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April 2018

HORIZONSTAR

A publication for the staff of Horizon Health Network



'IT FEELS GOOD TO DO SOMETHING FOR SOMEBODY'

SJRH seamstress helps RN find one of her most valuable possessions

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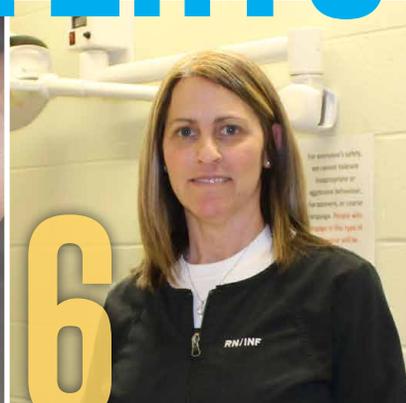
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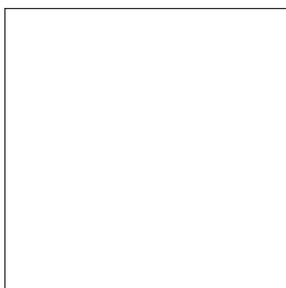
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This magazine is published by Horizon Health Network's Communications Department, and is distributed free of charge to Horizon staff, physicians and volunteers. A French version can be found online at fr.horizonnb.ca.

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Dear Staff and Physicians,

This spring I have been fortunate to meet with many of you again and have follow-up discussions about Horizon's plan for the future as part of my third CEO tour. I am pleased that these are "follow-up" discussions, as it signifies 1. I received excellent feedback from when I first presented my vision for Horizon last fall, and 2. it shows I have already had the opportunity to meet so many of you since first joining Horizon.

I find these tours very beneficial as they allow me to learn of the challenges both our employees and our patients experience firsthand. I understand this past winter was particularly challenging with overcapacity issues in our hospitals. During these times it is always impressive to see how each of you rise above and continue to provide safe and quality care to patients and their families. Thank you!

We are working to improve overcapacity in our hospitals and believe the key is to enhance access to primary care. Through a number of patient flow initiatives and improvements to community care we will improve care for our patients. The care we provide outside of the hospital will ultimately improve the care within the hospital setting.

We are also aware there is a nursing shortage that all health care organizations are experiencing across the country. For this reason, HR, specifically Kerry Kennedy and her team are working to recruit 320 nurses each year over the next five years. If by chance you know of someone looking to join our nursing team, Horizon is hiring!

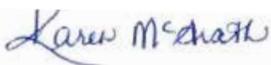
I am also pleased to see in our recent survey the level of employee engagement increased. I know the Executive Leadership Team, managers and supervisors and HR, are all working to ensure our staff feel safe and supported. We want our staff to be both proud to work at Horizon and proud of the care we provide. We understand there is still work to do, which is why going forward we are focusing on the key areas of health and safety, communication and culture.

I also enjoyed reading through the words that describe you in this issue's top 10 list. I found it difficult to select just three, but feel my choice of Blatantly-Honest Feminist are representative of the determination and commitment I have to move this organization forward. I really do believe we all play a role in providing safe and quality health care. Reading about the caring and hardworking qualities you all define yourselves by was telling of the excellent organization we have.

I'm proud of our organization and how we work together. For this reason I was excited to order my very own Horizon mug from the new online storefront. If you haven't had a chance to visit the online store is available at Horizonnb.ca/store.

In closing, I would like to once again thank you for reaching out to me with your ideas on how we can improve primary care for our patients.

Sincerely,



Karen McGrath
President and CEO



Karen McGrath,
President and CEO

A welcome note from the editor

It's the second anniversary and the 11th issue of the *Horizon Star*!

This magazine has taken on a life of its own. I never worry about filling these 20 pages; it all comes together so succinctly and smoothly, thanks to you and your stories.

I believe it's important for us to continue to own and share our stories with each other and with our patients, clients and their families, our stakeholders in health care, and our community members.

Sharing stories provides learning opportunities, advice and ideas to those around us — and for ourselves.

I understand it isn't always easy. By telling our stories we open ourselves to criticism and not-so-positive feedback. But we also open ourselves to recognition and appreciation!

I say any chance to learn more about one another is never a bad thing.

In this issue you'll find many stories highlighting the personalities and work of your colleagues; they've been brave enough to open up about themselves, their work and achievements.

This issue's Colleagues' Corner is an in-depth look at Horizon's Corrections Health Services, featuring a registered nurse at the Southeast Regional Correctional Centre in Shediac.

