

Connects



February 2011



HORIZON CARES FOR PEOPLE

Compassion, Respect, Integrity...

Extra Mural Nurse
volunteers in
Uganda
PAGE 6



Security
Officer
recognized
by peers
PAGE 9



Teddy Bear Fair a
great success.
PAGE 7



Board provided strategic plan framework progress report

CORPORATE – The Board of Directors received a progress report of strategic initiatives as identified in Horizon Health Network's strategic planning framework. The four-year strategic plan framework was developed in consultation with the public, community stakeholders, staff and physicians. The thirty-seven identified strategic initiatives focus on progressive patient-oriented care, research and innovation. Examples of strategic initiatives include collaboration with provincial

health stakeholders to implement a provincial trauma system, development and implementation of a strategic framework for Health Science Research and participation with partners in initiatives related to health promotion and wellness. The Board of Directors will receive progress reports on a bi-annual basis. Horizon's strategic plan framework can be found on Horizon's website at www.HorizonNB.ca under the About Us, Strategic Framework menu item.

Horizon works alongside Miramichi First Nation communities

MIRAMICHI – Horizon's Miramichi Extra Mural Program Early Language Services and audiologists from the Miramichi Regional Hospital partnered with School District 16 and the area's three First Nations communities to complete preschool screening. This is the first year audiologists have participated in the Bear Cub Tracking preschool screening program which has been operational for the past two years in Esgeoopetitj, Metepenagiag and Eel Ground. The children received a hearing screening test as part of the program. Children who were identified as requiring follow-up were automatically referred to the audiology department of the Miramichi Regional Hospital. The objective of the program is to identify areas that would impact the child's readiness for school and implement action plans to address the areas prior to the child beginning school.

Horizon partners with Mount Allison University

CORPORATE – Horizon Health Network has partnered with Mount Allison University to research how leadership development can contribute to healthy workplaces. Information will be gathered through focus groups and interviews with Horizon

management. The findings will be presented to the organization and a model of action will be developed. Funds for this research project were received from the Canadian Institutes of Health Research.

New Brunswick Trauma Program moves forward

PROVINCIAL – The New Brunswick Trauma Program has made great progress to enhance trauma care in New Brunswick through the development of a comprehensive, sustainable trauma program. Clear standardized guidelines and checklists that help guide the care for critically injured patients before being transferred to another centre have been implemented in every emergency department in the province of New Brunswick. Health care professionals working in these emergency departments have received education and have a clear understanding of how they can access trauma care outside of their facility.

The New Brunswick Trauma Program is now in progress to fill trauma system positions in level one, two and three trauma centres throughout New Brunswick to assist in the coordination and delivery of trauma care. This process has begun with the appointment of the trauma coordinator for The Moncton Hospital, which is the



NB Trauma Program
Programme de traumatologie du NB

Horizon Health Network
Réseau de santé Horizon

Vitalité Health Network
Réseau de santé Vitalité

Ambulance NB

New Brunswick Department of Health
Ministère de la santé du Nouveau-Brunswick

designated level two trauma centre in the province. The Moncton Hospital is a major referral centre for trauma cases in New Brunswick, northern Nova Scotia and Prince Edward Island. The level three trauma centre positions will be filled during the 2011-2012 fiscal year.

The New Brunswick Trauma Program provides provincial leadership and coordination of injury prevention, clinical

care, education and research related to serious and critical injuries in New Brunswick. The Program is a formalized partnership that includes Horizon Health Network, Vitalité Health Network, Ambulance New Brunswick and the New Brunswick Department of Health.

HORIZON CARES FOR PEOPLE

Compassion, Respect, Integrity...



Rhonda Hamilton (red bandana) lends her support to the people of Haiti



Horizon in Haiti

ALBERT COUNTY- Horizon Health Network staff members Rhonda Hamilton, a Community Developer / Nursing Clinical leader at the Albert County Health and Wellness Centre and Ann Collier, a Community Health Nurse, recently lent their support to the people of Haiti. Rhonda took the time to relay her experiences, and give others the chance to see what a medical missions trip may involve.



1) Have you ever gone on a medical mission trip before? If so, where?

I have been involved with Primary Health Care through non-governmental organizations since 1993. Both my husband and I spent seven years in northern Canada doing community development/agricultural and business development with a First Nation Community.

