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April 2016



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A publication for the staff of Horizon Health Network

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importance of living donors

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Horizon employees helping Syrian refugees stay healthy
while settling into their New Brunswick homes

Brilliant kids. Brilliant technologies.

Stan Cassidy Centre — and its patients —
to benefit from student designs



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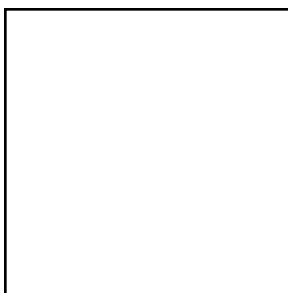
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#Throwback



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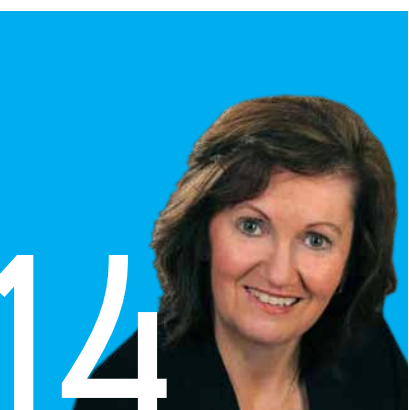
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Healthy Choices



A big shout out to all those who submitted an entry to Name Your Newsletter!

We received more than 100 entries from staff and physicians from 13 different facilities across Horizon.

The winning title, Horizon Star, was submitted by **Marsha Cook**, Quality and Safety Co-ordinator at the Miramichi Regional Hospital.

She chose the name in keeping with the Horizon theme, and because the purpose of the newsletter is to celebrate our staff and the work they do every day.

Edith McGrath, administrative assistant for Dr. Gary Costain in internal medicine at Saint John Regional Hospital, also suggested similar names, Gold Star or The Star. She also submitted the name, Look Who's Shining, which will be used for a recurring feature that shares the accomplishments of Horizon staff *outside* the workplace.



Dear Colleagues,

We show empathy, compassion and respect.

We strive for excellence.

We are all leaders, yet work as a team.

We act with integrity and are accountable.

You're going to be hearing a lot about our Horizon values in the near future.

In the coming weeks, you'll be asked to participate in values discussions and workshops with your manager and team to discuss what our values mean to you; what it looks like when you're living our values; and how you and your team live our values in the work you do every day.

Meeting our vision — **Exceptional Care. Every Person. Every Day.** — starts with each of us understanding how our values positively influence our experience as part of the Horizon team.

I am asking each of you to be a Values Champion.

When you act as a Values Champion, you positively impact your own work experience and those of all your team members. Working together and living our values will enable us to make a difference in the lives of our patients and their family members.

I am committed to every employee being involved in values discussions and activities, and ask you to be an active participant. I look forward to hearing your stories about how we are living our values.

One of the ways that we will be able to share values stories will be through the **Horizon Star**. This new publication is all about you, a space where we'll be celebrating your achievements. The Communications Team is eagerly awaiting your thoughts on what you would like to see in your publication.

I'm excited about the work we will accomplish together and I want you to be excited about your future as a Horizon employee. **Exceptional Care. Every Person. Every Day.** happens when all of us come together as a team, and I am proud to have you on the Horizon team.

Sincerely,

John McGarry
CEO and President
Horizon Health Network



John McGarry,
President and CEO

A welcome note from the editor

Welcome to the first edition of the **Horizon Star**, your staff newsletter.

Before we get any further, a little bit about me: I came to Horizon's Communications Department from the journalism world, and one of my first projects was to revamp the staff newsletter formerly known as *Connects*.

But while I may be one of the many team members who officially puts together this publication, it's really you who fill its pages. I couldn't be more excited to share what you've come up with.

From patient centered care improvement initiatives to heartwarming stories of the next generation of nurses and inventors, these pages tell your stories.

We've got several recurring features, like Colleagues' Corner: think of this as a space to introduce yourself to your coworkers (even those halfway across the province) and tell them what you do to make Horizon a better place to work and help people be healthy.

We've kept the Horizon Hot Spot feature, where you can give a shout out to a staff member, physician or volunteer, who've been recognized for their work in any capacity. Educational achievements fit into this feature, too.

The Look Who's Shining section will feature Horizon employees who've done amazing things outside the workplace, whether in arts/culture, sports, volunteer work or other personal accomplishments.

In future issues, we want to make more features interactive, and we'd love to hear what you'd like to see in this – and other – areas.

We're also interested in developing a lifestyle section, as we know you are more than just your scrubs, lab coats or suits. Should we have a photo contest? Comic strips, cartoons or word games? There's no wrong answer; no suggestion too silly.

We're even pondering featuring Horizon's cutest pets (but, you know, we only have 16 pages an issue).

This is your newsletter; and we want to celebrate the work you do every day both within and outside of the workplace. We also want you to be informed and feel a part of Horizon. We hope that you will look to the **Horizon Star** to see yourself and your colleagues and learn more about what's going on across Horizon.

Happy reading,

GinaBeth Roberts





Registered cardiology technologist Jean Robinson with some of the equipment she uses while visiting pacemaker patients at nursing and special care homes.

Improvement initiative at Pacemaker Clinic brings health care home

A new service at The Moncton Hospital's Pacemaker Clinic allows patients to be treated without leaving the comfort of their own homes.

Registered cardiology technologists have begun travelling to nursing and special care homes around Moncton and Sackville to conduct follow-up appointments in patients' rooms. These are patients who'd normally have to travel to the hospital to be treated, at least twice a year.

The community health care and patient-centred improvement pilot project is the first of its kind in New Brunswick, and stems from collaborative thinking between nurse manager Lorna McConnell and RCT Jean Robinson.

McConnell's mother was in a nursing home and required a two-person lift to leave and return, making travelling to the hospital for treatment a "major ordeal." Meanwhile, Robinson wanted to put the plan in action after discussing her goals at a professional assessment.

