



Eastern Charlotte County



Central New Brunswick



Western Charlotte County

6 About Eastern Charlotte County

Eastern Charlotte County is located in the southwestern part of the province. It is a rural area with communities scattered along the Bay of Fundy, including the islands of Grand Manan and Deer Island.

12 About Central New Brunswick

Central NB is a diverse region both geographically and demographically. Salmon fishing industry is a major aspect of the community's history and culture, as well as a source of employment.

16 About Western Charlotte County

Western Charlotte County is located in the southwestern part of the province. It is a rural area with communities scattered along the Bay of Fundy, including Campobello Island.

CEO Message



In Horizon's fifth edition of *In Your Community*, we are highlighting the work being done in Eastern Charlotte County, Western Charlotte County and Central New Brunswick. I'm truly inspired seeing the work that's being done in these areas, along with the other areas we've covered in the previous editions of *In Your Community*.

The selfless work New Brunswickers are doing in their communities is undeniable and it leaves me motivated that we are working together across Horizon and with our partners, to improve health outcomes.

My vision moving forward is for our many sites to come together as One Horizon. In order to do this, we need to focus our attention to every facility across our organization, from clinics to community health centres to hospitals so they all remain first-class facilities serving the needs of our patients and clients.

As a health care provider, we are committed to patient and client centered care, across One Horizon.

This spring I criss-crossed the province and had the opportunity to meet with many of you as part of my third CEO tour. We now have a renewed strategic focus to enhance our community services and improve access to care for our patients and clients. As one large organization with multiple sites, we will work to better align our networks so they can all have the same level of success with no weakest link.

This tour across Horizon served as reinforcement that hospitals are just one piece of the health-care puzzle. It's all the pieces that come together to make health care in New Brunswick work.

It's the work being done in communities to battle food insecurity, to help with senior isolation and primary health care. The work that we focus on in *In Your Community* is beyond a doubt, an incredibly important piece of the health-care puzzle.

The featured stories in the following pages have come together as a result of the Community Health Needs Assessments that have been completed. These assessments have identified the gaps preventing citizens from living their healthiest lives, and these stories are showing how communities are filling those gaps, which leads to them helping people be healthy!

Yours in health,

Karen McGrath, President and CEO
Horizon Health Network

**Horizon
Health
Network is
driven
by its mission**

**Helping People
Be Healthy**

Good health lies at the heart of our daily quality of life. It is what all New Brunswickers want for themselves and those they love.

Helping New Brunswickers be as healthy as they can be is the shared purpose that motivates all those who work at Horizon on a daily basis. To achieve the best results, Horizon puts patients and clients at the centre of the health delivery system.

Each New Brunswick community served by Horizon is unique.

Working with key community partners, clinicians, and other stakeholders, progress has been made to identify and address their specific needs. This is an intentional effort initiated by Horizon to significantly improve community-based primary care, and support expensive tertiary services required by an aging population.

Table of Contents

8 A hub and spoke model of care

Eastern Charlotte County residents offered care right in their community



10 The St. George and Area Food Bank

Providing programs to enrich lives of those in need in Eastern Charlotte County



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14 Keeping people healthy at home

Horizon facilities in Western Charlotte County keep people off highways to bigger centres

The following documents were used as resources for this publication:

- Central New Brunswick Community Health Needs Assessment (October 2015)
- Eastern Charlotte County Community Health Needs Assessment (September 2016)
- Community Health Needs Assessment: St. Stephen, St. Andrews and Surrounding Area (October 2014)

18 Community partnerships encourage youth to make the right choice

Students in Central NB learn risks involved with tobacco, substance abuse and impaired driving



www.HorizonNB.ca

20 Comprehensive geriatric assessments

Addressing and embracing the complexities of seniors health



Health care today

A well-designed health system should feature both strong centres of hospital-based care and appropriate community-based care “close to home” for New Brunswick residents. It’s a system that would ensure every New Brunswicker has access to the services they need to be as healthy as they can be.

With our province’s aging population, southern migration, and shift from rural to urban living, health care as we know it is changing. Government and non-government organizations and communities alike are looking for ways to deliver care in a way that does a better job of meeting the

unique needs of the people in each community.

The good news is that work is underway. Horizon Health Network (Horizon) is working in partnership with communities to provide better preventive, primary, and long-term care to community members, as close to home as possible.

Community Health Needs Assessments

Since 2012, Horizon has been working with communities to gain a better understanding of their health care needs using Community Health Needs Assessments (CHNAs). A CHNA is a dynamic and ongoing process that identifies the unique strengths and needs of a community. This information provides both Horizon and the communities with a roadmap to achieving a common goal: **to improve the overall health of New Brunswick communities.**

Have you ever considered how housing or access to transportation might affect the health of an individual? You may not know it, but measuring community health goes far beyond studying rates of disease and the availability of health care services. Health services account for only 10% of what influences our health (see pie chart), which is why Horizon is working with individuals and agencies at a community level to

address the other 90%. The CHNA process provides an opportunity to get everyone around the table to look at all areas that are known to impact our health – health determinants (Table 1).

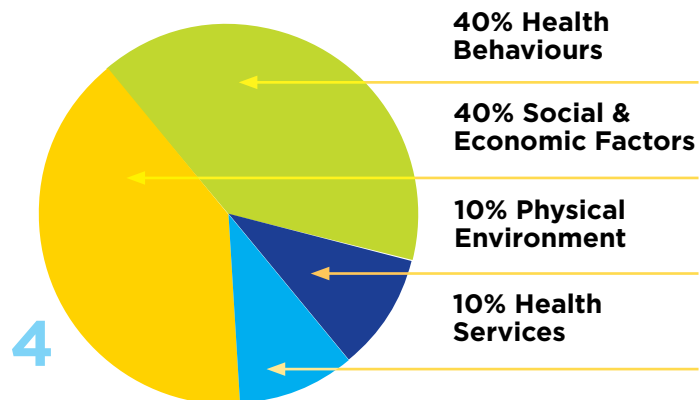
CHNAs help identify priority areas in the community that need attention and support the development of action plans to address them. This work influences programming that better serves the population and often supports the efforts of primary health care providers like family physicians, nurse practitioners, and pharmacists.

