

Dr. Yu Chen, Division Head, Clinical Biochemistry at the Dr. Everett Chalmers Regional Hospital.



Greetings

I am not sure anyone is ever warned before choosing a career in health care, that health care never takes a vacation. So even when many of our staff has taken time to enjoy the summer weather with friends and families, our facilities have continued to put patient care first.

At Horizon we take the provision of quality patient and family centred care seriously. It is an integral component of our new Strategic Plan. The Plan puts the onus on Horizon, as a health care organization, to ensure we are promoting wellness and creating a healthy environment for our patients, visitors and staff. This has led us to make a significant change at our hospitals. Over the next year all Horizon facilities, inside and out, will become smoke-free – beginning at the Saint John Regional Hospital on September 29th.

We have seen the province take a significant step this year in helping New Brunswickers live healthier lives with its amendments to the Smoke-Free Places Act. Horizon's adoption and implementation of the Smoke Free Environment Policy seeks to protect patients, visitors and staff from the harmful effects of second hand tobacco smoke. The efforts of the Smoke-Free Together project, will provide assistance to patients and staff members who wish to quit smoking by providing smoking cessation support. This is a very positive move and one that can make a significant difference, but we will need the support of staff, patients and families to do it.

Work also continued this summer on the benchmarking initiative that began in June 2013. To date more than \$8.4 million in hard savings has been achieved through productivity improvement, reduction in length of stay, and improved utilization. To that end, Horizon contracted the Health Care Management Group (HCM) to carry out a review of our recent data and identify further areas of improvement.

Although there were many opportunities identified by HCM, we have decided to narrow our focus on five functional centres: OR/Day Surgery and Recovery, Diagnostic Imaging, Clinical Laboratories, Plant Operations and Maintenance, and Endoscopy. Over the next few weeks, teams working in each of these functional areas will identify realistic and achievable targets. These are only two ways which we continue to pursue the goals and purpose set out in the Strategic Plan. We will be working on many more this fall, and again we will need everyone's support if we are to achieve success in our four priorities.

In this issue of Connects you will read about other Horizon successes, both within services and for our staff. We are continually amazed at the dedication of Horizon staff, physicians and volunteers, who give so much to our patients and who, like Kate Campbell, karate silver medalist winner in the 2015 Pan Am Games, also find time to pursue their personal dreams. Horizon cheers and honours each of you as you make Horizon and New Brunswick a better place.

John McGarry
President and CEO

Follow @JohnCEHorizon



John McGarry, President and CEO

HORIZON BOARD

- W. David Ferguson, Board Chair, Fredericton
- Linda Aitken, Upper Kingsclear
- Mike Coster, Miramichi
- Jo-Anne Fellows, Fredericton
- Linda G. Forestell, Saint John
- Dr. Erik Klein, Hampton
- Michael McCoombs, Miramichi
- John McKay, Miramichi
- Kathleen McMullen, Saint John
- Jane Mitton-MacLean, Moncton
- Luigi Rocca, Miramichi
- Roxanne Sapper, Tobique First Nation
- Mary Schryer, Quispesnis
- Kay Simonds, Woodstock

IN THIS ISSUE

- **Horizon Research Projects Grow by 54%**
- **Appreciating Horizon Volunteers**
- **Horizon's Kate Campbell Wins Silver in Pan Am Games**
- **Greg Shaw Recognized by Institute for Quality Management in Healthcare**
- **Horizon receives national attention for the prevention of VTE**
- **Moncton Doctors Cycling Against Cancer**
- **Horizon Energy Network Saves over \$220,000**
- **REACH Conference 2015: Patients as Partners**
- **New Official Languages Policy**

Horizon Research Projects Grow by 54%

Since 2012 Horizon's research projects have grown by 54% - from 475 actively running studies to 733 in 2015. These research projects span virtually all therapeutic areas, from pharmaceutical industry sponsored clinical drug trials to studies developed by Horizon clinicians exploring new treatment procedures or evaluating patient outcomes. While our research portfolio is busier than ever, there are also more opportunities available to Horizon clinicians than ever before!

