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April 2017



Star

A publication for the staff of Horizon Health Network

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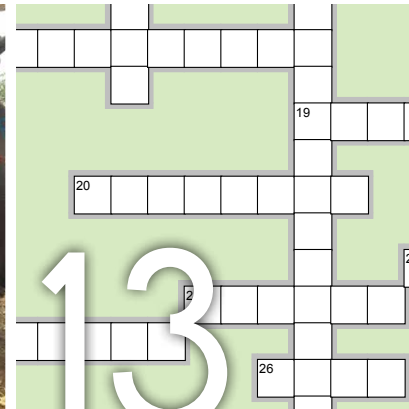
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This magazine is published by Horizon Health Network's Communications Department, and is distributed free of charge to Horizon staff, physicians and volunteers. A French version can be found online at fr.horizonnb.ca.

Editor: GinaBeth Roberts

Creative lead: Kevin Goggan

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Please send comments and/or story ideas to HorizonStar@HorizonNB.ca.

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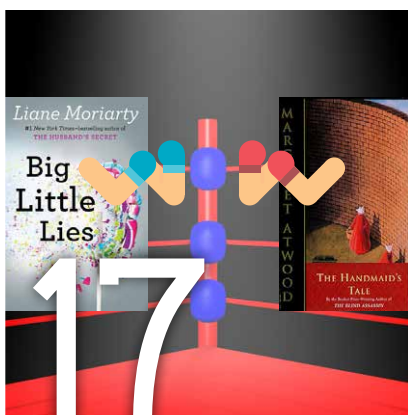
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Dear Staff and Physicians,

My first few months with Horizon have been an absolute pleasure. I am happy to say that I have now visited almost every facility and have enjoyed meeting and learning from you. It's wonderful to see what a great team I have joined and the dedication you have towards improving health care in this province.

What the tour allowed me to see firsthand was the excellent work that goes on beyond the walls of our hospitals. It allowed me to see the work that takes place in our smaller Community Health Centres, our public and mental health offices and our EMP offices. We have a lot of people working in our communities who are living our mission of Helping People Be Healthy.

I also had the opportunity to meet with local mayors, our foundations, our alumni and our auxiliaries to discuss ways we can work together and make improvements. In addition, I was also fortunate to sit in on two meetings of our Local Community Engagement Committees where the members selected the winners of the Horizon Community Health Recognition Awards. Seeing the submissions that came in from across Horizon was especially meaningful to me. It allowed me the opportunity to learn more about our partners in the community that are working every day to promote wellness and access to the care services New Brunswickers need.



Karen McGrath,
President and CEO

The provincial government has also signalled its commitment to improving care and services for New Brunswickers with the recent investments of \$200 million at the Dr. Everett Chalmers Regional Hospital, \$90 million at the Saint John Regional Hospital, and \$35 million at The Moncton Hospital. It was an honour to be part of these announcements so early in my Horizon career. The improvements will surely help staff provide high quality care in a safer and more efficient environment.

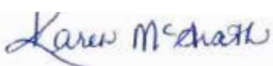
It's important for us to remember that good health care goes beyond our hospitals, and it goes beyond us, as health care professionals. Good health starts in our communities. Horizon needs to play a role in the work that is carried out by our local not-for-profits, our schools, and facilities like our YMCAs. These groups help break down the barriers and provide services to those that need it most.

Traveling across Horizon gave me the opportunity to see where some quick fixes can be made to improve the care we provide. It also showed me where, by working together, we can accomplish big things for our organization by sharing best practices and continuing to learn from each other.

One thing I am sure of is that I learned the most about Horizon from meeting and speaking with its employees. That is why I am committing to visiting every Horizon facility at least twice a year. I want to establish relationships with as many of you as I can, and I want all staff to feel comfortable in sharing their ideas with me directly. Please feel free to contact me at President@HorizonNB.ca.

I would like to thank everyone for being so kind and welcoming during my first few months at Horizon. I look forward to seeing you again!

Sincerely,



Karen McGrath
President and CEO

A welcome note from the editor

Welcome to the sixth issue of the *Horizon Star*.

It's no secret the word "exceptional" is used prominently throughout Horizon.

What exactly does the exceptional mean? Merriam Webster dictionary defines the word as "better than average," being "superior," or having "exceptional skill."

And, more importantly, what does it mean to be exceptional?

I believe being exceptional looks different in all our job positions, however there is a strong, common tie: being exceptional at Horizon always involves an act or moment beyond caring, beyond a prescribed routine task, beyond what is asked of you.

Working in health care — and, specifically, at Horizon — exceptional acts of empathy, respect, leadership and teamwork happen every day.

As part of the first The Bravos!, members of the Executive Leadership Team (ELT) and Employee Engagement Committee saw *thousands* of acts of exceptional care in action when they reviewed nominations.

Through Bravo!, patients and their family members recognized their health care providers for going beyond what was expected, and colleagues thanked one another for doing that one extra thing to make their day easier.

A big thank you to those who took the time to send a Bravo! to a team member or a colleague. Without you, we may not hear about these acts of exceptional care.

In these pages you can read about more exceptional acts of Horizon care.

There's the Comfort Bears program at the Dr. Everett Chalmers Regional Hospital making a child's stay a little happier — one cute teddy at a time.

And certainly our hospitals wouldn't work the way they do without our volunteers. You can read about upcoming National Volunteer Recognition Week events later this month on Page 6.

Exceptional work is happening in our communities, too. Dr. Sean Morrissey has built a community pillar in the form of mountain bike trails in Minto.

It's an honour to share your stories, and I hope you'll continue to reach me at HorizonStar@HorizonNB.ca with new ideas.

Happy reading,



GinaBeth Roberts



Teddies comfort youngest patients at the DECRH

A heartwarming program at the Dr. Everett Chalmers Regional Hospital is helping sick children find comfort — one teddy at a time.

Melissa Bryden leads Comfort Bears, a program when community members knit teddies for pediatric patients at the hospital. She started knitting bears about two years ago, inspired by a similar program at the IWK Health Centre.

The former home economics teacher eventually approached friends, and recruited other knitters in the community. Former staff members and current teachers got involved, and even students took on knitting bears as a school project, gaining a valuable life skill along the way.

Following a pattern, it takes about three hours to sew and stuff one small bear. And, despite the instructions, each knitter (even Bryden) seems to give each bear its own personality and look.

"I can't believe all the faces look different, even though I've done them all exactly the same," she said.

Bryden needs about 100 bears every month to fill the patient demand. While bears primarily go to the Pediatrics Unit, they're also distributed in Day Surgery and the Emergency Department. Some bears made with finer yarn are small enough to give to patients and families in the Neonatal Unit.



The program is always looking for knitters, or groups of knitters, to join. Recently, students, staff and community members from Central New Brunswick Academy knit and donated 127 bears in memory of two students who had recently died from illness.

Bryden hopes to eventually have enough stock to start giving the bears to pediatric patients in Diagnostic Imaging and the Fracture Clinic.

"If we've got more bears, we'll go wherever we can go with it," Bryden said.

All bears have an embroidered face and are made on continuous thread (in any or a mix of colours), so children can't pick off embellishments. They're also washable.

Bryden collects and inspects all bears before dropping them off with Crystal Doucette, the hospital's Director of Child Life.

This is where the real magic begins.

"I see them often times, coming in, and they're very nervous," she said, of her young patients. "By the time they get to their room and they see the bear laying out there, it's just this instant relief and comfort."

Children often immediately go in for a snuggle, but it's not only them that feel the comfort.

In response to a newspaper article about

the program, a father wrote about his young son who was taken to the hospital in a hurry, and the family had no time to pack. The father said the bear "sure helped to distract and calm him down."

"That one comment makes the whole thing worth it," said Bryden.

The program also promotes patient and family centered care. Once the children are calm, parents and caregivers can more easily hear and listen to health care professionals. Sometimes, bears are given to children while their siblings are receiving care.



Community member and Comfort Bears program leader Melissa Bryden and Dr. Everett Chalmers Regional Hospital's Director of Child Life Crystal Doucette pose with a new donation of bears, ready to comfort young patients.