You'll also have to turn to Page 16 to learn what Hepatopancreaticobiliary surgeons do.

Check out the two Look Who's Shining features on Page 8 to learn more about the amazing athletic achievements of two of your colleagues.

And flip to Page 17 for the Top 10 list, where your colleagues share three words best describing them.

I hope you enjoy this issue.

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





Employees bond over search to find missing ring

Zandra Doiron and Sarah Alexander are photographed in the sewing room at Saint John Regional Hospital.

Were it not for a chance encounter in the search to find a missing ring, two Horizon employees, who work in the same hospital, would have never crossed paths.

Sarah Alexander is a cardiac operating room nurse at the Saint John Regional Hospital, assisting with bypass and valve surgeries for patients of the New Brunswick Heart Centre.

Over the holidays she realized her beloved engagement ring was missing. After turning her house “upside down in search of it,” she thought she may have left in her locker or misplaced it in one of operating rooms.

She usually leaves her rings at home, but was called in on an emergency on a weekend for a 12-hour case (a routine case is four or five hours). Sarah believes her engagement ring fell out of its usual place in the pocket of her scrubs.

“I never in a million years thought that it was gone,” she said.

After her searches proved unfruitful, Sarah’s co-worker, Chris Fowlow suggested she stop by the sewing room to see if anyone had seen or heard of anything being found.

That’s where she met Zandra Doiron, a seamstress in the hospital’s sewing room, where she’s worked for 30 years. Zandra is the only seamstress in Saint John, taking care of any staff uniform repairs.

Zandra was immediately sympathetic, and called Fundy Linen, Horizon’s laundry services provider, repeatedly.

“I was just totally impressed and totally thankful; she felt my pain and was willing to help me,” Sarah said.

“She could have easily turned me away and said she hadn’t seen or heard of any rings being found,” she said. “But she didn’t. She promised she would call around the next day for me and contact the people she knows at Fundy Linen.”

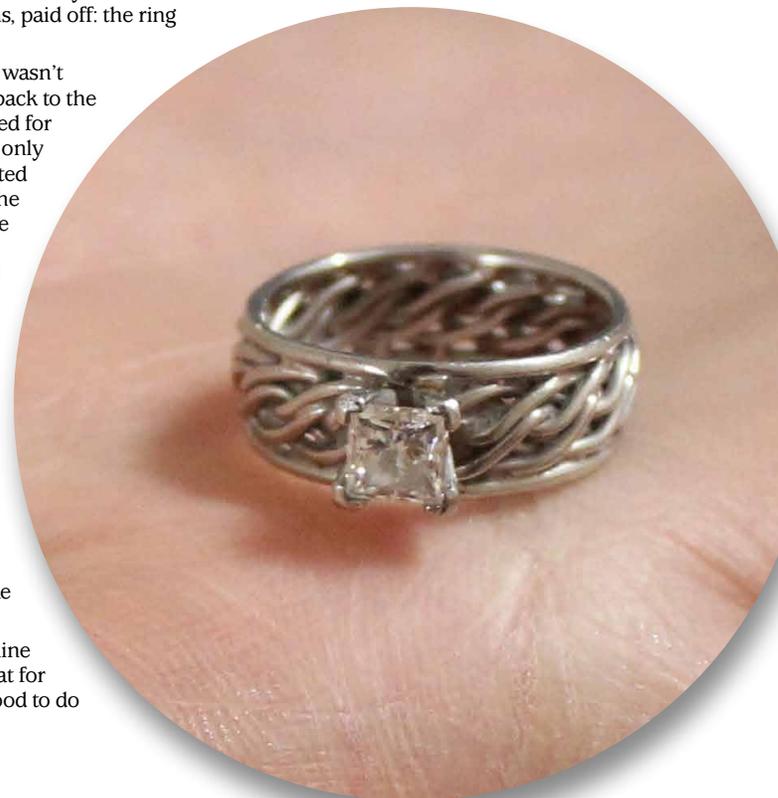
Her persistence, together with Fundy Linen’s practice of checking all items, paid off: the ring had been found.

Once Zandra knew this, she wasn’t letting the ring find its way back to the hospital on its own. She asked for it to be delivered to her, and only her, in an envelope. She waited after her shift was over for the delivery truck to arrive. Once she received it, she put the custom-made, braided band on her hand, took a photo, and sent it to Sarah who confirmed it was hers.

“I will forever be grateful for her help in finding one of my most valued possessions,” Sarah said.

Both ladies said it was an emotional moment when Sarah was reunited with the ring; Zandra’s husband said they were going to make him cry.