During the past year two research professionals, Bryn Robinson and Sarah Campbell-McNamara, joined our research team as local representatives of the Maritime SPQR Support Unit (SPQR – Strategy for Patient Oriented Research). This program, funded through the Canadian Institutes of Health Research, is designed to help Horizon clinicians expand the use of health data and provide support for large, interdisciplinary patient-oriented research studies. With assistance from the Support Unit we hope to integrate research results more effectively into patient care. In addition to

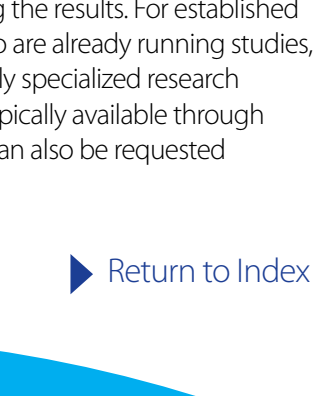


Dr. Yu Chen is the Division Head, Clinical Biochemistry at the Dr. Everett Chalmers Regional Hospital, and the Medical Director, Point-of-Care Testing for Horizon.

His research interests include disease biomarkers, endocrinology, hypertension and point of care testing. Dr. Chen has over 39 research publications and has presented his findings at over 40 scientific meetings.

BARRY STRACK

Regional Director of Research Services



the support provided through SPQR, Horizon clinicians have recently joined the Consortium on Neurodegeneration and Aging, as well as the Canadian Cancer Clinical Trials Network. Both of these new national research programs will provide funding that will allow us to hire highly skilled research staff to support important, patient-oriented projects.

A new local program of special note is **SOAR – Support Opportunities & Assistance for Research**. Supported by the Horizon Board and established in collaboration with the Saint John Regional Hospital Foundation, this unique program will assign a dedicated SOAR research team to Horizon healthcare professionals who have a research question directly affecting patient care. Clinicians, administrators and other healthcare professionals can submit research ideas through the SOAR program. If selected, the SOAR research team will be dedicated to developing the study protocol, collecting the data and publishing the results. For established research teams who are already running studies, the services of highly specialized research professionals not typically available through Research Services can also be requested through SOAR.

► [Return to Index](#)



Saint John area volunteer recognition.



Moncton area volunteer recognition.



Miramichi area volunteer recognition.



Fredericton area volunteer recognition.



Upper River Valley area volunteer recognition.

Appreciating Horizon Volunteers

JULIA BROOKS

Manager of Volunteer Resources, Auxiliary & Alumnae Relations

Horizon proudly celebrates its volunteers and would like to offer a sincere thank you to the 4,600 volunteers that help patients throughout our Horizon facilities. In 2014 volunteers assisted over **195,055 patients and donated over 120,092 hours of volunteer service.**

In April, Horizon celebrated National Volunteer Week. This year's theme was 'touching lives, making a difference' which speaks to the large impact our volunteers have on the patient experience. Appreciation events took place across Horizon to recognize the tremendous efforts put forth by the volunteers.

Volunteers are an important part of the healthcare team, and provide a vital link to our community. Volunteers are integral to ensuring a friendly comfortable atmosphere in Horizon facilities. They serve to extend and enhance the service of the professional staff and do the little things that improve the patient and family healthcare experience.

► [Return to Index](#)

HORIZON HOT SPOT

Horizon's Kate Campbell wins Silver in Pan Am Games

Kate Campbell, Child Life Assistant with the Child Life Program and administrative assistant for nursing informatics and practice at the Dr. Everett Chalmers Regional Hospital, has won silver in Toronto's 2015 Pan Am Games.

Passionate for karate since she was 6 years old, Kate which is now 24, has

10 national karate titles. Next for Kate is competing in the Istanbul Open in Turkey with the Canadian team in September.

Horizon congratulates Kate on her success in the Pan Am Games and look forward to following her successful karate career.



Greg Shaw recognized by Institute for Quality Management in Healthcare

Every month, the Institute for Quality Management in Healthcare (IQMH) recognizes one of its volunteers.

IQMH is currently featuring Greg Shaw, Laboratory Administrative Director and Medical Laboratory Technologist in Fredericton and Upper River Valley areas. Greg is a volunteer laboratory accreditation assessor with the IQMH Centre for Accreditation.