One of those goals was to see how she, and the other six technologists, could bring their services to the 84 pacemaker patients in the region.

The program started in October 2015 and will be in a trial phase for the next year or two. There are patients living in 23 homes, and all patients in the same home can be seen in the same day (one home had six residents with pacemakers.)

The visits will take place in the spring and fall for those who need bi-annual check-ups, and more often for those who need it. This also ensures these follow-up appointments do happen.

And not only does the program ensure the patient's physical health, it also gives them an emotional boost.

"Those who'd been coming here for a long time were very happy to see me," Robinson said.

It's this personal touch that has family members raving about the program.

Many of their loved ones have mobility issues, and, like McConnell experienced, changes to their routine could cause days of unrest. A 10-minute visit from Robinson also saves a half-hour ambulance ride (and all associated costs) and hours at the hospital.

Nursing home directors, too, have been very receptive to the service, and some even had supplies prepared for technologists, like carts, medical files and bedside tables.

"To me, that just goes to show how appreciative they are to have you there," McConnell said.

Along with the benefits to patients and their families, the clinic sees its service contributing many benefits to the province's overall health care system, such as a decrease in overall provincial health care costs, redesign of delivery systems and enhancing community-based services and optimizing the utilization of provincial services and resources.

New bacteria identification technology brings benefits to patients and saves time and money: lab staff

New technology at The Moncton Hospital will expedite lab tests, improving work flow for laboratory technologists, patient flow for staff, all the while improving diagnoses and saving lives.

The hospital's microbiology department has acquired a new software system, MALDI-TOF – Matrix-assisted laser desorption/ionization Time of Flight technology – one of less than 40 of its kind in Canada.

The machine uses disposable slides, prepared with 48 sections of bacteria colonies. Once inserted in the machine, a laser will fragment some of the proteins in the bacteria before passing them through an ion cloud to the detector, which identifies the bacteria.

"This is going to become the backbone to our regular work

flow," Justin Carhart, medical lab technologist, said of the machine that has been operational since late February. "It's going to do the heavy lifting for the bulk of our IDs."

"But the most amazing thing about this is the effect it's going to have on the most critically-ill patients," he said.

There's no "downside" to the new machine, which will help give rapid diagnoses (48 bacteria are tested in roughly one hour), which will lead to quicker treatments and shorter stays in the hospital.

It'll help patients with everything from common infections like strep throat and urinary tract to life-threatening inductions such as meningitis, blood infection, food poisoning, flesh-eating disease and bacteria causing joint infection.

Carhart says this is especially beneficial to strange organisms that could take days to identify, or during bacterial outbreaks, like Salmonella.

It's a machine that'll benefit all departments, too, as close to 70 per cent of all decisions surrounding a patient's diagnosis and treatment, hospital admission and discharge are based on lab test results.

The MALDI-TOF database of organisms is updated about once a year, and these updates expand the



Medical microbiologist Dr. Chelsey Ellis and medical lab technologist Justin Carhart pose with the new bacteria identification system.

number of organisms technologists can identify with the instrument, Carhart said. This allows the system to stay up-to-date with any changes in nomenclature and identify emerging pathogens.

The technology replaces the current biochemical method staff had been using for upwards of 70 years. It'll also save money – 60 cents per identification, instead of \$4 to \$5 for one – and it's also a greener solution, as it'll be completely paperless.

Saint John Regional Hospital has the same system, and Carhart said staff there have been helpful in the learning curve.

The Bacteria Identification Technology costs \$200,000, and was purchased with funds from the 2014-15 Friends of The Moncton Hospital Campaign.

The laboratory is one of the hospital's most vital services, performing more than three million tests last year. The lab employs 146 lab staff, including 89 medical laboratory technologists.

Horizon recognizes special health care needs of children and families

Beth McNutt, Child Life Department Co-ordinator at the Saint John Regional Hospital

Child life specialists work on multidisciplinary teams throughout Horizon to promote awareness of the psychosocial needs of children and families.

They have unique training in child development, specifically how to help children cope with stress and uncertainty over health care experiences.

This service provides developmentally appropriate preparation for procedures, therapeutic play and support to children and their families to minimize anxiety related to health care experiences.

The role of a child life specialist is diverse, whether preparing children for surgery, coping with blood work, educating staff or talking with children and families about the serious illness of a loved one.

Child life services has evolved to meet the changing needs of children and families throughout the broader hospital setting and reflecting trends in health care. This includes departments such as outreach services, specimen collection, clinics, emergency, and adult programs when children could be affected

by the health of a family member.

Meeting the social and emotional needs of our youngest patients helps to decrease children's anxiety, increase cooperation between families and health care teams, allows for efficient use of staff, improves work flow, and increases patient/family satisfaction. Child life services are a valuable component to patient and family-centred care and often viewed as a quality indicator (AAP).

Certified Child Life Specialists working in Horizon belong to the Child Life Council, a professional organization working to advance the field of child life by establishing professional standards of practice, fostering research, and promoting the efficacy of child life practice. March is "Child Life Month" and promotes awareness of the social and emotional needs of children in health care.

Child Life Services are available to support staff to help meet the needs of children throughout Horizon.



Child Life Specialist Beth McNutt, with one of her patients.

Feel free to contact Child Life Services at the Dr. Everett Chalmers Regional Hospital, The Moncton Hospital or Saint John Regional Hospital about programming in your area.

Want to tell your colleagues about the services you provide for patients and staff throughout Horizon? Email HorizonStar@HorizonNB.ca.

Deer Island Nurse Practitioner brings services to job site

Pam Cline saw a problem with the way a group of workers accessed health care in a remote area of New Brunswick.

So, she fixed it.

As a Nurse Practitioner at the Fundy Health Centre and on Deer Island she knows "one of the challenges of community health care is ensuring the availability and accessibility of the services necessary to support the wellness of local residents."

The solution, she believes, "often requires a degree of flexibility, as well as creativity."