I have also completed three other international short-term trips doing health promotion, disease prevention and teaching English as a second language; once in Romania and twice in the Czech Republic.

This was my first experience in disaster relief, which is very different. This was Ann's first experience going on a medical mission.

2) How did you become involved with the group traveling to Haiti?

I responded to an email from an organization called Medical Ambassadors. I had become friends with Dr. Bibiana Macleod who is their regional director for the Caribbean and South American region. This organization uses a Community Health Evangelism (CHE) approach, which I had always admired. This really means addressing the root causes of poverty and empowers local communities to solve their own problems as opposed to creating dependency on outside organizations.

This was the first time I had received an "urgent" request for outside help from this organization and so I took the email seriously. While I struggled with commitments, as this was the worst possible time in my life for doing something like this, Ann was the one who encouraged me and said, "We can do this!!!"

3) What were your expectations before leaving?

To be perfectly honest, I thought I was prepared for this trip. I have been exposed to lots of poverty and challenging circumstances throughout my life having lived in several international settings as a child and teenager through my father's employment as well as the various short-term trips over the years.

I was warned via email to expect rough conditions, I was told what to bring and I did a little research on cholera and even watched a Youtube video on intra-osseous access for rehydration as I was told I might have to do this.

4) What were you faced with upon arrival?

I think this is the closest I have felt to really being in a war zone. It's difficult to describe even now without tears. Picture an overcrowded building with vomit and diarrhea soaked cots stuffed into every corner and no running water. Working in the dark because the generator has run out of diesel in the midst of chaos. The sounds of groans from adults, whimpers from babies, and wails from family members when a death occurs from somewhere in the building. People with pleading eyes begging you to help their family member, flushing clogged IV lines that really should be restarted but you don't have enough. The stress of getting down to your last supplies, and knowing the consequences. All of a sudden you receive a miraculous shipment from someone who cared. The constant battle with IV

access in babies that are so malnourished that they are more dead than alive by the time you get them.

5) To what capacity were you involved?

I helped with IV access, maintenance of patients, fluids, bath the helpless, cholera assessment, discharge of patients and the most complicated of all was meeting the conditions and co-morbidities aside from cholera.

6) What were the hardest situations to deal with?

Undoubtedly, the hardest thing for me was the sense of powerlessness. I was not able to meet the needs of the other highly acute illnesses that presented with the cholera, such as malaria, malnutrition, HIV, dengue, typhoid and other unusual presentations I just couldn't figure out. I was not skilled in tropical medicine, access to a physician or necessary medications was sporadic and at times I would just weep with frustration.

7) What are the best memories you'll take away from the experience?

The beauty and the thankfulness of the Haitian people. They are beautiful people that are so happy and content even in the midst of their suffering. They will break into song in the midst of work. They are described by the local physician as a whimsical people and I understood what that meant by the end of the week.

The other good memory is the generous response of both the faith community and the healthcare community to Haiti here in New Brunswick. I was astounded at the interest people took in this trip and the support we felt while we were there.

8) What do you want the rest of the world to know about Haiti and its people?

I always have believed this, but even more so since I returned from Haiti. I believe that we who live in North America will be held accountable for our response to global poverty and social injustice.

This is not just about Haiti but about global poverty and health concerns that we read about in the paper, but somehow put out of our minds so it won't disturb our peaceful lives.

9) What advice would you give to others who want to help?

Two things:

- A. I can't stress enough the importance of **going yourself** and using your skills and gifts to help in vulnerable countries. Many have said "we have enough poverty in our own back yard and we should be putting our money into our own problems in Canada". I guess that depends on how you define poverty. Haiti was a whole new level of poverty for me and your perspective is radically changed when you get out of your comfort zone. You need to go.
- B. If you really want to make a difference, change your lifestyle and cut out a few luxuries in your life in order to support an organization, sponsor a child, or send someone else in your place if it's impossible for you to go.



A few of the children who captured Melody's heart in Uganda

An Experience Never to Be Forgotten

*By: Melody Mayberry,
Extra Mural Liaison Nurse*

SAINT JOHN – I have always known I wanted to be part of a volunteer medical mission. Two years ago I was inspired by Gail Fones, a guest speaker at our New Brunswick Nurses Union annual general meeting who represented Buy-A-Net Canada.