Nobody knows a community better than the people who live there. This work to address priority areas is being driven by a local committee that is passionate about the well-being of the community. With support from Horizon and other stakeholders, they are advocating for your health.

Table 1: Determinants of Health as categorized by the Public Health Agency of Canada

1	Income and Social Status
2	Social Support Networks
3	Education and Literacy
4	Employment and Working Conditions
5	Social Environment
6	Physical Environment
7	Personal Health Practices and Coping Skills
8	Healthy Child Development
9	Biology and Genetic Endowment
10	Health Services
11	Gender
12	Culture

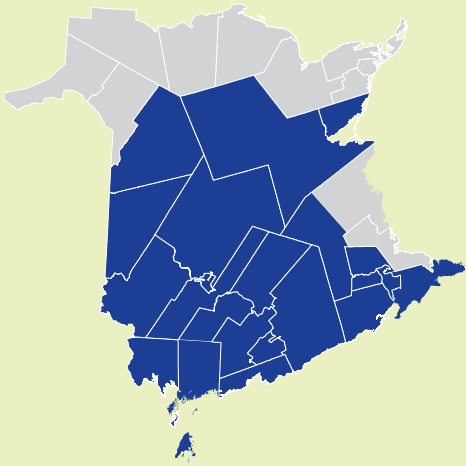
What influences our health?



What is primary health care?

Primary health care refers to an approach to health and a spectrum of services beyond the traditional health care system. It includes all services that play a part in health, such as income, housing, education, and environment. Primary care refers to health promotion, illness and injury prevention, and the diagnosis and treatment of illness and injury. (Health Canada)

17 Community Health Needs Assessments completed













The province is divided into 33 unique communities to ensure a better perspective of regional and local differences.

Community Health Needs Assessments have been completed wherever Horizon is located.

- Oromocto and Area
- Fredericton and Surrounding Area
- St. Stephen, St. Andrews and Surrounding Area
- Petitcodiac, Salisbury and Surrounding Area
- Saint John
- Moncton and Surrounding Area
- Grand Lake Area
- Neguac Area
- Miramichi Area
- Tantramar Area
- Central New Brunswick
- Albert County Area
- Carleton County Area
- Tobique and Perth-Andover Area
- Eastern Charlotte County Area
- Nackawic, Harvey, McAdam, Canterbury Area
- Sussex and Surrounding Area

Common Themes Emerging

REGIONAL PRIORITY

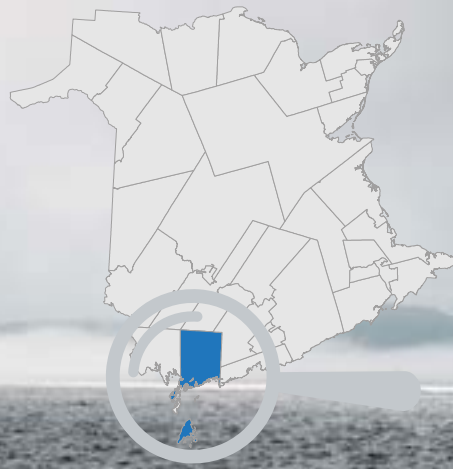
 Food Insecurity	 Awareness of Services & System Navigation
 Transportation	 Social Supports to Help Individuals Move Out of Poverty
 Mental Resiliency and Coping Skills Among Children & Youth	 Housing
 Addictions & Mental Health Services	 Collaboration with First Nations
 Alcohol and Drug Use/Abuse	 Supporting the New Family Reality
 Expansion of Sexual Health Services & Sexual Abuse Treatment/Prevention	 Senior Isolation and Lack of Community/Social Supports for Seniors
 Access to Primary Health Care Services	 Senior Home Care and Outreach Services
 A Shift to More Comprehensive, Team-Based Primary Health Care	 Recreation
 More Focus on Chronic Disease Prevention	 Enhanced Collaboration, Communication & Connectedness
 Healthy Eating & Physical Activity	 Continual Community Engagement

In your community

Knowing what is happening in your community is important. In the previous four issues of *In Your Community*, Horizon worked with the Fredericton and Oromocto; Petitcodiac, Salisbury, Elgin and Havelock; Saint John and Grand Lake; Miramichi and Neguac Areas; and Albert County and Carleton County. This fifth issue is profiling what is happening in Eastern Charlotte County, Western Charlotte County and Central New Brunswick. In the pages that follow, you will get a better understanding of what these areas are doing to build healthier communities and will showcase specific priorities, challenges, and successes.

Watch for our next issue, which will feature news from other Horizon communities.

About Eastern Charlotte County



Eastern Charlotte County is located in the southwestern part of the province. It is a rural area with communities scattered along the Bay of Fundy, including the islands of Grand Manan and Deer Island. The main employment industries in the community are in the sectors of fishing, aquaculture, manufacturing and tourism.

The population of the Eastern Charlotte County Area is 11,289 and has seen a decrease of one per cent from 2006 to 2011. The median household income in the community is \$51,741 and 18 per cent of the population is living in low-income households. Residents of the area expressed that the income is somewhat skewed because of the inclusion of certain communities, such as those on Grand Manan, where the fishing industry is prominent and therefore the median household income would be lower in other communities in this area.

Data indicates that the Eastern Charlotte County Area has increasing rates of high blood pressure, arthritis, depression, cancer, heart disease and

emphysema or Chronic Obstructive Pulmonary Disease (COPD), when compared to the provincial averages.