Thus, Cline has taken her services to Paturel International Lobster Company, one of the largest employers in Charlotte County, transforming an on-site trailer,

a former First Aid Station, into a private setting for health care visits on a weekly basis.

The program, as with influenza clinics, high school programs and walking club, demonstrates how "the most effective way to ensure



success is to take the service directly to the target population," as well as how access improves the prompt utilization of resources.

The need for on-site health care in this setting was identified when a large number of workers immigrated to New Brunswick from the Philippines.

The space is equipped with an examination room, office and washroom facilities, and not only is she providing workers with the best health care, she's also helping the employer with its productivity: employees were formerly looking for help from office staff or fellow employees, causing a disruption in their work flow.

"The service offers primary health care to over 100 employees in their own environment," said Cline. "This means they are no longer required to take time off from work or arrange for transportation to appointments."

Cline sees between eight to 10 patients a week, and believes the potential for expansion of services is unlimited.

"This initiative demonstrates the possibility of positive outcomes with successful cooperation among community partners," she said.



Stan Cassidy teams up with Brilliant Labs for next generation of assistive technologies

New Brunswick kids are dreaming up and designing tools to make a difference in the lives of young rehabilitation patients.

The Stan Cassidy Centre for Rehabilitation (SCCR) in Fredericton has partnered with Brilliant Labs in an innovative and entrepreneurial challenge that will see kids invent assistive technology for the centre's pediatric patients.

SCCR was approached by the provincial organization, which provides teachers with the tools to build "creative, leading, entrepreneurial, and lifelong students, for the 21st century." They were looking for real-world applications where students could show and test what they've learned.

The centre was a perfect fit, as its employees already help patients by developing and creating unique

technologies to solve any problem – big or small – in their daily lives.

"That's my full-time job here," said Josh Keys, a rehabilitation engineer at SCCR.

Keys teamed up with Brilliant Labs' program director Jacob Lingley to develop a list of devices students in kindergarten through Grade 12 could invent.

"Sometimes kids can think completely different than we do, so it'll be interesting to see if they come up with anything that is more simplistic, or even something that we're not seeing," Keys said.

And who better to design for kids, than their peers.

"If you don't think it looks cool, and then they're not going to think it looks cool," Keys said, of what he encouraged kids to think about in the aesthetics of their design.

The list includes devices like clamp-on selfie sticks for wheelchairs, so users with reduced mobility can get in on the latest photo fad, robotic hand-raising devices, which will help users let teachers know when they want to talk, or robotic picker-uppers, to help patients grab the pencil they've dropped on the floor.

They'll create these devices using technologies like littleBits, 3-D



Brilliant Labs' program director Jacob Lingley, left, and Josh Keys, Stan Cassidy Centre rehabilitation engineer.

printers, micro controllers and wearable tech.

Keys said the partnership also provides exposure for SCCR and its career possibilities.

"It's definitely an opportunity for students and the general public, to become more aware of what it is the Stan Cassidy (Centre) does," he said.

The competition deadline is March 31, but there won't be any winning entries. The main goal of the project is to have patients and creators meet up, and introduce some of the devices, especially those that have been successful.

Keys believe the project (or at least the thought behind it) can be carried throughout Horizon. He encourages everyone in the organization to think outside the box to dream up devices their patients may need.

"Nothing's too crazy to ask for," he said.

The Stan Cassidy Centre sees between eight and nine paediatric patient visits a day (mainly outpatients), and upwards of 2,175 patients every year.

Golden Girl

Fredericton staff member stands atop the podium at national championship

Kate Campbell, an administrative assistant in Nursing Informatics and Practice at the Dr. Everett Chalmers Regional Hospital in Fredericton, recently won big at the Canadian National Karate Championships in Richmond, British Columbia.

She took home gold in her weight category, gold in the open weight category and was named Female Athlete of the Year by Karate Canada.

Campbell's been practicing karate for 20 years (since she was five), after her parents put her and her brother in the sport for the discipline aspect. Now, she appreciates the practice as a means for learning self-defence.

She practices five days a week – if not six, depending how close a tournament is – for three or four hours a day, and in her quest for gold won three qualifier tournaments in her home province.

This is the fifth year in a row she's won gold at nationals, and her 12th time overall. She

also won silver in summer 2015 at the Pan American Games.

Her skills are common knowledge in her workplace, and her coworkers have been very supportive.

"More and more people are approaching me on the issue so that's kind of cool," she said.

And there's no stopping her any time soon: she plans to continue kicking butt.

"That's the plan," she said. "Either my body will quit or my heart will tell me to stop."

Congrats, Kate, on behalf of all your colleagues at Horizon!

Know someone who's accomplished something

outstanding outside the workplace?
Nominate a colleague, peer or volunteer for this feature by emailing HorizonStar@HorizonNB.ca.

Kate Campbell stands atop the podium at the Canadian National Championships in British Columbia.



Kate Campbell accepts her Female Athlete of the Year award from Senior National Team Head Coach Nassim Verasteh.



LOOK WHO'S SHINING

Helping newcomers be healthy: Partnerships key to providing care for

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Welcoming Syrian refugees to New Brunswick has been a priority, and a labour of love for a team of employees within Horizon. Working with local partners, Horizon staff are working to ensure that their new patients will be healthy as they settle into their new New Brunswick communities.

In Metro Moncton, Horizon has collaborated with Vitalité Health Network to open a temporary health clinic for Syrian refugees settling in Metro Moncton.

While similar services are offered throughout the province, and through Horizon programs and staff, the setup is unique in the region because of the crossover of key services between the two health authorities.

The clinic opened during the first week of January, and will close three months after the last refugees arrive. As of February 29, the Clinic had seen 225 refugees of the 315 who have arrived in Moncton.

"The goal is to make (Metro Moncton) a place they're going to want to live and raise their families for the rest of their lives," said Jill LeBlanc-Farquharson, Horizon's Director for Addiction Services and Mental Health.

