



Report to Our Communities

PROGRESS ON HORIZON'S CRITICAL ACTION PLAN

Quarterly Report

June 2024

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Our Strategic Priorities



LEADING WITH TRANSPARENCY

Message from the President and CEO

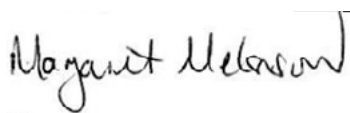
Transparency and innovation are at the core of our work to enhance and optimize health care across New Brunswick and in the past few months we've made remarkable progress in establishing partnerships and adopting innovative approaches to provide our staff and physicians with the tools necessary to ensure quality and safe patient care within our facilities and throughout New Brunswick.

Since our last update, I'm pleased to report that 11 new projects are underway and 57 current projects are active across each of our regional hospitals, seven community sites, and 23 departments and programs. You will see the tremendous work happening across Horizon throughout this report.

New Brunswick faces the dual challenges of an aging and growing population, making enhanced access to primary care a key focus for Horizon. We are adapting and staying flexible by establishing collaborative approaches, such as collaborative clinics through a new interdisciplinary care model. This strategy supports accessible primary care for our new residents in New Brunswick, and those with soon-to-retire primary care providers.

The hard work and dedication of our Talent Acquisition team is commendable, and their efforts are making a significant impact. Our recruitment numbers are exceeding targets, with RN recruitment surpassing monthly goals. Although not yet at target, we are seeing a positive decrease in absenteeism at the start of this fiscal year. Additionally, we are working with our government to leverage allied health resources, maximizing the efficiency of our physicians and nurse practitioners in primary health care delivery.

I'm proud of the dedication of Horizon's staff and physicians to their work and to the patients they serve, and I'd like to offer my sincere thanks to them for their commitment to identifying innovative solutions to deliver the best possible health care for our patients, families, and communities.



Margaret Melanson
President and CEO



Message from Horizon's Board Chair

Horizon's Report to Our Communities provides a quarterly opportunity to evaluate our efforts in optimizing the current health care system and address daily challenges with proactive, tangible solutions.

Since our last edition, we have made some positive progress, but we also recognize there is still much to be done to ensure we are delivering the best possible health care services to New Brunswickers.

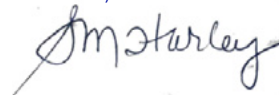
Every day, patient-focused decision-making is at the centre of all we do, with innovation being a key component of our strategic efforts to ensure our decisions respect patient's needs, values, and preferences.

As we balance and evaluate new approaches, it is important to do so with accountability and transparency, setting realistic goals that shape health care in our province.

Our journey is ongoing, and we remain committed to continuously improving access to health care services. This progress is made possible by the dedication and hard work of all our health care workers, whose tireless efforts are essential in delivering quality patient care. Horizon's Board fully supports our CEO and leadership team as they continually strive to find solutions that meet the needs of our patients.

Thank you for your continued trust and support as we work towards a healthier future for all New Brunswickers.

Sincerely



Susan Harley
Board Chair



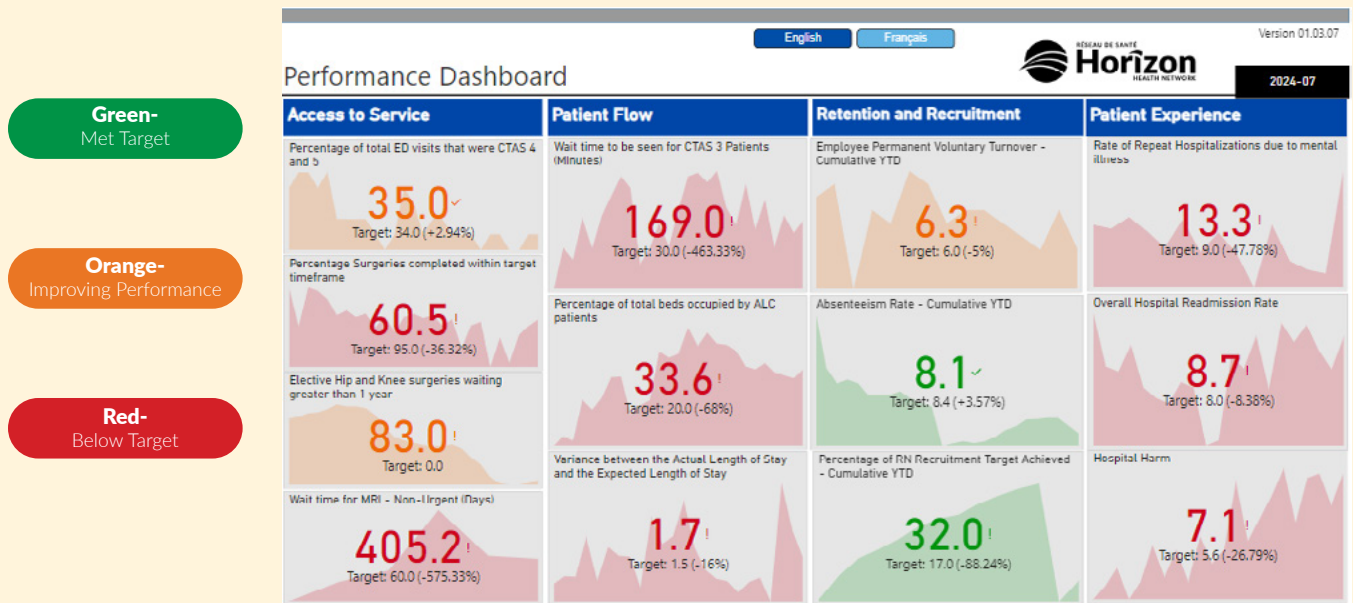
TRANSPARENCY AND IMPROVEMENT IN PATIENT CARE

