



RÉSEAU DE SANTÉ
Horizon
HEALTH NETWORK

Experience
Access
Retention
Flow

Report to Our Communities

PROGRESS ON HORIZON'S CRITICAL ACTION PLAN

Quarterly Report

September 2024

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Our Strategic Priorities



ADVANCING PATIENT-FOCUSED, TRANSFORMATIVE CARE

Message from Horizon's President and CEO

To meet the needs of New Brunswickers, we're changing the way we deliver health care. We're moving forward with innovative ideas and approaches that support the provision of quality and patient-centred care across New Brunswick.

Horizon remains committed to delivering patient-centred solutions that address one of our most critical challenges – access to care. While we have made notable progress, we recognize this journey is ongoing, requiring sustained effort and collaboration. Every small improvement we make contributes to meaningful, long-term progress in the health care system.

To ensure consistent progress and momentum, we have taken a continuous improvement approach to making gains in the areas we know are most important to our patients.

Since our last update, 12 new projects are underway and 57 current projects are active across each of our regional hospitals, 7 community sites, and 24 departments and programs. These efforts reflect the positive change happening throughout Horizon, all aimed at enhancing access, improving the quality of care, and enriching the overall patient experience.

Partnerships remain crucial in building a sustainable health care system for all New Brunswickers. Our collaborative efforts to improve access to primary care services in our communities are key to this transformation.

I am proud of the unwavering dedication demonstrated by our staff and physicians, whose exceptional efforts have a direct and lasting impact on the lives of our patients, families, and communities. Through innovative solutions and a patient-first approach, we are evolving care delivery across our network, ensuring that Horizon continues to meet the changing needs of those we serve. We look forward to working with the new provincial government to build a more accessible, responsive, and sustainable health care system for New Brunswick.



Margaret Melanson
President and CEO



ADVANCING PATIENT-FOCUSED, TRANSFORMATIVE CARE

Message from Horizon's Board Chair

New Brunswick is facing dual challenges of a growing and aging population—we have seen a population increase of 93,000 people since 2019, a growth of 12.2%. Our population is expected to continue to grow at 3% per year. This growth, while exciting for New Brunswick overall, has put increased demands on our health care system. At the same time, our population is aging, and our hospitals have an unprecedented number of patients who require long-term care yet remain in our facilities due to an inadequate number of placement options available in community settings. In some facilities, over 35% of hospital beds are currently occupied by elderly patients who do not require acute hospital care. This drastically impedes our ability to admit patients from our emergency departments and causes delays for patients awaiting needed surgeries.

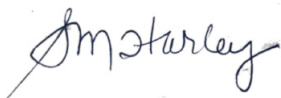
As we continue to navigate these complexities and challenges, our Board of Directors remains committed to supporting Horizon's leadership in identifying meaningful solutions to help advance important improvements. We share a collective focus to move forward on the necessary changes required to ultimately enhance access for all New Brunswickers, in all communities.

We remain focused on both recruiting and retaining physicians, nurses, and other health care workers to meet our growing needs. While we have made significant improvements in this area, we continue to compete with other areas in Canada, and beyond, to attract these health care professionals.

We need to be innovative, be nimble, and be smart in how we meet the needs of New Brunswickers. One of our keys to success is to focus on the foundational work of improving access to primary care in all communities and to ensure the continuity of care as patients move from primary care to surgical or other in-hospital services. Recognizing the importance of smooth transitions between each stage of care, these networks will play a crucial role in offering seamless shifts to long-term care, while ensuring an efficient, compassionate patient experience throughout the entire care journey.

The Horizon Board of Directors is currently updating our strategic plan. It is important that we provide leadership and vision, working with input from the Horizon's leadership team, our health care professionals, and our communities to develop and implement a model that works to address our growing and evolving needs. Patients will always be at the core of our plans and decisions. It is key that we understand the needs of our population, and plan proactively to meet these needs to ensure patients receive the right care, at the right place.

Over the last quarter, our Horizon team has delivered many innovative solutions to enhance the service provided throughout our region. We acknowledge the dedication and perseverance of Horizon's staff, health care professionals, and leaders who face difficult challenges everyday. While obstacles persist, we remain focused on building a more responsive, patient-centred system. Our goal is clear—ensuring accessible, high-quality, and timely care for all New Brunswickers.