"And we have a big role, I think, in playing a welcoming committee. We're really the first line, first contact, and we're going to try to make this place such a wonderful place for them to settle for good."

Patients are seen anywhere between 24 hours to two weeks after they arrive, first undergoing medical and psychosocial assessments, and returning later for immunizations.

If they are in need of urgent care or interventions they are referred to

other services in the area.

Horizon's Chantal Arsenault is the on-site nurse practitioner – the primary frontline staff member working with the refugees – a job she thoroughly enjoys.

"They're good-hearted people that brought their kids here to give them a chance at a better life," she said. "They're anxious, and they're eager to learn and they're eager to start being productive, and go to school, and start working and they can't wait to be fluent."

The patients she sees may be a child with a fever or a sore tooth, or an adult with diabetes.

"The population we're receiving right now from Syria is generally in good health, but it's a vulnerable population," said Rino Lang, Vitalité's Community Health Service Director.

"And a lot of them still have family in Syria," said Arsenault. "That's something they talk to us about – having their family members there and constantly worrying about them."

Despite all the issues they are facing, the patients she works with are grateful.

"They appreciate everything that we do, which (makes for) a nice place to work – when everything you do is super appreciated," said Arsenault.

Johanne Savoie, Public Health Manager, runs, among other aspects of the clinic, the immunization program. Her team of nurses "love what they're doing right now," despite the amount of challenging work and "tweaking" the clinic has needed.

"It is rewarding when people are really happy about the care that



From left, Johanne Savoie, Public Health manager, Jill LeBlanc-Farquharson, Horizon's Director for Addiction Services and Mental Health, Sabiha Brahmi, interpreter and respiratory therapist with Vitalité, Chantal Arsenault, nurse practitioner with Horizon, and Rino Lang, Vitalité's Community Health Service Director.

we give," said Savoie, echoing Arsenault's sentiments.

One of the challenges the team did not anticipate is the sheer size of the families, which can be nearing the double digits. The team also faces challenges in ensuring refugees receive dental hygiene and optometry services, but they say there is opportunity to connect with community partners in the future to make sure refugees are aware of these programs.

Also on the team is an interpreter from Vitalité – a trilingual respiratory therapist, who understands medical jargon – and a consulting physician from Horizon. Arsenault commends off-site staff, such as laboratory services, speech and hearing, specialists, and medical imaging, for being "patient and forgiving" with clinic staff as they work rapidly to ensure Syrian patients receive the best care.

The process has been collaboration since its inception, when, after meeting with stakeholders, such as the City of Moncton, the Multicultural Association of the Greater Moncton Area (MAGMA), the volunteer bureau and many government departments, a need arose for this new kind of service.

"We decided the massive arrival of refugees would put pressure on the existing services, like emergency," said Lang, adding these departments don't have interpreters on site.

LeBlanc-Farquharson says starting a clinic from scratch has been a valuable learning and networking experience.

"While this particular clinic was developed out of a specific need, I think it's going to give us a lot of learning as to how we can collaborate in the future to provide similar services in the community to the population," she said.

The model could be expanded to other regions of the province, the team believes, as well as sustained for the arrival of any other large groups of refugees.

And the help won't stop when the clinic eventually closes.

Once refugees are settled, staff will reach out to assist with mental health challenges, to discuss preventative health measures, and continue to work with community health partners.

or Syrian refugees



The Local Syrian Newcomer Health Services Committee in Fredericton. Pictured in the front row, from left, are Joanne Owuor-Larocque, Multicultural Association of Fredericton; Ljiljana Kalaba, Multicultural Association of Fredericton; Joan Kingston, Fredericton Downtown CHC; and Susan Allen, Public Health. In the back row, from left, are Kim Foster, Mental Health/Addictions; Nicole Moore, DECRH ER; Graeme Smith, Fredericton Downtown CHC; Bronwyn Davies, Primary Healthcare Program; Karla Faig, Primary Healthcare Program; Nicole Tupper, DECRH Administration; and Jeanne McIsaac, Maternal Child Health Program.

Moncton isn't the only zone partnering with community groups and organizations to welcome newcomers.

Here's a look at what other Horizon areas have been up to:

Fredericton

Bronwyn Davies, Director, Community Health Program

The Downtown Fredericton Community Health Centre (DFCHC) serves as the "hub" for health care services in the Fredericton and surrounding areas.

Health centre staff work with the Multicultural Association of Fredericton (MCAF) to help newcomers navigate the health system, while University of New Brunswick student nurses conduct initial health screening assessments. Arabic-speaking physicians and brothers, Alaa and Khalid Alsharief, from the Upper River Valley Hospital, will

volunteer at the centre one day a week, starting in early April. Newcomers with "episodic care needs," like sore throats, sexual health needs or cough/flu symptoms were initially referred to providers at the Gibson Health Clinic or the Noreen Richard Centre. A walk-in clinic with staff from the DFCHC and Gibson Health Centre was established in early March to improve access for these health needs.

Nearby, there's another clinic at the Riverside Lodge in Mactaquac running two days a week.

The health centre has also partnered with Public Health to offer an immunization clinic, and staff is also helping newcomers sign-up on the Unattached Patient Registry.

As with all New Brunswick citizens, newcomers are encouraged to visit the health centre, which is open extended hours three days a week, instead of hospital's emergency department, unless it is an emergency.

Saint John

Debra Godlewski, Director, Public Health; Hiadee Goldie, Manager, Community Health Center; and Joan Johnston, Public Health nurse



From left, Arabic interpreter and translator Nadhim Mansoor, and immunization team nurses Emma Gallant, Debbie Bowes, Tanya Bell and Saint John's Immunization Clinic at Lorne School.

Horizon's partnership with the YMCA, through its Newcomers Connection program, has been prominent in this community.

The St. Joseph's Community Health Centre has provided coordination of the Post Arrival Health Assessment (PAHA), as well as the volunteers, staff and supplies for these PAHA clinics, which have been held once a week since early December and twice weekly since mid-January.