Quantitative data review and qualitative data collection, review and analysis were used by Horizon's Community Health Assessment (CHA) team. Data compilations produced by the New Brunswick Health Council (NBHC) such as *My Community at a Glance* and *The Primary Health Care Survey* were used to review currently available quantitative data.

Based on limitations of the quantitative data review, a qualitative data collection plan was established by the CHA team in partnership with the Eastern Charlotte County Area Community Advisory Committee (CAC). As part of this plan, key informant interviews were held with stakeholders in the area of primary health care and key stakeholder groups were consulted through the focus group interview method.

Key Stakeholders (Advisory Committee)

- Extra Mural Program
- Primary Health Care Program
- Village of Blacks Harbour
- Town of St. George
- Social Development, Wellness Branch
- Vibrant Communities Charlotte County
- Horizon's Fundy Health Centre, Management
- St. George and Area Food Bank
- Action Ministries of Grand Manan
- Association for Community Living (NBACL)
- RCMP
- Habitat for Humanity, Saint John Region
- Public Health
- Canadian Mental Health Association
- Fundy High School
- Pharmacist
- Primary Health Care, Grand Manan
- Primary Health Care, Deer Island
- Department of Transportation and Infrastructure

What was learned through the Community Health Needs Assessment?

Priority Areas:

1. The need for improved supports in the community for families who are struggling and experiencing difficulties.
2. Transportation issues in the community that impact health.
3. An insufficient amount of affordable housing options, including transitional/emergency type housing, in the community.
4. The need for more after-hours access to primary health care, including mental health services, in the community.
5. The need for more affordable recreational activities for children and youth in the community.
6. The need for increased access to mental health services in order to address the growing rate of mental health issues in the community.
7. Food insecurity in the community.
8. A decrease in mental resiliency and coping skills among children and youth in the community.

How are we doing?

Since the completion of the CHNA for Eastern Charlotte County, refocusing the approach to health care has taken great strides. The Fundy Health Centre serves as the hub and Horizon's Deer Island Health Centre and St. George Medical Clinic are its spokes. Clinics and education programs help foster new behaviours as well as take an upstream approach to health care.

At the St. George and Area Food Bank, they are not only supplying food in the traditional food bank sense, they're running programs to help families. If there is a need, Sarah Norman will do what she can to fulfill that need.

The initiatives in Eastern Charlotte County are addressing food insecurity, access to primary health care and improving support for families that are struggling.

Where do we go from here?

Eastern Charlotte County is vibrating with a positive shift. Through collaboration among service groups, citizens are getting better access to programs.

We are looking forward to learning more about what will happen in the area to help fulfill the needs identified in the CHNA.

In the following pages you will learn about a few of the wonderful things that are going on in Eastern Charlotte County that are helping people be healthy!

Fundy Health Centre and Deer Island Health Centre adopt a hub and spoke model of care

Horizon's Fundy Health Centre acts as a hub for health care providers at Horizon's Deer Island Health Centre and the St. George Medical Centre.

The need for more after-hours access to primary health care, including mental health services, in the community was a need identified by the Community Health Needs Assessment, and the Fundy Health Centre, located in Blacks Harbour, provides primary health care services seven days per week.

For Kate Burkholder, a nurse practitioner at the Fundy Health Centre, it is important people living in rural communities have equitable, timely and appropriate health care, just like urban centres.

"Our patients are fortunate that we have a variety of clinics where specialist physicians come at least once a month," Kate said.

"We also have nurses and other providers who have training and have specialized skills to provide expert care in areas such as Chronic Obstructive Pulmonary Disease (COPD), wound care, foot care, and more"

Services include X-ray, laboratory (specimens collected), Electrocardiography (ECG) and holter monitoring services.

There are clinics for asthma and allergy, hypertension, diabetic education, Beltone hearing, respiratory issues, and smoking cessation. The centre has specialists who travel to the health centre to facilitate access for Eastern Charlotte County residents, including a respirologist, urologist, cardiologist, rheumatologist, gynecologist and an obstetrician.

Therapeutic services include physiotherapy, nutrition counselling and 24-hour blood pressure monitoring.

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations



Access to Primary Health Care Services

"Personally, I have referrals weekly for women's health, teen and sexual health, reproductive management and this is so unique that women do not have to leave the local areas for such care," said Kate. "We have shorter wait times, easier parking, and a friendly atmosphere. It is important to the people in our area that they know they can get care in their community."

The Fundy Health Centre also has a walk-in service, covered by a physician or registered nurse seven days per week.

Susan MacKillop, manager of the Fundy Health Centre, said in June 2017, 2,441 patients visited the health centre.





The St. George Medical Centre, a spoke of the Fundy Health Centre, resulted from the municipality of St. George developing a primary care space to recruit family medicine physicians who were interested in working as part of a collaborative team.

The medical centre hosts sleep apnea clinics, Beltone hearing clinics and Believe Specialty Shop, which caters specifically to cancer patients. Dr. Meena Natarajan has her practice there.

Across a ferry, Horizon's Deer Island Health Centre – another spoke in this model – is where a team provides care to the approximate 850 island residents five days per week.

During the week, a nurse practitioner is on site three days, blood labs take place during two days, and a physician is there one day. There are two admins and two registered nurses who work out of the centre.

Colleen Green, a registered nurse at health centre, said staff from Public Health come monthly for well-baby clinics and immunizations, and a urologist comes three times per year.

“We offer prostate cancer clinics because we have high instances of prostate cancer here on the island,” said Colleen.

Diabetic education clinics and pulmonary function clinics are offered on an as-needed basis, and a few times per year, Colleen goes to Deer Island Community School to teach handwashing techniques and winter safety. A daily walk-in service is also available.

“Every day we get people coming in for a dressing change, blood pressure or things like that,” Colleen said. “The whole idea is to keep people from leaving the island; it’s a big deal to have to leave, especially for health care.”

Sharon Pendleton, an admin at the health centre, said on average they see between 200 and 300 patients per month.

