

Zippering Zoomers
Supersized class show strength
of SJ seniors' program
Page 8

A day of pampering
Tea Party for breast cancer survivors
a supportive place to share stories
Page 11

Being baby-friendly
Horizon is making spaces
more welcoming to mothers
feeding their babies
Page 18

Issue No. 9, Vol. 2
November 2017



Star

A publication for the staff of Horizon Health Network



Community Food Mentors

Program gives Stanley residents a new taste of food and nutrition

Page 5

Contents



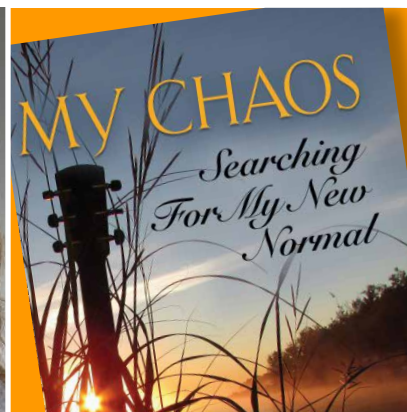
5

Community Food Mentor program inspires Stanley residents



6

Meet Marjorie — Horizon's Pediatric Oncology Patient Navigator



First book helps patients, families through difficult life transitions



7

Life in the fast swim lane for Horizon mom



12

SJRH Lab unveils largest piece of equipment

New equipment for biochem lab increases testing capacity



13

Friends Campaign sets \$600K goal to improve patient care at TMH



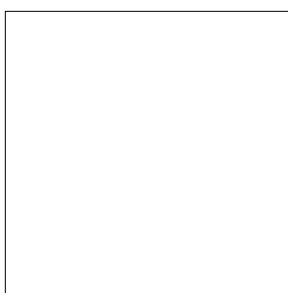
14

OPH marks 50 years of health care history



15

Celebrating Horizon's first Patient Safety Hero Award recipient



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.

Editor: GinaBeth Roberts

Creative lead: Kevin Goggan

Printed by: Advocate Printing

Please send comments and/or story ideas to HorizonStar@HorizonNB.ca.

In Every Issue

Message from CEO

Editor's Note

Colleagues' Corner

Horizon Hot Spot

Look Who's Shining

#Throwback

Top 10



8

Zoomers celebrate Wellness Week with supersized class



9

#Throwback



10

Saint John Cardiologist named Medical Education Foundation chair

A Centracare Star retires after 40 years of nursing



11

Tea party for breast cancer survivors an emotional, supportive day



16
TOP 10

Top 10 Holiday Recipes



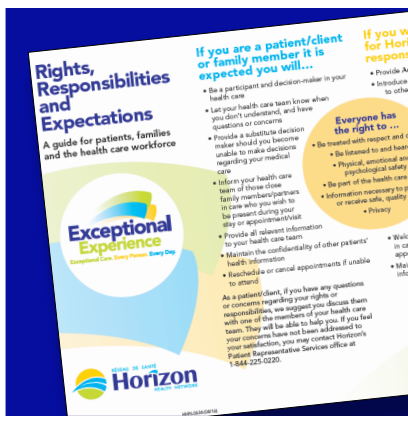
18

Staff and patient survey will help make Horizon more baby-friendly



19

Seniors encouraged to take a virtual trek this month



Rights, Responsibilities, and Expectations for patients, families, and the health care team

Dear Staff and Physicians,

It's hard to imagine the holiday season is just around the corner. It's equally hard to believe that I will be approaching my one year anniversary with Horizon in the New Year.

At the time of printing this edition of the *Horizon Star*, I will be wrapping up my second Horizon tour. These tours provide me with an opportunity to meet and learn from so many of you. During this last tour I've enjoyed sharing my vision for Horizon, with our principle focus of quality and safety. Even more than that, I've enjoyed the feedback I've received on this vision both during the sessions and in conversations, as well as the emails that many of you have sent.

I'm pleased our organization is on board to improve primary care. As a team, and working with our partners, I believe we can make the changes we need to improve care within our communities and access points. Gone are the days when people should think of the hospital as the place to make them better.

To provide the best care for New Brunswickers we need to embark on a systems change. With buy-in from you, and buy-in from our partners, I believe we have a lot of the infrastructure in place to improve the way we deliver care in both the hospital and community settings. I also believe with enhanced primary care, we will be doing a better job at **Helping People be Healthy**.

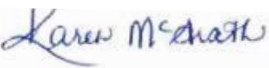
I believe the changes I've put forward to our staff and our Horizon Board are necessary to address the health care realities of New Brunswick. To implement these changes we need our staff to be leaders in putting quality and safety at the forefront of everything we do.

I want you know that in this vision I have not lost sight of our employees. I know we ask a lot from you. I also know we get a lot from you. Without question, Horizon has a tremendously dedicated staff.

Because of this we want to make sure that we are meeting your needs. To do this we need your feedback, and one of the ways to do this is through the Accreditation Worklife Pulse Survey. The survey is available on Skyline and will take you less than five minutes to complete. The survey is anonymous, and we would like your honest answers so we can develop and improve our employee programs across Horizon.

Thank you for enthusiasm and dedication to Horizon. I wish you the very best as you begin to prepare for the holiday season.

Sincerely,
Karen McGrath



President and CEO



Karen McGrath,
President and CEO

A welcome note from the editor

Welcome to the ninth issue of the *Horizon Star*. Horizon is a tremendous community — in more ways than one.

The people who make up the community are tremendous, yes, but I also mean in terms of Horizon's size: more than 100 facilities, 12 hospitals, 31 community health care centres, 17 public outreach programs, 38 mental health and addiction treatment programs, 17 homecare extra-mural offices, and eight province-wide programs, including trauma and heart care.

This means there are, of course, challenges: challenges to stand out, but also work within standards, and challenges to connect with one another in a large geographic area.

But there are far more opportunities than there are challenges: opportunities to collaborate and learn from one another are endless, and opportunities to provide care for our patients and clients close to their homes, in their neighbourhoods, are greater.

When we all work with the same intention of offering excellent patient care to our patients and clients it's easier to bond and build as a community.

The *Horizon Star* brings together stories from our more than 100 communities in one newsletter. It's only 20 pages, but it offers each community member an opportunity to share what his or her community has on the go, and to read what another community is up to.

Horizon's Community Health Centres (CHC) play a tremendous role in providing quality and safe patient care in their communities.

On the cover, you'll see clients and staff who took part in the Community Food Mentor program through Stanley Health Centre, supporting food security, healthy eating, and life skills.

On Page 8, you can read how St. Joseph's CHC staff and volunteers are committed to improving the physical wellness of seniors in their community of Saint John.

Flip to Page 11 to read how the Central Miramichi CHC in Doaktown celebrated breast cancer survivors with pampering and educational sessions.

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

Happy reading,



GinaBeth Roberts





Horizon dietitian Leah Cain ties a Community Food Mentor apron on participant Annie Ray, as fellow participant Lynn Levesque looks on.

Community Food Mentor program inspires Stanley residents

After meeting for breakfast at the MacShack Restaurant for numerous years, a group of ladies in Stanley are clearly foodies.

But even their eyes — and certainly their stomachs — were opened to new possibilities and practical skills after participating in a Community Food Mentor program, facilitated by Horizon staff.

“I thought I knew it all — by the time you get to be this age,” said Darlene Brown, program participant and administrative assistant at Stanley Health Centre.

The New Brunswick Community Food Mentor program aims to develop a province-wide network of dedicated food mentors through a shared learning experience, increasing the exchange of information on food skills, healthy eating practices, local food sourcing, and sustainable food systems in the province.