Nurses and other primary care providers volunteer their time at assessments, and in ongoing care. Public Health has coordinated immunizations, with a focus on children, but also adults, while mental health clinics provide support, either during on-time appointment or on an on-going basis.

All volunteers get together at the end of each clinic day for case management and referrals. Regular "huddles" have also helped identify issues and concerns, and to evaluate the process and its progress.

Other partners include physicians, the women's and children's health program, emergency/urgent care and pharmacy departments, government departments, daycares, welcome families, and translation and interpreter teams.

Miramichi

Ginette Pellerin, Director of Miramichi Public Health and Extra-Mural Services

Unlike Moncton, Fredericton and Saint John, all refugee families in Miramichi are privately-sponsored. Still, Horizon, with collaboration and guidance from the Miramichi Regional Multicultural Association, has played a strong part in this process, helping community members welcome newcomers and assisting with any health care needs.

A local Newcomers' Planning team was formed, and meets on a regular basis to ensure the best possible support for the families as it relates to their health, daycare and early childhood services, education, settlement, socialization, translation services and other support as required.

Young children can be heard singing at immunization clinics and seen playing in the snow for the first time. Knowing these families feel at home after not having one for far too long brings tears to the eyes of staff and volunteers, and joy to their hearts.



Ginette Pellerin, Director of Miramichi Public Health and Extra-Mural Services

Moncton's Recovery Warriors recognized for collaborative work

The Recovery Warriors, a group of Addictions and Mental Health Services clinicians, along with past and present clients living with an addiction and/or mental health illnesses, were presented with a Community Star Award from Minister of Health, Victor Boudreau, during 2015's Addiction Awareness Week.

The group, which draws from The Moncton Hospital, Detox Unit, Addictions and Mental Health Clinic and other programs, formed in 2012 as part of the Provincial Recovery team.

"We work together to find ways of helping people to recover and to instill hope despite the difficulties of living with an addiction or mental illness," said team member and Clinical Nurse Specialist Petrea Taylor. "The most significant part of our work is that we strived to have people with lived experience 'at the table' to help us deliver services in a more strength-based and collaborative way."

"We have past clients making requests to our nurse managers to make improvements to a program and the improvements are made."

One group – an advisory team called Community Voice – transformed the lobby of the Addictions and Mental Health Centre with new paint, pictures and a coffee station, and made sure



The Recovery Warriors with their award.

there were volunteers present to make everyone feel welcome.

They also held a Speakers Bureau, where people with lived experience inspired others on the road to recovery by sharing how they were able to overcome the difficulties associated with addictions and/or mental illness.

"The award is truly icing on the cake," Taylor said. "The actual

'cake' part of this all is the actual work we do. The people with lived experience say regularly that this work is healing for them."

"As clinicians, we find our jobs are ... rewarding and good for our souls, too. So, having this recognition was a total bonus. We are very humbled."

Emergency Management team member earns major designation

In case of an emergency, Jeff Whyte is your (and Horizon's) guy.

Whyte, Horizon's Manager of Security and Safety and Emergency Management Co-ordinator, recently earned his Certified Emergency Manager (CEM) designation through the International Association of Emergency Managers (IAEM).

"I looked forward to the opportunity to be able to count myself among some of the most credible professionals in the industry and am very proud of this achievement," Whyte said of his achievement.

Attaining the designation was no easy feat, as he was required to:

- Complete 100 course hours in both Emergency Management and General Management;
- Complete six separate contributions to the field of

Emergency Management (teaching, mentoring, conferences, etc.);

- Fulfill a key emergency operations function in a major exercise or actual emergency;
- Submit a structured essay; and
- Pass a Canadian certification exam.

The Miramichi-based manager cites his mentor, Dennis Doherty, Horizon's Chief Emergency Management Officer, as a major source of encouragement in this process.

"Dennis is the type of leader who, by just his passion alone, inspires others to want to succeed," said Whyte.

Whyte has more than 20 years' experience in the health care industry, with a focus on Security and Safety Services, Parking and Emergency Management.

While he believes his new credentials will help further enhance and contribute to Horizon's Emergency Management program, Whyte also believes Emergency Management is a shared responsibility of all Horizon staff.



"I honestly attribute the success of the program, as well as my success in this particular regard, to the support and mentoring of many," he said. "This designation would not have been achievable were it not for their involvement. Horizon's sense of 'team' never ceases to amaze me."

"You can help now": The importance of living donors

Dr. Jeff Pike knows the importance of living donors — and it's not just because he's a physician at The Moncton Hospital.

Having been diagnosed with kidney disease in medical school, the physical medicine and rehabilitation specialist always knew a kidney transplant would be in his future.

As he looks to return from a successful kidney transplant (more on that later), Pike wants his colleagues and the public to be more aware of the importance of altruistic, living donors.

"It wouldn't take very many people in Canada to make a huge difference," he said.

"There are 3,500 people on the waiting list, approximately. There's 30 million plus people in Canada that have two healthy kidneys," he said. "Not everybody is healthy, not everybody is an adult, and that sort of thing, but there are more than enough healthy kidneys in Canada that we don't need to have anybody on the list."

Dr. Pike's lengthy transplant journey started about three years ago, a year before one of his

kidneys began to bleed and he experienced acute-on-chronic renal failure. He endured 16-hours of dialysis a day in the month preceding his transplant, and upwards of nine hours a day in the year before that.

"I knew the transplant was coming at that point, so as hard as it was to take, I knew it was only for a short period of time, so we soldiered through," he said.

At first, he tried to find a related donor, but after a year, didn't have any successful matches.

Still, his family was able to help him in another way: his sister and mother-in-law both agreed to go through the Kidney Paired Donation (KPD) program, which matches pairs of donors/recipients with other pairs across Canada in hopes of creating more matches.