“Considering the population of the island is about 800, we do very well supporting the health needs of our community,” Sharon said.

The St. George Medical Centre is located at 127 Brunswick St. in St. George and can be reached by calling **506-755-9020.**

Horizon's Fundy Health Centre is located at 34 Hospital St., in Blacks Harbour and can be reached by calling **506-456-4200.**

Horizon's Deer Island Health Centre is located at 999 Route 772 in Fairhaven and can be reached by calling **506-747-4150.**



St. George and Area Food Bank fills food insecurity gap and more

The St. George and Area Food Bank provides not only traditional food bank service, but more than a dozen programs to help the citizens of Charlotte County.

The food bank was established several decades ago by a local church to provide for families and individuals living in poverty without the proper resources to sustain their daily needs. It is a non-profit registered charity operating under the authority of the Eastern Charlotte Association for Community Living.

For the past 10 years, Sarah Norman has been its executive director and she is continually trying to find ways to help people help themselves.

“A lot of the time, people have zero confidence. They have the abilities, but they’ve never been told they can do something, or they’ve never been told they have the power to

change something,” Sarah said. “When people can come in to chat, and we can empower them, then that’s exciting.”

The core program continues to be food distribution three days per week. But with the food bank’s recent growth, it has expanded into offering other programs and services that support the community, like: clothing, school supplies, furniture and household items, income tax preparation, Christmas hampers, transportation assistance, healthy cooking classes, a community garden and more!

The After the Bell program is offered in conjunction with Food Banks of Canada.

“During the school year, kids take advantage of breakfast programs, and After the Bell provides four or five bags of healthy snacks to fill

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations



Social Supports to Help Individuals Out of Poverty



Continual Community Engagement



Food Insecurity

that void for eight weeks during the summer,” she said.

The Rescue Box program, a partnership with Extra Mural Program nurses, came about by chance. One afternoon, a nurse came to see Sarah, saying she had just come from a patient’s house and left feeling very concerned.



“There was absolutely nothing at home,” she said.

Sarah packed up a few things for the nurse, who brought them to the patient.

“We were just really lucky that she had time to do that, that she had the compassion to follow through on that,” said Sarah. “To ensure that doesn’t happen again, we came up with the Rescue Box program.”

Extra Mural nurses have a box in the trunk of their cars filled with pre-packaged dry foods.

Crystal Cook, mayor of St. George, said they are so lucky to have Sarah at the food bank because she’s so dedicated to what she does.

“She has a mission in her mind like you wouldn’t believe. “Sarah is a sweetheart. She has a heart of gold. The service she does for the community is incredible,” said Mayor Cook.

“While she’s located in St. George, she thinks about all of Eastern Charlotte County.”

On average, there are 100 families who use the food bank per month with five or six using its food services more than once.

Sarah loves that the food bank has become more of a hub, a true resource centre for clients.

“I love when people drop in and they’re not necessarily here for food – they stop by to chat,” she said. “It’s really neat to create friendships with people.”

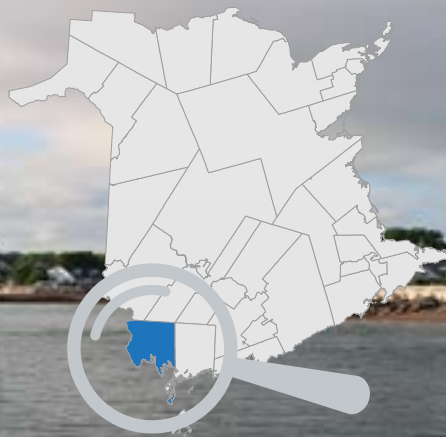
Sarah said in her 10 years, she has seen and heard some amazing things.

“[A client] told me ‘We have never enjoyed needing the food bank, but anytime we went, we were welcomed, we were comforted and empowered. It was because of you guys that we felt we could continue on, even when things were really bad.’”

For more information,
Call: 506-755-2603
Email: peoplefirst@nb.aibn.com
or find them on
Facebook at
facebook.com/StGeorgeFoodBank



About Western Charlotte County



Western Charlotte County is located in the southwestern part of the province. It is a rural area with communities scattered along the Bay of Fundy, including the Campobello Island. The main employment industries in the community are in the sectors of fishing, aquaculture, manufacturing and tourism.

Approximately half of Western County residents (11,300 people) live in the towns of St. Andrews and St. Stephen. Hence, a substantial rural population exists which need to travel significant distances to acquire goods, services and activities which are available in the larger centres.

Almost all the St. Stephen, St. Andrews and surrounding area population speak English as their primary language (99.2 per cent).

The aboriginal population is very small at 2.7 per cent. There is a significant immigrant population, 1,450 people, living within the community. This may be explained, in part, by the proximity to the Canada-USA border as well as the active recruiting approaches of local businesses to fill gaps in the labour force.

In St. Stephen, St. Andrews and surrounding area, 60.7 per cent reported one or more chronic health conditions.

Typically, of persons who have one chronic disease, 30 per cent will have two or more. The chronic illnesses that are most prevalent are high blood pressure, arthritis, depression, cancer, heart disease and emphysema or Chronic Obstructive Pulmonary Disease (COPD), when compared to

the provincial averages.

Data indicates that in Western Charlotte County, from 2008 to 2012, prevalence of these conditions has remained essentially stable, similar to the rest of Canada.

The Community Health Needs Assessment (CHNA) for Western Charlotte County commenced in spring of 2013, with the assembly of our CHNA Community Advisory Committee (CAC). Comprised of enthusiastic and energetic community residents representing numerous localities, interests and activities throughout our area, this CAC has committed to providing long term leadership and guidance for the project and its outcomes.



What was learned through the Community Health Needs Assessment?