Doucette also uses bears to help explain a surgery or procedure.

"For example, if a child's going to have an IV injected, I will often show them on their bear exactly what's going to happen, step by step of the procedure before it happens to them," she said. "And then they get to keep their bear with a little IV bag attached."

Bryden and Doucette would love to have more Horizon staff members join the program — especially to get ready for the summer months when not as many people are knitting.

"Just seeing the smiles on children's faces and the comfort that it brings, it's worth more than anything," said Doucette.

There are two drop-off locations in the greater Fredericton area: Cricket Cove Yarn Shoppe and Nashwaaksis Public Library.

For those who aren't handy with a ball of yarn and sewing needles, there are other ways to support the program. Bryden doesn't take cash donations, but supporters can purchase yarn or stuffing, or donate money to the print shop that prints instruction brochures.

Child Life Program

At Horizon, the Child Life program has been recognized as a key component of our pediatric services in Saint John, Moncton and Fredericton for many years.

March was Child Life Month — a month during which Child Life professionals across Horizon, and around North America, promote awareness of the special health care needs of children, especially their psychosocial wellbeing.

Here's a look at what's happening in Saint John and Moncton:

Saint John

The Child Life Department at the Saint John Regional Hospital has a long-standing tradition of distributing "distraction baskets" throughout the building every March in recognition of Child Life Month.



SJ: Beth MacNutt, Child Life Director at the Saint John Regional Hospital, with one of their distraction baskets.

Baskets are distributed to various departments, including Diagnostic Imaging, Emergency, Specimen Collection, recovery rooms and Pediatric inpatient unit and outpatient clinics. Each basket provides items to assist staff in the delivery care for young patients who require distraction activities while waiting for a test, to be used in promoting coping techniques during a procedure, or as a reward

to help make the experience a more positive one for children.

Distraction activities can help to alleviate anxiety before, during and after a procedure, reducing a child's perception of pain and influencing their memory of a hospital visit. Staff in all departments look forward to receiving these baskets every year.

Moncton

The fundraising phenom and inspiring cancer survivor that is Rebecca Schofield brought her internationally-known campaign, #BeccaToldMeTo, to Moncton's Child Life Department recently.

As part of the initiative, which encourages random acts of kindness and is helping Becca and her family check off items on her bucket list, Goji's Frozen Yogurt locations in Moncton, Dieppe and Riverview donated proceeds from

sales on a day in February to an organization of Becca's choice.

She chose the Child Life Department, which received \$2,600. The donation will help with basic programming needs, such as distraction kits, as well as infant toys, teen supplies, such as video games, and specialized beanbags used in the NICU to help position premature babies.



MONCTON: Rebecca Schofield with Peggy Wheaton, The Moncton Hospital's Child Life Director.

National Volunteer Week is April 23 to 29, 2017

During this week help us celebrate Horizon volunteers who strengthen our community and help provide exceptional care, every person, every day by saying, **"Thank You."**



In 2016, our volunteers freely gave approximately

140,000

hours during more than 32,000 visits to our facilities.

1,107

volunteers with between one and 10 years of service

Volunteers assist in creating a friendly, comfortable atmosphere in our facilities. Volunteers are a valuable part of the health care team; they *enhance* the care and service provided to patients and families. Their thoughtfulness and donation of time improves the quality of life and brings a wealth of happiness to the patients.

Volunteer Programs

Horizon has over 144 volunteer programs ...

- Enhancing family and patient centered care by providing companionship to our tiniest patients through to the elderly
- Supporting quality improvement initiatives by conducting patient safety surveys
- Being that first point of contact through greeter programs in emergency, medical imaging, blood collection and greeter desks
- Providing excellent customer service in our auxiliary operated coffee and gift shops

Did you know?

Volunteers range in age from 15 to 94, which means you're never too old or too young (but you do have to be at least 15)!

Volunteers delivered 529 Patient Well Wish Emails last year.

Volunteers contribute to patient safety by maintaining a 100 per cent compliance to mandatory learning (yes, they have to do e-learning, too!).

The average length of volunteer stays with Horizon is 11 years (that's commitment!).

Auxiliaries and Alumnae operate many in hospital businesses including gift and coffee shops and hair salons in order to support the purchases of needed priority equipment.

- 275 volunteers with over 10 years of service
- 41 volunteers with over 20 years of service
- 13 volunteers with over 30 years of service
- Three volunteers with over 40 years of service

"They're the first people you see when you get to the unit, and they can make a big difference just by how comfortable they make you feel. They're all so caring and accommodating. They'll get you a hot blanket ... a drink ... even toast if you want it. They're outstanding in how well they treat the patients. You depend on them. They're indispensable."

– Carol Robinson Landry, Oncology Patient, The Moncton Hospital, who also appreciates the humour and smiles provided by volunteers.

"Our volunteers go above and beyond on a daily basis. Not only do they ensure that patients are well looked after, they also do the same for our physicians and staff. The volunteers are always kind and compassionate to everyone. Everyone is aware if there is a day when we do not have a volunteer. They are greatly missed when not here. The staff, physicians, patients and families value and respect the time volunteers give to our Oncology Clinic. Their service is integral to patient focused care."

— Pauline Carruthers, Nurse Manager, Oncology Clinic, the Moncton Hospital

"Volunteers augment programs for our patients on a daily basis — whether it is assisting with an indoor curling program to a friendly face dropping in for a visit. Without our volunteers we would not be able to provide the wide ranging programs we are able to offer."

— Janet Crealock, Recreation Therapist, Veterans Health Unit

"Volunteers bring their hearts of compassion, caring and gentleness to Horizon every day. Our volunteers provide practical support and assistance, as well as those many intangibles — listening, understanding, and mainly their sunny presence. Walking at the side of those who are ill and supporting their families is a way to offer hope, encouragement and courage to those who are ill in body and spirit. Our workplace is enriched by the presence of these lovely and committed people who care. Patient Centred Care is enriched by the amazing contributions of our volunteers."

— Margaret Melanson, Vice President, Quality and Patient Centred Care



Horizon has

1,700

volunteers
(309 were new in 2016).

Volunteer Week events

Volunteers will be celebrated during National Volunteer Week from April 12 to 26 in Upper River Valley, Fredericton, Miramichi, Saint John and Moncton areas. Please feel free to thank your volunteers every day!



8 FACT program sets groundwork for treating adults with severe mental illness

A program in Moncton is using a flexible approach in treating a group of vulnerable patients, and, thanks to the dedication of its team members, it's working.

The Flexible Assertive Community Treatment (FACT) program, associated with Addictions and Mental Health, treats adults living with severe mental illness, such as schizophrenia, bipolar and major depressive disorder.

About 80 per cent of the treatment plan is done through regular mental health case management, such as regular check-ins where staff work with clients on socioeconomic issues like housing, finance, employment and education. The other 20 per cent is dedicated to helping individuals when they're in high-risk situations, such as having lost their housing, being incarcerated, being discharged from hospital or having suicidal or homicidal thoughts.

The multi-disciplinary team is made up of 12 staff, including four registered nurses, a clinical lead nurse, a psychologist, a psychiatrist, two human service counsellors, a peer specialist, two social workers and an occupational therapist.

The program currently has about 100 clients, but will grow to help 220 individuals, throughout Metro Moncton and outwards to Sussex, Miramichi and the Fundy region. Clients can be referred from the Psychiatric unit, Emergency Department, the Mobile Crisis Team, or through the Intake process at 81 Albert St.

Human Services Counselor Jean-Paul Arsenault and his colleagues spend much of their time out in the community working with individuals on their goals and needs. This could be as simple as getting up earlier in the mornings, or as onerous as staying out of jail.

Home visits are very "eclectic," he said, and could also include doctors' appointments or visits to food banks and soup kitchens. It's this "street-level" connection that helps build trust

between the FACT team members and those they're helping.

"For these clients on the streets you get to know who you can trust and not trust," said Arsenault. "That sixth sense – it's survival. If you don't develop that, you die."