IQMH brings together experts in the field of laboratory medicine in order to elevate confidence in the health care system. IQMH Centre for Accreditation provides medical testing, or collection of specimens to make sure the collections are meeting requirements held by the IQMH.

► [Return to Index](#)

Horizon's receives national attention for the prevention of VTE

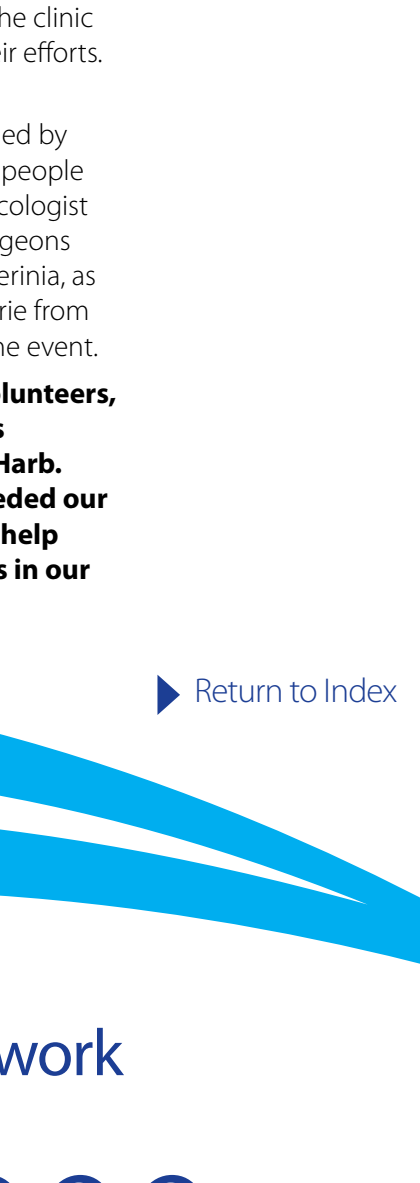
Horizon's regional approach for the prevention of venous thromboembolism (VTE) has attracted national attention.

"With strong leadership support, Horizon has implemented a program that includes a risk assessment tool, clinical order sets, measurement tools, data analysis, education and communication," writes the Canadian Patient Safety Institute in an online article. It highlights the work of Alice Damon, Chief Patient Safety Officer, and her accomplishments in developing