He and his mother-in-law soon matched with a pair, and their surgeries were planned for February 2015. However, a complicated process became even more complicated when Dr. Pike was diagnosed with Shingles. This meant he wasn't able to receive that kidney, but his mother-in-law



still successfully donated one of hers.

Not giving up, a new match was found in the fall, and Dr. Pike received his transplant in late fall 2015.

He quickly gained back his strength, and, hopes to return to work "before this article even comes out."

"Life's a lot easier without being hooked up to a dialysis machine," he said.

He knows the importance of New Brunswickers signing their

Medicare cards and letting their family know of their wishes, but when it comes to kidney donation, he believes there's no time like the present.

"You don't have to wait," he said. "If you want to help, you can help now."

Anyone interested in learning more about becoming a living donor can contact transplant centres/nephrology departments in Moncton (Dr. Georges-L.-Dumont University Hospital Centre) or Saint John (Saint John Regional Hospital).

Giving your patients the opportunity to G.I.V.E.

Not everyone has the choice to become a living donor. Sometimes, after tragic events, it's up to health care teams to identify possible donors.

Jessica Bonnelly, nurse manager for the provincial organ donation program, is leading the charge to make sure all health care workers are giving patients the opportunity to G.I.V.E. their organs.

"For us it may just be one organ, but for him it's his entire life," she said.

"We are their only hope."

In New Brunswick, cadaveric organ donation is not considered until neurological death has been declared by

National Organ Donation Week runs April 24 to 30. You can support the Canadian Transplant Association at its Transplant Trot events on the following dates: Saint John – April 15; Moncton – April 16; and Fredericton – April 17.

Patient wait lists in New Brunswick (as of early March, 2016)

90 patients waiting for kidney(s)

21 patients waiting for hearts

16 patients waiting for livers

Patients waiting for lungs and pancreas are tracked on registries outside the province.

Across Canada there are 4,300 patients on a waiting list for organ donation, and every year between 200 and 300 patients will die waiting for an organ.

two physicians who are not involved with the Transplant Program.

With only 1 per cent of all deaths in hospitals meeting these criteria, Bonnelly wants all health care professionals, especially those in emergency and intensive care departments, to be aware of the G.I.V.E. checklist:

- Glasgow ≤ 5 (brain insult);
- Intubated (unable to maintain an airway independently);
- Ventilated (no respiratory effort); and
- End of life discussion (discussion of withdrawal care initiated by healthcare providers or family members).

There are no exclusion criteria as to who can and can't donate, she said, and no age limit. The viability of organs (two kidneys, pancreas, liver, lung,

Have you given your patient the opportunity to G.I.V.E. their organs?

If your patient meets the following criteria, investigate their potential to be an organ donor.

G	I	V	E
Glasgow ≤ 5	Intubated	Ventilated	End of Life Discussion
Brain insult	Unable to maintain an airway independently	No respiratory effort	Discussion of withdrawal of care initiated by health-care providers or family members

NB Organ and Tissue Program
Le Programme D'Organes et de Tissus du NB

Consult with an Organ Procurement Officer for more information at:

(506) 643-6848

heart) is determined on a case-by-case basis as "organs are viable longer than the body."

The group's mission deconstruct misconceptions surrounding cadaveric organ donation is already working: so far this year there's already been five donors, compared to only two in an entire year, three years ago.

For more information, consult with an Organ Procurement Officer at (506) 643-6848.

Numbers of donors in New Brunswick, by year

2013: 2 donors

2014: 7 donors

2015: 9 donors

2016: 5 donors (as of early March)

Moncton nursing students band together to makeover Detox Unit common room

New life has been brought to Moncton's Addictions Services common room, promoting healing and recovery for its clients.

Every year, University of New Brunswick third-year nursing students propose to change something about the Detox Unit to benefit its clients. The most recent project, in the fall of 2015, saw a total makeover of the co-ed common room.

"The meaning of this project, to us, was to allow clients who are struggling with addiction to feel safe, comfortable and sort of 'at home' at the Detox Unit," said Elizabeth King, one of the eight students involved in the project. "We want them to feel like they are in a place that helps them to heal and recover."

From idea to implementation, the renovation took 12 weeks, during which time the nursing students became fully involved in the lives of those being treated in the unit. They visited twice a week and attended Alcoholics Anonymous meetings and the Methadone

clinic, as well spent their own time working on projects.

"We felt the environment was not comfortable or welcoming, especially for those in a very vulnerable state," said King.

"We saw people walking around appearing bored or

just sleeping, isolated in their rooms. We came up with the project because we saw that clients are truly sick in the Detox Unit. We wanted them to have a more positive space to relax and feel better."

Along with repainting, remodelling and redecorating the room, students raised money and donated a fireplace, adult coloring books and other recreational items.

"The entire meaning behind this project is the need for basic resources," said King. "Everyone feels that a huge change is the only

thing that can make a difference, but that is not true. Small changes make the most difference."

Nurse Manager Robert Daigle called the project a "massive undertaking," and praised the group, "the next generation of nurses coming in the work field."

"They truly captured the meaning of teamwork as they worked tirelessly on this project to make it a reality," he said. "The ambience is truly amazing."

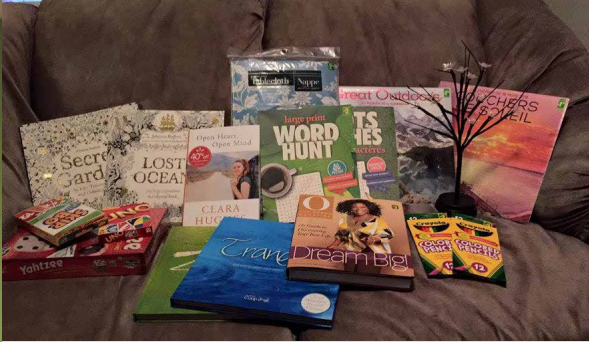
The room is used on a daily basis, and can

accommodate up to 12 people. Staff, too, is pleased with the room.