“I would just hope if I lost mine that somebody would do that for me,” Zandra said. “It feels good to do something for somebody.”





Horizon's Corrections Health Services staff dedicated to providing safe and quality care

6

Jocelyne Frenette is a Registered Nurse with Horizon, but doesn't work at a hospital, a community health centre, a public health or addictions and mental health office.

She works at a jail — the Southeast Regional Correctional Centre in Shediac.



Horizon RN Jocelyne Frenette is photographed in an exam room in Health Services at the Southeast Regional Correctional Centre in Shediac.

ABOUT CORRECTIONS HEALTH SERVICES

The administration of corrections health services falls under a memorandum of agreement between the Province of New Brunswick Department of Public Safety (DPS), Horizon Health Network (Horizon) and Vitalité Health Network (Vitalité).

There are five provincial correctional facilities in New Brunswick. Horizon employs staff at three of these facilities: Saint John Regional Correctional Centre; Southeast Regional Correctional Centre (Shediac); and New Brunswick Youth Centre/New Brunswick Women's Correctional Centre (Miramichi); Vitalité employs nurses at the other two facilities (Dalhousie Regional Correctional Centre and Madawaska Regional Correctional Centre (Saint Hilaire)).

Horizon has 18 staff in those three facilities, including a nurse practitioner in Saint John, and various registered nurses and licensed practical nurses, and the team looks to grow in the coming months.

A TYPICAL DAY

Jocelyne started her career in corrections health services in 2011, when the local facility was in downtown Moncton. She moved to the Shediac facility with its opening in 2012.

The Shediac facility has three units, plus segregation and medical units, and in each unit there's usually between 10 and 60 clients needing medications at different times of the day.

Previously, she worked as an RN in the Angio Suite at The Moncton Hospital, where she's also worked in the Emergency Department and Intensive Care Unit.

She performs new admission assessments, see clients recommended by correctional officers, and answers request slips from clients themselves. She helps the client access the services available while in jail; they may want a diet change, have a dental concern, have concerns with their medications, or may have an infection.

She also administers medications, diabetic and new medication treatment, and assists with the weekly physician clinic.

Jocelyne, the lead nurse, provides leadership to a team of four full-time nurses, one part-time nurse, and one casual nurse who provide coverage in the medical centre from 7 a.m. to 11 p.m.

Health Services is located at the far end of the building, and the team has a large office, a treatment room, two exam rooms and a dental suite.

"And we use every one of those room every day," Jocelyne said.

The medical unit is nearby, and houses inmates with medical problems staff want to monitor closely, for example, someone who was in a fight and needs an icepack regularly or someone going through chemotherapy.

The nursing staff go into the correctional units if there is a medical emergency. In those situations, all clients are locked in their cells and the nurse is accompanied by correctional officers.

CHALLENGES AND OPPORTUNITIES

In corrections, the challenges of nursing are amplified by the setting and clientele. But the end goal is the same: to provide the best, safe and quality care within the confines of a jail.

"Every day there's a new challenge," said Jocelyne. "We'll get a guy come in who's on oxygen, is trying to figure out where to get the oxygen. We can have a guy come in on Remicade treatments (for Crohn's Disease) and we are trying to coordinate that."

There are also areas where Jocelyne wants to improve the care they can offer. She looks forward to more support with mental health education for clients, as well as support to help them transition from corrections to community care.

"There are a lot of things we can do to prevent them from coming back," she said.

There is also the challenge of debunking the myth that working in a correctional facility is scary or dangerous.

"It's the same people. They're human beings. You can't think of them as inmates. You have to be aware of the challenge of security, but in the end, they're all clients," she said.

"We make sure there are always two officers with them when they bring them down. We're never alone in a room with any of them. It's just as safe as talking to someone at the hospital."

Melissa Auger is the Department of Public Safety's deputy superintendent of programs at the Southeast Regional Correctional Centre. She oversees all staff not in uniform, which includes kitchen and health services.

She says Jocelyne and her colleagues are highly-reliable, and tough situations "would be a lot worse if we didn't have them."

"A lot of (inmates) are not the healthiest people, going through withdrawal, have regular medical issues that anybody would have ... (and) because we're also part of Public Safety it's not always in the best interest of the community or our clients to take offenders out in the community to see a doctor, dentist or other health care professionals," she said.

"So, as much as we can do here with our nurses doing the triage and deciding what needs to be reported, to be sent out it saves us a lot of bringing clients out in the community."

That's where coordination with other health care stakeholders comes in – Ambulance New Brunswick and its paramedics are nearby, and will provide care and transportation in emergencies.