"For me, what's nice, having been there, I connect quite easily with them because they see right away I'm a straight shooter," he said, adding he's overcome addiction. "I'm pretty much 'what you see is what you get.' ... Just by the lingo sometimes, they know I've been around."

Addictions & Mental Health Director Jill Leblanc-Farquharson said the team, led by Program Manager Kathleen Buchanan, has established a practice to successfully treat a vulnerable and difficult population that is demanding on the health care system.

"This team has really set the groundwork for every other client in this province who is suffering from this diagnosis – to be able to have hope," Leblanc-Farquharson said, adding the program is one of the many successes in the area of mental health in Moncton in the past five years.

"The program itself is supposed to see clients for two to five years, try to stabilize them, connect them with their community and not make them dependent on us for a lifetime," she said. "We're trying to give them skills to use community resources because everybody should have the goal of not seeing us forever."

Arsenault echoed her comments: "I told a client one day, 'It's my job to work myself out of a job. Then I've done my job.'"

Clients are evaluated for discharge on 60 indicators, including fewer relapses and hospitalizations, reduced risk of suicide, reduced family and relationship disruption, and improved recovery.

Above:

Addictions & Mental Health Director Jill Leblanc-Farquharson and FACT Program Manager Kathleen Buchanan with provincial Health Minister Victor Boudreau and federal Health Minister Jane Philpott. The ministers were impressed by the FACT program on a recent visit to Moncton.

One success story is a 62-year-old man who grew up in severe abuse and spent most of his life on the streets battling Post-Traumatic Stress Disorder (PTSD) and alcoholism. After going to detox programs more than 250 times, he's now been sober for over a year, and his FACT leader is ready to close his file.

Another client (a man in his late 40s who is chronically psychotic), has lived in a special care home for over a year, after having difficulty getting safe housing for himself. He comes to the office every day for coffee, and recently got his first haircut in several years.

"He is now safe," Buchanan said. "We don't have to worry about him on the streets in his vulnerable state."

The FACT program was originally designed in the Netherlands, but was shaped and tested in Moncton based on an earlier national pilot program, At Home/Chez Soi, which began in 2009 with the main purpose of helping people find housing.

When the federal funding ended for the program, provincial funding began for a similar one, except with a more flexible approach to treatment, in which Horizon and Vitalité were partners.

Now, supported by provincial funding, Horizon has its own FACT team, and similar programs are being rolled out in other Horizon regions. On a recent visit to Moncton, Federal Health Minister Jane Philpott said this could be a model of care across the country.

Psychology Month raises awareness

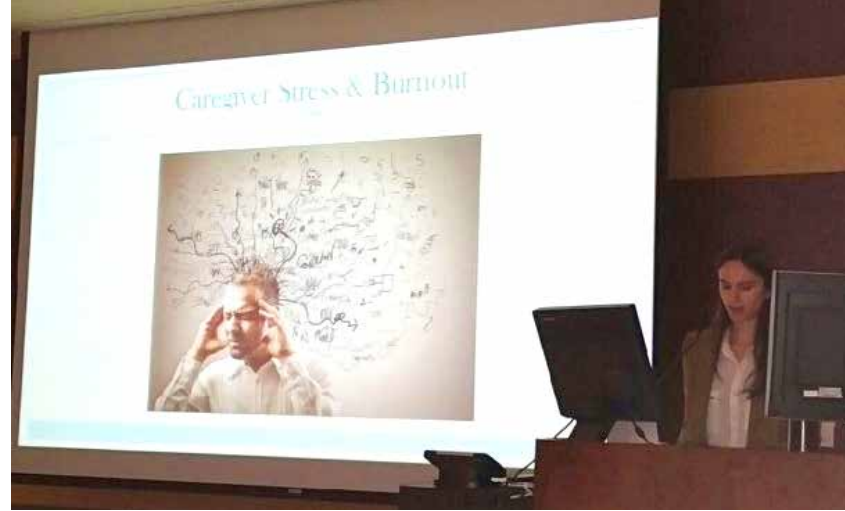
Several of Horizon's psychologists in Fredericton kicked off Psychology Month with a free information session for the public.

Psychology Month (March) raises awareness of the benefits of the work of psychologists using education and outreach activities. This year's theme focused on Healthy Aging.

Licensed psychologist Dr. Rebecca Mills and psychology intern Kayla Truswell led a talk on reducing and preventing stress and burnout for professional and personal caregivers at the Dr. Everett Chalmers Regional Hospital's Chalmers Hospital Auxiliary Theatre (CHAT).

The group also offered education seminars and issued information-based emails to staff across Horizon to acknowledge the month.

The first annual Psychology Month in Canada was held in February 2005, and it continues to serve as an opportunity for members of the psychology profession in each province to connect with their communities.



Here, psychology intern Kayla Truswell delivers her presentation, entitled, *When Helping Hurts: The Cost of Caregiving*.

Central Miramichi CHC hosts successful Breast Cancer Survivor Wellness Day

Lisa Lovelace, an RN at Central Miramichi Community Health Centre (CHC) in Doaktown, knows first-hand the need for added support for people diagnosed with breast cancer.

A breast cancer survivor, she has intimate experience and knowledge of struggles of this disease and the difficulties navigating the system and finding answers to her questions.

Her return to work was coupled with a

newfound interest in helping those in similar situations, providing support and information with the hopes of developing an ongoing support group in the area.

From this, came the idea of the first annual Breast Cancer Survivors Wellness Day.

Lovelace, along with Social Worker Lynsey Wilson and the assistance of clerk Chelsie O'Donnell made this day a reality.

October, being Breast Cancer Awareness Month,

seemed like the right time to kick off this event, which was held at Wilson's Lodge in McNamee and attended by 14 breast cancer survivors.

The day-long event was filled with education, support, relaxation, nutrition tips and informational displays.

CHC Dietitian Becky Grice hosted a Lunch and Learn, teaching participants how to make a nutritious and delicious squash soup and a salad with blueberry vinaigrette dressing, while Physiotherapist Laura MacLean gave a talk and demonstration of post-treatment exercises helpful for recovery.

Other guests spoke on hot flashes, menopause symptoms, proper bra fitting, mindfulness and anxiety. The Lodge was decorated with pink pumpkins painted and decorated by the CHC staff. The day ended with a Stomp Out Breast Cancer Balloon burst.



Breast Cancer survivors get ready for the Stomp Out Cancer exercise.



Breast Cancer survivor Wanda Amos receives a door prize.



Social Worker Lynsey Wilson, Registered Nurse Lisa Lovelace and vendor Brittany Betts.

Participants gave very positive feedback, and showed a strong interest in an ongoing support group. Organizations with displays felt it was a very well planned successful event.

Staff and participants say, "Bravo" to Lovelace, Wilson and O'Donnell for all of their hard work pulling together such a successful event.

Event sponsors were Wilson's Sporting Camps; Green's Pumpkin Patch; Trevor Price's Independent Grocery Store; Central Miramichi Community Wellness Network and Central Miramichi CHC staff. All those that helped with and sponsored the event were greatly appreciated.

#Throwback

THEN:

The exterior structure of the Oromocto Public Hospital as it was under construction in April 1966. The photograph was originally taken for York Structural Steel. The hospital serves the residents of the town of Oromocto and surrounding communities including the military training base, CFB Gagetown. The hospital provides inpatient Family Practice, Palliative Care, and Rehabilitation and has a Transitional Care Unit as well as a thriving ambulatory Surgical Centre, Mammography Screening Program and Emergency Department.



Former Board chair named honorary member of RMAC

Former Horizon Board chair David Ferguson was recently recognized by the Regional Medical Advisory Committee (RMAC) as an honorary member following his five-year tenure on the board.

Chair Dr. Thomas Barry presented the award on behalf of the RMAC at the Woodbridge Centre in Fredericton to show its sincere appreciation for his work with the committee.

"Ferguson attended committee meetings, listening patiently, and learned from the physicians," Dr. Barry said. "He would always provide sage advice to committee members, utilizing his extensive knowledge of government. RMAC members liked and respected his wisdom and humility."

"We all learned a lot from David and benefitted by his wisdom. He was a man of few words but his ideas were always worth hearing."