The program was developed by stakeholders in food security, and inspired by similar programs throughout Canada. It’s supported by the provincial government (formerly Department of Healthy and Inclusive Communities, now Social Development).

The program is delivered in French, English, and First Nations communities around the province.

In Stanley, every Tuesday during the month of August this group of ladies got together for several hours to learn about all things food and food security.

From foraging wild mushrooms and visiting a local farm, to learning about preserving, canning, and dehydrating vegetables, to making their own yogurt, every day offered something new.

Betty MacGillivray used to teach food courses, but after raising four kids and now living on her own, she “had become pretty complacent about food.”



Horizon dietitian Leah Cain grates nutmeg at the MacShack Family Restaurant in Stanley.

That’s changed.

“I haven’t bought yogurt since,” she said.

Annie Ray has Down Syndrome and just moved into her own apartment. She took the course to gain the skills and confidence to cook healthy food on her own.

Her favourite food activity was learning how to de-bone a chicken, and her favourite recipe to make was protein energy bites.

Ray’s mom, Linda Hood, joined thinking she would help her daughter, but she learned all kinds of things for herself — and had fun doing it.

For Ann Wetherilt, joining the program took a bit of peer pressure.

“Giving up a day in my summer is really hard for me — I’m a gardener. But, I loved it. From the first day I was totally hooked on it; it was wonderful,” she said.

Wetherilt echoed MacGillivray’s thoughts that having the motivation to cook healthy when you’re only cooking for one is hard to find.

She said at the end of a long day she should

cook vegetables, “but it’s really easy not to.”

For Lynn Levesque, the program encouraged her to eat more often.

“I don’t eat — that’s a problem,” she shared. “I am trying really hard and the doctor appreciates what I’m doing.”

For Heather Holt-Logan, the program allowed her to try a food she’d already discounted, and turn it into something good.

“I liked turning that wretched tofu into something that was good,” she said. “It was absolutely delicious. We made a sauce. It was really, really good.”

They also learned valuable lessons that will keep their compost to a minimum.

“You think twice before you throw this half a lemon out; you’re not wasting so much,” said MacGillivray.

And also help debunk food myths.

“It’s wonderful to hear a dietitian say, ‘You can eat’,” said Brown. “It’s about portion sizes ... It feels much better to enjoy food.”

At a special breakfast on a Friday in October, Horizon dietitian Leah Cain, who, with registered nurse Sarah Carson-Pond, brought the program to the community and presented participants with aprons in recognition of completing the program.

Cain hopes the program will run again, possibly even in a high school setting. From making a tomato sauce to canning salsa, she believes these women have the opportunity to transfer skills to the community’s youth.

They would agree.

“Anything that encourages people to eat more real food,” said Wetherilt.

Meet Marjorie — Horizon's Pediatric Oncology Patient Navigator

A Pediatric Oncology Patient Navigator is a nurse who specializes in children and teen cancer.

Marjorie McGibbon is part of your health care team and works closely with your child or teen's pediatric health care team in and outside of NB during cancer treatment. She is here to help them access health care and community support resources when needed.

Having always had a passion for working with pediatric populations, Marjorie began her career in the pediatric specialty of Oncology/Hematology & Nephrology at the IWK in Halifax. Marjorie has been Horizon's navigator since 2010.

She obtained her Bachelor of Science in Nursing with Advanced Major from STFX University in 2004.

"My passion has always been working with kids," she said. "Along with my colleagues in pediatrics, I have the privilege to work closely with kids and their families during one of the hardest times of their lives. We are here to make it easier for them so they can focus on what's most important – each other."

Marjorie McGibbon



6

First book helps patients, families through difficult life transitions

Rick Benson, Director of Spiritual and Religious Care and Grief Recovery Specialist at St. Joseph's Hospital, has recently published his first book, *My Chaos: Searching For My New Normal*.

In the book, Benson shares evidence-based interventions, stories, and images to help readers cope with

loss, grief, and life transitions — something he does as part of his work with patients at Horizon.

"The title was not chosen to be catchy or cute. It comes from thousands of interactions (I've had with people seeking support," he said.

Each word in the title holds significance. For example, 'My' recognizes that people live with their experiences in the deepest part of their being, whereas 'Chaos' most often comes from variables or influences beyond one's control.

Benson started the book two years ago through writing and providing handouts to patients and families dealing with loss. This evolved into a booklet, which then grew into a 220-page book.

He also shares how he works with those who are experiencing loss, suffering, dying, or experiencing significant life transitions.

"I meditate daily, I pray, I practice qigong, I seek out experiences in nature, play music, and feel the love from family, friends, and co-workers. I cannot provide

passionate care alone," he said.

The book is available for purchase on Chapters Indigo, Amazon, Booklocker and rickcbenson.com.



Rick Benson



Colleagues' Feedback

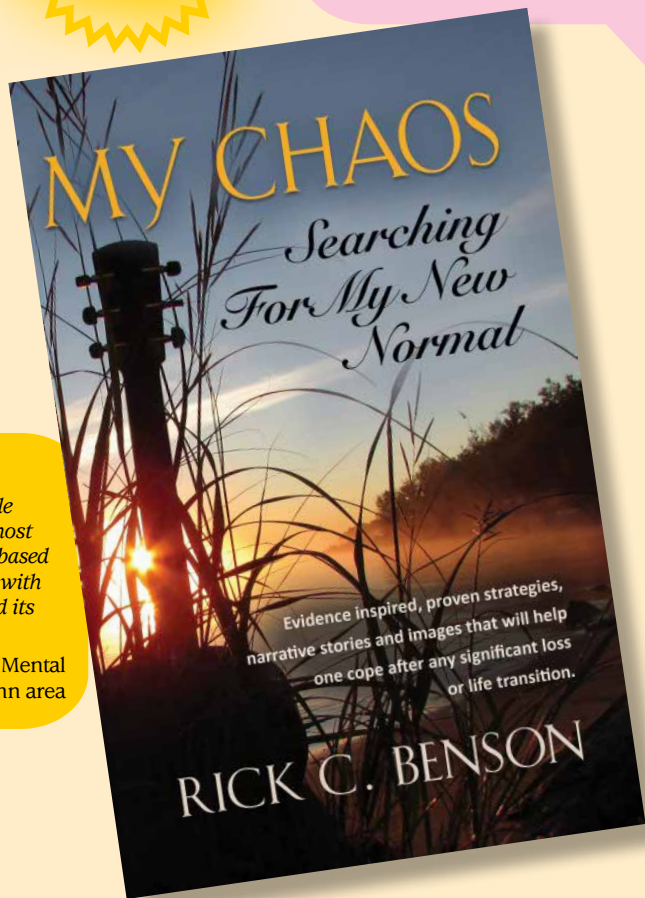
"Our older population experience loss constantly- physical, spiritual and mental health, independence, family and friends. Rick's book offers many tools to guide us back to feeling inner peace while we live life to the fullest while on this earth."

- Sherry Gionet, Charge Nurse, Geriatric Unit, St. Joseph's Hospital

Colleagues' Feedback

"This is an excellent resource for people searching for support at one of life's most challenging periods. As a community-based psychiatrist, and as someone familiar with the author's practice, I can recommend its authenticity and practical advice."

- Dr. Pamela Forsythe, Community Mental Health Services, Saint John area





LOOK WHO'S SHINING

Jesse swimming the butterfly at the Canada Games in Winnipeg.

Jesse, wrapped in the New Brunswick flag, and his mom (and biggest fan), Pam, at the Canada Games in Winnipeg.

Life in the fast swim lane for Horizon mom

Jesse Canney has broken all New Brunswick para provincial records in his classification (S14), and has competed in countless team meets.