Priority Areas:

1. Develop a collaborative model of care to deliver comprehensive, integrated primary health services for the community.
2. Address the lack of affordable transportation.
3. Address the longstanding and emerging need for mental health and addictions services.
4. Simplify the Long Term Care Assessment and placement process.
5. Support the development of safe and affordable housing.
6. Enhance services offered by the Charlotte County Hospital.
7. Improve navigation for information sharing and knowledge of service access.

How are we doing?

Since the completion of the CHNA for Western Charlotte County, the Charlotte County Collaborative Wellness Centre has been developed to create an interdisciplinary team-based approach to primary health care for Western Charlotte County residents.

Much like the staff at the wellness centre in St. Stephen want to keep people off the highway to Saint John, staff at the Campobello Health Centre want to keep people off the highway to St. Stephen.

Keeping people healthy in their home communities is so important and that's exactly what's being done in Western Charlotte County.

Where do we go from here?

Having quality and safe health care readily available in your backyard is so important.

Without having to travel for medical appointments, educational sessions or clinics, patients are more at ease. A five-minute drive rather than an hour-long drive is always a better option.

While there are still steps to be taken to tackle all of the recommendations out of the CHNA, having ready access to primary care is one huge step forward.

In the following pages you will learn more about Western Charlotte County and the strides they've made with access to primary care.



Bringing care to patients and keeping them off highways to bigger centres

“The idea of ‘build it and they will come’ might have worked in the *Field of Dreams*, but it’s not the case in health care.”

Yvonne Bartlett, nurse practitioner at the Charlotte County Collaborative Wellness Centre

Located on the third floor of the Charlotte County Hospital, the Charlotte County Collaborative Wellness Centre is a one-stop shop for an upstream approach to healthcare.

The space has been provided by the hospital to implement a health and wellness centre in St. Stephen, which acts as a hub, while the Campobello Island Health Centre and Saint Andrews are its spokes, which was a recommendation by the Community Health Needs Assessment (CHNA).

Dan Doherty, director of Primary Health Care for the Saint John Area, said when the CHNA was completed, one of the priorities identified was creating an interdisciplinary team-based approach to primary health care for Western Charlotte County residents.

This is exactly what was accomplished through the creation of this collaborative centre.

“In the last two years there has been a tremendous amount of progress and development at the wellness centre,” said Dan. “We started with one nurse practitioner and one administrative support.”

Today, there is an administrative support, two nurse practitioners,

a licensed practical nurse and two fee-for-service physicians who make up the team that acts as the hub for primary health care services in Western Charlotte County.

“The staff is housed at the centre, but they provide outreach services to St. Stephen, Saint Andrews, and Campobello Island,” said Dan. “Saint Andrews is really exciting, because the need was identified there and we’re going to be providing some outreach services to support resident access to primary health care and other health services.

Its location provides a unique collaboration between the wellness centre and the hospital.

“We offer upstream respiratory health screening and COPD education at the health centres as respiratory health issues has been identified as a major concern for the communities in Western Charlotte County; there are many people living with undiagnosed COPD,” said Dan.

There is a space at the wellness centre where a dietitian comes in to offer consultations and diabetes education.

Dr. Athir Ghanim and Dr. Felix Udoh are physicians who have recently set up practice out of the wellness centre; both are

Horizon Health Network conducted a Community Health Needs Assessment for the Western Charlotte County Area in October 2014. The following article highlights key outcomes of that assessment.



Access to Primary Health Care Services



A Shift to a more comprehensive, team-based primary health care

working in collaboration with the health team to support the health and wellness of the community served.

If, for example, one of the doctors or the nurse practitioner are on vacation, patients can make an appointment with another primary care provider at the wellness centre, so the continuum of care is maintained.



Yvonne Bartlett, nurse practitioner at the Charlotte County Collaborative Wellness Centre, said the whole idea is to keep people off the highway to Saint John.

Yvonne said in order to do that, they started offering clinics to suit the clients’ needs. Through her work in the schools Yvonne saw the need for a concussion clinic. They are linking into the geriatric clinic and offer work with dementia patients, and she offers a well-women’s clinic.

“Anything related to the wellness of a woman will be handled during this clinic, I don’t need a referral because I don’t want anyone standing in the way of a woman’s health,” Yvonne said.

With the determinants of health, resources need to be deployed out into the community or into the schools. Primary care providers are out in the community, which is where they need to be, rather than having them sitting in an office waiting for patients to come to them.

“The idea of ‘build it and they will come’ might have worked in the *Field of Dreams*, but it’s not the case in health care,” Yvonne said. “We’re facing people with a lack of transportation or the lack of knowledge of the system. Instead, the provider is out there, with the clients building that trust.”

Based on identified community needs, they offer clinics and education at the wellness centre.

“We need to keep people off that road to Saint John, we need to do more here,” Yvonne said. “We are bringing the services here; it makes more sense to move a clinician than to move the clients.”

Much like the staff at the wellness centre want to keep people off the highway to Saint John, staff at the Campobello Health Centre want to keep people off the highway to St. Stephen to receive quality and safe services right on the island.

The health centre is open Monday to Friday from 8:30 a.m. to 4:30

p.m., as well as evenings and weekends for health education initiatives. They have a nurse practitioner three days per week, a doctor two days per week, two administrative support and two registered nurses who provide care for the roughly 1,000 people on Campobello Island.

Blood work is done at the health centre and it’s sent to St. Stephen for analysis – but patients don’t leave the island for it, which is the goal.

They offer diabetic education, diabetic risk assessment, upstream respiratory health screening clinics, a methadone clinic, smoking cessation program, mental health services, Public Health on site for immunizations, and they go into the school to provide flu-shot clinic and provide sexual health services.

Maryanne Maillet, nurse practitioner at the Campobello Health Centre, provides primary care and runs a general family practice.

“It’s a variety. It’s pre-natal care, to babies, to children to adults.”

Stephanie Simms, registered nurse at the Campobello Health Centre said something that’s unique to health care on the island is the use of video conferencing.