Susan Harley
Board Chair



TRANSPARENCY AND IMPROVEMENT IN PATIENT CARE

Horizon is committed to performance and accountability, ensuring transparency in delivering health care services in the communities we serve. Our public performance dashboard, available on HorizonNB.ca, offers an up-to-date snapshot of our progress in key strategic priority areas, providing a clear view of both achievements and areas needing further improvement.

While not all indicators are currently on target, the dashboard reflects our dedication to being open about the challenges we face and the efforts we are making to address them.

By sharing this data, Horizon demonstrates accountability to patients, staff, and the public. We continue to focus on improving health care delivery, driving positive changes, and meeting our performance goals.

Our commitment to transparency ensures that we remain focused on enhancing patient care and services while being honest about the work still required.



SPOTLIGHT

Performance Improvement and Accountability

Horizon is committed to continuously enhancing the quality of care provided to patients and families while ensuring accountability and transparency in our efforts to improve services. As part of this commitment, we will be introducing new dashboards that openly share key indicators related to patient care and experience, highlighting both our successes and areas for improvement.



TRANSFORMING HEALTH CARE THROUGH INNOVATION AND TECHNOLOGY



Innovation and technology are essential drivers of progress in patient care. Horizon is committed to building partnerships that promote innovation and enhance health outcomes. As you explore this edition, look for specially marked innovation projects, like Horizon's new University Hospital designation below:

Horizon receives approval for 'university hospital' designation strengthening regional collaboration in research and innovation to advance health care

Horizon has announced the creation of an integrated network of university-affiliated hospitals, established in collaboration with academic institutions to advance health care through research, education, and innovation. This new framework will enable horizon to better address complex health care challenges and **deliver exceptional patient care** by leveraging these partnerships and incorporating the latest technologies and research.

At the centre of this network is the Saint John Regional Hospital, designated as a University Hospital Centre, and The Moncton Hospital, Dr. Everett Chalmers Regional Hospital, and Miramichi Regional Hospital will serve as university-affiliated hospitals in close partnership with academic institutions.

Horizon's established partnerships with post-secondary institutions, including the University of New Brunswick and Dalhousie University, will benefit from this designation, fostering an environment of innovation, learning, and professional growth.



With over **200 clinicians** conducting more than **400 research studies**, this designation further reinforces Horizon's role as a key player in advancing medical knowledge and delivering exceptional patient care.

"We are eager to expand our collaboration with academic institutions and industry partners, ensuring that Horizon remains at the forefront of medical innovation and ultimately applying research and innovation into practice that will have a direct benefit our patients and communities."

MARGARET MELANSON

Horizon's President and CEO



PATIENT FLOW

Horizon continues to work with our health system partners to identify long-term and sustainable options to alleviate ALC pressures.

In partnership with the Department of Social Development, Horizon has implemented a new assessment process for Alternate Level of Care patients awaiting placement in long-term care. As part of this initiative, Horizon staff at Dr. Everett Chalmers Regional Hospital are now responsible for managing the assessment process for patients transitioning to community care settings in the Fredericton area.

Patient wait times for assessments have decreased from 53 days to 24 days under this new approach

As of September, the assessment optimization pilot is nearing completion and has demonstrated significant success since launching earlier in 2024:

Additionally, the pilot has improved communication among care teams and enhanced the ability to prioritize patients who could safely return home with appropriate services in place.

53
DAYS



24
DAYS



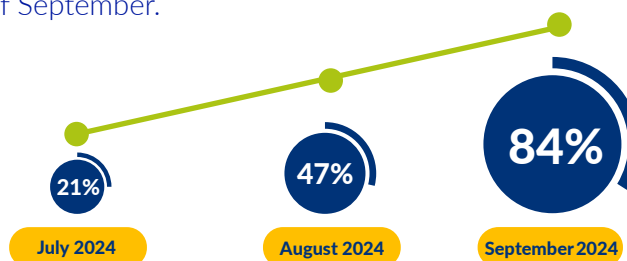
Further enhancements to patient care are underway, **with 82 new beds approved** to open across the Miramichi Regional Hospital, Dr. Everett Chalmers Regional Hospital, and Saint John Regional Hospital between September and November. This increase in bed capacity will have an immediate positive impact on emergency department access by reducing the number of admitted patients awaiting inpatient beds.