Most recently, he won eight gold medals at the Special Olympics Summer Games in Moncton, followed by three medals at the Canada Games in August.

He's fast, no doubt, and strong; but there's an even stronger support system buoying his success: his mom, Pam Moxon.

Pam works as an administrative assistant for the director of Primary Health Care, Fredericton and area, Bronwyn Davies. She's been with Horizon for 30 years, starting with the Extra-Mural Program.

Day in and day out for at least 300 days a year, Pam dedicates her time and energy outside her work hours to Jesse's competitive swim career — all while being a model employee, according to Bronwyn.

"I'm just amazed. She never takes time for herself. She's here early, she works through her lunch so she can support her children, and the work they do," she said.

"She's a very committed mother and as far as a worker, she's an incredible worker. Some people would get really cranky if they had to do that every day. She's always in great humour, hardworking ... completely dependable. I don't know what I would do without her."

Jesse, 21, the second oldest of her three children, was diagnosed with autism before he turned two.

"If you could see him now and see him then, you wouldn't believe it's the same child," she said.



Pam Moxon and Bronwyn Davies photographed at their office at the Downtown Fredericton Health Centre.

While intensive applied behaviour analysis (ABA therapy) has greatly helped, the swimming pool has been a special place for him to grow.

"When he was younger his autism was so severe he couldn't do regular group swimming classes so I had him in private lessons, and it took off from there," she said. "He just seemed to excel at it ... He loved it."

Jesse joined Special Olympics when he was 11, and has since been a regular fixture in local swim program practices and competitions.

At age 15, his Special Olympics coach recommended he take his swimming to the next level, enrolling in the Fredericton Aquanauts Swim Team (FAST), which saw him training with other competitive athletes from his area.

For Moxon, this means taking Jesse to practice at 5:45 a.m. three times a week, four other practices in the evenings, and personal training three times a week. Then there are swims with Special Olympics, bowling on Saturdays, and weeks of horseback riding in the spring and fall.

She and husband Ron Canney also have an older daughter, Charli, who works out of province as a hairstylist, and a younger son, Jagger, who's on the autism spectrum, and also swims competitively four times a week.

Moxon, who isn't a swimmer herself (unless you count being a self-taught swimmer in the Nashwaak River, she says), had to master the learning curve about the swimming world. Now she can speak to the intricacies of competing and, evidently, how to be good at it.

Jesse, who works at the deli at the Victoria Health Centre through Jobs Unlimited, was recently selected to be part of Team New Brunswick at the Special Olympics nationals in Antigonish, Nova Scotia next summer.

Even more recently, he was presented with a Champions of Inclusion Award, Recreation and Healthy Living, from the New Brunswick Association of Community Living, and was invited by Premier Brian Gallant to the legislature in recognition of his accomplishments as a Canada Games medalist.

He is nominated for Athlete of the Year and the Roly McLenahan Canada Games Award at the 2017 Konica Minolta Sport Awards Banquet in Saint John in late November.

And his goals don't end with competing with the best of the country.

The Paralympics are in Japan in 2020, and although he has some work to do to meet certain time standards, his 100m fly is not out of reach.

"He's improved so much in the last few years in his other times ... It's three years away, I'm not ruling him out."



November is Fall Prevention Month in Canada. A Public Health Agency of Canada report says “falls are the leading cause of injury among older Canadians,” and “falls cause 85 per cent of seniors’ injury-related hospitalizations and cost \$2 billion dollars a year in direct health care costs.” More than one-third of seniors are admitted to long term care after being hospitalized for a fall. The good news is that falls can be prevented with programs like Zoomers!



Zoomers volunteer instructors and participants take over the Diamond Jubilee Cruise Terminal in Saint John for Wellness Week.

Zoomers celebrate Wellness Week with supersized class



Terre Hunter leads the super-sized Zoomers class.

Close to 80 Zoomers took over the Diamond Jubilee Cruise Terminal in Saint John for a supersized Zoomers class on Friday, October 6. This fun activity was held in recognition of New Brunswick Wellness Week, and was made possible with the support of the Fundy Wellness Network and Port Saint John.

Zoomers, or Zoomers on the Go, is a local falls prevention education program for individuals 50 and older. The peer-led, community-based exercise classes are free and accessible, and aim to improve strength, balance, and physical literacy knowledge in older adults.

Zoomers was spearheaded by St. Joseph’s Community Health Centre (CHC) in 2007-08 when staff conducted interviews and led focus groups with seniors and stakeholders. From here, it was determined a falls prevention program was needed.

The CHC has been training instructors and offering free classes since 2010 with the support of funds from federal (New Horizons for Seniors) and provincial grants, the Sisters of Charity, and the City of Saint John.

Zoomers has 20 volunteer instructors teaching 14 classes every week, including many in priority neighbourhoods. There are an average of 200 to 220 participants every week and 8,000 to 10,000 participants each year.

The commitment from instructors and participants is making a difference.

“We see significant improvements in scores when we do strength and balance testing according to best practices,” said Jill Roberts, St. Joseph’s RN and co-chair, Fundy Wellness Network.

Some Zoomers have used classes to recover from an injury or other health crises, such as a stroke or cardiac event.

And the benefits extend beyond the physical self.

“Although the primary goal is to prevent falls and injury and keep people in their homes longer, we have discovered that social networking opportunities are equally as important,” she said.

“Zoomers have forged lasting friendships. They look out for one another. We see how they rally around those who have suffered loss through the death of a spouse. We know that they have formed coffee clubs and have frequent lunch dates or planned outings. There have been other programs and education sessions created as needs are identified.”

Participants have started line dancing classes and yoga classes, and hearing loss and medication safety classes have been held after Zoomers classes.



Zoomers participants and St. Joseph's CHC staff, including Jill Roberts, RN and co-chair of the Fundy Wellness Network, Joanne Barry, RN, and Lori Patterson, OT. Also pictured are Diane O'Connor, Go Ahead Seniors, and Alberta Stanton-Rousselle, Public Health RN and co-chair, Fundy Wellness Network.

#Throwback

In the 1970s and 1980s, the Food Services department at The Moncton Hospital was located on the first floor, where the Friends of The Moncton Hospital Foundation, Nursing, and Human Resources offices and mailroom (etc.) are now located.

Pictured here is the trayline, where Food Services staff are at "stations" along a conveyor belt. Trays would start at one end, and staff at each station were responsible for loading the tray with menu items chosen by patients. The trays were then checked by a supervisor, loaded onto carriers, and transported to each unit.

The same set-up is still used in today's Food and Nutrition Services department, just at a different location: the sixth floor.





Saint John Cardiologist named Medical Education Foundation chair

The New Brunswick Medical Education Foundation recently announced the appointment of its new chair.

Former chair Dr. Donald Craig announced the appointment of Dr. David R. Marr at the September Board of Directors meeting.

As chair, one of Dr. Marr's chief duties will be to oversee the management of the Foundation, which, since its inception in 2010, has gifted approximately \$1.5 million to medical education students studying medicine at an accredited medical school who agree to return to New Brunswick to practice medicine.

Dr. Marr is a well-known cardiologist in Saint John who was instrumental in the establishment of the New Brunswick Heart Centre in 1991.

He is the Medical Director for Horizon (Saint John area) and the former Chief of Internal Medicine.

Dr. Marr has been a strong advocate for physician recruitment and retention, as evidenced by his affiliation with the scholarship program since 2010. He recognizes the importance of having a strong physician base to draw from as our existing physicians show signs of retiring or relocating out of the province.

Directors of the NB Medical Education Foundation are pleased to welcome Dr. Marr to their organization as they continue their commitment to excellence in medical education, physician recruitment, and physician retention.