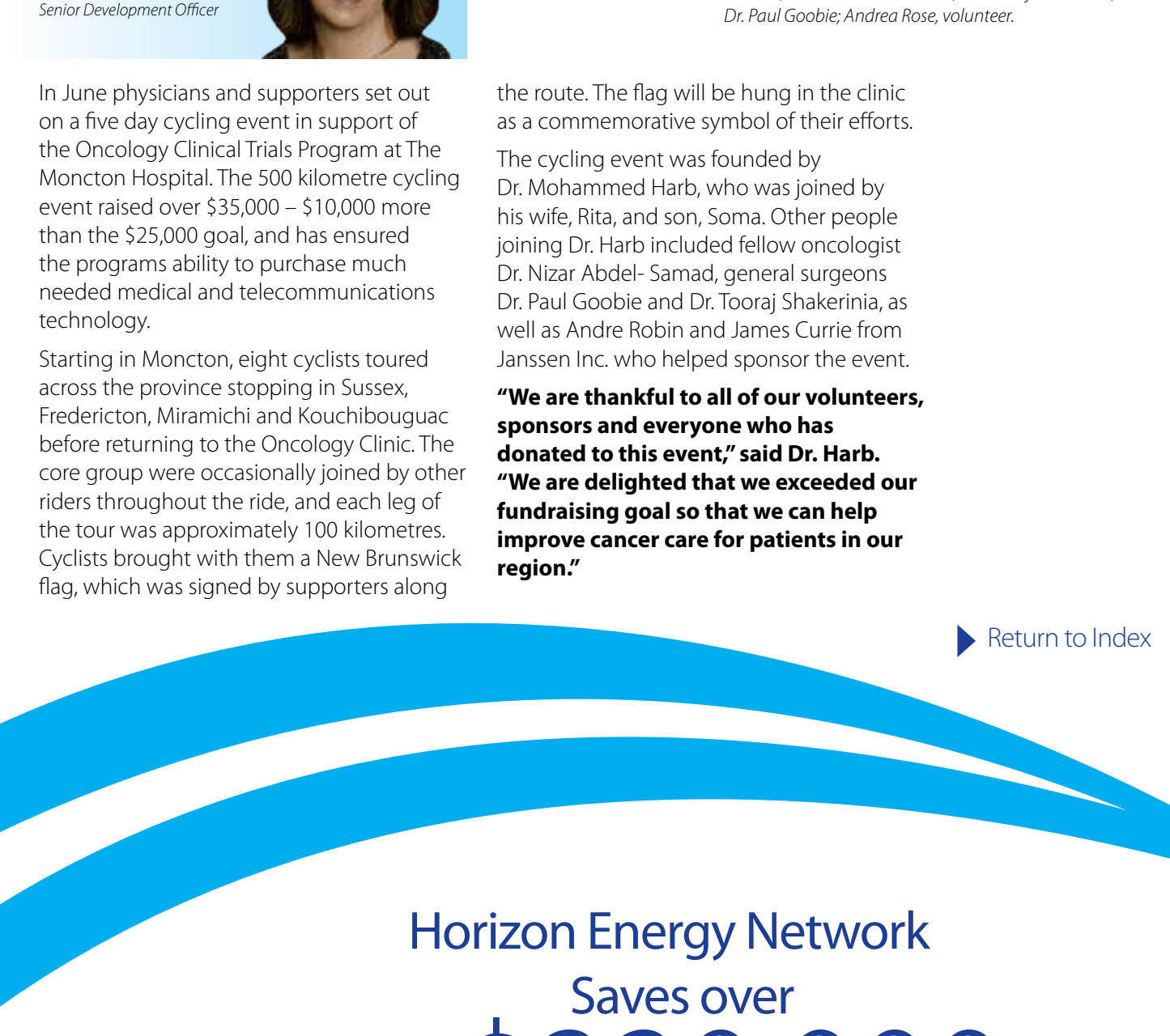
VTE regional processes to benefit Horizon's physicians and staff, as well as patients and their families.

The article in full is available on PatientSafetyInstitute.ca.

Established by Health Canada in 2003, the Canadian Patient Safety Institute (CPSI) works with governments, health organizations, leaders, and healthcare providers to inspire extraordinary improvement in patient safety and quality.



► [Return to Index](#)



Moncton Doctors Cycling Against Cancer

JULIE THEBEAU

Senior Development Officer



In June physicians and supporters set out on a five day cycling event in support of the Oncology Clinical Trials Program at the Moncton Hospital. The 500 kilometre cycling event raised over \$35,000 – \$10,000 more than the \$25,000 goal, and has ensured the programs ability to purchase much needed medical and telecommunications technology.

Starting in Moncton, eight cyclists toured across the province stopping in Sussex, Fredericton, Miramichi and Kouchibouguac before returning to the Oncology Clinic. The core group were occasionally joined by other riders throughout the ride, and each leg of the tour was approximately 100 kilometres. Cyclists brought with them a New Brunswick flag, which was signed by supporters along

the route. The flag will be hung in their clinic as a commemorative symbol of their efforts.

The cycling event was founded by Dr. Mohammed Harb, who was joined by his wife, Rita, and son, Soma. Other people joining Dr. Harb included fellow oncologist Dr. Nizar Abdel-Samad, general surgeons Dr. Paul Goobie and Dr. Tooraj Shakerinia, as well as Andre Robin and James Currie from Janssen Inc. who helped sponsor the event.

"We are thankful to all of our volunteers, sponsors and everyone who has donated to this event," said Dr. Harb. "We are delighted that we can help our fundraising goal so that we can improve cancer care for patients in our region."

The soggy cyclists arrived on June 19 in front of the Oncology Clinic at The Moncton Hospital.

From left to right: Mel Giddens, cancer survivor and volunteer; Paul Giddens, volunteer; Andre Robin; James Currie; Soma Harb; Rita Harb; Dr. Mohammed Harb; Dr. Nizar Abdel Samad; Dr. Tooraj Shakerinia; Dr. Paul Goobie; Andrea Rose, volunteer.