Optimizing patient flow at Dr. Everett Chalmers Regional Hospital

The Discharge Command Centre at the Horizon's DECRH continues to play a pivotal support role in managing patient flow and optimizing inpatient capacity, supporting over 300 patients daily. A dedicated team of discharge planners, patient flow coordinators, and other liaison staff are continuously monitoring bed occupancy to improve flow and efficiencies.

Patient Discharge Lounge Update

A successful patient flow initiative is leading to significant efficiency improvements, improved bed utilization, and enhanced overall care for acute patients in the Emergency Department at the DECRH. In collaboration with the Discharge Command Centre, the Patient Discharge Lounge has doubled the monthly bed hours saved through streamlined patient discharges and transfers since July, exceeding 150 bed hours by the end of September.





IMPROVING ACCESS TO SERVICES

PRIMARY CARE

Advancing primary care: Enhancing today, building for tomorrow

Horizon remains committed to enhancing access through team-based primary care, fostering collaboration, and sharing best practices with partners. Throughout the summer, Horizon's Primary Care team engaged extensively with physicians, health system partners, and communities to explore opportunities and address challenges in improving access to team-based care across New Brunswick.

To support this work, the Primary Care team visited Prince Edward Island to learn more about the success of their provincial Patient Medical Home model, helping shape Horizon's vision for sustainable, collaborative primary care in New Brunswick.

As part of ongoing efforts to support team-based primary care, the team will continue broad engagement with internal and external stakeholders, including nursing and allied health professionals, as well as patients and communities.

Horizon's visionary approach to primary care

New Brunswick's current primary care health model is built on a solid and effective foundation. However, to address the evolving needs and current challenges in access to care, the delivery model is being evaluated. Horizon's approach focuses on preserving the model's core strengths while integrating modern enhancements to better serve communities across the province.



Enhancing Community Health Centres (CHCs):

Horizon has community health centres in the community providing care; this plan will support them in expanding their services and improving operational efficiencies to better serve community needs.



Collaborative Care networks:

New Brunswick's extensive network of primary care providers, together with Horizon and other health care professionals, can work collaboratively to better address the primary care needs of communities throughout the province.



Building neighbourhoods of care:

Horizon plans to improve access to services by creating a seamless network of services that wrap around primary care providers and their patients, ensuring communities have the support needed for holistic, patient-centred care.



Did you know?

Horizon has **46 Community Health Centres** that offer team-based access to primary care in communities across New Brunswick. They also deliver care through community partnerships and programs to meet the diverse health care needs of New Brunswick communities.

Find a Community Health Centre near you on Horizon's **website**.



IMPROVING ACCESS TO SERVICES

PRIMARY CARE

Promoting continuity of care over episodic care

Horizon is developing a collaborative health model to improve timely access to primary care teams, focusing on prevention, wellness, ambulatory care, chronic disease management, and mental health. This whole-person approach prioritizes access, accountability, quality, and sustainability while enabling strategic investments to enhance interactions between patients, providers, and the health care system.

Dr. Ravneet Comstock, the program's Executive Clinical/Academic Head and Co-Leader, has been in conversation with over 150 physicians, hearing their perspectives on how we can shape primary care into a sustainable, team-based collaborative care model at Horizon.

As of September 2024, 15 interdisciplinary teams are in the pre-formation stage, with 76 physicians already engaged in this initiative. These practices will play a critical role in shaping the future of health care in New Brunswick.

Improving access to primary care for unattached patients in New Brunswick

Horizon is developing a collaborative health model to improve timely access to primary care teams, and alongside EM/ANB Inc. a partnership is being extended to explore ways to expand an integrated service delivery model that improves access to primary care for unattached patients in New Brunswick. Following the recent launch in the Fredericton area, both organizations share a vision of providing a seamless primary care model that increases access points for unattached patients. Lessons and best practices from the Fredericton initiative will guide potential implementations in other regions of the province. The integrated model will provide patients with a centralized health record that follows them with each of their appointments, allowing for any follow-up that is needed and providing a true ongoing health care experience.



This partnership allows both organizations to bring our collective strengths to the table, such as Horizon's extensive experience in managing health human resources and ensuring safe and quality health care services, as well as EM/ANB's innovative NB Health Link network, which includes a wide range of facilities, technologies, and processes at current and future primary care sites."