A Centracare Star retires after 40 years of nursing

From Debby Somerville, RN, Centracare

Anyone who worked with Valerie Beck knows she is the epitome of who a nurse should be.

After all the years she has contributed to nursing, patients, co-workers, and friends, it's time to recognize her.

When Val was working she shone like a star.

Even without speaking to you directly she taught you empathy, compassion, kindness, patience, professionalism, a sense of humor, diligence, a sense of hope, pride in being a nurse, and a deeper understanding of life.

She paid great attention to the details in every aspect of nursing. She was a tireless

advocate for her clients and you never heard her say, "No," or a cross word to anyone — ever!

She has that special talent of bringing out the best in everyone and showing how much she cares. When she retired she wrote each staff member an individual note of praise, love, and thanks.

It is an honour to know her, a privilege to have worked with her, and I am a better nurse because of her.

Bravo Val! Well done!





Participants and staff at Central Miramichi CHC's Breast Cancer Survivors' Tea Party.

Tea party for breast cancer survivors an emotional, supportive day

Staff at the Central Miramichi Community Health Centre (CHC) in Doaktown, Boiestown, and Stanley of all ages, including a 20-year breast cancer survivor, enjoyed a day of pampering and education at the Atlantic Salmon Museum.

Sixteen participants from Doaktown, Boiestown, and Stanley of all ages, including a 20-year breast cancer survivor, enjoyed a day of pampering and education at the Atlantic Salmon Museum.

Lisa Lovelace, Central Miramichi CHC RN and breast cancer survivor, who co-organized the event with Chelsie O'Donnell, administrative assistant, and Lynsey Wilson, social worker, said she started the event to share knowledge with patients and clients — and to treat them to a day of fun and pampering.

"For me, it was just so emotional," she said. "It made me feel good to know those ladies felt good."

The keynote speaker was Brenda Wright, employment counsellor for the Department of Post-Secondary Education, Training and Labour. Wright led a session on how journaling during a health care journey can be a form of medicine.

From the food — healthy fall tea party selections prepared by Horizon dietician Leah Cain — to the black, pink, and silver décor, to the ladies' fun and fabulous hats, the Tea Party theme was evident.

The food was served by the local Red Hat Society; one member donated her teapots and china to be used for décor and dining.



Breast cancer survivors Lisa Lovelace and Darlene Brown have a heartfelt conversation.

This was just one example of the "overwhelming" community support shown at the event. Local businesses and organizations set up stations for participants to try out massage, reflexology, reiki, and manicures, while others donated door prizes. Dr. Heman Chow also setup a photo booth for the ladies to take candid shots.

The day ended with a healing circle, which, like the event itself, provided participants a safe space to share their feelings along their health care journey.

"Some of them would have been holding these things in for 20 years," nurse manager Lorri Amos said. "They were able to release them because they know they're in a safe place."

Participants were also able to form connections with one another, sharing stories about reconstruction or feelings of anger, which will boost conversation at their breast cancer survivors' support group meeting. The group was formed out of the first annual breast cancer survivors' wellness day.

Other Horizon staff who helped support the event were: Lorri Amos, Nurse Manager; Chelsey Labilloy RN; Sarah Carson-Pond, RN; and Lise Ouellet, LPN.

The event was a resounding success, and can be best summed up by what one of the participants shared on her evaluation: "I enjoyed the day more than you'll ever know."



CMCHC staff member Lise Ouellet leads gentle stretching exercises with participants.

SJRH Lab unveils largest piece of equipment

New equipment at the Saint John Regional Hospital will allow the Clinical Chemistry team to perform more specialty tests, among other patient-centered benefits.

Dr. Jennifer Shea, Division Head, and Emily Bodechon, Manager, recently cut the ribbon to unveil the new Cobas 8000 automation line at their laboratory.

This is the largest piece of equipment in the hospital's laboratory. It performs approximately 4.5 million tests annually on about half a million tubes of blood, urine, and cerebrospinal fluid.

The new equipment will enhance services for patients and staff through a number of improvements, such as the ability to perform more tests with less blood, and expanding the number of specialty tests that can be performed at the lab.



Back row, from left: Whitney Green, President and General Manager, Roche Diagnostics Canada; Susan Findlater, Administrative Director, Laboratory Services, Saint John area; Suzanne McFadden, Field Application Specialist, Roche Diagnostics; Gary Foley, VP Professional Services, Horizon; and Heather Kyle, Regional Administrative Director, Laboratory Services; front row, from left: Dr. Jennifer Shea, Division Head, Clinical Chemistry; Claudette Clark, Supervisor, Clinical Chemistry; Emily Bodechon, Manager, Clinical Chemistry; and Margie McGregor, Field Application Specialist, Roche Diagnostics.

Advancing patient care with new technology

New equipment for biochem lab increases testing capacity

Patients in the Fredericton and Upper River Valley areas will benefit from the new speed and accuracy of equipment at the Dr. Everett Chalmers Regional Hospital (DECRH).

The Biochemistry Lab recently acquired two Capillars 2 Flex-Piercing analyzers. These machines measure the amount of Hemoglobin A1c (HbA1c) in whole blood. HbA1c measurements are used in the screening, diagnosis, and clinical management of diabetes mellitus.

The A1c test result reflects a person's average blood sugar level over the past two to three months. Specifically, the A1c test measures what percentage of hemoglobin — a protein in the red blood cells carrying oxygen — is coated with sugar (glycated). A high A1c level reflects a poor blood sugar control and indicates a higher risk of diabetes.

The new analyzers will allow for more patient tests every month.

"In 2007, we were performing 2,360 tests every month; today, we are currently doing 5,100 A1c tests per month," said John Swanwick, Biochemistry Supervisor.

Having two analyzers allows for back-up equipment if one should fail, he added, and allows lab staff to provide physicians with results more quickly.

The new analyzers use capillary electrophoresis, providing measurement with high precision and accuracy. In other machines, some A1c measurements couldn't be reported due to hemoglobinopathy interference; the high-resolution chromatogram of these analyzers will stop analytical interference from competing compounds.



From left, Greg Shaw, Administrative Director, Laboratory Medicine; Sheila Bartlett, Manager, DECRH Hospital Auxiliary; John Swanwick, Supervisor, Biochemistry; Florence Murchison, VP, DECRH Hospital Auxiliary; and Dr. Yu Chen, Medical Biochemist, Chief and Medical Director, Laboratory Medicine, DECRH pose with one of the two new Capillars 2 Flex-Piercing analyzers.

They are also used to perform Serum Protein Electrophoresis (PE) tests, which separates and qualifies the major protein fractions in body fluids, and serves as a screen for protein abnormalities, especially for multiple myeloma, a devastating blood cancer.

The machines were purchased thanks to a donation of \$106,000 from the DECRH Auxiliary.



Dr. Charbel Fawaz, Chief of Neurosurgery, poses with the O-Arm Surgical Imaging System in an operating room at The Moncton Hospital.

Friends Campaign sets \$600K goal to improve patient care at TMH

Staff and patients at The Moncton Hospital will benefit from \$600,000 in technology from The Friends of The Moncton Hospital Foundation's Annual Campaign.

Throughout the next year, the Foundation will raise funds to invest in top notch innovative Operating Room (OR) technology that will improve accuracy during surgery; warm and comfortable specialized beds for newborns; and a device to control bleeding during endoscopic procedures – all critical tools for the hospital's clinical teams.

Neurosurgeons will be equipped with the latest digital technology, allowing them to see three dimensional images of the spine while performing surgery.

The O Arm Surgical Imaging System normally has a \$925,000 price tag, but the hospital has been offered a demo for \$325,000.