“A lot of our chemo patients will consult with a specialist over video conference,” Stephanie said. “We really try to do what we can before we send people off the island.”

Maryanne said video conferencing is used to accommodate their patients.

“We want to keep people off the highway to St. Stephen, so if we can save them a trip to the emergency room, we’re going to do that,” Maryanne said.

Meghan Paul, registered nurse at the Campobello Health Centre, said she chose community health care because of the familiarity of the clients.

“You make a bond with people, you’re with them along their journey,” said Meghan.

Horizon’s Campobello Health Centre is located at 640 Route 774 in Welshpool, and can be reached by calling **506-752-4100**

Horizon’s Charlotte County Collaborative Wellness Centre, located on the third floor of the Charlotte County Hospital, 4 Garden St. in St. Stephen, can be reached by calling **506-465-4416**



About Central New Brunswick



The Central New Brunswick area is a diverse region both geographically and demographically. With the exception of the growing community of Douglas, the region is primarily comprised of rural villages. The population of the Central NB Area is 15,803 (2011). Although the population has seen an increase of three per cent between 2006 and 2011, this increase is due mainly to the development of the Douglas area.

Similarly, although data indicates Central NB has a younger population, this is skewed by the inclusion of the Douglas area where many younger families reside. Historically, the rural areas of Central NB relied predominantly on the forestry industry which has seen a decline in recent decades.

Given that large parts of the area follows the Miramichi River, the salmon fishing industry is a major aspect of the community's history and culture, as well as a source of employment. In the more rural parts of the community, the population is mainly made up of seniors.

Median household income in the community is \$56,579 (2011) and 17 per cent of people in the Central NB area live in low income. Data shows that the community has elevated

rates of chronic diseases such as arthritis, asthma, diabetes, and emphysema/Chronic Obstructive Pulmonary Disorder (COPD).

A qualitative data collection plan was established by the Community Health Assessment (CHA) team in partnership with the Central NB Area Community Advisory Committee (CAC). As part of this plan, key informant interviews were conducted and focus groups, made up of community members, were held.

The qualitative component of CHNAs conducted by Horizon's CHA Team is guided by the Interpretive Description methodology, using a 'key issues' analytical framework approach. A summarized list of key issues was then presented to the Central NB Area CAC for feedback, and CAC members were asked to participate in a prioritization exercise of the key issues based on their own experience in the community.

The priorities that emerged from the exercise are used to finalize the list of priorities and recommendations for the Central NB Area.

Key Stakeholders (Advisory Committee)

- Management, Horizon's Central Miramichi Community Health Centre
- Social Worker, Horizon's Central Miramichi Community Health Centre
- Registered Nurse, Horizon's Boiestown Health Centre
- Registered Nurse, Horizon's Stanley Health Centre
- Nurse Practitioner, Horizon's Central Miramichi Community Health Centre
- Mayor of Doaktown
- Teacher, Central NB Academy
- Upper Miramichi Rural Council
- Boiestown Nursing Home
- Stanley Village Council
- Stanley Food Bank
- Clerk, Horizon's Stanley Health Centre
- RCMP Community Program Officer
- Wellness Consultant, Social Development
- Upper Nashwaak Community Outreach Inc.
- Dietitian, Stanley, Boiestown, Doaktown
- Anglican Parish of Stanley
- Live Well Bien Vivre Health Coach

What was learned through the Community Health Needs Assessment?

Priority Areas:

1. Transportation in the community that impacts health.
2. The need for more mental health services in the community and an improved process for referral to mental health and addictions.
3. The need for more access to Extra Mural Program services in the community.
4. The need for more affordable seniors housing in the community.
5. Alcohol use in the community.
6. Limited recreational programming/activities for youth in the community.
7. Increased use of amphetamines among youth and young adults in the community.

How are we doing?

Since the completion of the CHNA for Central NB, there have been great strides made in addressing the gaps identified by the assessment. By conducting Comprehensive Geriatric Assessment Clinics, seniors are able to identify what needs to change in their lives to have a better quality of life. By having base-line data, lives are changing – for the better! The programs and services offered out of the Doaktown Library are undoubtedly supporting seniors so they're able to live their best life. Socialization and less isolation are good for everyone's mental wellbeing.

The work being done out of the Central New Brunswick Academy is a direct result of what was identified in the CHNA. Youth have access to a program that teaches the dangers of smoking, alcohol use, and drug use. The school is more than just a school; it's a community centre that is fostering a healthier generation.

Where do we go from here?

Central NB is addressing two important populations, our youth and seniors. Taking action to help our seniors assess every aspect of their lives helps create a healthy, thriving population. Teaching healthy habits to youth is creating a healthier generation. The future of Central NB looks bright.

Central NB still has a ways to go in tackling all seven of the priority areas identified by the CHNA, but it's clear the right people are in place, doing the right work in helping people be healthy.

In the following pages you will learn more about Central NB and the work being done.

Youth programs foster healthy living for life

Students are learning the dangers of alcohol, drug and tobacco use, thanks to a partnership between the Central New Brunswick Academy (CNBA) and Horizon's Central Miramichi Community Health Centre.

The Community Health Needs Assessment, which was completed in October 2015, identified an increased use of amphetamines among youth and young adults in the community; and alcohol use in the community.

Lynsey Wilson, social worker and community developer for the Doaktown and Upper Miramichi areas, said Preventing Alcohol and Risk-related Trauma in Youth (PARTY) is a partnership between the health centre, the RCMP, the fire department, Ambulance NB, CNBA, as well as other community partners. This community-wide initiative focuses on Grade 9 students from CNBA and Stanley High School is an exceptional collaboration for the area.

There is a mock crash scene and students get to talk to professionals from the different agencies about what's involved in a situation like that.

"It's focused on impaired driving, but we also focus in on any other types of risky behaviours," said Lynsey. "It's very intense."