This grass roots organization originated in Ontario seven years ago as a result of a trip to Uganda by nurse Debra Lefebvre. She witnessed first hand the devastation caused by malaria and decided to act. These deaths are 100 per cent preventable and the distribution of insecticide treated bed nets and anti malaria medications are helping.

I traveled to Uganda in September with two other nurses, and with as much preparation as I had done prior to our trip, nothing prepares you for what you see. I saw devastating poverty, poor living conditions and a desperately lacking health-care system. But beyond that, we saw hope.

I saw where the nets have already been distributed, and how community volunteers are keen on educating the village population. Buy-A-Net provides that link between education and treatment. It is

important work and they have a long way to go, but are working towards a common goal of eradicating this devastating disease.

During my stay, I assisted in the distribution of 3,000 nets in the slum of Kawempe. Meeting the locals was humbling as they are so appreciative that Canadians are willing and want to help them.

I also visited the main hospital in Kampala, spent some time at an orphanage, and traveled to a Catholic boarding school in the country. All very eye opening experiences.

I hope to travel back to Uganda again some day. It was an experience I will never forget.



More locals encountered on the mission



Melody in Uganda

Successful Conclusion of THE GIVE

By: Tara Donnelly,
Development Officer

SAINT JOHN – The Saint John Regional Hospital Foundation recently announced it surpassed its fundraising goal of \$754,000 to outfit the hospital's new Emergency Department and the provincial Trauma Program.

"We're thrilled that our community, once again, has supported us in such an outstanding way," says Patrick Oland, Chair of THE GIVE 2010 and member of the Saint John Regional Hospital Foundation Inc's Board of Directors. "The incredible support of our generous donors, local businesses, our Board of Directors and hospital staff has enabled us to surpass the goal for our first annual campaign. Together, we have raised \$775,000 to provide equipment for our new, state-of-the-art Emergency Department and the provincial Trauma Program."

The focus of the first GIVE campaign was ER and Trauma. The campaign set out to raise funds to equip the Saint John Regional Hospital's new \$37 million Emergency Department which is scheduled to open in early April of 2011.

Through the generosity of its supporters, the



Foundation has purchased equipment such as defibrillators, ophthalmology slit lamp for procedures involving the eye, an IV fluid warming cabinet and a special chair for ear, nose and throat procedures.

The New Brunswick Trauma Program plays an essential role in supporting a coordinated approach to trauma prevention, education, research and clinical care. The Foundation's funding will provide mobile digital imaging

equipment (which allows for X-rays to be taken at the bedside, eliminating the need to move patients) and specialized LED surgical lights for the main trauma bay, located in the new Emergency Department.

THE GIVE was also able to purchase a video conferencing unit to allow the Trauma Control Physician to provide advice, in real time, on the best possible resuscitation care during times of urgency.

This year's Teddy Bear Fair a hit

By: Erin McKay,
Saint John Regional Hospital Foundation

SAINT JOHN – Hundreds of local children were on hand for the 19th annual Teddy Bear Fair held at the Saint John Regional Hospital on Nov. 6, 2010. More than 2,500 children came to the event and each one left just as happy as the next. Many mascots, including McDonald's Grimace, Seadog's Fleaburn, and even Snow White made an appearance.

The children were able to experience different departments and clinics by having their teddy bears examined. Some bears left with casts while others managed to sneak away with only a needle. Each year, the Teddy Bear Fair involves several hospital departments and community organizations, all presenting an innovative, hands-on experience. The popular "Teddy Bear Clinic" is a must for those accident-prone bears that may have had a tumble off the bed and need to be checked out by a "Teddy Bear Specialist". Many bears go home with his or her head bandaged.

Judy MacLeod, Chair of the 2010 Teddy Bear Fair, says that the popular family event has three main objectives.

"It introduces children and their parents to the hospital setting, raises funds for children's programs at the hospital and helps promote healthy living and wellness," she said.

A big thank you to the following hospital departments: Infection Control, Child Life, Paediatrics, Neurosciences, NB Trauma Program, Speech Language Pathology, Occupational Therapy, Physiotherapy, Respiratory Therapy and Volunteer Services.

The Saint John Regional Hospital Foundation would also like to thank the wonderful community organizations who took part; Saint John Police Force, Ambulance New Brunswick, Saint John Fire Department, Child Safety Link, Saint John Car Seat Coalition and the Canadian Council of Cardiovascular Nurses, 97.3 The Wave, CHSJ Country 94.1, Saint



One of the many kids who enjoyed the fair



John Regional Hospital Auxiliary, UCT, McDonald's, R&L Books & Gifts, the City of Saint John, and Horizon Health Network.