TEAMWORK

On Oct. 25, at around 3 p.m. Jocelyne and her co-workers heard a fire alarm. A fire had broken out at the opposite end of the large building.

"When we evacuated we came out with all the offenders in the gated yard," she said. "They worked very quickly."

The nurses made sure everyone was OK, especially those with asthma and diabetes, and helped get food for the inmates.

The real teamwork started the next day. All inmates were moved to institutions across the province, and that meant the nurses had to relocate, too.

They were asked to join Horizon's nurses in Miramichi and Saint John. They were nervous, working in a new, unknown, facility, but over two months they became more comfortable.

"The nurses all stepped in and did great. They were excellent," said Jocelyne.

The unit that closed because of the fire is expected to open within the next couple months, which will bring the inmate total in the Shediac facility from 127 to around 170.

HORIZON'S COMMITMENT TO CORRECTIONS

In January, Horizon created a new position to oversee corrections health services and act as a liaison between the health authority, Department of Public Safety and Horizon staff.

"It speaks to Horizon's commitment to the corrections community, that a position has been created to focus on the effective delivery of health services," said Christie Ruff, Horizon's new Regional Lead of Corrections Health.

It's a unique opportunity for Horizon staff to work within another organization (the Department of Public Safety, DPS), in another organization's facility, so Ruff said it's critical there is much communication and collaboration between two organizations.

Collaboration is already happening on the frontlines, thanks to the bond between the Horizon staff and correctional officers, Ruff said.

"The correctional officers are incredibly supportive of the nursing staff and cognisant of their safety," she said. "They are protective and diligent in their responsibilities. They're just fantastic."

Horizon and DPS also work together in the hiring process.

A CAREER IN CORRECTIONS

It takes a certain type of personality to work in a jail.

"Not everybody can work in this type of environment," Auger said.

What makes a good corrections nurse? Someone with a strong personality, Jocelyne said, who is caring and able to impartially assess the need and deliver the right care for the client. Mental health training and experience in the acute care sector are greatly valued as well.

It's clear Jocelyne has found the right job for her.

"I needed something different. I wanted a challenge, and I had no idea what a correctional nurse did. For me it was exciting because I had worked in a hospital my whole life, did a little bit of Extra-Mural and I enjoyed that a lot, but this was just totally different."

"I wanted something new," she said, "and I got it."



Rochelle Johnston, a pharmacist at Horizon's The Moncton Hospital recently won the Bermuda Triangle Challenge. She also won the marathon with a time for three hours, 17 minutes and 58 seconds.

Rochelle shows off her medals from the Bermuda Triangle Challenge.

Moncton pharmacist wins major running event

A pharmacist at The Moncton Hospital has won an international marathon — and has some great tips on how you can learn how to love running, too.

Rochelle Johnston was the first to cross the finish line in the Bermuda Marathon in mid-January, securing her Bermuda Triangle Challenge win.

The Bermuda Triangle Challenge consists of three races over three consecutive days: a one-mile (1.6-kilometre) race, a 10-km race, and a full marathon (42.2 km). That's 53.8 km total.

She won the marathon with a time three hours, 17 minutes and 58 seconds, and was the first female of challengers to finish the mile race (there were also elite runners who only run individual races). She very intentionally went slowly on the 10-km race as to not "shred" her legs for the main event.

The Challenge combines times for all three races, and she was the top female.

The wins weren't without their struggles.

She ran her personal best marathon three months ago in Chicago at three hours and seven minutes. The PB had her on a high, but "daycare bugs had

another plan for me," she said.

During the marathon, she raced in 22 Celsius heat, which felt more like 30 C. She took water at every opportunity, and nourished with gels packed with (good) carbs and sugars. But, she was definitely prepared.

Leading up to major events she runs five to six days a week, depending on life's other priorities (like quality time with her son). One of those runs is a long one, 18 to 29 kilometres, while other days it's just a quick 10 to 12 clicks.

Building up distance takes time, and mental fitness. To help, she hired a professional online running coach, and also just trusts the process.

She's been running most of her life, and 11 years ago, during her last year of her pharmacy degree, ran her first marathon.

"I crossed that first finish line (at the PEI Marathon) thinking I'll never do that again, and then when I moved in Moncton I joined the Running Room and I ran another marathon my first year here and I've been hooked since," she said.

Now, after her 14th marathon, she plans to take *some* time off – "My legs want to run but my brain is very

tired," she said — and practice yoga more often.