MARGARET MELANSON

Horizon's President and CEO

SPOTLIGHT

North-End Wellness Centre: Supporting vulnerable populations in Saint John

The North End Wellness Centre (NEW-C), a satellite of St. Joseph's Community Health Centre, delivers essential health and wellness services to individuals and families in the Old North End of Saint John.

Operating as a Collaborative Care Team Model, the centre is staffed with a Physician, Nurse Practitioner, Registered Nurse, Administrative staff and supported by an allied health team, including respiratory therapists, occupational therapists, pharmacists, dieticians, physiotherapist and social workers.

Beyond primary care, the team connects patients with crucial community resources—such as food banks, childcare, and employment services—helping them achieve long-term stability and success.

Dedicated to serving vulnerable populations in Saint John's urban core, the centre provides an average of 30 same-day or next-day appointments for their rostered patients, this is over and above appointments that are pre-booked at the centre.





IMPROVING ACCESS TO SERVICES

PRIMARY CARE

Expanded Horizon clinic increases access to prenatal care in the Fredericton area

Launched as a six-month pilot in June 2023, The Department of Obstetrics and Gynecology at Horizon's Dr. Everett Chalmers Regional Hospital provides access to an obstetrician for pregnant individuals in the Fredericton area without access to a primary care provider for the duration of their pregnancy. Following the pilot's success, the prenatal program in the Fredericton area has expanded to offer appointments four days a week, significantly enhancing access to care for pregnant individuals without a primary care provider.

As of September 2024, 536 patients have been seen, representing a total of 3,352 visits since June 2023.

We encourage patients to call the referral line as soon as they learn they are pregnant to ensure timely access to routine pregnancy care, such as monitoring growth and blood pressure. Some bloodwork and investigations are time-sensitive, and through this program, we are ensuring access to essential, timely care."

DR. KIM BUTLER

Head of Obstetrics and Gynecology at Horizon's DECRH



Pregnant individuals **in the Fredericton area** without a primary care provider can self-refer to this program at any time during their pregnancy. **To register for this program, call 506-259-0798.**



IMPROVING ACCESS TO SERVICES

EMERGENCY CARE

Horizon is actively 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 multi-disciplinary, team-based approach aims to enhance the quality and availability of emergency care, reflecting Horizon's commitment to innovative and effective health care solutions.

Increased access to urgent care services at Fredericton Urgent Treatment Centre

Horizon's Fredericton Urgent Treatment Centre (UTC), located at the Brookside Mall on the city's northside, extended its hours in September to enhance access for residents. The centre now operates Monday to Friday, 9 a.m. to 5 p.m., an increase from its previous three-day schedule. The UTC is staffed by local health care professionals, including teams from the Dr. Everett Chalmers Regional Hospital and Oromocto Public Hospital.

The Fredericton Urgent Treatment Centre expansion underscores Horizon's commitment to improving access to timely, high-quality care for our patients, and it reflects the dedication of our exceptional team of physicians, nurses, and staff who continue to go above and beyond in supporting our patients."



DR. ASH MCLELLAN

Medical Director for Horizon in the Fredericton area



Patients with urgent but non-life-threatening conditions, such as flu-like symptoms, minor cuts, sprains, ear, nose, and eye issues, skin conditions, and allergic reactions, are encouraged to visit the centre for prompt care. The facility also provides on-site X-ray services.

Since opening in late 2023, the UTC has provided care for

>5,000
PATIENTS

with non-life-threatening but urgent conditions, serving as a vital alternative to emergency departments.

The UTC serves between

50-60
PATIENTS DAILY

From July to September.





IMPROVING ACCESS TO SERVICES

EMERGENCY CARE

Improving patient-focused care in the DECRH Emergency Department

An innovative pilot project taking place in the Emergency Department (ED) at the Dr. Everett Chalmers Regional Hospital (DECRH) is resulting in better, more coordinated patient care while also having a positive impact on hospital patient flow. Through this initiative, patients presenting to the ED can obtain assessment, management of symptoms and treatment from qualified physiotherapists and occupational therapists (OT) while reducing the need for additional visits or delays in accessing services.

100 patients were able to access physiotherapy or OT services in the DECRH ED during the first month of the pilot projects.