"Not only does it reduce surgical time, hardware placement (pins or rods) is more accurate and there's less anaesthetic time and blood loss, all of which equal less risk for patients," said Dr. Charbel Fawaz, Chief of Neurosurgery.

The O Arm can also be used in other situations such as tumour surgery and repairing broken bones including pelvic fractures and other orthopedic injuries.

The Foundation will also help purchase two Electrosurgical Units (ESUs) with Argon capability for endoscopic procedures (a nonsurgical test used to examine a person's digestive tract) in the Gastrointestinal (GI) Clinic. Together, the units cost \$110,000.

The most common procedures performed using ESU technology include the removal of tumours and polyps (abnormal tissue growth) to prevent the development of cancer, treatment of "watermelon stomach" (an uncommon cause of chronic gastrointestinal bleeding), and other GI bleeding disorders.

The Argon-enhanced option allows physicians to be more precise, quick, and efficient with clotting resulting in less tissue damage for the patient, prevention of further medical complications, and decreased need for surgery, blood transfusions, and admission to hospital.

There are approximately 10,000 patients a year who undergo endoscopic procedures using an ESU; of those, between 4,000 and 5,000 would require the use of Argon gas to control (cauterize) bleeding.

Two modern Giraffe Infant Warmers for newborns will make the Labour and Birthing Unit their new home. The Giraffe Infant Warmers, which cost \$56,000 each, will provide a warm, comfortable, and developmentally supportive environment for newborn babies who experience difficulties immediately after birth.

The new units are all-in-one, making it much easier for the medical team to provide immediate care to babies born prematurely or term infants needing additional care. Between 1,300 and 1,500 babies are born at the hospital each year.



Dignitaries from the area participated in the event. Pictured back row, from left: Jody Carr, MLA, Oromocto-Lincoln; Ross Wetmore, MLA Gagetown-Grand Lake; Col. Osmond, CFB Gagetown; Jeff Carr, MLC New Maryland-Sunbury; and Max White, original Board member; and front row, from left: Robert Powell, Oromocto Mayor; Nicole Tupper, Executive Director, Fredericton area, Horizon Health Network; Karen McGrath, Horizon Health Network President and CEO; Stephen Horsman, Deputy Premier of New Brunswick; and Doug Daley, original Board Member.

OPH marks 50 years of health care history

Oromocto Public Hospital (OPH) celebrated 50 years of patient care in mid-September.

Originally opened as a military hospital, OPH has been proudly serving the community for five decades.

The community hospital has 45 inpatient beds, including acute care, restorative program, day surgery, and a transitional care unit. The OPH provides patients with services such as laboratory, radiology, breast screening, therapeutic services, and emergency department.

In the last fiscal year there were 34,371 emergency department visits, 959 admissions, and 4,872 surgeries.

“The Oromocto Public Hospital has gone through many changes in its 50 years,” said Darline Cogswell, Facility Manager. “Throughout the changes we have remained committed to serving the people of Oromocto and CFB Gagetown. We offer our patients the care they need, close to home.”

The OPH is fortunate to have the ongoing support of the Oromocto Public Hospital Foundation and Auxiliary.



Members of the Ladies Auxiliary reminisce over photos from the past 50 years.



Staff and community gather to celebrate 50 years.



Grace Losier, Chair, Horizon Board of Directors, left, and Margaret Melanson, VP Quality and Patient & Family Centred Care, present Nancy Anderson, Nephrology Inpatient Liaison, SJRH, with Horizon's inaugural Horizon Patient Safety Hero Award.

Celebrating Horizon's first Patient Safety Hero Award recipient

To celebrate and promote the work our staff, volunteers, and physicians do every day to keep our patients safe, Patient Safety Services launched its inaugural Horizon Patient Safety Hero Award.

Nineteen people were nominated, recognizing the exemplary work of Horizon employees, practitioners, volunteers, and practice groups in Patient Safety.

Nominees were assessed based on their level of excellence in contributing to patient safety by demonstrating a collaborative spirit, patient-centredness, commitment, and innovative practice.

The recipient of the first Patient Safety Hero Award is Nancy Anderson, Nephrology Inpatient Liaison Nurse at the Saint John Regional Hospital (SJRH).

"I am passionate about patient care and safety," said Nancy. "I truly believe that what our patients and their families want and expect is to be assured that we provide the best possible quality care, that we provide that care in a manner that maintains their dignity and humanity, and that they are safe in our care, and I believe that they deserve this."

Nancy goes above and beyond to ensure and improve patient safety in her area of care, which is clearly demonstrated and outlined in her nomination.

- Collaborative Spirit:** Nancy ensures clear channels of communication between dialysis, the inpatient care team, the patient, and family members, and is quick to communicate safety issues to all members of the care team. Nancy recently identified that low pre-dialysis serum phosphate levels were being missed for dialysis inpatients. This is a patient safety risk, as hemodialysis may further drop serum phosphate. Nancy communicated the issue to the dialysis team and assisted in implementing practice changes to prevent future occurrences.
- Patient-Centredness:** She actively listens to patient and family concerns, making every effort to address these and incorporate them into the care plan. She connects patients with the right team members in order to help them access the outpatient resources to ensure a safe transition home from hospital. In the past this has included helping them access extramural services, private home care, having a ramp built at patient's home, and helping patients and families with the transition to long term care when needed.
- Commitment to Patient Safety:** Nancy identified that dialysis inpatients started on warfarin in hospital were being discharged without a follow-up plan to ensure target international normalized ratio (INR) is maintained. She alerted the team to the

safety issues, and then worked with the nephrologists, nurses, and pharmacy to create communication letters for family physicians. These letters are now faxed to patients' family physicians prior to discharge to notify them of warfarin and the need for INR monitoring.

- Innovative Practice:** Nancy has led the development of a nephrology inpatient database after recognizing a gap in the nephrology team's ability to monitor hospitalization rates and length of stay for our patients. She continues to maintain this database, alerting the nephrology team of any trends that can aid them in improving discharge rates and decreasing length of stay while ensuring safe discharge home.

As the recipient of this award, Nancy's work highlights that providing the safest patient care we can possibly achieve has always been a team effort, and by communicating and collaborating as a team, we can make that goal a reality.

There are a multitude of patient safety heroes throughout Horizon who are working constantly to keep our patients safe and advance this culture of care.

Congratulations to Nancy and thank you to everyone in our organization who makes patient safety a priority in their work!

Thank you to everyone who shared their favourite holiday recipe.

We received 20 recipes, which were all clearly meaningful to the original baker or cook (not to mention delicious). We so appreciate each and every person who took the time to share their recipe with all Horizon Star readers.

It was very difficult to choose only 10 recipes for this feature. We based our decision on submissions with sentimental back stories, and those with a mixture of sweet and savoury recipes that we could see our readers actually making.

We heard from readers from 10 facilities, 8 units, and 10 different positions. Such great diversity in respondents shows our employees across the organization are engaged.

We look forward to reading your submissions for the next Top 10 list!



"This recipe screams Christmas to me! It brings back memories of sipping eggnog around the Christmas tree while my family and I opened our presents. This recipe does have alcohol in it, but if you're worried about your kids having these, you can omit the rum and use 5 mL rum extract."

Josh Bradley

Graduate Practical Nurse,
Transitional Care Unit,
Centracare

Spiced Eggnog Cupcakes

Ingredients

- 1 ¼ cup flour
- 1 cup sugar
- 1 tsp freshly grated nutmeg
- 1 tsp ground ginger
- 1 tsp cloves
- ½ tsp baking powder
- ¼ tsp baking soda
- ¼ tsp salt
- ½ cup butter, softened
- 2 large eggs
- ½ cup eggnog
- 30 ml (2 tbsp rum) (can be replaced with use 5 ml rum extract)

Directions

Preheat oven to 350°F. Line 12 muffin cups with paper liners. We will be following the basic muffin method for this recipe, which means creaming the butter with the sugar in a large bowl until fluffy and sifting all dry ingredients together in a medium sized bowl.