Rochelle primarily works in Cardiology (CCU and the Heart Function Clinic), and covers other units as well. She'll celebrate her 10-year anniversary with Horizon in June.

"I'm just completely overwhelmed by everyone's response to the race," she said, adding her work team held a celebratory gathering for her on her return.

But maybe an even bigger compliment is some coworkers have told her she's motivated them to start running.

Her advice for someone that doesn't run depends on their reasoning: if you're nervous about injuries, those myths have been de-bunked, she said; if you don't run because you don't know where to start, join a running group and build up slowly (we're talking minutes, not miles, at a time). And if you just don't like it, keep trying.

"The first few runs are awful," she said. "But if you just hang in there, it gets so much better."

You can follow Rochelle's running journey on [her blog](#).



Know someone who's accomplished something outstanding outside the workplace? Nominate a colleague, peer or volunteer for this feature by emailing HorizonStar@HorizonNB.ca.

Traveling the world, one 75 km/h race at a time

When he's not at The Moncton Hospital, Samuel Nadeau, a biomedical engineer technologist has been busy pursuing his passion for adventure.

In 2015, the avid hockey player was asked to try racing in the extreme sport of cross downhill, more commonly known as Red Bull Crashed Ice. The competitor in him immediately said, "Yes," and he hasn't looked back.

Samuel is a self-proclaimed adrenaline junky. At 16, he saw a Crashed Ice event on television and told his dad, "I want to do that one day."

A few years later, he took part in his first race in Bathurst, New Brunswick, where he placed sixth. After the race, Red Bull representatives contacted him to start racing as part of the Red Bull team.

"It's like nothing else I'd done before, it's so different," he said. "I've never experienced an adrenaline rush like this in any other sport and I think I've tried every sport, except dance and curling."

Ice cross downhill is promoted as the fastest sport on skates, which is no exaggeration: Samuel speeds down the course faster than some people drive, reaching speeds of up to 75 km/h.

Each race lasts between 30 seconds and one minute, and can be watched by upwards of 100,000 spectators. His need for speed has given

him the opportunity to travel to Minnesota, Ottawa, Finland, and most recently, Edmonton for the World Championship.

"The sport is a mix between skiing, skating and motocross," he said. "I wear skates and full hockey gear; the only thing I'm missing is the stick."

His colleagues in Diagnostic Imaging have been very supportive of his passion. They encourage his dreams, but remind him he is crazy for taking part in these races.

Since he began his racing career, he has consistently placed in the top 64, which means he continues to be invited back.

In 2017, his last year racing as a junior, he was tied for second place in the world. Not bad for a guy from N.B., where there are no courses for Samuel to practice on between races. He makes due by playing a lot of hockey, snowboarding, and going for the occasional run.

"I can keep up with the top athletes," he said. "They are in front of me, but not by much."

Ice cross downhill is being considered as a new sport for the 2022 Beijing Winter Olympics. If it happens, Nadeau admits he'll become a lot more serious about his training: he'll battle to become one of nine Canadian racers to qualify with the Olympic team.

"The way I see [it], this sport might change if it

becomes an Olympic event," says Samuel. "I'd become a lot more serious with my training and really focus. All Red Bull competitors are excited about the potential for the future – we think it has a place in the Olympics."

Horizon employees from across the province will certainly be cheering him on!



Samuel Nadeau, Red Bull Crashed Ice competitor and biomedical engineer technologist, in the Diagnostic Imaging department at The Moncton Hospital.

Samuel, wearing a New Brunswick jersey, flies down a Red Bull Crashed Ice course in Edmonton, Alta.



Employees continue to benefit from mentor-led Active Offer Every Day Dialogue Sessions

More than 1,000 Horizon employees have participated in an Active Offer Every Day Exceptional Care Starts Here Dialogue session.

Active Offer Every Day Exceptional Care Starts Here Dialogue sessions highlight the importance of the Active Offer as a priority Patient and Family Centred Care initiative; introduce a new approach to understanding the Active Offer as part of exceptional patient care; promote the discussion of issues, challenges and opportunities the Active Offer has raised; and allow employees space to explore these experiences and collaboratively develop solutions and approaches that work for us all.

These sessions are facilitated by Active Offer mentors, who are trained Horizon employees.

Recently, 27 employees completed a two-day Active Offer Every Day Exceptional Care Starts Here Dialogue Mentor Training. The two-day course focused on the skills required to deliver and facilitate the 1.5 hour active offer sessions.

The newly trained mentors are from all areas of Horizon and are representative of a cross section of clinical, community, professional and support services. They will join mentors previously trained in 2017 to provide these patient and family centred care sessions across Horizon.