Enhancing access to emergency care with a collaborative, multidisciplinary approach

Horizon is introducing a multidisciplinary, blended care model at Sussex Health Centre Emergency Department to improve access, reduce wait times, and enhance patient care. This initiative demonstrates Horizon's commitment to expanding emergency services while integrating innovative virtual care solutions to modernize operations.

To further strengthen this model, Horizon is partnering with Teladoc to introduce a comprehensive virtual clinical care solution to provide patients experiencing less urgent medical needs with the option of being seen by an emergency physician more quickly at both Sussex Health Centre and Charlotte County Hospital. This collaboration leverages hybrid care capabilities to enhance access and manage high-volume periods effectively.

This type of care is not new within Horizon and has been proven to be a safe, efficient model of providing quality care. New Brunswick patients have been accessing telehealth and virtual care solutions for primary care and other services with great success for years.

Together, the multidisciplinary model and Teladoc integration reflect Horizon's forward-thinking approach to health care delivery, ensuring high-quality, accessible care for communities across New Brunswick.

Horizon is committed to engaging with physicians, staff, patients, and other stakeholders to ensure they are informed of the new virtual care solution, while gathering feedback to better understand any potential barriers or concerns. More information will be shared with Sussex and Charlotte County communities as these new models and options for care becomes available.

By harnessing this virtual technology, it allows us to provide continuous, high-quality patient care in the event a physician is unable to provide on-site coverage in Sussex. This approach not only ensures patients receive the best possible care while limiting the need for unnecessary transfers but it also supports our commitment to maintaining robust emergency services in Sussex."

DR. SERGE MELANSON

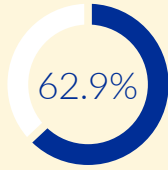
Horizon's Executive Clinical/Academic Head of Emergency Care





IMPROVING ACCESS TO SERVICES

SURGICAL SERVICES



Horizon is seeing a positive trend in the percentage of surgeries completed within the target timeframe since the start of the year. **As of September 2024, the most recent result was 62.9%, the highest value seen in two years.** Work continues within the surgery program to improve surgical access and address wait lists.

A focus on reducing surgical waitlists

At Horizon, surgical wait times are decreasing, with a reduction of 2,500 cases from the waitlist since April 2024. This success is driven by increased operational efficiencies – of note Horizon’s The Moncton Hospital has had all eight of its operating rooms at full capacity since April 2024.

New Retinal Surgery program at Dr. Everett Chalmers Regional Hospital first of its kind in New Brunswick

Horizon’s first retinal surgery program has launched at Dr. Everett Chalmers Regional Hospital in Fredericton, enhancing eye care access for New Brunswick residents. Until now, New Brunswick had been the only province in Canada without a formal retinal program, with an estimated 600 New Brunswickers travelling to either Quebec or Nova Scotia for treatment each year. Most procedures can be administered using local or intravenous (IV) sedation and will take place within the existing OR space at the DECRH. The first retinal procedures will begin later this fall.



By establishing this service in our province, we’re reducing barriers to care and aligning with Horizon’s ongoing commitment to improving access to critical health services.”

DR. PATRICIA BRYDEN

Executive Regional Clinical/Academic Department Head,
Co-Leader Surgical Services, Horizon Health Network





IMPROVING ACCESS TO SERVICES

ADDICTION AND MENTAL HEALTH

Improving health care equity for vulnerable populations in Saint John

An innovative new partnership in Saint John is creating convalescent care beds for vulnerable patients transitioning from hospital to community to provide a safe and supportive environment. As part of the first phase of the project, Outflow Ministry Inc. developed 6 single-occupancy housing units in uptown Saint John, each of which will be equipped with separate entrances to ensure privacy and dignity for patients. The research, which illustrated the need for convalescent care beds in the community, was funded by the Dalhousie Chesley Family Research Award and Research NB. The initiative is a direct response to research conducted by a collaborative team led by Dr. Duncan Webster, the Canada East Spine Centre, Avenue B Harm Reduction Inc., Horizon’s social work team in Saint John, the University of New Brunswick, Housing NB and the Edwin S.H. Leong Centre for Healthy Children.

The project will initially support 12 to 18 homeless patients annually, with plans to grow and expand with the addition of more units over time.