Crack both eggs into a small bowl. Cracking them into a small bowl ensures that if a shell gets into the bowl, it will be easy to fish out. Add both eggs to the butter-sugar mixture and beat them with an electric mixer on medium speed for 30 seconds.

Add the dry ingredients to the butter mixture and beat slightly. Add the eggnog and the rum into this mixture and beat until combined. Make sure you scrape the sides with a rubber spatula to get all of the flour into the mixture.

Once combined, scoop the muffin batter into the paper lined cups. A regular sized ice cream scoop works wonders for this. Bake these wonderful cupcakes for 22-27 minutes or until a toothpick inserted into the centre comes out clean. Let them cool and top with an icing of your choice!

"An old family recipe passed down many generations. I remember making these with my grandmother each Christmas - she had a cookie press attachment on an old meat grinder and we would turn out hundreds of cookies each year. The Christmas season always starts when you begin your Christmas baking!"

Nanette J. Walker

Nurse Manager, Nephrology,
Upper River Valley Hospital

Vanilje Kranse (Danish shortbread cookie)

Ingredients

- 1 cup salted butter softened
- 1 cup sugar
- 1 egg
- 2 cups flour
- 2 tsp vanilla

Directions

Pre heat oven to 400°F. Combine sugar and butter, then add egg. Mix in flour on low speed then add vanilla.

Put dough through cookie press, take 3-4-inch piece and form into wreath. Bake 8-10 minutes until edges are golden brown.

"My family has a small maple sugar camp, and we make our own maple syrup with our friends and family. I cook with it a lot and one of my favourite recipes is great for Christmas morning breakfast or brunch. Maple scones, warm out of the oven, made with our own family-made maple syrup, are so delicious for Christmas morning brunch and a favourite of ours."

Bev Stevens

LPN, Albert County Health
and Wellness Centre



Maple Scones

Ingredients

- 3 ½ cups flour
- 1 cup chopped walnuts
- 4 teaspoons baking powder
- 1 teaspoon salt
- 2/3 cup softened butter
- 1 cup milk
- ½ cup maple syrup

Directions

Combine flour, chopped walnuts, baking powder and salt.

Cut butter into dry ingredients. Stir in milk and maple syrup.

Knead 4-5 times on floured surface. Roll out ½ inch thick and cut into triangles.

Bake at 425°F for approx. 15 minutes.

"These yummy, cheesy, crispy snacks are a REAL crowd pleaser at any gathering and so easy to make!"

Cheyenne Poirier

Health Information Specialist,
Dr. Everett Chalmers Regional
Hospital

Crispy Cheese Snacks

Ingredients

- ½ cup butter (room temp)
- ½ tsp cayenne pepper (can substitute with ground black pepper)
- ½ tsp salt
- 1 cup old cheddar cheese, grated
- 1 cup flour
- 1 cup Rice Krispies

Directions

In a medium-sized bowl, cream butter. Add salt and pepper, mixing well. Incorporate cheese into butter mixture and add flour and Rice Krispies, mixing well.

Form into a long log, about one inch in diameter, and wrap in wax paper then foil. Chill in fridge for several hours or overnight.

Preheat oven to 350°F. Slice hardened log into 1/8" thickness and bake on ungreased baking sheet for about 10 minutes. Carefully lift pieces (fragile) off baking sheet immediately and cool on rack. When cooled, store in air-tight container.

"My husband introduced me to gingerbread on our honeymoon (while taking a trip to Peggy's Cove) as it was a childhood favourite of his. That year I looked for a similar recipe to make at home for

Christmas, and it's been a family tradition ever since."

Rachelle Dickie

Staff Pharmacist
(casual), The Moncton
Hospital



Gingerbread

Ingredients

- 2 cups all-purpose flour
- 2 tsp baking powder
- 1 tsp cinnamon
- 1-2 tsp ground ginger
- 1/2 tsp allspice
- 1 cup dark molasses
- 1 cup boiling water
- 1/2 cup packed brown sugar
- 8 tbsp salted butter
- 2 large eggs, at room temperature

Directions

Place a rack in the upper third of the oven and preheat the oven to 365°F. Generously grease an 8-inch square cake pan.

Combine the flour, baking powder, and powdered spices in a medium bowl; mix well.

Pour the molasses into a large measuring cup, add the boiling water, and stir to dissolve.

In a large bowl, cream together the brown sugar and butter. Briefly beat the eggs in another bowl, then stir into brown sugar and butter mixture. Alternate adding the flour mixture and molasses mixture, stirring or beating on low speed between additions. The batter will be quite lrunny. Pour into prepared pan. Bake for 25 minutes, then lower the heat for 350 F and bake until done, around 15 - 20 minutes longer, until a skewer inserted into the centre comes out clean.

Let cool in the pan for 20 minutes before serving.

"My favourite Christmas recipe is a family tradition. It's a French Canadian thing called cipâte - a roaster full of cubed potatoes, onions, spices, pieces of dough, and game meat that simmer for hours. We wake up on Christmas morning to this delicious smell throughout the house - precious moments."

Renée Thériault

Translator, Communications
and Community Relations,
Dr. Everett Chalmers Regional
Hospital

*Editor's note: Renée's recipe is a family secret, but we were so intrigued by this dish we found a version online - created by Marysoul Foucault of Edgar restaurant in Gatineau, Qc.

Cipaille (cipâte)

Ingredients

- 8 lbs of mixed meat (beef, pork, chicken, rabbit or other game meats), cubed with fat on
- 3 lbs of Yukon gold potatoes, cubed
- 2 large onions, sliced
- 1 leek, sliced
- 1 litre of veal stock (can substitute with chicken stock)
- 1/4 cup red wine
- 1 tbsp of les Herbes salées du Bas-du-fleuve (available in grocery stores).
- 2 tsp minced garlic
- 1 tsp cloves.
- 1 tsp allspice
- 1/2 tsp cinnamon
- 1 tbsp fresh thyme leaves
- A pinch of pepper

Instructions

The night before cooking, marinate the cubed meats with the wine, spices and onion. Cover and refrigerate. Make dough using your favourite recipe (Foucault's recipe includes lard but that can be substituted with vegetable shortening or butter, depending on your preference.) Make enough for four discs to layer the circumference of a Dutch oven.

Cube potatoes and leave in water until ready to use. Mix the marinated meats with the potatoes, leek, the Herbes salées, garlic, thyme leaves and a pinch of salt and pepper. Set aside.

On a lightly floured surface, roll out a large enough circle of dough to fit the cocotte and cover the sides a bit. Grease the cocotte and gently snug in the dough. Fill the bottom with one-third of the meat.

Roll out a second piece of dough, fit atop the meat, poke a hole in the middle. Lay a second row of meat.

Repeat a third time and finish with a nice circle of dough. Make a hole in the middle, which will act as your chimney to check if there is enough stock through the cooking process.

Heat the oven to 250°F. Fill the cipaille with stock just up to the last layer of dough. Check after three to five hours of cooking to see if it needs refilling. You should always see liquid through the centre chimney.

Cook, covered, for a total of six to 12 hours until the meat is very tender and the top golden brown (cooking time varies depending on the oven). The juices around the cocotte should be dark brown when it's ready.

"One of our Taylor family favorite recipes that has been passed down through the generations. As indicated on the recipe, it's simple to make, freezes well, and is one less thing to prepare on Christmas Day!"