Members of the RMAC with honorary member David Ferguson.

"(He) represented the patients and the people and was not afraid to tell the MDs on RMAC if he thought they were off track," Dr. Barry said. Ferguson was honoured by the gesture, which was the first of its kind.

"When I was at GNB, I knew all about health but when I became Board Chair I realized I knew nothing about health care," said Ferguson. "I learned a lot at RMAC and the level of discussion made me change my views of doctors."

Ferguson served for 39 years in the New Brunswick public service, with more than 16 years as deputy minister. He was named deputy minister of advanced education

and labour in 1994. He served as deputy minister at the Office of the Solicitor General from 1998 to 2000; as deputy minister at the former Department of Natural Resources and Energy from 2000 to 2003; and as deputy minister at the Department of Natural Resources from 2003 to 2007. He served as clerk of the executive council and secretary to cabinet from 2007 to 2010.

He retired in December 2010, and was named Horizon's Board of Directors Chair in April 2011.



Here, Dr. Thomas Barry, RMAC Chair, presents David Ferguson, former Horizon Board Chair, with a plaque recognizing his honorary committee membership.

Atlantic Sleep Centre proud to celebrate milestone

The Atlantic Sleep Centre, located in Saint John, recently celebrated a major milestone.

As of December 22, 2016, staff have assessed 10,000 patients.

Dr. Rachel Morehouse opened the Centre in March 1999. It's the first sleep centre in Canada accredited by the American Academy of Sleep Medicine (as of August 16, 2005), and one of only three accredited sleep centres in the country (the others are located in Alberta and Quebec).

Clinic staff help patients with diagnosis and treatment options for various types of sleep disorders, such as Obstructive Sleep Apnea, Periodic Limb Movement Disorder and Narcolepsy.

Sleep disorders can have many negative effects on patients' health and overall quality of life. After proper diagnosis and treatment patients not only have an improved quality of life, but their overall health is improved.

Staff at the lab are proud to have reached this milestone.



Clinic staff, from left: Dr. Graham Bishop and Dr. Glendon Sullivan (standing, back row); Administrative Assistant Wendy Hayes, Receptionist Kim Bailey, and Dr. Rachel Morehouse (sitting, back row); and Registered Polysomnographic Technologists Janna Richard, Cathy Lawlor, Holly Stuart, Andrea Savoy, Tracey Aylward, and Barb Richard. Not pictured is Respiratory Therapist Laura Woodhouse (training to be a Polysomnographic Technologist).



Sara McAleer (back row, third from left) is surrounded by participants from across Canada and Canadian Society for Medical Laboratory Science representatives.

Technologist represents province at national conference

From Susan Findlater, Saint John Area Administrative Director, Laboratory Medicine Program

Sara McAleer, Public Relations Chair for the New Brunswick Society for Medical Laboratory Technology (NBSMLT) recently represented New Brunswick at the Canadian Society for Medical Laboratory Science (CSMLS) conference in Toronto.

McAleer is a Medical Laboratory Technologist in the Hematology Division, Laboratory Medicine Program at the Saint John Regional Hospital.

The meeting focused on public relations and advocacy, providing McAleer with “valuable information about common issues in Medical Laboratory Sciences across our country such as the impending shortages of Medical Laboratory Technologists in the workplace and subsequently, in association membership.”

“We discussed new ideas for National Medical Laboratory Week in April and how each MLT

could better advocate for our profession at the local level in our institutions,” she said. McAleer enjoyed meeting with representatives from her field from every province in Canada.

“I am grateful to have had this opportunity to attend this meeting,” she said. “It was a truly rewarding experience that provided me with the tools required to lead my committee in the NBSMLT, as well as develop my leadership skills

that are also transferable to my current workplace.”

Susan Findlater, Administrative Director, Laboratory Medicine Program, Saint John area said it’s “encouraging to see employees like Sara attending national conferences and being so committed to promoting the profession of medical laboratory technology.”

11

SJ Chemistry lab celebrates first in North America

From Susan Findlater, Area Administrative Director, Laboratory Medicine Program

The Chemistry Division of the Saint John Regional Hospital’s Laboratory Medicine Program recently celebrated a major step in innovation.

On Feb. 15 lab staff went live with a new Automated Urine Microscopy Instrument, the Roche Cobas u701 — the first lab to do so in North America.

This piece of equipment, from Roche Diagnostics, automates the process of urine sediment analysis and provides semi-quantitative counting of particles (red blood cells, white blood cells, epithelial cells and hyaline casts), as well as qualitative determination of pathologic casts, crystals, yeast, mucus, and sperm.

Staff anticipate new instrument will drastically reduce the number of specimens processed manually, which will improve turnaround time and workflow, and standardize all steps in the urine microscopy process.



Here, Bev Haddad (left), Supervisor, Manual Lab and Jessica Roy, Key Operator, pose with the Roche Cobas u701. The pair completed validation studies and trained all staff members on the new instrument.

Thank you to everyone who submitted their top travel destination.

We received 70 entries – amazing! While we couldn't feature all entries in this list, we did notice some common threads: It's clear the majority of Horizon employees love escaping New Brunswick winters for some fun in the sun. Forty-six per cent of respondents said they wanted to travel south (either Florida or the Caribbean). Cuba and Florida were the most common destinations.

We also loved hearing from those who found the beauty in staying a little closer

to home, seeking fun in snow.

We heard from readers from in 20 facilities, 46 units and 38 different positions. Such great diversity in respondents shows our employees are engaged across the organization.

We based the decision on a variety of factors, including uniqueness of destination, explanation as to why it's a favourite destination (many were very passionate!) and to ensure a variety of representation across Horizon.

If you don't yet have travel destination (or plan to save some vacation time for next year), we hope this list inspires you to make one. Maybe you're so inspired you want to reach out to someone on this list for travel tips.

We look forward to reading your submissions for the next Top 10 list! (Look for an email in May.)

TOP 10



My Favourite Travel Destination is ...

“Cap Pele, N.B. This sweet place offers amazing beaches, restaurants and shops that are enhanced by its very friendly residents. A very quaint town that offers that peaceful getaway where you find it easy to leave the everyday stressors behind. Highly recommended!”

Michelle Martel
Nursing Unit Clerk, SICU, Saint John Regional Hospital



“Walt Disney World, Orlando, Florida. Once you step inside the gate, it's as if the whole world is lifted off your shoulders. You

are transported (by pixie dust, I'm sure) to a fantastical land where adults can be kids again. The sights, smells, and sounds allow you to be immersed in a fairy tale!”

Krista Brown
Registered Cardiology Technologist, Clinic D, The Moncton Hospital

“Czech Republic. I love the Czech Republic because of odd historical finds like a church made of bones in Kunta Hora, the Astronomical Clock in Old Town Square, Prague, built by a man who was blinded by the Prague Councillors so he couldn't reproduce it (don't worry he got his revenge) — the list goes on and on. The food is definitely not for dieters with potato or bread dumplings and generous portions of meat which always have beer to accompany; Czech people love their beer. Funny facts: You cannot enter a Czech resident's home without them insisting you wear slippers, which are housed in a basket at the front door; Czechs study types of mushrooms in school and love spending time in the woods picking the edible ones; they celebrate name day as each

day of the calendar has specified male/female names and if you celebrate a friend's name day by giving a gift of alcohol, you better be opening it right away to share.”

Renee Durham
Admin/Data Support, Optimization Team, Miramichi Corporate Office



“Iceland. Iceland provides cool and hot treats for everyone with its magnificent waterfalls, geysers, jaw-dropping shores, glaciers, ice tunnels, volcanic tours, and natural hot spring (Blue Lagoon). The food is amazing, and the people are so friendly (Iceland's population is 300,000). It's AMAZING, and (costs the same) as an all-inclusive.”

Tina LeBlanc
Administrative Support for Regional Director, Quality and Patient Safety Services and to Regional Director, Performance, The Moncton Hospital

“India! The culture shock is amazing. From the moment you exit the plane in New Delhi to the moment you get back on it to return. You will see spectacular sights including the Taj Mahal and various temples found all over this beautiful country. The history is so rich and interesting. Hinduism is eye opening. The FOOD is another highlight; I still dream about Paneer Butter Masala every day. I ate vegetarian for a month and not once did I think of “meat”; the flavours are to die for. ... I could go on forever about

the mind-blowing experiences we lived, from cremation ceremonies in Varanasi to living on a houseboat in Kerala.