Horizon recognizes the importance of transparency and accountability to our patients and their families, our staff and physicians, and the public. Our public performance dashboard, available on Horizon.NB.ca, tracks and reports on key priority areas, helping to evaluate the care and services we provide.

For each performance indicator, the dashboard includes:

- Baseline data (based on historical performance)
- Horizon’s target for the current month (aligned with provincial and national benchmarks)
- Current month’s result
- Trend analysis over time

Horizon’s key performance indicators are closely aligned with our four critical action priorities, and other areas based on opportunities for improvement. It is normal to see orange and red indicators, indicating the gaps between current performance and desired targets.



The performance snapshot data covers the period from April 1, 2024 to June 30, 2024. Performance indicator metrics are collected, verified, and made available the following month. The next edition of *Horizon’s Report to Our Communities*, available later this Fall, will include updated indicators.

Performance Improvement and Accountability Spotlight: Horizon’s New Patient Experience Survey

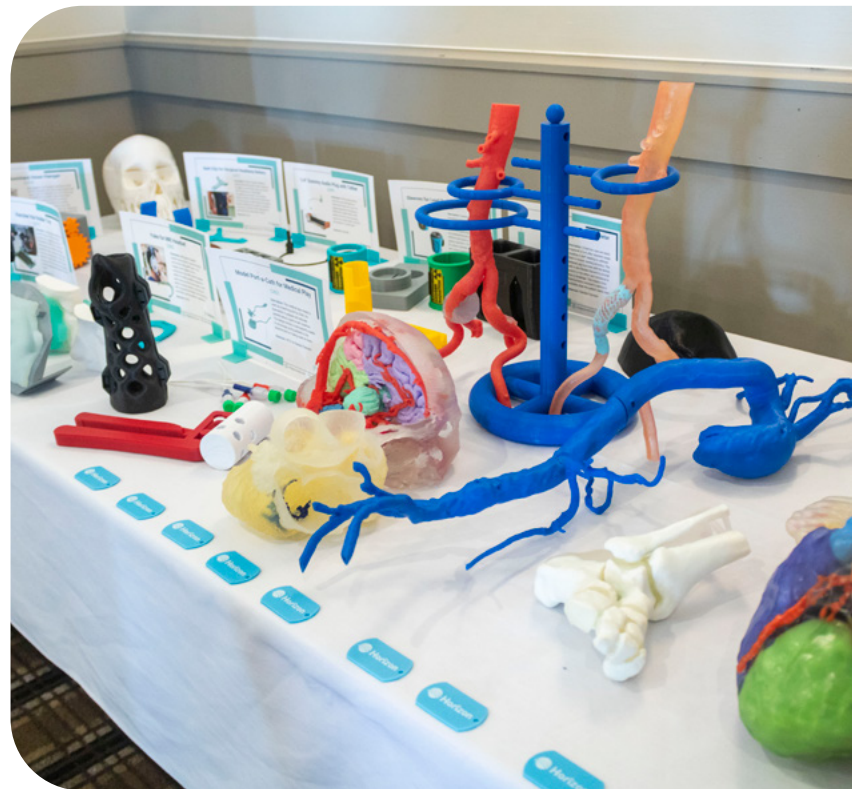
Horizon recognizes the importance of patient and family feedback in everything we do. Officially launching in July, this ongoing survey will request feedback from patients who have visited an emergency department or have been discharged after an overnight stay in the hospital or at the Stan Cassidy Centre for Rehabilitation. Patients will be asked to complete a brief survey about their experience. For the first time, we will publish these results on a public dashboard that will be available on Horizon’s website. This initiative underscores our commitment to accountability and transparency in delivering high-quality, person-centred care.