Barbara Long, principal at the Central New Brunswick Academy,

said the mock crash really impacts the students and it sticks with them. And for her, the reality really sets in. "The students said they had a really hard time with it, but that it was really, really well done," Barbara said. "I don't do well with that stuff, fake or real, but it's just the thought of something like that happening to my students, I have a hard time with that."

The morning is spent at the mock-crash scene, while in the afternoon, students rotate through different sessions. They visit with health-care professionals and first responders to see all the different variables that can result from driving while impaired.

In the past, with PARTY, only alcohol was discussed, but because amphetamine use was identified by the CHNA, they've expanded the conversation.

Shelly Donahue, Community Program Officer with the RCMP, said they try to reinforce the dangers of drug use.

"The key aspect of PARTY is to empower youth to make an informed decision," Shelly said. "These kids have skills, talents and abilities that are uniquely theirs. Making the choice to use drugs could take their dreams away."

Lynsey started presenting on amphetamine and other drugs, but primarily focused on amphetamines

Horizon Health Network conducted a Community Health Needs Assessment in 2015. The following article highlights the key recommendations of that assessment.



Alcohol and drug use



Enhanced collaboration, Communication and Connectedness

to every single grade.

"Every single class from Grade 6 to 12, so every kid has heard the stories and some have heard it again and again," she said. "And we'll continue that this year. Just continue to bring that message home."

Lynsey said she talks about the other drugs and their dangers, but they focus on amphetamine use.

"Our biggest concern, especially as it was identified in the needs assessment is this amphetamine use that has seemed to pop up out of nowhere," she said. "We want to catch the young people before they even have a chance to try it."

Lynsey said Teens Taking Action Against Tobacco Use (TATU) is primarily a middle school program, that was established in the spring of 2017, following the Community Health Needs Assessment.

"One of the primary things we do is go to different markets and events throughout the community with our education tools and talk to the community about the dangers of tobacco use," she said. "And we also provide information on how to quit."

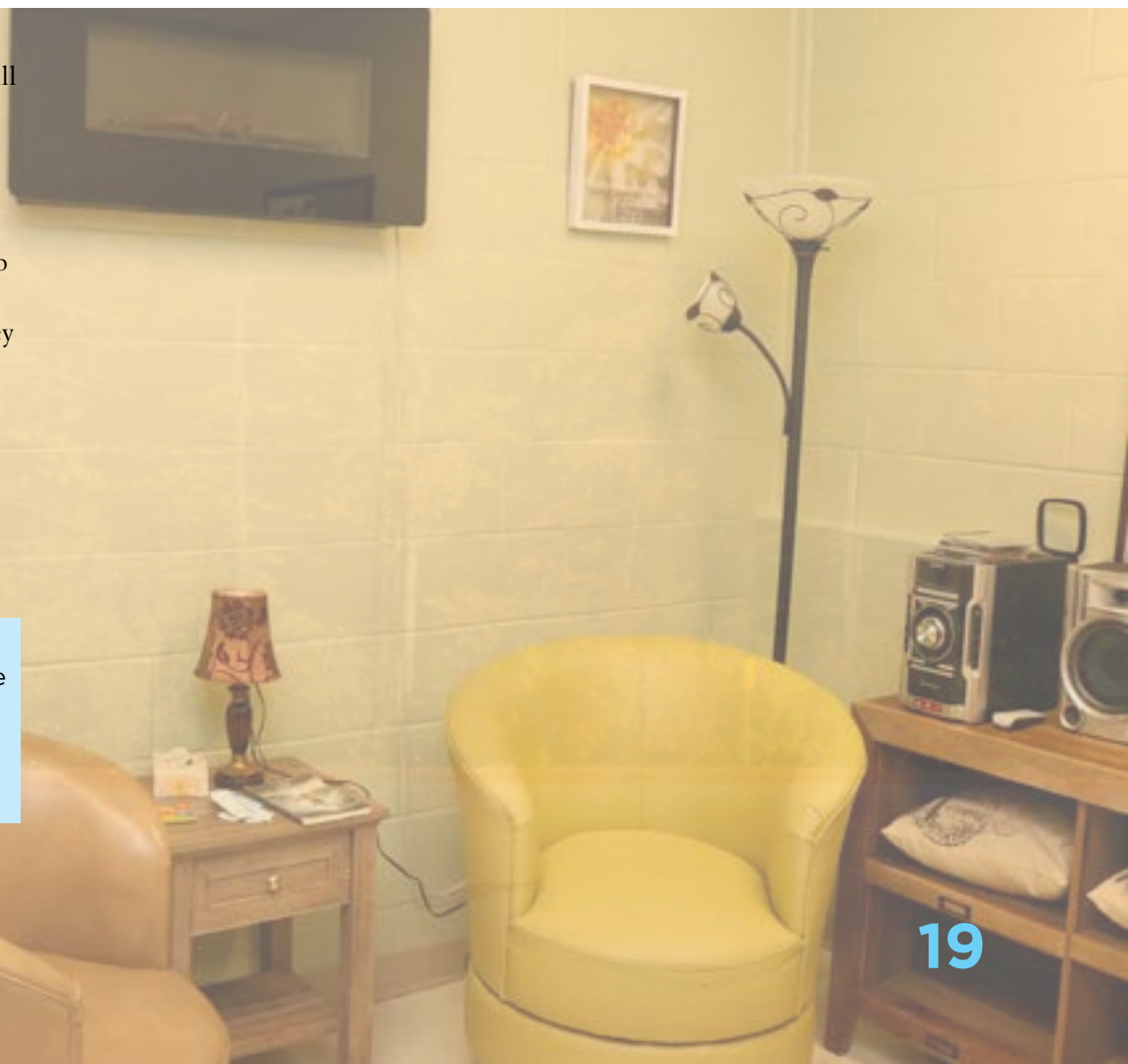


In the 2018-2019 school year, students will learn to facilitate small group discussions and how to give presentations.