Pictured here are the 27 Horizon employees who completed the Active Offer Every Day Exceptional Care Starts Here Dialogue Mentor Training on February 28 and March 1.

Back row, left to right: Hannah Travis, Admitting, The Moncton Hospital (TMH); Ginette Richard, Neuro Rehab, TMH; Angie Williston, Human Resources (HR), Corporate Office; Julia Brooks, Volunteer Services, Saint John Regional Hospital (SJRH); Tina Ramsay, Quality and Patient Centred Care, SJRH; Mercia Chase, Intensive Care Unit (ICU), Dr. Everett Chalmers Regional Hospital (DECRH); Alice Blackmore, ICU, DECRH; Lorna Mansfield, Surgical Services, DECRH; Deanna Stewart, Physiotherapy, DECRH; Elizabeth Delong, Medicine Unit, Upper River Valley Hospital (URVH); and Gary Selway, Official Languages, SJRH.

Middle row, left to right: Cristie Dykeman, Emergency (ER), DECRH; Amy Dunn, Lab, DECRH; Kimberly Williston, HR and Patient Representative Services, Miramichi Regional Hospital (MRH); Shawna Hanscom, Medicine Unit, URVH; Reanne Allain, ICU, DECRH; Angela McLellan, Women and Children's Health, SJRH; Vicki Henderson, Diagnostic Imaging, MRH; and Nancy Hansen, New Brunswick Heart Centre, SJRH.

Front row, left to right: Kathy LeBlanc, Public Health, Upper River Valley; Laura Morrison Food Services, Saint John; Tricia Yeo, Ethics Services, SJRH; Laura Fiander, Risk Management, SJRH; Anna Szweda, Ridgewood Veterans Unite; Kelly Preston, Ambulatory Care, TMH; Billy-Jo Mabey, New Brunswick Heart Centre, SJRH; and Lynne Ward, Respiratory Therapy, TMH.

10

Presentations highlight important integrated work in child and youth care

Horizon's Pediatric Mental Health Education (PMHE) Team recently delivered two presentations at the Dr. Everett Chalmers Regional Hospital (DECRH) for staff working with youth. The presentations were held in collaboration with Horizon's Mental Health and Addictions Services.

These educational sessions focused on the Integrated Service Delivery (ISD) paradigm, which emerged from a widespread acknowledgement of a need for enhanced services for youth with emotional and behavioural concerns, and the important roles of each team member within the child and youth care team.

Did You Know?

The ISD framework launched in New Brunswick in September 2017, and was based on four key reports:

Together into the Future: A Transformed Mental Health Care System in New Brunswick, Department of Health's McKee Report (2009);

Connecting the Dots, NB Ombudsman and Child and Youth Advocate (2008) and

Ashley Smith Report, NB Ombudsman and Child and Youth Advocate (2008); and

Connecting Care and Challenge: Tapping our Human Potential, Department of Education's McKay Report (2006).

Dr. William Morrison, associate professor of Education Psychology at the University of New Brunswick, designed and introduced the ISD model in New Brunswick. His vision is to ensure positive growth and development for at-risk youth and those with complex needs. The overall intent of this model is to offer the most appropriate intervention based on the youth's strengths, needs, and identified risks.

Horizon's approach encompasses the Dual Pathways Approach to Mental Health and Wellbeing. This framework focuses on key positive mental health strategies that highlight strength-based paradigms to provide positive learning environments for youth. The dual pathway offers a holistic approach to youth and their overall environments.

The first pathway focuses on increasing mental health literacy amongst frontline nurses and other health care professionals from evidence-informed practices in the field of child and youth mental health. Mental health literacy fosters awareness of mental health concerns and encourages care environments that create comfort in addressing concerns in a timely

fashion and with the right intensity.

The presentation also covered evidence-based practices on borderline personality disorders and attachment theory.

The second pathway focuses on creating and promoting a positive mental health environment by addressing factors and experiences that create wellness and wellbeing for individuals within their environments (i.e. the way we welcome people and recognize their strengths and abilities).

Topics considered include: What gives youth energy and strength? How can we bring out the best in them, support our clients' autonomy, and provide voice, choice, collaboration and co creation within the youth and helper relationship?

The presentation covered the following key topics: positive mental health, strength-based approaches, strategies for building resilience and hope.