TRANSFORMING HEALTH CARE THROUGH INNOVATION



Innovation and embracing new technology are key to advancing patient care. That's why Horizon actively seeks partnerships that will foster innovation and improve health outcomes. As you explore this edition, look for specially marked innovation projects, like Horizon's partnership with PolyUnity below, and discover more about how innovation is improving health care access in New Brunswick.

Horizon has partnered with PolyUnity Tech Inc. to leverage its Additive-Manufacturing-as-a-Service (AMaaS) solution, converting medical imaging data into detailed, accurate 3D models, providing surgeons with a better understanding of complex anatomical structures. This improves surgical planning, reduces surgical risks, and facilitates clear treatment explanations for patients and their families. A standout feature of this Canadian technology is its digital library, enabling users to see what other health care organizations nationwide are designing and printing. Supported by the Coordinated Accessible National Health Network, this initiative aims to reduce costs, enhance supply chain resilience, and improve patient outcomes through innovative health care solutions. This partnership will be instrumental in the launch of a new Imaging Enhancement Centre (IEC) at Horizon's Saint John Regional Hospital (SJRH).



Together with the Department of Health, Vitalité Health Network and Service New Brunswick, we're in the preliminary stages of procuring one system-wide, innovative Clinical Information Solution (CIS) platform that will offer timely access to all hospital patient information to enable better, safer patient care at Horizon. Our clinicians and staff have expressed the many challenges of working within the current reality of various unconnected electronic and paper-based systems. That's why we are pleased to be working with our partners to address this issue and ultimately implement a new CIS platform across the health system.



PATIENT FLOW

Finding Efficiencies and Improving Patient Flow at the Dr. Everett Chalmers Regional Hospital

These innovative approaches are improving patient experience by ensuring more efficient and coordinated care from admission to discharge.

Supporting Alternate Level of Care (ALC) Patients and improving patient flow through a new assessment process

In collaboration with the Department of Social Development, Horizon is launching a new assessment process for Alternate Level of Care (ALC) patients awaiting placement in a long-term care setting. Horizon will oversee assessments for placing patients in community care settings in the Fredericton area. This new process includes long-term care placement assessments, arranging interim home support services, and coordinating support services for patients transitioning back to the community or into long-term care facilities. This new assessment process is expected to expand to other Horizon hospitals in the future.

Improved patient flow and enhanced patient experience thanks to new discharge lounge

A new discharge lounge is now available and is improving care transitions and addressing bed capacity challenges. This new discharge lounge, supported by a \$10,000 donation from the Dr. Everett Chalmers Hospital Auxiliary Inc., offers a comfortable space for patients awaiting transportation back to the community, ensuring they continue to receive safe, quality care. In the lounge, patients can review their discharge instructions, including medication details, with health care professionals. They also receive regular check-ins, meals, and refreshments as needed. This setup allows the Environmental Services (EVS) team to quickly clean rooms, facilitating the transfer of admitted patients from the emergency department to their designated units and reducing wait times for other patients needing a bed.

Since opening in mid-July **31 patients** have used the discharge lounge
52 ED and inpatient bed hours saved