This initiative is a testament to the commitment of our respective organizations to enhancing community support and promoting health equity for individuals experiencing homelessness in the Saint John area. Through this partnership, we are not only helping to fill a significant, longstanding need in our community, but we are also promoting a more holistic approach that will help establish a more inclusive and supportive environment which will ultimately deliver better care to members of Saint John’s vulnerable population.”

MARGARET MELANSON

Horizon’s President and CEO



Supporting children and youth: One-at-a-time therapy initiative

Horizon, in partnership with the province of New Brunswick, offers a “one-at-a-time” therapy program, available through **New Brunswick Addiction and Mental Health Centres**. It provides rapid access to mental health support, connecting clients with a clinician, often on the same day or within three business days. The service operates on an as-needed basis and eliminates the need for recurring appointments typical of traditional psychiatric practices.

As of September 2024

+237

referrals have been made through this program.

Wait times for therapeutic services went from **27.5 days to**

6

days for adults since launching in 2021.

Wait times for therapeutic services went from **20 days to**

8

days for children and youth since launching in 2021.



RECRUITMENT AND RETENTION

RECRUITMENT

Horizon successfully recruited 1,223 new employees, plus 130 physicians between April and September.

Horizon continues to make significant strides in recruiting and retaining nurses, and there are more health care professionals than ever actively providing care to patients throughout our system. As a result of effective recruitment strategies, Horizon eliminated the use of travel nurses at the end of August 2024.



Nursing Talent Community Update

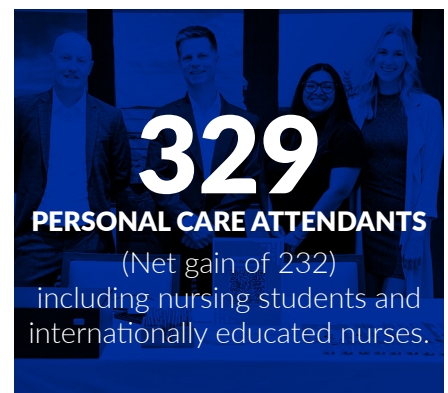


Horizon has made significant progress in recruiting top nursing talent. In this edition of Horizon's Report to Our Communities, **the total number of RNs, LPNs, and PCAs has increased by an average of 46% - almost doubling since our last update in June!**

+ 44%

+ 59%

+ 37%





RECRUITMENT AND RETENTION

RECRUITMENT

Horizon at home and abroad: Engaging with top talent

Horizon’s Talent Acquisition team continues to actively engage with top talent across the world. This dedicated team has participated in 94 recruitment events and fairs. This includes 50 events local to New Brunswick, which allowed our Talent Acquisition Specialists to connect with local candidates and health care students. Additionally, the team attended 45 events across Canada, and 4 international events. In October, Horizon’s recruitment staff traveled to Singapore and Indonesia, engaging with over 60 applicants and promoting the east coast lifestyle, alongside a meaningful career in health care.

These events are an essential part of Horizon’s strategy to connect with prospective employees and build meaningful relationships while allowing candidates and students to learn more about Horizon’s career opportunities, values, and culture.

This proactive approach demonstrates Horizon’s commitment to attracting diverse, highly skilled professionals to join our team in delivering exceptional health care in New Brunswick.



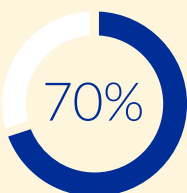
Pharmacy Residency Program Expansion in Fredericton

Horizon’s Dr. Everett Chalmers Regional Hospital is the third campus within Horizon’s fully accredited pharmacy residency program, joining Horizon’s The Moncton Hospital and Saint John Regional Hospital. This expansion highlights Horizon’s commitment to nurturing talent, enhancing patient care, and fostering innovation in pharmacy services. The program provides a well-rounded educational experience, blending theoretical knowledge with hands-on practice, and is offered in collaboration with Dalhousie University’s College of Pharmacy.

Residency graduates are an important source of highly qualified pharmacists in hospitals and health care-related settings.”

DOUGLAS DOUCETTE

Horizon’s Regional Director of Pharmacy



Over the last six years of Horizon’s Pharmacy Residency program,

70% OF GRADUATES CHOSE TO REMAIN WITH HORIZON

in a variety of roles, including caring for patients on collaborative teams, delivering preceptorships for pharmacy residents and learners, and participating in clinical research and quality improvement initiatives.