PMHE Team Presenters

Dr. Malgorzata (Margaret) Relja, child and youth psychiatrist, Integrated Service Delivery, Fredericton

Gisele Gallibois, University of New Brunswick (UNB) Faculty of Nursing, Nurse Clinician

Lucia Bucknall, social worker with Child and Youth Team, ISD, and Mental Health Clinic, Fredericton

Juanita Bourque, Pediatric Nurse, Dr. Everett Chalmers Regional Hospital

From left, Dr. Margaret Relja, Gisele Gallibois, Lucia Bucknall, and Juanita Bourque.



Competent immunization providers to protect individuals and communities

From the *Regional Immunization Quality Improvement Committee* Horizon's new [Immunization Policy](#) (HHN-CL-GC020) was created to encourage and support competent practice when storing vaccine and administering immunizations. Horizon is committed to promoting safe and effective vaccine to prevent disease in their patients.

In 2005, the Public Health Agency of Canada (PHAC) undertook professional education as one of its initiatives to support a strategy for dealing with new challenges in current and future vaccination needs of all Canadians. The PHAC developed Immunization Competencies for Health Professionals and encouraged provincial stakeholders to incorporate the Immunization Competencies with tools and resources for health professionals involved with immunization.

As a quality improvement initiative Horizon's Regional Immunization Quality Improvement Committee (RIQIC) was formed in 2012 with representation from public health, nursing practice, physicians, community, pharmacy and hospital networks. The committee developed the Immunization Policy and

continues to be active and is committed to maintain updates and further best practices to inform and guide changes in immunization practice.

As part of the Immunization Policy roll-out, the RIQIC will communicate with Nursing Units about the policy with the following goals:

- All nurses who provide immunizations to complete the online Immunization Learning Module;
- All vaccines and/or medications to be stored in a food and frost free refrigerator able to maintain the temperature between 2 °C and 8 °C; and
- All nursing units to use the Vaccine/Medication Refrigerator Temperature Monitoring Log (HHN-0699; 12/17) to monitor refrigerator temperatures to ensure safety and viability of the vaccines.

As competencies are promoted and embraced across Canada, safe and competent practices will result in more people with the highest possible degree of protection against vaccine-preventable diseases in our communities.



Horizon staff provide safe and competent immunization service.

Horizon's Regional Immunization Quality Improvement Committee (RIQIC)

Dorothy Arsenault, Documentation Coordinator, Saint John Area
 Marilyn Babineau, Manager Workforce Wellness, Horizon
 Paula Baker, Acting Director Public Health Fredericton/Upper River Valley

Kara Barter, Pediatric Nurse, Miramichi

Karen Crosby-Rolston, Nursing, Saint John Area

Joseph Gallant, Clinical Leader/Community Developer,
 Albert County Health and Wellness Center

Joan Johnston, Immunization Coordinator, Public Health Saint John Area

Susan Logan, Clinical Nurse Specialist,
 Extramural Program, Saint John Area

Leslie Manuel, Clinical Pharmacy Manager/Clinical Resource
 Pharmacist Emergency Medicine, The Moncton Hospital

Tracey Sears, Public Health Nurse, Fredericton/Upper River Valley

Joyce Trafford, Chair, Acting Manager Public Health,
 Fredericton/Upper River Valley

Ad Hoc as needed

Radiothon for The Moncton Hospital surpasses goal

Thanks to a generous \$10,000 matching gift from the Sandra Schmirler Foundation, the seventh annual C103 and New Country 96.9 FM Radiothon for The Moncton Hospital raised more than \$55,000.

On Friday, Feb. 9, from 6 a.m. to 6 p.m., on-air personalities from both stations broadcasted live from the hospital lobby raising money for the Friends of The Moncton Hospital Foundation's Annual Campaign.

More than 20 live interviews were conducted with physicians, hospital professionals, grateful patients, and donors.

The goal of the Annual Campaign was \$50,000.

Grateful for the care provided by staff at The Moncton Hospital, June Leger and son Jayden talk to C103 announcer Brady Chamberlain about Jayden's health care journey with Torticollis.



Honouring Eleanor: Bench dedicated to memory of long time physio manager, auxiliary volunteer

During the summer months, outside the Physiotherapy Department at the Miramichi Regional Hospital, there's a bench with a small plaque dedicated to Eleanor Morrison.

The inscription on the plaque reads: "This bench has been placed in 2017 by the Miramichi Regional Hospital Auxiliary in memory of former president Eleanor Morrison."

Morrison was retired manager of the department, and active volunteer with the Miramichi Regional Hospital Ladies Auxiliary and Miramichi Regional Hospital Foundation.