31
PATIENTS



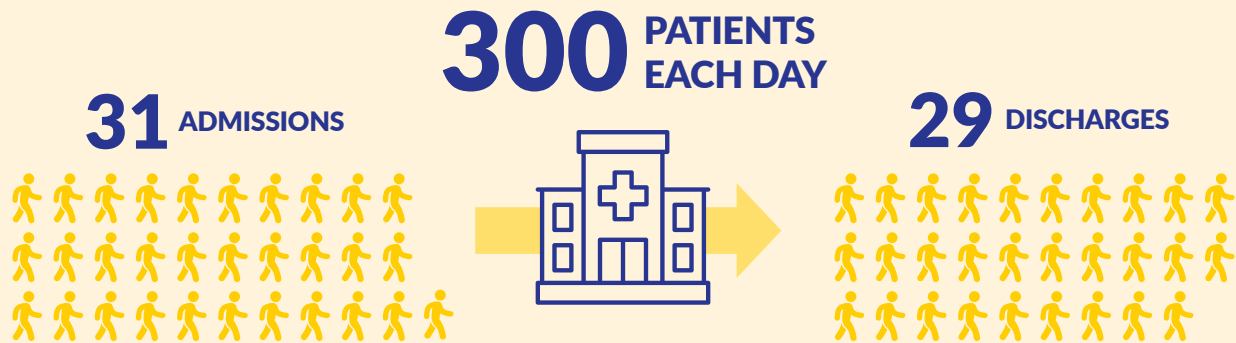
52
BED HOURS



New Command Centre offers innovative solution to improving patient flow

Further optimizing patient flow, the Horizon's Dr. Everett Chalmers Regional Hospital has launched a specialized Command Centre to improve patient care from admission to discharge. The Command Centre brings together discharge planners, patient flow coordinators, bed access coordinators, and New Brunswick Extra-Mural Program liaisons in a central location to optimize inpatient capacity and bed allocation. The Command Centre will evolve with advanced equipment and technology, offering real-time dashboard analytics for faster decision-making and more coordinated patient care.

The Command Centre provides a common space for the multi-disciplinary team to support over 300 patients in the hospital each day, with a daily average of 31 admissions and 29 discharges.



Discharge Lounge
 Salon réservé aux
 patients en congé





ACCESS TO SERVICES

▶▶▶ PRIMARY CARE ▶▶▶

Improvements to the delivery of Primary Care Programs

Horizon is committed to improving access to primary care in our communities. Two new roles have been created to co-lead strategic direction and transformation of primary health care services at Horizon. These roles will focus on developing strategic plans, overseeing planning, administration, budget, evaluation of primary health care programs, while managing service design, quality of care, and professional development. This dyad leadership model promotes open communication between clinical leaders and administrators, establishing shared goals and fostering a culture of learning and trust while advancing Horizon’s primary care vision.



Welcome!

DR. RAVNEET COMSTOCK

Executive Clinical Academic Department Head Co-Leader, Primary Care

Dr. Ravneet Comstock has been practicing medicine since 2001, beginning her career as a medical officer with the Canadian Armed Forces, and deploying to Afghanistan in 2003 and with the Navy in 2004. After leaving the CAF in 2005, she continued as a Civilian Medical Officer and worked in military and family medicine in Nova Scotia and British Columbia.

In 2009, Dr. Comstock moved to Moncton, New Brunswick, where she worked at the city’s military facilities and shared a family practice. She began a full-time family practice in Moncton in 2015. In 2023, she became Chief of the Family Medicine department at Horizon’s The Moncton Hospital. She has been instrumental in establishing the Medical Home in Sackville, an initiative bringing together family doctors and allied professionals to provide primary health care to a larger population, leading to positive changes in New Brunswick’s health care.

Horizon’s approach to primary care emphasizes collaboration and accessibility. By uniting family doctors and allied health professionals, we are creating a robust support network for our patients. Our efforts in Moncton and Sackville are paving the way for improved health care outcomes and a stronger, healthier community.



Dr. Comstock was born in Calcutta, India and emigrated to Canada at the age of 16 in 1991, becoming a Canadian citizen in 1994. Always driven by a desire to pursue a career in medicine, she earned her Doctor of Medicine from the University of Saskatchewan in 1999 and completed her residency in Family Medicine at the Ottawa Civic Hospital, University of Ottawa in 2001.

In addition to being a member of the College of Physicians and Surgeons of New Brunswick, Dr. Comstock is member of the Canadian College of Physicians, Canadian Medical Protective Association and the Canadian Medical Association.



Welcome!

MAILY LOCKHART

Interim Executive Regional Director, Primary Care

Maily has collaborated with health system leaders to transform health systems through innovative solutions. She has held leadership roles at the Saskatchewan Health Authority and Horizon, where she developed and delivered provincial health programs, supported health and human resource planning, engaged with national health care innovators, and facilitated the creation of organizational, strategic, and operational plans with health care leaders. Additionally, she contributed to the development of physician recruitment and retention strategies with the

Physician Recruitment Agency of Saskatchewan and assisted Saskatchewan-area physicians in transitioning from paper-based practices to electronic medical records in team-based practices with the Saskatchewan Medical Association.

Maily holds a Bachelor of Science with a specialization in Physiology and Development Biology from the University of Alberta and a Master of Public Health with advanced training in Community Health and Epidemiology from the University of Saskatchewan. She is a certified Prosci change management practitioner, health care Lean Improvement leader and has a Professional Leadership Certification from the University of Saskatchewan's Edwards School of Business.

With a deep understanding of how effective interdisciplinary, collaborative care teams can improve the health of individuals and communities, I am excited for the opportunity to co-lead the work in supporting the transformation of primary health care services at Horizon.



Enhancing access to quality health care services in Three Rivers

Residents in Petitcodiac and surrounding communities will benefit from a new Community Health Centre in Three Rivers, replacing the existing facility on Railway Street. Construction is scheduled to begin in 2025, and the upgraded Centre will house administration, nursing, medical, and allied health services, adopting a collaborative care model to provide efficient, coordinated, and sustainable services.