The project was possible because of teamwork, King said, as members of the group used their different skills – from heavy lifting to behind-the-scenes phone calls – in moving toward "a common goal of improving the lives of others."

King also credits the guidance of instructor Vaunna Frenette, stakeholder Solange Godin, and nurse manager Daigle.

"The support from the community has allowed us to make a change in the lives of so many people," she said.



Some of the supplies purchased by the nursing students.

The team painted the room, added therapeutic décor, updated furniture and de-cluttered the space to make it more inviting.



The "Relaxation Corner." This corner is walled off by a room divider, which allows clients to be in the same room as others but still be relaxing and "alone." There's a massage chair clients can use while they listen to relaxing music through headphones or squeeze a stress ball, or read a book.



The Detox Unit common room before the makeover.



The team of University of New Brunswick Nursing students who redesigned the common room, including Elizabeth King, centre, grey jacket.

Giving H.O.P.E. to community members in need

Staff members at Hotel-Dieu of St. Joseph's have long been in the spirit of giving.

Even before Horizon Health Network was formed, the Perth-

Andover facility held weekly fundraisers for a local food bank. Members could pay \$2 to wear jeans instead of their uniform on Fridays, which raised about \$1,000 every year.

When the new dress code policy came into effect (which meant staff could no longer wear jeans) an organizing committee came up with a new idea to continue the weekly fundraiser – a fundraiser

the food bank had come to rely on. In keeping with the hospital's commitment to be a caring community member, the committee created a weekly 50/50 draw. They then challenged staff to come up with an appropriate name for the win/win fundraiser.

Tanya Hoyt, a Diagnostic Imaging Manager, says the committee was "overwhelmed" when they received more than 30 entries.

Ultimately, Helping Others Provide Essentials, or H.O.P.E., was chosen.

The draw is open to all staff. Members pay \$2 each week, with the money collected split between the winner and the food bank.

"It is in this spirit of giving, throughout the entire year, the staff of Hotel Dieu in Perth continue to help support those in need," Hoyt said.

#Throwback

THEN:

Radiologist Dr. James Noonan, F.R.C.P. (C) dictates findings from radiology images in his office in the Radiology Department at The Moncton Hospital, circa 1985.

Dr. James Noonan first joined the medical staff of The Moncton Hospital in 1964 as a General Practice physician in Sackville. In 1971, he received his Fellowship in Radiology (Royal Victoria Hospital) and rejoined the hospital immediately afterwards. He served as Chief of Radiology from 1979 to 1989, and as President of the Medical Staff in 1993 and 1994. Dr. Noonan retired in 2002. Since then, he makes weekly visits to the hospital to "hold court" in the medical staff lounge, followed by rounds through Medical Imaging and other departments, telling stories and tales of days gone by. He is now fondly known as Dr. Friday!



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NOW:

Dr. James Noonan, right, chats with, from left, Dr. Chris Losier and Dr. Pat Phelan in the medical staff lounge at The Moncton Hospital on Friday, Feb. 26.

Have an idea for a now/then photo feature? We're looking for images that tell the history of our people, facilities, programs and services. Send your #Throwback ideas and photographs to HorizonStar@HorizonNB.ca.



Photo: Steve Herc



Rights, responsibilities awareness will foster quality and safe care in Horizon facilities

At Horizon, we believe educating our patients, staff and physicians of their rights and responsibilities is essential to a close partnership and to providing quality and safe care in our facilities.

Horizon's new Rights, Responsibilities and Expectations document has been developed to address and outline what is expected of our staff and employees – and what should be expected of patients and their families.

The guide aligns with Horizon's first strategic priority of fostering Patient and Family Centred Care. It also demonstrates how Horizon is living within its values - showing empathy, compassion and respect to everyone visiting or working in its facilities.

For example, patients, together with their Partners in Care, have the right to receive services in the language of their choice, and are expected to be a participant and decision-maker in their health care plan.

Employees, meanwhile, collaborate with patients and families in advancing safe, quality care, and maintain the confidentiality and privacy of personal health information.

To be treated with respect and dignity, be listened to and heard, and provide one another with the information necessary to provide or receive safe, quality care are integral factors in optimizing the patient experience.

The document was developed after an extensive review of Rights and Responsibilities practices across Canada, and has been reviewed by multi-disciplinary stakeholders throughout Horizon, including its Patient and Family Advisory Council.

Our commitment to Rights and Responsibilities is also recognized by Accreditation Canada as a standard of care. The Executive Leadership Team hopes you will find this document helpful and aligned with your personal commitment to your patients and their families.

Preventing Workplace Violence Together

Horizon has recently launched a Workplace Violence Prevention Program (WVPP). This updated program is part of the organization's commitment to our employees, patients and the public in promoting a safe, secure, and violent-free environment.

Horizon has adopted this evidence-based program to support staff with interventions to avert violence and aggression in the workplace. The WVPP was developed by using industry best practices and collaboration from over 70 Horizon cross-functional employees and stakeholders including Patient Experience Advisors, New Brunswick Nurses Union, and Vitalité.

Workplace violence is defined as "Incidents in which a person is threatened, abused or assaulted in circumstances related to their work, including all forms of harassment, bullying, intimidation, physical threats, or assaults, robbery or other intrusive behaviours. These behaviours could originate from customers or co-workers, at any level of the organization."

According to the Canadian Nurses Association, health care workers are *more likely* to be attacked at work than prison guards, police officers, transport workers, retail or bank employees. In 2014 there were 486 reported inpatient assault incidents (Code White) on Horizon nurses.

Horizon's WVPP includes:

- Regional policies – Workplace Violence Prevention and Code White policies.
- Enhanced education – Education, classroom and e-learning training, based on the

level of risk and type of violence. This includes enhanced training for code white responders.

- Support resources – Tools to help staff 'Anticipate, Respond and Report' incidents of workplace violence. This includes Workplace Violence Prevention process flowcharts and Patient/Client Behaviour Escalation Model (situational de-escalation tips).