Cheryl Taylor

Occupational Therapist,
Sussex Health Centre

Potato Logs

Ingredients

- 5 pounds of potatoes
- 1 chopped onion
- ¼ cup butter
- Milk (optional)
- 2 cups bread crumbs
- salt & pepper
- 1 tsp sage
- ½ tsp paprika

Directions

Boil potatoes and mash well. Sauté onion and butter and add to potatoes. Let cool just enough to handle. You may add a little milk to moisten.

Measure ¼ cup of potato mixture and shape into logs.

Roll logs in bread crumb and spice mixture.

Bake 350°F for 20 minutes.

These can be made ahead and will keep well in the freezer in a sealed container – thaw completely before baking. One less pot on the stove on Christmas Day!

Five pounds of potatoes makes about 2 dozen logs – allow two logs per person for average serving.



"I make these every Christmas as gifts for my 'Forever Friends' and family. I make at least six every year and everyone looks forward to this time of year. Delicious and easy to make."

Mary Jensen

RN, 5BN/5BS, Cardiac Home
Monitoring Program, Saint
John Regional Hospital

Pumpkin Roll

Ingredients

- 30 g powdered sugar (to sprinkle on towel)
- 95 g all-purpose flour
- 2 g baking powder
- 2 g baking soda
- 1 g ground cinnamon
- 1 g ground cloves
- 2 g salt
- 3 large eggs
- 200 g granulated sugar
- 165 g 100% pure pumpkin
- 120 g walnuts, chopped (optional)
- 1 8-oz package cream cheese, softened
- 125 g powdered sugar, sifted
- 85 g butter or margarine, softened
- 5 ml vanilla extract
- 30 g powdered sugar (optional)

Directions

Preheat oven to 375°F. Grease 15 x 10-inch jelly-roll pan; line with wax paper. Grease and flour paper. Sprinkle towel with powdered sugar. Combine flour, baking powder, baking soda, cinnamon, cloves, and salt in small bowl. Beat eggs and sugar in large mixer bowl until thick. Beat in pumpkin. Stir in flour mixture. Spread evenly into prepared pan. Sprinkle with nuts (if desired). Bake for 15 to 15 minutes or until top of cake springs back when touched. Immediately loosen and turn cake onto prepared towel. Carefully peel off paper. Roll up cake and towel together, starting with narrow end. Cool on wire rack. Beat cream cheese, powdered sugar, butter, and vanilla extract in small mixer bowl until smooth. Carefully unroll cake; remove towel. Spread cream cheese mixture over cake. Reroll cake. Wrap in plastic wrap and refrigerate at least one hour. Sprinkle with powdered sugar before serving, if desired.

"I love pumpkin so I really enjoy this light refreshing dessert around Thanksgiving and Christmas."

Susan Rogers

Administrative Assistant,
Primary Health Care Program,
Tobique Valley Community
Health Centre

Pumpkin Dream Squares

Ingredients

- 2 cups flour
- 1 cup margarine
- ½ cup plus ¼ cup pecans, chopped
- 8 oz. cream cheese, softened
- 1 cup icing sugar
- 3 cups whipped topping, divided
- 2 ½ cups milk
- 3 small pkgs. white chocolate instant pudding mix (I use vanilla)
- 1 - 15 oz. can pumpkin
- 1 tsp. pumpkin spice

Instructions

Layer 1: Mix together flour, marg. and ½ cup pecans. Press into a sprayed 9 x 11 pan. Bake for 15 minutes at 350 F, then remove and let cool.

Layer 2: Blend cream cheese and icing sugar, add 1 cup of the whipped topping then spread over cooled crust.

Layer 3: Mix milk, pudding mix, canned pumpkin, pumpkin spice and 1 cup whipped topping until smooth. Spread over top of dessert layer.

Layer 4: Spread remaining 1 cup of whipped topping and sprinkle pecans on top.

Let chill for three hours or until set.

"This cake is simple to make and combines two great holiday flavors-cranberry and lemon."

Alice Damon

Chief Quality & Patient Safety
Officer, Saint John Regional
Hospital

Glazed Cranberry Lemon Cake

Ingredients

- Unsalted butter for greasing pan, plus 12 tbsp (1 1/2 sticks), at room temperature
- 1/3 cup firmly packed light brown sugar
- 3 cups fresh cranberries, about 12 oz.
- 2 1/2 cups all-purpose flour
- 2 1/2 tsp. baking powder
- 1/2 tsp baking soda
- 1 tsp salt
- 1 1/2 cups granulated sugar
- 2 lemons
- 3/4 cup buttermilk
- 1 1/2 tsp pure vanilla extract
- 3 eggs
- 1 cup confectioners' sugar, plus more as needed

Directions

Preheat an oven to 350°F. Generously grease a 12-cup Bundt pan with butter. Sprinkle the brown sugar in the bottom of the pan and evenly distribute the cranberries over the sugar.

In a bowl, whisk together the flour, baking powder, baking soda, and salt. Add the granulated sugar to the bowl of a stand mixer. Finely grate the zest from the lemons over the sugar and mix briefly.

Squeeze the juice from the lemons. In a liquid measuring cup, combine 2 tbsp of the lemon juice, the buttermilk, and vanilla; reserve the remaining lemon juice.

Add the 12 tbsp. butter to the lemon zest/sugar mixture and beat on medium-high speed until light and fluffy, 1 to 2 minutes. Beat in the eggs 1 at a time, scraping the sides of the bowl after each addition. Reduce the mixer speed to low and add the dry ingredients in 3 batches, alternating with the buttermilk mixture in 2 batches. Raise the mixer speed to medium-high and beat for 2 minutes to aerate.

Scrape the batter into the prepared pan and spread it evenly over the cranberries. Bake until the cake is browned and a cake tester inserted into the center comes out clean, 35 to 40 minutes. Let cool in the pan for 5 minutes, then invert the cake onto a cake plate, lift off the pan, and let cool completely.

Once the cake is cool, in a bowl whisk together the confectioners' sugar and 1 ½ tbsp. of the reserved lemon juice until thick and smooth. Test the consistency by drizzling a bit of glaze over the cake. If it runs off the cake, whisk in a little more confectioners' sugar; if it sits on the cake without moving, whisk in a little more lemon juice. Drizzle the glaze over the cake and let set for at least 15 minutes. Slice into wedges and serve.



Staff and patient survey will help make Horizon more baby-friendly

With over 1,400 total responses, the recently-completed Baby Friendly Initiative survey represents the latest in Horizon's – and the Province's – efforts to make public spaces more welcoming to mothers feeding their babies.

"We're trying to get an idea from the survey of what we're doing well, and what we could do better; that's really what the survey's about," said Marilyn Underhill, Co-Chair of the Horizon Baby Friendly Committee, and Chair of the Horizon Women and Children's Health Network. "It's for parents but it's also for staff."

The survey ran from September 13 to October 8. At press time, the information gathered was still being analyzed.

The survey was requested by the Department of Health, and is conducted every five years to track the Province's progress towards meeting the "Ten Steps to Successful Breastfeeding" as developed by the World Health Organization. Survey results will be used to identify gaps in infant feeding support and staff knowledge of Horizon's policies, and develop an action plan for improvement.

"Our hopes are two-fold," said Underhill. "We want to be able to support parents in any way around infant feeding, support breastfeeding in facilities and communities, and support moms who choose to breastfeed. We're also just looking at ways to improve what we do."

Ginette Pellerin has co-chaired the Horizon Baby Friendly Committee with Underhill since it was created at the start of 2017.