The interdisciplinary team structure will enhance service delivery and improve patient care by providing health care professionals with a modern and functional facility. The Government of New Brunswick has committed \$21 million to this initiative, which is expected to improve the patient experience and offer an environment where the right service is given at the right time by the right provider to meet the needs of the community.



I'm confident that this state-of-the-art community health centre will serve as a true health care hub for the people of Petitcodiac and the surrounding area for many years to come. Horizon is committed to ensuring that New Brunswickers can access primary care services in a timely and convenient manner, taking a modernized, team-based approach. This new facility will provide access to primary care provided by a team of health care professionals, not just one provider.

-MARGARET MELANSON

President and CEO



Patients in Fredericton area now have improved access to primary care appointments thanks to new digital appointment technology



Through a new, innovative pilot project, Horizon is partnering with Skip the Waiting Room to enable online appointment bookings at Horizon’s Fredericton Downtown Community Health Centre, making the process more convenient and accessible. The project, supported by the Coordinated Accessible National (CAN) Health Network, will offer patients a simplified, streamlined appointment booking experience and allows staff to spend more time on in-person client care. The clinic is open Monday to Friday and offers appointments with a nurse practitioner for minor illnesses, injuries, or other non-urgent health issues for those without a primary care provider. Planning is underway to expand this to technology to more community health centres.

This year, **more than 450 episodic care appointments** have been booked through the app and staff are seeing a reduction in administrative workload.

This initiative will improve access and convenience for our patients and will enable our staff to spend less time booking appointments by phone and more time delivering patient care.

-SUSAN NEAL

Director of Primary Care for Saint John area and acting Director of Primary Care, Fredericton and Upper River Valley areas



Patients can book appointments online at nb.skipthewaitingroom.com and can also continue to call **506-452-5689** to book an appointment.



EMERGENCY CARE

Horizon is committed to improving access to emergency care across the province. The organization is taking steps to introduce a multidisciplinary model of care in some communities to ensure access to emergency services is sustainable. This team-based approach aims to enhance the quality and availability of emergency care, reflecting Horizon’s commitment to innovative and effective health care solutions.

Improving access to emergency care through a multidisciplinary, blended model at the Sussex Health Centre

Horizon is committed to maintaining and growing access to emergency department services in Sussex and is implementing innovative solutions to modernize and optimize emergency department (ED) operations. A plan is underway and includes integrating Nurse Practitioners (NPs), Advanced Care Paramedics (ACPs), Respiratory Therapists (RTs), and, in the long term, Physician Assistants (PAs) into the ED team to provide safe and timely patient care. Horizon continues to prioritize the recruitment of physicians, nurses and other health care personnel to Sussex.

We know that patients who present to our emergency departments do so for a wide variety of reasons, and I’m confident this innovative, multidisciplinary model will offer timely and well-rounded care for our patients. Our intent will be to monitor and analyze this implementation with the goal to spread to other community areas throughout Horizon in the coming months.

-MARGARET MELANSON
President and CEO

SPOTLIGHT

What is an Advanced Care Paramedic?

Advanced Care Paramedics are specially trained and licensed to provide a wide variety of medical interventions, including advanced airway management, options for vascular access, needle thoracostomy and advanced electrical therapy. Their scope of practice also allows them to effectively treat conditions such as:



seizures



cardiac
arrhythmias



pain



post-partum
hemorrhage



trauma



wounds



SURGICAL SERVICES

Advanced technology offers alternative treatment option for patients with fibroid-related pain



Horizon's The Moncton Hospital (TMH) is now the only facility in Atlantic Canada, and the sixth in Canada, to acquire advanced technology for treating fibroid-related pain, offering a uterus-preserving alternative to a hysterectomy. The Acessa® Laparoscopic Radiofrequency Ablation technology, led by gynecologist Dr. Stéphane Foulem, has already benefited several patients. This state-of-the-art equipment was purchased by the Friends of The Moncton Hospital Foundation for \$150,000.



By acquiring this new technology, Horizon takes a significant step towards fulfilling its commitment to improving access to surgical services and enhancing the overall patient experience, particularly for those seeking fibroid treatment.

-GREG DOIRON

Horizon's Vice President Clinical Operations



Individuals across Atlantic Canada with persistent fibroid-related pain are encouraged to **consult their primary care providers for an assessment.**



Patients will have access to enhanced computed tomography (CT) at Charlotte County Hospital

Horizon is committed to enhancing access to community-based health care services for Charlotte County residents and optimizing acute care at Horizon’s Charlotte County Hospital (CCH). Renovations at CCH are currently in progress, with the installation of a CT scanner scheduled for completion by fall 2024. Supported by over \$700,000 raised during the 2022 Radiothon by the Charlotte County Hospital Foundation, these improvements are now underway and expected to be complete later this fall.