Cindy Power
RN, Staff Educator, Surgery Program, The Moncton Hospital

“Costa Rica. There is no heat like the sun in the Nicoya Peninsula of Costa Rica, especially if you are on a local bus, racing along dusty washed-out roads, Indiana Jones-style, with howler monkeys screeching at you, as you hurdle through the tropical rainforest.”

Karen McLaughlin
Administrative Assistant, Electrodiagnostics and Respiratory Therapy, Woodbridge Centre, Fredericton

“Marbella, Spain. In the spring, the fresh sunny weather (23 to 26 C), is so great for hikes in the Sierra Nevada. The history and culture are very Spanish, with lots of Moroccan history, too. Don't miss the flamenco dancing at Los Chatos, Ana Maria a cantina in Plazo Santo Cristo in old Marbella. Food is authentic and local with lots of fresh lemons and oranges straight from the trees. Fish and fruits de mer from the Mediterranean Sea. Ah life is good.”

Monica Tomney
Physiotherapist, Extra Mural Program, Kennebecasis Valley

“Italy (Italia). The food, the wine, the climate, the food, the history, the art, the architecture, the food, the city of Florence, the scenery, the geography, the people, the food... undeniably a dream travel destination. Bellissimo!”

Dr. Michael Hayden
ER Physician, Chief of Staff, Miramichi



“Italia! Escape Canada's cold, snowy winter for milder temps and earlier spring days, warmed by Mediterranean breezes. Visitors are drawn to a mix of modern, Renaissance and ancient treasures, architecture and natural attractions, and having their daily travels fuelled by fantastic food, wine and coffee!”

Doug Doucette
Regional Pharmacy Clinical Manager, Clinical Resource Pharmacist, Cardiology, The Moncton Hospital

“Italy. Beautiful scenery, amazing food and wine, quiet but sociable people, very welcoming, beautiful architectures, wonderful smells (lemon, pasta, olives, flowers, etc.) and wonderful weather.

Lorraine Veriker
Rehab Assistant, Unit 7, Miramichi area

“Scotland. It's my birthplace, the landscape is like nowhere else in the world, rolling green hills, ancient castles, historical buildings, vast lochs, and I get to speak with an accent that is awesome: “Ya widney want ta miss it.”

Rose McKenna
Quality Consultant, Quality Services, Saint John area

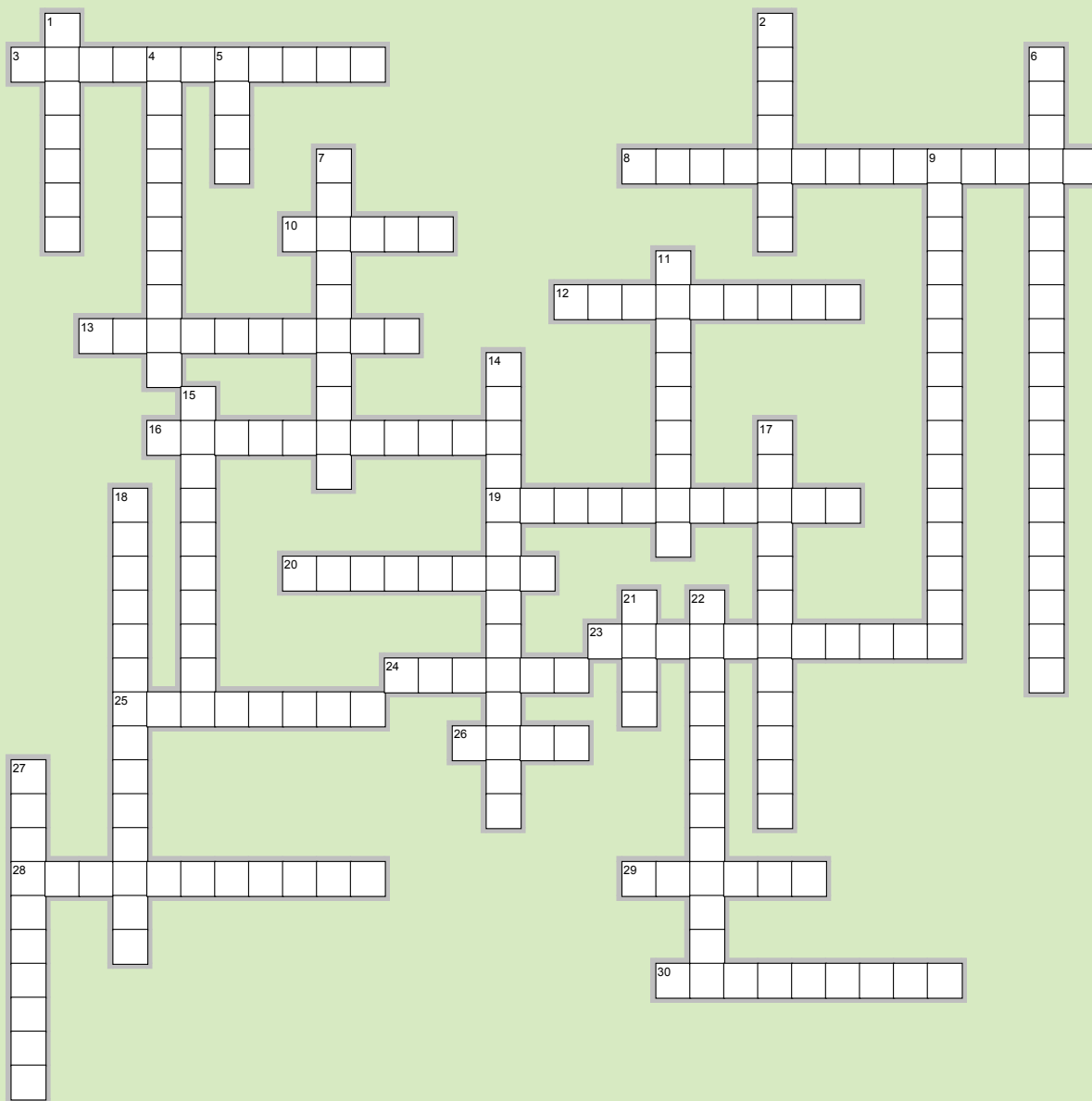
“Arizona. I know this may seem different from other responses ... but I have been there five times over the past eight years and it is my favourite state. I usually travel there in March or April, as the weather is usually perfect during that time of year. There are still 21 practising Native American tribes over the entire state, so there is so much culture, history and scenic beauty — all reasons I love Arizona. The small towns, the vast natural beauty and the perfect weather conditions all make this a fabulous winter destination.”

Holly Hatto
Patient Room Aides Supervisor, Saint John Regional Hospital

HOW WELL DO YOU KNOW HORIZON?

All answers can be found by roaming Horizon's public website and Skyline (that is if you don't know them by heart).

If you're reading this online, print this page and get to solving the puzzle!