The WVPP is based on three core principles designed to support staff and will prepare you to:

- **Anticipate** – Reduce the risk, before it happens.
Prompts everyone to do what they can to anticipate workplace violence situations and to reduce and/or mitigate potential situations BEFORE they occur.
- **Respond** – Know what to do when it happens.
Calls each of us to possess the necessary capability, knowledge and skills to respond in situations of workplace violence.
- **Report** – Report all incidents, no matter what happens.
Highlights the importance of reporting ALL situations of workplace violence and/or near miss situations for the purposes of measurement and process improvement.

Keeping our workplace safe is a shared responsibility. Horizon is committed to supporting staff and providing a safe work environment. Workplace violence is not acceptable and is not part of your job. We can all help to make our teams safer as we continue to deliver exceptional care to every person, every day.

Prevent Workplace Violence

1

ANTICIPATE

Reduce the risk, before it happens.

2

RESPOND

Know what to do when it happens.

3

REPORT

Report all incidents, no matter what happens.



More Horizon Facilities to Go Smoke-Free!

Horizon's Smoke-Free Environment Policy will be implemented at six additional facilities next month:

- Miramichi Regional Hospital (April 7)
- Dr. Everett Chalmers Regional Hospital (April 18)
- Stan Cassidy Centre for Rehabilitation (April 18)
- Oromocto Public Hospital (April 18)
- Upper River Valley Hospital (April 25)
- Hotel Dieu of St. Joseph (April 25)

The policy, which was officially launched at the Saint John Regional Hospital in September, means the existing designated smoking areas at each facility will remain in place until April. After that, there will be no areas where smoking is permitted.

The ongoing success of the policy at the Saint John Regional Hospital has been very encouraging, with over 270 employees taking advantage of support for smoking cessation and nicotine withdrawal management, and positive feedback from patients, visitors and staff.

Physicians and staff who are employed at these facilities are certainly free to continue smoking off-site during breaks and lunch periods, however those who smoke may decide this is a good time to quit. We know that giving up smoking can be difficult – and we are committed to helping any on-site employee or physician who needs support in their efforts to quit. Resources to assist physicians and staff in smoking cessation and/or nicotine withdrawal management will be provided through Horizon's Employee Health and Wellness Department.

Patients will also be offered nicotine replacement therapy to help them manage any nicotine withdrawal symptoms while in hospital. If they are interested in smoking cessation, these supports will also be available.

Horizon is a leader in health promotion and staff wellness. The Smoke-Free Environment Policy demonstrates Horizon's commitment to health promotion and disease prevention for its patients, physicians, staff and community.

Let's all be "Smoke Free Together!"

Share your comments and ideas:

1-844-545-4288

Smokefree_sansfumee@horizonnb.ca



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Fruity Sautéed Chicken

This dish uses the natural juices from fruit to lend a delicate flavor to the tender chicken. It's a great example of how to include more fruit in your diet throughout the day.

Ingredients:

8	Boneless skinless chicken breasts	8
	Salt and freshly-ground black pepper	
2 tsp.	Canola oil, divided	10 ml
½ cup	Orange juice	125 ml
2	Large cooking apples, chopped	2
1	Large pear	1
½ cup	Halved seedless grapes	125 ml
3	Thin slices ginger root (optional)	3
1	4-inch (10 cm) cinnamon stick (optional)	1
2 tbsp.	Chopped fresh parsley	30 ml

Serve over cooked whole wheat couscous or brown rice.

Instructions:

Step 1

Sprinkle chicken with a pinch each of salt and pepper. In a Dutch oven or large pot, heat 1 tsp. (5 mL) oil over medium-high heat. Add half the chicken and cook, turning once, for three to four minutes per side, or until lightly browned. Transfer to a bowl and set aside. Add the remaining oil to the pot and brown the remaining chicken. Return all chicken and any accumulated juices to the pot.

Step 2

Add orange juice and deglaze the pot, scraping up any brown bits. Stir in apples, pear, grapes, cinnamon stick (if using), ginger (if using), 1/2 tsp. (2 mL) salt and 1/2 tsp. (2 mL) pepper. Bring to a boil. Reduce heat to medium, cover and simmer for 15 minutes, or until fruit is soft. Uncover and simmer for five minutes or until sauce is slightly thickened and juices run clear when chicken is pierced. Discard cinnamon stick and ginger. Serve garnished with parsley.

From cookspiration.com

Wellness Tips

Pledge to make a small, nourishing change and stick with it, one meal at a time!

Here are some ideas that can make a big difference:

- Fill more of your plate with vegetables
- Choose whole grain instead of white bread
- Serve smaller portions
- Enjoy fruit for snacks instead of sweet or salty treats
- Drink water in place of pop

Psssst.

Hey, you!

Yes, you.

Whether you're taking time to read this with your morning coffee, between surgeries and appointments or taking a break with a co-worker, thanks for stopping by to meet me.

Who am I, you ask?

Well, let me tell you a little bit about myself, the *Horizon Star*.

I'm *your* new internal newsletter.

I was created based on feedback you gave the Communications department during focus groups last year.

My former self, *Connects*, was only available online, and maybe you didn't read it. That's why I'm printed on 16 pages of responsibly-sourced paper. I'm also available in French, on Skyline and Horizon's website.

I'm dedicated to celebrating the work you do every day, and to continue to do that, I need to get to know you – and your colleagues (yes, even the shy ones) – better.

So, get in touch.

You may want to give a shout out to a colleague in your unit, or let others know about a co-worker's achievements outside the workplace.

You may want to profile a peer who plays a vital role in your department, or show off photos of a recent fundraiser.

The *Horizon Star* will be just the place to tell these stories.

Any questions? Compliments? Story ideas?

Drop me a line at HorizonStar@HorizonNB.ca.

See you next issue!



RÉSEAU DE SANTÉ

Horizon
HEALTH NETWORK