Pilot project introduced to alleviate symptoms for patients with major depressive disorder

The neurology team at The Moncton Hospital is committed to innovative treatment options, and new deep brain stimulation equipment is an example of their dedication to advancing patient care and outcomes. Deep brain stimulation, a surgical treatment, involves implanting a device that acts like a pacemaker for the brain. This device sends electrical impulses to targeted areas of the brain, alleviating symptoms of various neurological disorders and providing significant relief to patients. The \$250,000 cost of the equipment was funded by donors of the Friends of The Moncton Hospital Foundation.





ADDICTION AND MENTAL HEALTH

Patients benefitting from new, innovative non-invasive treatment

Horizon, in collaboration with the Government of New Brunswick, Saint John-based Canadian Health Solutions, and the Chalmers Foundation, is supporting a pilot project to treat major depressive disorder using repetitive transcranial magnetic stimulation (rTMS). This non-invasive treatment influences brain electrical activity with brief pulses of electrical current and does not require sedation. Demonstrating their commitment to addressing the mental health crisis, the Chalmers Foundation raised \$170,000 in 2022 to purchase the first rTMS machine for Horizon Health Network. New Brunswick is the fifth province to offer this publicly funded treatment, which is expected to benefit up to 200 patients. The two-year pilot is underway at Dr. Everett Chalmers Regional Hospital and two community clinics in Moncton and Saint John. Patients must be referred by a psychiatrist to access this service.

We know that major depressive disorder can have significant impacts on a person’s everyday life, and with this innovative treatment, we will be able to significantly improve lives. This pilot is just one of many examples of what we are doing to improve access to the best possible treatment.

-DR. ANTHONY NJOKU

Chief of Psychiatry for Fredericton and Upper River Valley



Welcome!

NATASHA LEMIEUX | VP Community

Mental health and addiction are part of the provincial health plan and Horizon is developing a comprehensive strategy to support this priority area of work. Natasha Lemieux, Vice President, Community returns to New Brunswick soil as a dedicated resource overseeing this important portfolio, driving Horizon’s mental health and addiction initiatives forward.

Originally from New Brunswick, Natasha is dynamic and collaborative senior health care leader with over 20 years of experience in large hospital, diverse community, rural and long-term care settings. Natasha began her career as a Nurse Manager and Clinical Coordinator at Horizon in Saint John. Since 2017, she has held senior leadership roles at Homewood Health Centre in Guelph, Ontario, most recently serving as Vice President of Patient Services, Clinical Education, and Chief Nursing Officer. She also has completed a Prosci Change Management certification and is a Lean Six Sigma Black Belt.

Our focus is on providing comprehensive, compassionate care that meets the needs of every individual. By fostering a supportive environment and continuously refining our approach, we aim to make significant strides in mental health and addiction services, ensuring that our community receives the best possible care and support.



Improving in-person access for vulnerable populations in Moncton

Moncton’s Salvus Clinic has secured a permanent new home to offer in-person services while continuing its mobile health unit operations. Relocating from Church Street, the clinic has served approximately 4,200 people since 2007. In partnership with Horizon, Salvus provides comprehensive primary care, addressing substance use and mental illness. The multidisciplinary team, including three Nurse Practitioners, offers health assessments, counselling, addiction management, illness prevention, immunizations, blood work, and specialist referrals.



Patients looking to schedule an appointment at the Salvus Clinic can call **506-384-7283** or visit the clinic in-person at **1116 Mountain Road, Suite 4.**



Welcome! KATHLEEN BUCHANAN

Horizon’s Executive Regional Director of Addiction and Mental Health Services

Kathleen Buchanan is Executive Regional Director of Addiction and Mental Health Services at Horizon. Kathleen brings extensive knowledge and leadership experience to this role, where she will collaborate with the Executive Clinical/Academic Department Head to set strategic directions for Horizon. Since joining Horizon in 2011 as a Patient Safety Consultant, Kathleen has held various leadership positions, including managing ER Mental Health, Mobile Crisis, and Primary Health Care. She has also led significant initiatives such as COVID-19 response efforts. Kathleen holds a BSc in Health Promotion, a Certified Health Executive designation, and is and is near completion of her Master of Business Administration Health care program from Northern Arizona University.

I am so pleased that we can provide a safe, accessible clinical space that is equipped to meet the needs of our patients and clients. I want to acknowledge the Salvus team for their commitment and dedication to those they serve – we know how great the need is for this clinic in our community.