RECRUITMENT AND RETENTION

RETENTION

ourpromise

Horizon has **33 active Our Promise initiatives** aimed at enhancing the employee and physician experience. Our Promise is focused on fostering a supportive and engaging workplace critical supporting our employees and delivering high-quality care to New Brunswickers. Throughout the summer, the Culture and Engagement team led several initiatives to recognize and support Horizon's health care workers. These efforts included the Winning Weekends initiative to recognize those working on the weekends over the summer, summer hydration stations at our Wellness Hubs, the Summer Bucket List contest to support employees making amazing memories across the province this summer, and the successful organization of 95 community employee appreciation events along with 5 regional Employee Appreciation BBQs.



Truth and Reconciliation

Horizon remains steadfast in its dedication to understanding Indigenous peoples' histories and rights, while fostering intercultural competency and promoting cross-cultural skills across the organization. On September 30, Horizon reaffirmed its commitment to Truth and Reconciliation by gathering over 110 employees from across the province in the ancestral and unceded Mi'kmaq territory of Miramichi. This event, aligned with Call to Action #57, provided a valuable opportunity for education on the histories of Indigenous peoples and the lasting impact of residential and day schools. The gathering honored the truths and experiences of survivors and their families. Their stories highlighted how the enduring effects of residential schools continue to influence Indigenous patients as they navigate the health care system.





PATIENT EXPERIENCE

Saint John area patients are now able to book blood work and specimen collection appointments online

A new service provides patients in the Saint John area with a new, easy, and modern way to book their blood work and other specimen collection appointments. Developed in response to feedback from both patients and staff, the self-booking system is designed to enhance the patient experience by allowing users to book appointments from the comfort of their homes. This modernized approach improves the convenience of booking with an alternative to phone calls or in-person visits for scheduling, significantly improving convenience and accessibility. This tool will help reduce the number of missed appointments and improve the overall patient experience. Reducing missed appointments will decrease wait lists and improve access to services for patients. This service will be launched in other areas before the end of 2024.

Self-booking technology has proven to work well for patients and their partners in care for x-ray appointments, and we are confident they will enjoy the same positive experience when booking with our specimen collection services.”

HEATHER KYLE

Horizon’s Regional Director of Laboratory Services



To self-book a specimen collection appointment, patients will need to confirm they have a laboratory requisition, or that it has been sent (via fax or email) to the Specimen Collection department before proceeding.





PATIENT EXPERIENCE

Expanding MRI capacity and advancing diagnostic capabilities at URVH

A new on-site MRI unit will expand Upper River Valley Hospital's (URVH) exam and patient capacity, doubling its current capabilities over the coming years. Once operational in December 2025, the new on-site MRI unit will benefit local patients by doubling the URVH's exam and patient capacity in the coming years. The 1.5 Tesla MRI, funded by the Upper River Valley Hospital Foundation with over \$3.1 million from community donors, will significantly reduce wait times and double URVH's imaging capacity. Previously reliant on a shared unit with Campbellton Regional Hospital, the new on-site MRI will reduce the need for patient travel time and streamline imaging services for area residents.



We're listening! Horizon's Patient Experience Survey

Patients who have visited an Emergency Department, Urgent Care Centre, or been discharged following an overnight hospital stay, including at Horizon's Stan Cassidy Centre for Rehabilitation, will receive a Patient Experience Survey invitation to share their feedback.

The survey focuses on key aspects of care—such as communication, respect, safety, and coordination—that are closely associated with the overall patient experience. If you've received an invitation, please take a few minutes to complete the survey. We value your voice and want to hear about your experience.



STAY CONNECTED

Join our vibrant social media community of over 70,000 followers!



HorizonNB



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HorizonHealthNB

Did you know?

Horizon's social media channels serve as a timely and valuable resource for accessing important health care information, discovering services available across New Brunswick, and engaging with meaningful content!

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



HorizonNB.ca

52 patient resource videos available through Horizon's YouTube Partnership



Join Horizon's YouTube Community



Did you know?

Our Expert Explains Series playlist covers 27 topics on common health conditions in both English and French. Thanks to our partnership with YouTube, these informative videos are available 24/7.



Let's Talk Horizon | Parlons d'Horizon

Visit **Let's Talk** 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.**