EclipseCrossword.com

Across

3. A form of X-ray enabling physicians to see internal organs and structures in motion
8. This thoughtful service is available at eight Horizon hospitals
10. What you say when you want to recognize a peer
12. A Pediatric Oncology this helps teens and kids diagnosed with cancer
13. A simple breathing test
16. Horizon regularly conducts these audits at emergency departments and inpatient care units at five of its largest hospitals
19. If you can't make your this, someone else can
20. Horizon's WVPP makes sure this is not part of your job
23. The study and treatment of skin, hair and nails
24. There were 5,090 of these at Horizon facilities in 2014-15
25. The "F" in FACT
26. Patients and families can connect to this at many facilities
28. This program provides leadership, advocacy, as well as evidence informed policy and practice for excellence in maternal and newborn health
29. One of Horizon's approved fonts
30. We act with this and are accountable

Down

1. Former employees can join this group at some hospitals
2. Number of Horizon board members (including chair)
4. The Moncton Hospital School of this Technology
5. Abbreviation for the Horizon hospital with a Plastics & Burns Unit
6. What ITB in ITB Pump stands for
7. Name of the road where Albert County Health & Wellness Centre is located
9. This publication highlights what organizations do to make health citizens
11. Name of dining room at Miramichi Regional Hospital
14. This board has been recognized by Accreditation Canada as a leader in best practices
15. One of Horizon's Extra-Mural Program sites
17. Gout and lupus are two conditions treated as part of this clinical service
18. One of the specialized inpatient addiction services offered by Horizon
21. Abbreviation for satellite site of St. Joseph's Health Centre
22. A Public Health program
27. This health centre serves its community's 925 residents

Vials for Life: Working Together to Improve Health in Our Community

From Jill Roberts, RN BN, St Joseph's Community Health Centre

At St. Joseph's Community Health Centre (CHC), we provide primary health care services and health promotion education to families and individuals of all ages.

We work in partnership with the community to mobilize skills and resources that will help those individuals and families to improve their health. Our goal is to lift any barriers to improved health, and to make programs and services accessible to all. We also take great pride in welcoming student learners from a variety of health care disciplines.

Recently, we were pleased to be involved with an initiative that fits our mandate perfectly, and is a wonderful example of working with community partners to strengthen outcomes.

The *Saint John Vial for Life Program* is one of many similar initiatives worldwide; the program name can vary, but the overall goal is the same.

Vial for Life is designed to provide emergency responders with an accurate, up-to-date medical summary for community members, including a list of current medications, known allergies, illnesses and next of kin contact information.

The program is intended for any and all community members, but particularly those who live alone, or individuals who can't speak for themselves.

The information sheet is placed in a plastic vial, which is labelled with a bright yellow sticker. It is then placed in the home or apartment owner's refrigerator on the egg rack, or taped inside the wall of the refrigerator.

A second Vial for Life sticker is then placed near the front door, or in another prominent place, to alert first responders the vial and medical information is available. This is especially important if an individual is unconscious, forgets valuable information, or is unable to communicate when emergency personnel arrive. Every second counts!

The Vial for Life program can be spearheaded by any organization and in Saint John has been led by the Saint John Fire Department.

It is difficult to reach all of those who would benefit, however, so when NBCC Saint John instructor Carolyn Gauthier, RN BN, approached St. Joseph's CHC about working together, it was the logical choice for a joint community project.

Gauthier teaches Community Health Nursing in the college's Licensed Practical Nurse Program and wanted her students to participate in a hands-on initiative that would provide a great experience for students, while making a difference in the health of the community.

Pascal Rodier, Paramedic and Operations Manager with Ambulance New Brunswick; Saint John Fire Department Fire Prevention Officer, Sean Johnson; and Occupational Therapist, Lori Patterson, along with Registered Nurse, Jill Roberts, both from the community health centre, offered a joint presentation about the project to a number of students at NBCC.

The presentation explained the benefits of having a vial available in the event of an emergency. It also provided home safety tips

and falls prevention information.

Following this session, it was decided that senior's apartments would be targeted and Debbie McLeod, Community Involvement Coordinator with Social Development, helped coordinate this piece. It is also important to mention the advertising posters that were designed by yet another partner, McGale & Associates Inc.

In the fall of 2016, ten second-year Practical Nurse students were selected to begin door-to-door visits, starting in mid-October.

They worked in pairs, for a total of five weeks, targeting 568 apartments. They were able to either complete, or update, medical information at 315 apartments. Some residents were not home, or declined the offer.

Feedback from students was positive. They seemed to enjoy the experience of meeting people in their home environment, and having the opportunity to hear about challenges and barriers to health care first hand. They were also able to put their observation and assessment skills to the test and reported a number of concerns to program coordinators. As a result, some issues have been identified and actions have been planned.

Special thanks to all of the partners involved in this worthwhile initiative. The impact on the health of our community is certainly greater when we work together.



URVH patients at the chapel for the live-streamed church service.



15

URVH offering live-streaming of church services for patients

In the midst of what can be a trying time for patients and their families, spiritual and religious care services at Horizon facilities offer a serene and tranquil place to reflect, meditate and pray.

At Upper River Valley Hospital, staff are making it even easier for patients to connect with their home congregations, thanks to an innovative approach to attending worship services.

The hospital is now equipped to live-stream services to inpatients at its chapel. The program, which is the only one of its kind in Horizon, has been running since September and is held once every four weeks. Up to 15 patients have attended a service.

As a certified Spiritual Care Practitioner, Adrien-David Robichaud, Manager of Spiritual & Religious Care for Fredericton, Oromocto and Upper River Valley, knows the benefits to patients of having access to religious and spiritual care in hospitals.

"Studies have been done across North America and in Europe showing that patients who have spiritual care along with medical care, heal better," he said. "They are out of the hospital faster; they have a better outlook on everything because of their faith connection."

There are three local Baptist churches taking part, but as the program expands the hospital is open to hosting services from any denomination requested by their patients, as long as the church offers the live-streaming. They also hope to soon offer live-streaming every Sunday, as well as to replay recorded services during the week.

The program has been possible greatly to two staff members volunteering time outside

their normal work duties: Bill Russell, a Power Engineer, and Brenda Grant, Executive Assistant to David Moore, Executive Director, Upper River Valley area.

Russell came up with the idea after his wife's grandmother was in the hospital. He live-streamed her church's service for her on a laptop in their room, eventually moving to the chapel and using laptop and projector from the Maintenance Department.

The chapel is truly a central sanctuary in the hospital, with stained glass windows on one wall brought from Carleton Memorial Hospital.

"The chapel is the centre of the building. The chapel is a place where, in the health care environment, people can drop in and just take time for meditation or prayer or be able to meet," Robichaud said.

A big-screen TV has been set –up in the front of the chapel, and patients can sit in pews facing the television, so they "feel like they are at that service," said Robichaud.

The television and computer system, which cost around \$2,400, came from funds from the department's investments.

Robichaud has other pilot projects underway that will help the program expand. He plans to

have students from the New Brunswick Bible Institute visit during the week to help transfer patients from their rooms to the chapel to attend a service.

Another way he's planning to improve accessibility to spiritual care in Waterville is having a Chaplin (other than himself) come in for one day a month to meet with patients in transitional and palliative care.



A close-up of a church's website offering live-streaming.

One day may not seem like much time, he said, but some patients don't have a wider faith community, and to them, one person can mean a lot — just like one person can make this program worthwhile.

One Sunday Russell was planning on live-streaming a service from Meductic United Baptist Church, but

the one patient who attended was disappointed because she wanted to watch the Woodstock service.

Because the Woodstock church offered live-streaming, Russell was able to switch the program for her.

"And lo and behold it was their Christmas program, and I believe she was able to watch her granddaughter do her Christmas program at her home church," he said. "It was just really something. There were tears, and that makes it all worthwhile."

Employee Engagement at Horizon: A Timeline

There's been a lot of work over the last three years to make sure our employees find their careers at Horizon to be a challenging, safe, fun and rewarding experience. Here are some of the milestones of our Employee Engagement programs.

June 2015

Horizon Leadership hosted an **Engagement Summit** that included a cross-section of about 150 Horizon staff and partners including front-line staff, nurses, physicians, board members and patient advisors. The two-day event focused on enhancing engagement across Horizon and determining how Horizon fulfills its vision – providing exceptional care to every person, every day. From there, an Employee Engagement Blueprint was created.

November 2014

In November 2014, Horizon conducted an **Employee Engagement Survey** to get a better picture of their work experience at Horizon. The survey helped administration identify areas of strength as well as where action was needed to improve the work experience. From there, plans for an Engagement Summit were underway.

May 2014

Horizon's **Strategic Plan** was officially launched in 2015, but plans to develop our mission, vision and values began long before that, in spring 2014. The plan shaped the way Horizon employees devote their time to Helping People Be Healthy and delivering Exceptional Care. Every Person. Every Day. By now you know that is through Living Our Values: showing empathy, compassion and respect; striving for excellence; being a leader, yet working as a team; and acting with integrity and accountability.