SPOTLIGHT

Enhanced Outpatient Services

Improving patient access and care:

Saint John Ambulatory Clinic expansion doubles in size

New Brunswick’s busiest ambulatory clinic, the J.T. Clark Family Foundation Ambulatory Clinic, recently underwent renovations, doubling its size to better serve patients in the Saint John area. Launched in 2017, the Give Clinic 1 Expansion Campaign was supported by over 2,700 donors and concluded its fundraising efforts in March 2021, raising an impressive \$12 million for renovation enhancements.

This achievement was made possible by the profound generosity of the J.T. Clark Family Foundation and numerous other major donors and community supporters.

The clinic now offers enhanced accessibility, privacy, and patient comfort, with a layout designed for efficient patient flow and future adaptability. It provides a wide range of specialized services, including Dermatology, Endocrinology, Neurology, Orthopedics, Plastic Surgery, Urology, and Vascular Surgery.

The clinic is projected to handle over **42,000 visits** this year.



“What was thought to be a simple cold sore on my lower left lip, was later determined to be a Merkel Cell Carcinoma. This was removed and repaired within 29 days from diagnosis to surgery, prompting our desire to bring the Clinic 1 Campaign to a close, as a way of recognizing and thanking the many professionals and staff who made this remarkable saga possible.”



-MR. JOHN T. CLARK

Lead donor and a grateful patient of the ambulatory clinic



RECRUITMENT AND RETENTION

▶▶▶ RECRUITMENT ▶▶▶

More health care professionals are delivering safe and high-quality care to patients, improving access to services, and supporting our existing workforce. Horizon's Talent Acquisition teams have made significant progress in the first quarter, particularly in RN recruitment, exceeding target numbers. As a result of extensive recruitment efforts, Horizon will have only **30 travel nurses** predominantly within emergency departments and intensive care units until the end of August.



Horizon successfully recruited **626 new employees**, plus **65 physicians** during the first quarter of this year!

Nursing Talent Community Update

261

REGISTERED NURSES
(Net gain of 152)

105

LICENSED PRACTICAL NURSES
(Net gain of 50)

241

PERSONAL CARE ATTENDANTS
(Net gain of 181)
including nursing students and internationally educated nurses.



RETENTION

our promise

Horizon values the dedication and commitment of our staff and physicians, and acknowledging years of service and celebrating retirements are integral to our culture of appreciation. In May, Horizon recognized more than 3,400 significant service milestones and celebrated almost 300 retirements. Coordinating these events highlights the individual contributions of our staff and physicians and reinforces our commitment to recognizing and appreciating the efforts of our hardworking teams across the organization.



Supporting Working Parents: Horizon’s Childcare Pilot Program

Horizon understands that supporting work-life balance is essential to employee well-being and fosters a positive work environment for all staff. This summer, in collaboration with our Foundation partners, Horizon is excited to announce a childcare pilot program exclusively for our employees and physicians. This initiative will offer a limited number of daycare spaces for those with young children in the Saint John and Fredericton areas, aiding our recruitment and retention efforts and delivering on Horizon’s commitment to be an employer of choice.

Celebrating Pride! Horizon Holds First Annual Pride Event

Leadership and staff from across Horizon Health Network gathered for the first annual Pride Month education and celebration event. The day was dedicated to learning and understanding, featuring speeches from community leaders like Lieutenant Governor Brenda Murphy and Mariah Darling from Chroma NB. The event promoted a sense of belonging and inclusivity, reinforcing Horizon’s commitment to creating a welcoming space for everyone.





PATIENT EXPERIENCE

Patient bedside entertainment

Horizon's Dr. Everett Chalmers Regional Hospital (DECRH) now offers state-of-the-art communication and entertainment technology for alternate level of care (ALC) patients and their families. These new patient entertainment systems aim to enhance the hospital stay experience and will eventually provide a fully interactive bedside experience, including on-demand television, WiFi, and meal ordering. A similar upgrade is nearly complete at The J.T. Clark Family Foundation Ambulatory Clinic at Horizon's Saint John Regional Hospital, and a separate project is planned for the new women and children's unit under construction at Horizon's The Moncton Hospital.



Minimizing wait times for patients requiring medical imaging services

New Brunswickers can make more informed health care decisions when information is available to them, and that's why Horizon is working on a project in partnership with the Department of Health to publish wait times for Medical Imaging across Horizon facilities. The project's second phase, will extend wait time information to the MyHealthNB website and app. This phase will also include wait times for Medical Imaging services provided by Vitalité Health Network.