"The event was a great success," said Donna Gates, VP Saint John Regional Hospital Foundation. "As always, we

saw great support from the community and every child left with a smile. In case one of them will need to return, it's comforting for families to know their child will be more familiar with the hospital."



Get the Latest in “H” Fashion!

By: Marianne Mepham-Newton,
Senior Development Officer

MONCTON – The Friends of The Moncton Hospital Foundation is pleased to announce the opening of The “H” Store!

The response to our “H” t-shirts, pens and pins, and the inquiries for other items was so overwhelming we decided to do something about it!

That’s right folks! More items are now available for purchase with our Moncton “H” logo!

Purchases are available online only. The link can be accessed through our Foundation website:
www.friendsfoundation.ca

Some items include, ball caps, scrubs (toddler and up), golf shirts, mugs, baby “onesies”, sweatshirts, jackets, key chains, and more!

All purchases support our Foundation and its mission to raises funds to help The Moncton Hospital Foundation deliver excellent healthcare and promote wellness to meet the needs of our communities.



Annual Christmas Open House

By: Marianne Mepham-Newton, Senior Development Officer

ALBERT COUNTY- The Bennett and Albert County Health Care Foundation and the Albert County Health and Wellness Centre held their joint Annual Christmas Open House on December 9th, 2010 at the Health and Wellness Centre.

Many supporters and families from the surrounding communities served by the Health and Wellness Centre came to tour the centre and take part in the festivities.

There was music by Mic McNeely (base), Jim and Anna Blewett, as well as six-year old Ira Reinhart-Smith on the violin. Christmas goodies, displays from local community groups and a visit from Santa himself were also among the activities!

The Foundation was also presented with a \$5,000 donation from the Alma Senior Citizens Book Fund. Proceeds were raised from the sale of the book “Come home when the whistle blows”-the history of Alma up to 1950.



Mic McNeely and Jim Blewett entertain the crowd



Children eagerly waiting for Santa



Security Officer recognized by peers

By: Dan Quintal, Director of Security and Parking Services

FREDERICTON- On Dec. 10, 2010, security staff gathered at the Dr. Everett Chalmers Regional Hospital for the presentation of the Fredericton and Upper River Valley Security Officer of the Year Award for 2010. This award is presented annually to security officers in the area who have gone that extra mile in customer service.

The 2010 recipient of this award, voted by his peers, was Security Officer Eugene Kincaide. Eugene has been with this department since 2002. Security in this

part of Horizon is a unique service within the organization being the only in-house security service in health care in New Brunswick.

Security officers are multi-tasked, participate in direct patient care, and are also designated By-law Enforcement Officers for the City of Fredericton enforcing traffic violations on the DECRH Campus.

In 2009 security staff at DECRH responded to 6,123 calls for assistance from units, staff and public which average to about 17 calls per day.



Residency Award given to Horizon Pharmacist

By: Moira Wilson, Director of Pharmacy

SAINT JOHN – Congratulations to Lindsay Creamer on winning the 2010 Residency Award from the Canadian Society of Hospital Pharmacists!

Lindsay's award winning research is: Development, implementation and assessment of a pharmacist initiated, community based immunization program on routine vaccination rates.

Lindsay is 2010 graduate of the Horizon Health Network, Saint John residency program and is an ICU pharmacist at the Saint John Regional Hospital.

This also marks a first for a resident of the Saint John program to receive this award-Congratulations Lindsay-you continue to make us very proud!



Graduation celebration

By: Cathy White, Occupational Therapist

FREDERICTON- Occupational Therapy Assistant student, Wendy Otis, puts the finishing touches on a bed ladder which will be used to aid a bariatric patient with bed mobility. Wendy is among the first graduating class of the new Physiotherapy/Occupational Therapy Assistant program at Eastern College. Congratulations!

If you have questions or comments, or you would like to submit an article please send them to Clarissa.Andersen@HorizonNB.ca

Horizon curlers win big in Scotland

By: Gloria Turner, Administrative Assistant

SACKVILLE – Sharon Cameron and Gloria Turner, staff of Horizon Health Network, recently returned from a curling tour in Scotland.