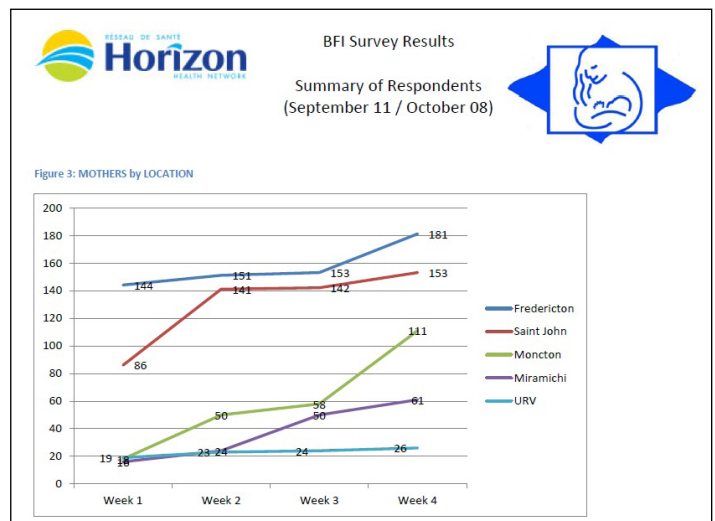
"There's a real commitment from Horizon to ensure the policies are being followed," said Pellerin. "The challenge is making sure Horizon is seen as baby-friendly, and that moms feel comfortable with breastfeeding publicly or asking staff where they can go to feed their baby."

She expects this year's survey to provide higher quality information than previous ones, which drew from a smaller pool of respondents. This year, she hopes the information will represent more of the current situation as a result of the higher number of people surveyed, and that it will provide clearer direction as to what improvements are most needed.

Jessica Sargent oversees the provincial baby friendly initiative, and acts as an outside consultant for Horizon's efforts.

"My hope is that facilities become more aware of the gaps and what they're doing well," she said. "It will give people a picture of who's doing well and who needs help with some steps – we can support each other with the steps."

Efforts to improve New Brunswick's baby friendly status have been on the Province's radar for some time. A New Brunswick Baby Friendly Committee has existed for years, and provides guidance and support for facilities to implement the Baby Friendly Initiative. Committee members include representatives from the Department of Health, Horizon, Vitalité, the University of New Brunswick, Université de Moncton, First Nations, the New Brunswick Perinatal Program, midwives, and other stakeholders.





Walking in the park with a partner or friend is a great way to keep active.

Seniors encouraged to take a virtual trek this month

November is Falls Prevention Month!

In recognition, Finding Balance NB, a partner of the NB Trauma Program, has launched a web campaign to help raise awareness of how to reduce falls among seniors.

The campaign aims to inform seniors, caregivers, and the public about the risks of slips, trips, and falls, and the steps one can take to prevent them.

In addition to the web campaign, Finding Balance NB piloted a virtual trek project, hosted in several parts of the province, including the Acadian Peninsula, the Metro Moncton area, and First Nations communities.

Seniors were invited to log their total amount of steps for November in a Trek Passport, which was available online or in a printed format upon request for all those who live in a community setting.

This was a great opportunity to meet up with friends and family to keep active and prevent falls!

There's still time to get involved: for more information and to download your Trek Passport, visit findingbalancenb.ca.



19

Did you know?

Falls account for approximately 85 per cent of all injury-related hospitalizations among seniors?

Participating in regular physical activity is one of the best ways to reduce the risk of falls, as well as injuries related to falls in older adults.

This is why the focus of this year's Falls Prevention Month is encouraging seniors to keep active, while inspiring all New Brunswickers to work together to help prevent falls.

Do you have friends or family at risk for falls? How about patients? Let's work together to keep seniors independent and safe!

Rights, Responsibilities, and Expectations for patients, families, and the health care team

From Amy Mullin, Quality Consultant, Moncton Area

Horizon's first strategic priority is Patient and Family Centred care, which aligns with the Accreditation standards to which Horizon is held.

This includes being treated with respect and dignity, being listened to and heard, and providing one another with the information necessary to provide or receive safe, quality care — each being integral factors in optimizing the patient experience.

Horizon believes educating our patients, staff, and physicians of their rights and responsibilities is essential to fostering a close partnership and providing quality and safe patient care within our facilities.

The rights and responsibilities of patients, staff, and physicians are outlined in Horizon's "Rights, Responsibilities, and Expectations" document.

The document was developed following an environmental scan across Canada. Additionally, it has been reviewed by multi-disciplinary stakeholders throughout Horizon, including our Patient and Family Advisory Council.

A [patient brochure](#) (pictured) and a grouping of three posters ([HHN-0636](#)) based on the Rights, Responsibilities, and Expectations documents are available on [Skyline](#) under Forms. The brochure and posters can be placed in locations visible to the public in our areas of service delivery, in our hospitals, and on individual units.

Rights, Responsibilities and Expectations
A guide for patients, families and the health care workforce

Exceptional Experience
Exceptional Care. Every Person. Every Day.

Horizon
RÉSEAU DE SANTÉ
HEALTH NETWORK

If you are a patient/client or family member it is expected you will...

- Be a participant and decision-maker in your health care
- Let your health care team know when you don't understand, and have questions or concerns
- Provide a substitute decision maker should you become unable to make decisions regarding your medical care
- Inform your health care team of those close family members/partners in care who you wish to be present during your stay or appointment/visit
- Provide all relevant information to your health care team
- Maintain the confidentiality of other patients' health information
- Reschedule or cancel appointments if unable to attend

If you work or volunteer for Horizon you have the responsibility to ...

- Provide Active Offer (Halo/Bonjour)
- Introduce yourself to patients and families and to other health care providers
- Report unsafe or potentially unsafe conditions
- Include patients and families in the development and management of their care plan by communicating clearly and checking to ensure information is understood
- Communicate with your team members, which includes the patient and family, by providing feedback, expressing appreciation and sharing any concerns
- Welcome close family members/partners in care to be present during the stay or appointment/visit
- Maintain the confidentiality of personal health information and patient privacy

Everyone has the right to ...

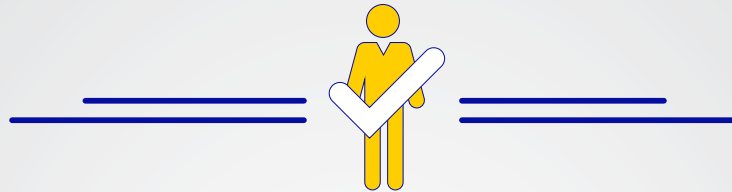
- Be treated with respect and dignity
- Be listened to and heard
- Physical, emotional and psychological safety
- Be part of the health care team
- Information necessary to provide or receive safe, quality care
- Privacy

As a patient/client, if you have any questions or concerns regarding your rights or responsibilities, we suggest you discuss them with one of the members of your health care team. They will be able to help you. If you feel your concerns have not been addressed to your satisfaction, you may contact Horizon's Patient Representative Services office at 1-844-225-0220.

Visit horizonnb.ca to view the full Rights, Responsibilities and Expectations document.

HHN-0636 (09/16)

Passsst. Hey, you! Yes, you.



Have you completed the **Accreditation Worklife Pulse Survey** on Skyline yet?

We think you should...because your opinion matters!

With your feedback Horizon has been able to develop and improve many of its employee programs such as:

- Workplace Violence Prevention Program
- Values Commitment Charters
- CaRES Orientation
- *Bravo!* Employee Recognition Program
- *The Bravos!* Awards
- Years of Service and Retirement Celebrations

What you say is confidential, and it will take you less than five minutes to complete.

So go ahead, and fill out your survey today!



**ACCREDITATION
AGRÉMENT
CANADA**



RÉSEAU DE SANTÉ

Horizon
HEALTH NETWORK