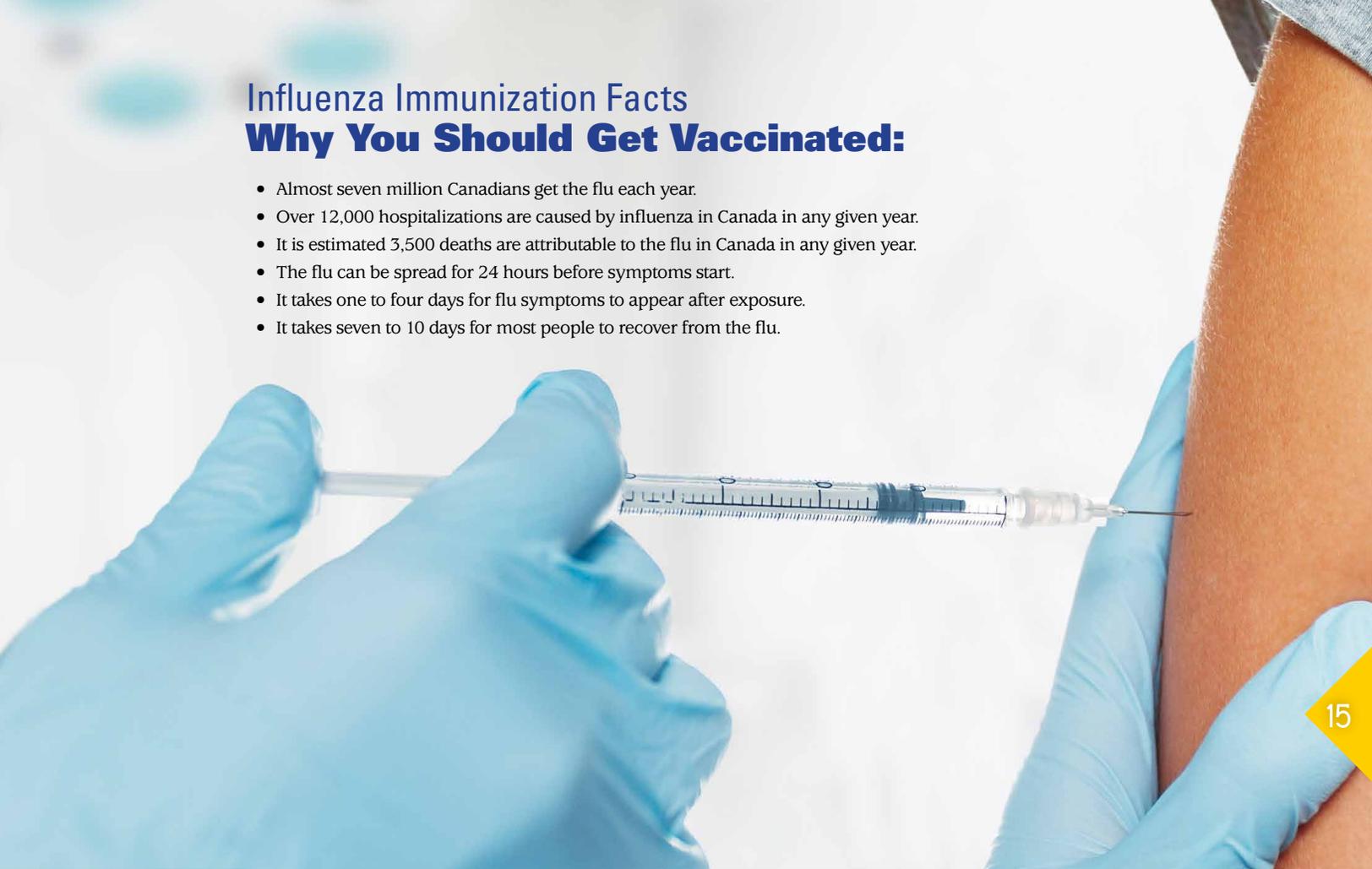
Get Cyber Safe: [getcybersafe.gc.ca/cnt/rsks/cmmn-thrts-eng.aspx](http://getcybersafe.gc.ca/cnt/rsks/cmmn-thrts-eng.aspx)

StaySafeOnline.org (from the National Cyber Security Alliance): [staysafeonline.org](http://staysafeonline.org)

## Influenza Immunization Facts

### Why You Should Get Vaccinated:

- Almost seven million Canadians get the flu each year.
- Over 12,000 hospitalizations are caused by influenza in Canada in any given year.
- It is estimated 3,500 deaths are attributable to the flu in Canada in any given year.
- The flu can be spread for 24 hours before symptoms start.
- It takes one to four days for flu symptoms to appear after exposure.
- It takes seven to 10 days for most people to recover from the flu.



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### Give your lunch bag a one-two punch! Pack a healthy lunch!

*From Marilyn Babineau, Manager, Workforce Wellness*

Aim to include a variety of choices from this list – with at least one or two of the choices being a vegetable or fruit:

- a vegetable such as leafy green salad, veggie sticks or cooked in a soup, stew or pasta;
- fruit - fresh, canned (unsweetened) or dried;
- a grain product (whole grain or enriched) such as bread, tortilla wraps, bagels, buns, crackers, pasta, rice or muffins;
- a milk product or substitute such as milk, yogurt, cheese, yogurt drink or fortified soy beverage;
- some lean meat, fish, poultry or meat alternative such as an egg, peanut butter, hummus or other legumes in soups, salads and dips.

You'll love these quick, simple and tasty make-and-take lunches:

- Layer black bean dip, avocado and peppery arugula on a rustic whole-grain baguette for a simple sandwich with big flavour.
- Pack hard-boiled eggs, cheese, fresh veggies, a few olives and whole-grain crackers for a super snack-like lunch.
- Mix lentils, roasted sweet potato and red peppers, quinoa and a drizzle of lemony dressing for a protein-packed salad bowl.
- Toss light tuna, snow peas and grape tomatoes with leftover whole grain pasta, basil-filled pesto and a pinch of chili flakes. This dish is great cold or heated.

**Psssst.**

**Hey, you!**  
**Yes, you.**

Get ready to say BRAVO!  
See why later this month!

**I'm in.**  
**Are you?**

.....  
**EXCEPTIONAL**  
**YOU**  
**EXCEPTIONAL**  
**HORIZON CARE**



RÉSEAU DE SANTÉ

**Horizon**  
HEALTH NETWORK



RÉSEAU DE SANTÉ

**Horizon**  
HEALTH NETWORK