Sharon works at Stan Cassidy Centre in Fredericton and Gloria at Sackville Memorial Hospital.

Every five years a curling exchange takes place between Scotland and Canada as part of a friendship social curling tour. Twenty-four women from all across Canada curled in Scotland from Nov. 5 - 25. At the end of the three weeks, the Canadian ladies had high points and took home the Muriel Fage memorial trophy.



Sharon Cameron and Gloria Turner

Leaders in Catholic Health-care

By: David Levangie, Director of Mission

SAINT JOHN – Recently Heather Oakley, Facility Manager of St. Joseph’s Hospital, and Laurie Flood, Executive Director of St. Joseph’s Hospital Foundation, graduated from a national Catholic Health Care Leadership program offered in North Bay, Ontario.

They joined 25 other health-care leaders from across Canada and completed a three module, seven day program funded by Catholic Health International. The program explored emerging issues in faith-based health-care leadership. The purpose of the program is to enable senior leaders, managers and directors in Catholic health-care to more effectively carry out their unique responsibilities.

Presenters for the program came from across the country and included Dr. Nuala Kenny M.D., past chair of the Bioethics Department at Dalhousie University and presently Ethics Advisor to the Catholic Health Alliance of Canada; Tom Maddix, CSC, D. Min., Vice President Mission Spirituality & Ethics at

Providence Health Care in Vancouver; and Dr. Sarah Quackenbush, csj, Vice President of Catholic Health Corporation of Ontario.

“In each module we explored our professional values and obligations associated with the role of leadership in health care in relationship to the fundamental social values underlying Catholic health care services. It is an excellent program and I am grateful for the opportunity to attend,” said Heather Oakley.

When asked about the program, Laurie Flood noted how “we all have a role to play in compassionate health care and as Director of the Hospital Foundation I am grateful for the chance to participate and learn from so many who are devoted and committed to the patients they serve.”

At present two other Horizon Health Network employees are attending this year’s program which is being held in Saint John at the Villa Madonna Retreat Centre. Holly Jones, Unit Manager in the Health and Aging Program at St. Joseph’s Hospital and Jill Barton-McPhee, Administrative Director of

Neurology, Nephrology and Internal Medicine for Saint John, have completed the first phase of the program this past November. Ten other health-care professionals from New Brunswick, Nova Scotia and Ontario joined them in this first session. Further information about this program is available by contacting David Levangie at 632-5481.



PHOTO- (left to right) Robert Stewart, Ph.D., President and C.E.O. of Catholic Health International, Heather Oakley, Facility Manager of St. Joseph’s Hospital; Laurie Flood, Executive Director of St. Joseph’s Hospital Foundation; and Dr. Sarah Mailet, Board Chairperson of Catholic Health International

Mango awards Champion of the Community

By: Renée Murphy,
Mango Program Co-ordinator

MIRAMICHI – The Champion of the Community award was established in 2006 by the Mango program. From 2006 to 2007, Mango recognized 16 members of the community who each exemplified and inspired others to lead a healthy, active lifestyle. Due to popular demand, Mango has brought the program back after a three-year hiatus.

Mango Program is pleased to recognize Crystal Vieira as Mango Champion of the Community.

“Crystal is an inspiration to all of us. She has made significant changes to live a healthy lifestyle for over 250 days,” said Diane MacRae, who nominated her. “She did not embark on her journey for selfish ‘look at me’ reasons; she is inspiring others to come along with her.”

This award recognizes and profiles those in the Miramichi community who, like Crystal, have not only made healthy changes to their lifestyle, but who are also

inspiring others to do the same. Champions are recognized by having their story told in the Miramichi Leader newspaper. They also receive a gift basket and recognition award.

Mango is a population-health-based community program of Horizon Health Network that promotes healthy eating and active living throughout the region.



Members of the Mango program presenting Crystal Vieira with her award

A community leading together

By: Joanne Barry,
Nurse-Community Development

ALBERT COUNTY- In September the Albert County Health and Wellness Centre hosted “Tides of Change”, the annual Association of New Brunswick Health Centres (ANBHC) Conference.

With more than 65 people attending, this was the largest conference the centre has hosted to date, with representatives from community based organizations and government as well as various health centres.