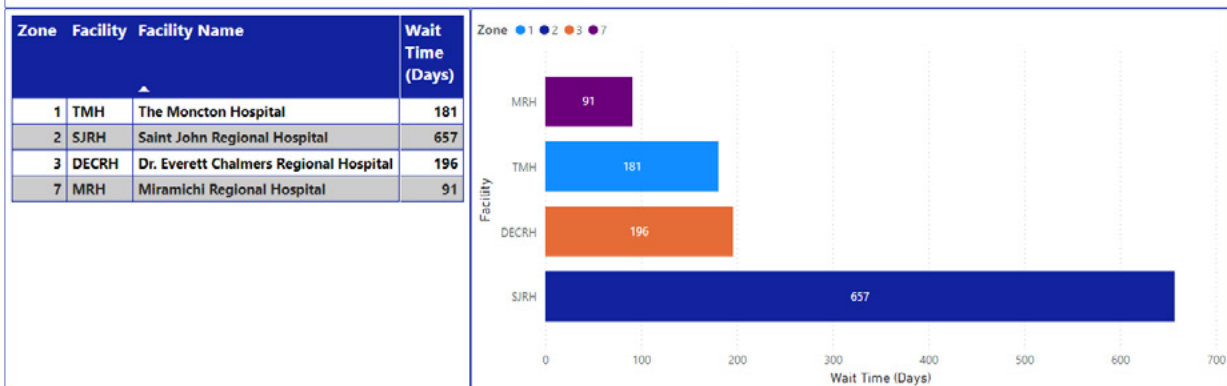
Horizon Medical Imaging Wait Times

Note: The wait times shown are the typical maximum for most patients over the last 30 days. ⓘ



Modality				X-Ray
Bone Density	CT	Interventional	Mammography	The most up to date X-Ray Wait Times are available on the X-Ray self-booking website at www.horizonmb.ca/radiography .
MRI	Nuclear Medicine	PET	Ultrasound	

Wait Time (in Days) by Facility for Bone Density as of 7/11/2024



Visit the Medical Imaging Dashboard on the Horizon website [here](#).



Patients, visitors at the DECRH have access to a new breastfeeding space

Horizon is committed to promoting, supporting, and protecting breastfeeding to ensure babies have the healthiest start in life, and nursing individuals are welcome to breastfeed in any public space in our facilities. A new space located in the Discharge Lounge offers an accessible, private space for nursing and pumping for patients and visitors who may prefer this setting. Separate breastfeeding spaces have also been established at the DECRH to support hospital physicians and staff. This initiative enhances patient and visitor experiences and aligns with Horizon's goal of achieving the Baby-Friendly Initiative (BFI) designation for all birthing hospitals and public health services.



We are very pleased to be able to offer a designated space where nursing parents who visit the DECRH are able to breastfeed their baby in a clean, private and tranquil setting. Initiatives such as this help ensure our hospital community feels fully supported in their breastfeeding journey.

-COLLEEN DONNELLY

Interim Clinical Director, Healthy Aging & Rehabilitation Program (HARP),
Formerly Clinical Director, Women's & Children's Health

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HorizonNB



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horizon-health-network



HorizonHealthNB



Visit Horizon's website for the latest updates and information.



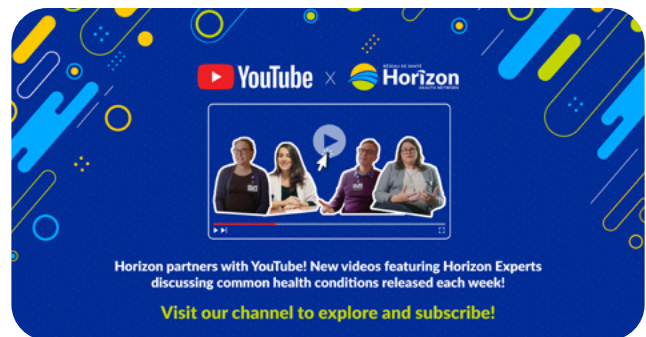
HorizonNB.ca

40 patient resource videos available through Horizon's YouTube Partnership

Did you know that our **Expert Explains** playlist covers 20 topics on common health conditions in both English and French? Thanks to our partnership with YouTube, these informative videos are available 24/7 and have seen over 30,000 engagements!



Join Horizon's YouTube Community



Visit, **Let's Talk Horizon**, Horizon's dedicated community engagement hub that provides staff, physicians, and the public an opportunity to be involved and participate in important health care decisions.

Horizon is committed to involving people affected by the decisions we make. Whether you are a staff member, physician or volunteer, or a patient, client or family member, or member of the public – **we want to hear from you in a way that is meaningful to YOU.**