November 2015

Shaped like a house, the **Employee Engagement Blueprint** has four pillars — Recognition and Appreciation; Capability Building; Respectful Work Environment; and Health, Safety and Well-being — and is supported by Effective Leadership and our Values. Each pillar has concrete deliverables, such as committees, resources and programs. Many of these programs already exist within Horizon, but are being reshaped to positively affect employee engagement. The blueprint can be viewed on Skyline, under the Employment and Benefits page.

February 2016

One of the first programs created under the blueprint was the **Workplace Violence Prevention Program**. Focused on keeping staff safe through reducing the risk of workplace violence (anticipating), knowing what to do when it happens (responding), and reporting all incidents, no matter what happens (reporting), a team of individuals developed policies and resources to make sure Horizon employees were safe at work.

May 2016

Living Our Values Workshops, the main initiative of the foundational piece of the blueprint, brought together units and departments to ensure staff understood, owned and lived our Horizon values. Human Resource Advisors and other facilitators introduced a workbook to managers, and then managers met with their employees to discuss how, together, we could instill these values into our everyday work lives. As a result, more than 492 teams developed **Values Commitment Charters**, which are posted on Skyline and in work units across Horizon.

February 2017

Participants of the Engagement Steering Committee reconvened in early 2017 to refocus their work. From there, a call was made to all employees to join a **Recognition Committee**, which will further create a culture of recognition by assisting in the implementation of all engagement programs linked to recognition. This includes redesigning Horizon's formal recognition programs, such as Years of Service milestones and Retirement. Stay tuned.

January 2017

In Moncton, all new employees took part in a pilot of Horizon's orientation program, **CaRES - Caring, Respect, Excellence and Service**. CaRES was developed by a multidisciplinary project team who received input from managers, recently hired employees and patient experience advisors, reviewed Horizon onboarding data and performed extensive research into best practices in the program's year-long development. The result is an integrated, interactive and informative values-based introduction to Horizon. The program will be rolled out across Horizon in the coming months.

November 2016

One area that came through very loud and very clear in the employee engagement survey was the need for the organization to do a better job at recognizing the great and exceptional moments happening across Horizon each and every day. **Bravo!**, Horizon's online employee recognition program, introduced a way for employees and members of the public to recognize both employees and physicians for providing exceptional care and living Horizon's values.

March 2017

Following the success of **Bravo!**, **The Bravos!** were created to recognize exceptional acts of care, leadership, respect, empathy and teamwork. There will be four awards handed out in each quarter, to each of the following regions: Moncton, Miramichi, Saint John, Fredericton and Upper River Valley. Each award will align with one of Horizon's values. Managers, nominators and semi-finalists will be notified by email. Award recipients will be selected randomly by the ELT and recognized with a pin and certificate as well as being featured in future internal, and potentially external, publications. While **The Bravos!** will recognize exceptional work being performed by some of the organization's 12,500 staff, Horizon continues to encourage staff to submit a **Bravo!** to recognize various acts of empathy, respect, integrity, excellence and leadership shown by their colleagues.

Look out for a list of the inaugural **The Bravos!** award recipients on Skyline!

THE **Bravos!**

Horizon's Book Club Face-Off



Big Little Lies

By Liane Moriarty

VS.

The Handmaid's Tale

By Margaret Atwood

Welcome to Horizon's first-ever Book Club's first ever face-off! This is a new feature, where we pit two books against each other, and see which one emerges as the favourite between our staff members.

If you're an avid reader, you can tackle both books, and let us know which was your favourite (explanation, please!). Or, if you're just looking to start reading more often, you can choose one book based solely on the brief plotlines below, and let us know why you chose that book and what you thought of it.

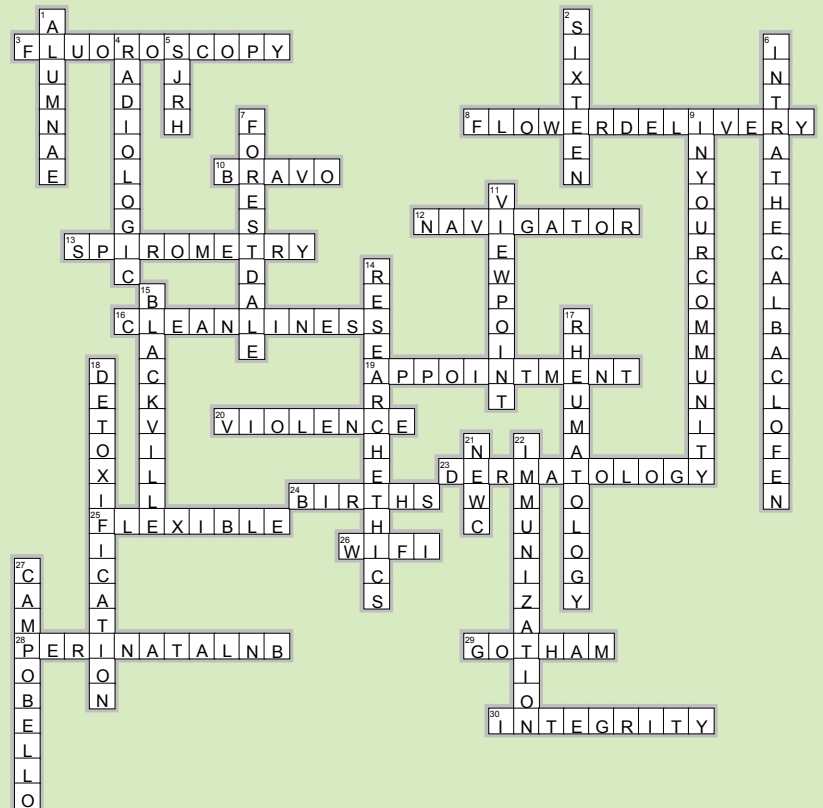
For this time around, both books were chosen because they're being made into television series (one has recently hit the small screen; the other will do so later this month.) Both books are also available for borrowing at your local public library.

Big Little Lies follows "three mothers, each at a crossroads, and their potential involvement in a riot at a school trivia night that leaves one parent dead in what appears to be a tragic accident, but which evidence shows might have been premeditated."

The Handmaid's Tale tells the story of a fictional society where women are under men's control, and the different means by which they gain power. Their society shows what "family values" might look like if they were enforced. Women stay at home ... gardening and having babies. If women cannot or refuse to do this they are labeled 'unwomen' and executed or sent to concentration camps."

I'll be joining in on the fun, too! It's been several years since I read Atwood's book, and I've yet to read Moriarty's piece. – GinaBeth, *Horizon Star* Editor

Answers to: How well do you know Horizon?



What do you think of this feature? Should we do it again next issue? Which books should we include? Let us know by emailing HorizonStar@HorizonNB.ca.



The teams, coaches and referees of the third annual Hotel Dieu of St. Joseph staff-physician hockey game.

Staff-physician hockey game raises \$1,400 for Foundation

On a Saturday evening in March, staff and physicians of Hotel Dieu of St. Joseph in Perth-Andover traded in their scrubs for skates to raise money for their hospital's Foundation.

The third annual staff-physician hockey game was held at the River Valley Civic Centre, and raised \$1,400 for the Hotel Dieu of St. Joseph Foundation.

Skates were sharpened and hockey jerseys of various styles and sizes were borrowed as 26 players and three referees of all ages and skill levels took to the ice, said Facility Manager Karen O'Regan.

Fair play and sportsmanship were on display, but occasionally tempers flared and team members end up in the penalty box — all in good fun.

The tradition began three years ago as a way to bring staff together for fun and to promote exercise during the winter months.

It soon turned into a fundraising effort when team members heard the Foundation was raising funds to replace Cardiac



Upper River Valley area Chief of Staff Dr. David Bell and Diagnostic Imaging Technologist Jennifer Eagan.

Monitors at the hospitals. This year funds will go towards installing WIFI at the hospital for use by patients and visitors.

Organizing, advertising and ticket sales became a joint effort between employees and the Foundation.

Each year, door prizes have been donated, and a 50/50 draw held, with all proceeds going to the Foundation.