During these two informative days attendees had the opportunity to learn about: asset based community development; chronic disease management and New Brunswick patient portals; increasing access to nurse practitioners; population health and the NB Health Council.

Members from the local community also had a chance to demonstrate how they have addressed the social determinants of health in their community, with many of the projects having received support from the Bennett & Albert County Health Care Foundation.

As a result of networking efforts such as this, this community now has a local food bank, an easily accessible GED program, a Nurse Practitioner providing health services at the high school, a growing community market and a yoga program for young girls. These outcomes clearly demonstrate what is possible when a group of committed people work together to accomplish a common goal.

To ensure balance in life was practiced during the conference, attendees were treated to a tour of the famous Hopewell Cape Rocks. The visit enjoyed by all and left the group feeling rejuvenated, and ready to enjoy the rest of the conference.

As an added bonus, those attending the conference were pleased to know that some funds generated were donated in support of Impact Ministries who are sending an Albert County Medical Team to address the medical and dental needs of children in Titatic, located in central Guatemala.

Invitation for membership

By: Joanne Barry,
Nurse-Community Development

PROVINCIAL- The board members of the Association of New Brunswick Health Centres (ANBHC) would like to extend an invitation to all staff employed with a health centre to become members of this growing organization and be a unified voice for health centres in New Brunswick.

The ANBHC, incorporated since May 2008, represents the more than 50 health centres in our province. Operating under the same principles, health centres offer a range of primary care, social and other services that encompass all aspects of health promotion and education, disease prevention and community development. In addition, health centres engage individuals

and groups in the provision of care, ensuring that the accent for care lies within the community. In optimum situations, the centre works in partnership with organizations in other sectors, to improve the health of individuals and groups and to strengthen communities. Our vision is that, “All New Brunswickers” have access to community-driven, primary health care provided by an interdisciplinary team; in cooperation with individuals, families and the community.”

For further information and application for membership please contact Cheryl.saunders@horizonnb.ca.

Announcement



Horizon Communications offers new tools to serve you better

By the Horizon Health Network Communications Department

Getting Horizon Communications products and services is now easier. The introduction of a set of new departmental and self-service options, available through your local intranet, via email at Communications@HorizonNB.ca or by calling 1-506-860-2330 has put streamlined communications support as close as your nearest computer or phone.

Horizon Health Network's Communications Department provides staff and physicians with expert advice, products and services for the effective communication of your messages and promotion of your projects. That support used to be provided through facility-based staff within the former zones. Communications support is now provided corporate-wide by staff located throughout the region. These new service options are supported by technology, people and processes to deliver fast, cost-effective quality service.

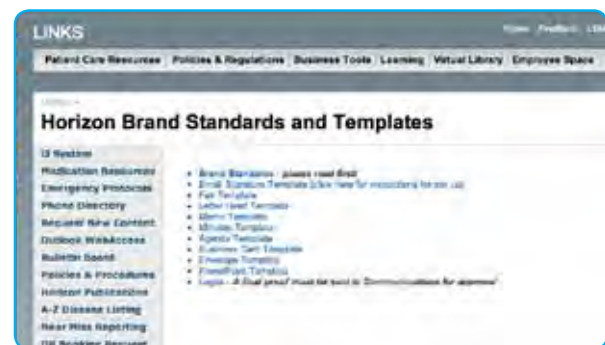
How does it work?

Staff and physicians requesting services can access Communications' Intranet link on the homepage, and fill out a communications request form. Requests will be reviewed and assessed within one business day of receipt by a communications staff person who will contact you directly, and urgent requests will be reviewed and assessed upon receipt. The communications specialist responsible for your needs will then contact you to recommend products and services, agree on timelines, and let you know if there is anything further you need to provide.

A **self-service** option also makes initiating your own projects easier. The self-service tools, located on the Intranet site, include:

- Horizon Brand Standards Manual
- Horizon English Language Style Guide
- Horizon logos
- Brochure Template
- 8.5" x 11" Poster Template
- 8.5" x 14" Poster Template
- 11" x 17" Poster Template
- PowerPoint Presentation Template
- Newsletter Template

All the templates come with easy-to-follow instructions, to ensure everything you produce meets Horizon standards.



Finally, reaching the Communications team has been made easier with the addition of a single email, Communications@HorizonNB.ca. You can also call the Communications Department line at 1-506-860-2330 during regular business hours and a Communications team member will contact you.