“This will be a way to empower them. They’re doing a great job as is, but this would take the next step and give them a skill they can use forever,” she said. “The hope is they will become what we’ll call TATU ambassadors.”

Lynsey said the ambassadors will attend presentations as a support to the middle school students and begin implementing the program into the elementary school.

If you or someone you know is struggling with substance abuse issues, call Horizon’s Central Miramichi Community Health Centre for more information:
(506) 365-6100



Community aging clinics ensure seniors are living well

Through comprehensive geriatric assessments, health care providers in Central New Brunswick are collecting baseline data and ensuring seniors are living well.

The Community Health Needs Assessment identified a need for more affordable seniors housing and transportation that impact health in the Central NB Area.

Sarah Carson-Pond, registered nurse at Horizon's Central Miramichi Health Centre in Doaktown said, because they do a comprehensive geriatric assessment, they are touching many of the items in the CHNA.

"Although we may not be tackling specifically affordable seniors housing, certainly we are discussing housing and options for seniors," Sarah said, referring to the specific need for affordable housing.

Through the assessments, they learn how functional a person's home is, if and what changes to the structure are needed to help seniors stay in their home, what they can do to help, and what kind of support they need to stay in their home.

The assessments are done by Sarah and her colleague Lynsey Wilson, social worker and community developer for the Doaktown and Upper Miramichi areas.

"One of the interesting things that we've discovered, is people come to find out they're functioning really well. That's a huge boost of confidence," Lynsey said. "If in a year from now things are going a little differently, we'll reassess."

The CHNA identified a need for

different levels of seniors housing options, as some seniors are quite independent and just need a more manageable home, while other seniors may require more assistance with day-to-day tasks.

For the assessment, the patient comes in with a caregiver. Sarah completes a physical assessment and interviews the patient. Lynsey meets with the caregiver to do a collateral interview.

"Basically, we get a really good idea, from the caregiver's perspective, of the wellness and functioning of this person in their home," Lynsey said.



"We have a direct referral process in place with Dr. Pat Feltmate, so if we believe this person needs to see a geriatrician, we request that their primary health care provider send a consult letter."

Dr. Feltmate, medical director for Horizon's Collaborative Care

Horizon Health Network conducted a Community Health Needs Assessment in 2015. The following article highlights the key recommendations of that assessment.



Housing



Senior Isolation and Lack of Community/Social Supports for Seniors

Seniors Health geriatrician, comes to the area every other month.

"These assessments are important, because as Dr. Feltmate put it: they work."

"The traditional model of providing medical care, focussed on one issue at a time, doesn't work well for frail seniors. They are too complex," Dr. Feltmate said. "Geriatric medicine is based on properly assessing and embracing this complexity, and the evidence shows that this is more effective."

These assessments are best targeted at complex seniors, who typically have a long list of medical, pharmacological, psychological and social issues.

“These problems all interact with one another, so the full picture provided by a Comprehensive Geriatric Assessment is needed in order to make an effective care plan,” Dr. Feltmate said.

Having Dr. Feltmate come to the area improves access. Patients don’t have to drive or find transportation to Fredericton, or sit on a waitlist for six months to see a geriatrician, everything is provided in their own community.

Because many seniors don’t drive, going to Fredericton or Miramichi for services is not an option. This transportation issue was also identified by the CHNA.

“The more we can offer right here in the community, the safer and healthier our seniors will be,” Lynsey said. “Outmigration is a huge issue with seniors, they often want to move to cities to be closer to services and then they lose the connection with their community, with their friends and family, so the whole idea is to keep people healthy and in our community.”

Belva Brown, librarian at the Doaktown Community School Library, looked at what the community needs, who the clientele were and how well they were serving them.

“We discovered that the majority of the population was older adults and there was hardly any programming for them,” said Belva.

Belva said community programs are important developing a community spirit and helping eliminate isolation among seniors, and that’s why the library has been transformed into a hub of activities.

Everything from book clubs, a caregiver support group, puzzles, crocheting, knitting, quilting, card parties, computer access, and in the winter they offer indoor-walking at the adjacent school gym.

“We always say we’re the noisiest library in the world,” Belva said with a laugh. “People tell me they are improving physically, emotionally, and they’re happier because they’re not stuck in their houses. People are forming friendships, they’re bonding.”

The housing recommendation is about more than just building housing, it’s about providing supports in their current homes as well, so that their homes are manageable, and determining what supports are needed for seniors and connecting them to the larger system so they’re not as isolated.

Horizon’s Central Miramichi Community Health Centre can be reached at **506-365-6100**
The Doaktown Community School Library can be reached at **506-365-2018**



Message from Jean Daigle



This is now our fifth edition of *In Your Community*, which shines a spotlight on communities across Horizon to highlight the important work being done.

And that's something Horizon cannot do alone.

Each area we have visited is unique, but the common themes have presented themselves across all 22 communities where we have completed Community Health Needs Assessments.

Seeing the work that's being done in these remote and harder to reach areas, such as Campobello Island or Deer Island, is inspiring. Our staff and community members are doing what they can to keep people off the highways to bigger centres, or off the boat back to the mainland.

The hub and spoke approach to health care is crucial to Horizon's mission of Helping People Be Healthy. Staff have taken an upstream approach to health care – and that's what the hub and spoke model is all about. They're out in the community providing workshops, education, women's wellness clinics, and sexual health clinics for youth in schools.

In addition to Horizon staff, I want to thank our community partners who are doing their part in helping people be healthy. I am so impressed by the selfless work people are doing in Central New Brunswick, Eastern Charlotte County and Western Charlotte County, in addition to each area we've highlighted in *In Your Community*.

It never ceases to amaze me when I see the lengths people will go to make a better life for someone else. Bravo!

Jean Daigle, VP Community
Horizon Health Network