The Town of Perth-Andover helped out by waiving the ice time costs, and Mayor Marianne Bell dropped the puck to start the game.

O'Regan says interest among staff continues to grow each year and the physicians

enlist various local physicians, such as dentists, to fill out their roster. Local MP T.J. Harvey even laced up his skates with the team this year.

The game also draws many members of the public who cheered on their favourite players and watched the physicians win by a score of 8-6.



Emergency Department nurses Tracy Sullivan and Tina O'Keefe.

Horizon is improving its Disability Management program — thanks to input from you

Recently, Horizon engaged Occupational Concepts, an Occupational Therapy firm, to audit, evaluate and identify opportunities to improve its Disability Management program through a Consensus Based Disability Management Audit (CBDMA).

Many of you took part in the audit by answering employee surveys, while others, including labour representatives, worked with our Disability Management team as part of Evidence and Consensus Based information gathering sessions.

The Human Resource team members leading the project are appreciative of your involvement in this important initiative.

Horizon scored 49.2 per cent when measured and compared against 16 elements of internationally-adopted best practices in Disability Management; the Canadian Industry Average (Healthcare and Social Assistance category) is 59.5 per cent.

Plans are already underway to improve our Disability Management program based on 120 recommendations made through the audit.

We are committed to develop and implement a program focused on prevention and early intervention, stay-at-work programs, and, as required, programs supporting the early and safe return to work, including transitional return to work and accommodations.

We'll also continue leveraging areas where we've been successful: health promotion and wellness, return to work co-ordination, and the knowledge and skills of our Disability Management Practitioners.

A joint labour/management team recently took part in a two-day session to establish best policies, procedures and practices in Disability Management. We'll soon be reaching out to staff involved directly with disability management files to see how we can support them. Going forward, we will continue to work with our union partners to implement these recommendations.

This approach to disability management is in direct alignment with Horizon's mission of Helping People Be Healthy — starting with our employees.

You can find the full report and recommendations on Skyline.

A delicious thank you from a patient

A physiotherapy patient at the Miramichi Regional Hospital surprised his health care team with a special thank you meal.

David Legge was treated by physiotherapist Chastity DeGroot, and wanted to thank her for her care.

He and his wife, Ursula, told Chastity to gather the staff around at lunchtime one day, and they brought in a full home-cooked meal to feed staff. The meal included chicken, mashed potatoes, brussel sprouts, dressing, salad and desserts.

Doreen Légère, Director of Therapeutic Services, Miramichi, said she'd "never seen anything like it," and wanted to share the story of the kindness of one of their patients.



The Legges with physiotherapist Chastity DeGroot.

Recap: Public Health celebrates Nutrition Month

For more than 30 years, Dietitians of Canada has celebrated Nutrition Month during the month of March through organizing a national campaign.

Take the Fight out of Food: Spot the Problem. Get the Facts. Seek Support was the 2017 theme, which was dedicated to supporting Canadians to end their struggle with food. Using a three-step approach, the campaign's goal was to give information and guidance on solving common nutrition-related issues.

To reach this goal, Dietitians of Canada created a variety of resources including fact sheets, video clips, and featured recipes which can be found on its website, nutritionmonth2017.ca. The organization also highlighted free smartphone apps like *Cookspiration*, the app that serves up healthy recipe suggestions to fit your mood and schedule, and *EatTracker*, the app that tracks your food and activity levels and helps you set personal goals.

Throughout Southern New Brunswick, Horizon Public Health Dietitians hosted a number of

events during the month of March to help promote and raise awareness of this campaign. Events included information booths set up in grocery stores, public libraries, community centres, and sporting events, as well as workplace "Lunch and Learn" sessions for Horizon staff in the Saint John, Fredericton, and Miramichi areas.

Other promotions included a public news release, articles written in various newsletters and newspapers, daily Twitter posts issued from partnering social media accounts, and nutrition month poster displays in locations such as community centres, schools, Saint John city buses, and backlit posters and lobby screen shows at Cineplex theatres in Saint John, Fredericton, and Miramichi.

Want to learn a little history about the Dietitians of Canada Nutrition Month campaign? Visit dietitians.ca/Your-Health/Nutrition-Month/History.



Lora Lewis, a Public Health Registered Dietitian, stands in front of a booth at Harbour Centre during a Saint John Riptide basketball game.

Horizon physician making tracks in Minto

A Horizon physician has got the gears spinning on a community attraction that's putting a small New Brunswick town in the spotlight when it comes to the biking scene.

While working in Minto and living in Fredericton over the winter several years ago, Dr. Sean Morrissy, an avid mountain biker, was looking for a place to bike home after work.

There weren't any obvious options, but after trekking through the woods he discovered some unusual, but incredible terrain: trenches left in the ground from previous mining activity throughout central New Brunswick had made it perfect for mountain biking.

During the summer of 2012, he built a single-track trail of about four kilometres for himself. The year after, he doubled its length, and started sharing with the surrounding mountain bike community.

The following year, the trail system grew to 12.5 kilometres, and, coming up on its fifth year, is now almost 40 kilometres with runs of various difficulties.

But what's more impressive than the length is how much of a central attraction it is within the community.

"It's totally got a life of its own now," he said, adding the trails are officially known as Mountain Bike Minto.

Members of the community — as old as 83 — will stop by to work on the trail, keeping it clean and free of debris to make for good biking conditions. Local businesses have donated lumber and tools, and a nearby high school shop class constructed the kiosk at the start of the trail.

LOOK WHO'S SHINING

Some of his Horizon colleagues are even involved, too, including Dr. Peter Tran, who created the wood signs throughout the trails.

As a family physician, Dr. Morrissy understands all his patients might not be able to hop on a bike, but they can easily walk the trails in the spring, summer and fall, or snowshoe in the winter.

Before the trails, he said, "if you wanted to go for a walk in Minto, you'd have to walk on the sidewalk on the side of the highway ... But if you go for a walk for an hour in the woods, the time goes by because there's just so much to look at."

Dr. Morrissy said it's exciting the village of Minto has latched on to something so positive, as has the official Village of Minto. The Minto sign says, "Welcome, Mountain Bikers," making it an exercise and hobby hot spot, a far cry from when nobody had a reason to come to Minto, he added.

It's no surprise then the trails are driving the local economy, and giving exposure to local businesses, that in turn have supported the trails by donating prizes for competitions.

The trails will be the site of the New Brunswick provincial championships this summer, a two-day event. They'll also welcome Canada Games teams from Prince Edward Island and Nova Scotia, and they've already attracted riders from as far away as Germany, England and the west coast of Canada.

And things don't completely quiet down when it snows, either: there were almost 50 people participating in a Fat Bikes race this year, in the dead of winter.



One of the signs along the Minto Bike Trails made by Dr. Peter Tran.



Community members work away at keeping the Minto Bike Trails in good shape.

Psssst. Hey, you! Yes, you.

Join in on an **Active Offer** conversation!

As part of Horizon's commitment to providing patient and family centred care, it is important for us to ensure our patients and their families are able to receive service in the language of their choice. Giving the Active Offer by saying hello/bonjour is a way to do this.

Over the course of the next few months, staff across the organization will be asked to be involved in conversations about the Active Offer. We'll learn from you what is working well and will take those lessons and examples, and build on them. We will also learn what isn't working, and find ideas and solutions for positive change.

We realize that you are on the frontline every day dealing with patients and we want to support you in supporting them. We hope that you will join us and provide your thoughts on providing exceptional care to our patients. We want to improve what we are doing, how we are doing it, and do it in a way that supports our staff and our patients.

Watch for an Active Offer conversation near you, or talk to your manager for more details.



Here, Kim Hyska with Dialogue Partners leads a group of Horizon staff through training to facilitate Active Offer conversations. Training sessions took place in February and March at The Moncton Hospital.



Horizon staff learned how to facilitate conversation with staff members who have had different experiences with the Active Offer at the 2.5-day training session.

Participants came up with six word stories on what the Active Offer meant to them.



RÉSEAU DE SANTÉ

Horizon
HEALTH NETWORK