► [Return to Index](#)

Horizon Energy Network Saves over \$220,000



KATE BUTLER
Energy Manager, FacilicorpNB

(EMIS) at two Horizon hospitals in January 2014. Since the program was implemented, the Miramichi Regional Hospital and the Saint John Regional Hospital have saved over \$220,000. The Energy Network provides leadership and direction in the reduction of consumption of energy and resources for all Horizon facilities.

The Physical Resource Departments at the Miramichi and Saint John Regional Hospitals have been able to detect performance issues, operational inefficiencies, and identify and justify energy upgrades. Another benefit of EMIS is that the energy avoidance can be monitored and verified, thus, giving evidence of success. The energy use is an ability to better manage energy and costs.

Energy usage in hospitals can be complex. Dashboards help to see where energy is being wasted, either by human misjudgment, maintenance issues, or technological reasons. For example, heating and cooling are scheduled and programmed

to meet the needs of every zone and room in the Miramichi Regional Hospital. Dashboards have been created to view that they are operating as expected. It was noticed that more heat than necessary was being provided to some rooms when they weren't in use. Todd Bryenton, Energy coordinator/ Chief Engineer at the Miramichi Regional Hospital explains, **"It is only through the monitoring of dashboards that this was noticed almost immediately. Without the ability to see the performance of different systems and equipment, this may have gone unnoticed for an extended period of time."**

The dashboard has brought big benefits through improving and increasing efficiency to the health care system with even more positive outcomes expected. With the support of FacilicorpNB leading the installation and training of the tool, other facilities such as Dr. Everett Chalmers Regional Hospital and Charlotte County Hospital are coming on line this spring.

► [Return to Index](#)



REACH Conference 2015: Patients as Partners

Keynote speaker Suzanne Gordon at podium and cast of Bedside Manners

Welcoming participants from around the Maritimes, the 2015 REACH Conference's theme was "Patients as Partners: Supporting Patients with Chronic Disease through Effective Interprofessional and Intersectoral Partnerships". Taking place in Moncton, the May conference welcomed 154 professionals from Horizon Health Network, Vitalité Health Network, Non-Government Offices, New Brunswick Community College, University of New Brunswick and others. The conference was sponsored by Horizon's Population Health and Chronic Disease Management Department.

A highlight of the two-day conference included the presentation of keynote speaker Suzanne Gordon's interactive play *Bedside Manners* which focused on teamwork, communication and patient safety. The cast featured local health care professionals as the actors.

The conference's professional was "to demonstrate how integrated interprofessional teams across the health care continuum (and

beyond), can effectively support patients with chronic conditions and their families to achieve optimal outcomes and quality of life". Based on comments from attendees, REACH was able to meet or surpass the goal.

REACH Conference feedback: "The "team" concept really allowed me to open my eyes to how to engage all members. Working together results in stronger and better patient care."

"The introduction discussion was excellent! Being more aware of introducing myself to patients and mindful of communicating well with everyone."

The lessons learned at the conference are expected to have positive impact on the patient experience. Videos and slides from the conference can be viewed online at www.reachforall.ca.

► [Return to Index](#)



New Official Languages Policy

Horizon Health Network continues to be committed to providing patients, their family and all members of the public with quality health care in the official language of their choice. Patient safety and the quality of services are priorities for the organization and effective communication is a critical dimension of the patient experience.

To ensure that Horizon meets the needs of the population of New Brunswick and to fulfill its legal obligations, the organization has implemented a new Official Languages Policy which was approved by the Horizon Board on June 25th, 2015. The new policy aims to better articulate the Network's vision on Official Languages. As such, the policy was revised to provide clearer direction and to assign roles and responsibilities to all levels of management and staff.

Official Languages Advisors are assisting in the implementation and enforcement of the new policy in all Horizon facilities. Guidelines and tools have also been developed to assist managers in fulfilling their obligations and requirements.

Providing the active offer and the best possible health care to our patients in a considerate and respectful way is at the heart of what Horizon does. We would like to thank our physicians and staff for their continued support.

PAULINE BABINEAU

Director of Official Languages



Horizon continues to be committed to providing patients, their family and all members of the public with quality health care in the official language of their choice. For further information, please call 506-857-5926 or email OfficialLanguages@HorizonNB.ca.

► [Return to Index](#)