Morrison joined the Auxiliary in January 2008, but she was already a known presence in Miramichi health care as the first longstanding physiotherapist in the region. She began her work in Miramichi in 1970, splitting her time between Hotel Dieu Hospital in Chatham and the Miramichi Hospital in Newcastle.

In 1993 she became manager of Physiotherapy Services for both facilities, and was instrumental in the amalgamation of the departments at the new Miramichi Regional Hospital. She became manager of Occupational Therapy, Physiotherapy and Recreation in 1998, and again was promoted in 2002 to have Speech and Audiology Services under her title as manager of Rehabilitation, the title under which she retired in 2005.

After volunteering with the auxiliary for two years, she was named the first-vice president in 2010, and by 2012 she took over as president.

Morrison died Jan. 17, 2017, the day after her 72nd birthday, following a brief illness.

Rachel Butler, Marilyn McKenna, Dawn Savoy, and Carol Anne Smythe, Morrison's auxiliary colleagues who might be better labelled as her friends, fondly described her as a force to be reckoned with.

Savoy said when it came to fundraising for the auxiliary Morrison set goals for herself and always met or exceeded them.

"She would do whatever it took. She could sell ice cubes to an Eskimo," Smythe said, with a laugh.

"Nobody minded though, because she was respectful," added Savoy.

"People would often say, 'Well if Eleanor said so, then OK,'" said Smythe. "They trusted her."

"She was so kind," said McKenna.

"We miss her greatly," said Smythe.

Morrison was known for her homemade jams and preserves, her vast collection of china and her love of yard sales and refurbishing old furniture – especially when she scored it for a cheap price.



Eleanor Morrison's friends / colleagues from the Miramichi Regional Hospital Ladies Auxiliary. From left are Carol Anne Smythe, Rachel Butler, Marilyn McKenna and Dawn Savoy, holding a photo of their dear friend Eleanor Morrison.

Hot pepper jelly, rhubarb muffins, raspberry jam and grape jelly were just a few of Morrison's specialties.

"She'd pull out Tupperware containers from her freezer of all the things she'd made," said McKenna.

Savoy said her husband, Eddie, and his friend, Bernard Williams, came up with the idea for the bench.

"Bernard and his wife were friends with Eleanor as well," said Savoy. "When she passed away, we got talking about wanting to do something, and we came up with the idea for the bench. The boys made it and we bought a little plaque. They did a lovely job."

In August 2017, with Morrison's two daughters and their children present, the Auxiliary dedicated the bench in her memory, installing it outside the unit, where she spent the latter part of her career.

McKenna and Butler said their last memory of Morrison was an afternoon spent together, having tea and sweets.

Butler, who belongs to a group that makes shawls for people who are ill, brought Morrison a shawl one afternoon. When she arrived, McKenna was already there and Morrison invited her in.

"I was busy, I had things to do, but I stayed," said Butler.

"And we sat there with her for three or four hours," said McKenna. "We laughed and laughed."

"I'm so glad we had that day together," said Butler.

"Me too," added McKenna. "Me too."

Eleanor Morrison's daughters and grandchildren during the bench's dedication in August 2017. In front, from left are Calder Johnston, Jayden Byrne, and Logan Johnston. In back are Heather Johnston, Rylan Byrne and Katie Morrison.

12



A 5-2-1-0 Success Story

North and South Esk and Elementary (NSEE) in Sunny Corner, outside Miramichi, recently received a grant to present Horizon's 5-2-1-0 Chef Program to its Grade 6 students.

Twenty-one students enjoyed every session and learned many new skills in nutrition, cooking and cooperation with classmates and senior volunteers from the local community.

We were really happy to partner with the NSEE school and community members of Sunny Corner to be able to offer this program to Grade 6 students," said Public Health nurse Jacqueline Poitras.

"It was amazing to see the interest and the eagerness to learn from the students. This program was a success in NSEE as the students learned essential cooking skills they will be able to apply all throughout their lives. We hope that the success of this program will inspire similar programs in the near future both at NSEE and other schools throughout Northumberland County." Students

participated in learning sessions prior to every linked cooking session, learning about nutrition, personal cleanliness in the kitchen, food and kitchen safety, and cooking skills.

Volunteers then facilitated the organization of cooking lessons, each including new recipes and a chosen basic cooking skill.

Students have learned about cutting, peeling, basic recipe reading, collecting ingredients, cooperation and food and kitchen safety.

Once a recipe is prepared, everyone shares the dish.

"As an educator, I'm overjoyed to see how the program worked with the Grade 6 students," said teacher Christine Silliker. "Students are more aware of the nutritional value of their food ... (they are) better able to make good food selections and make healthier selections."

Through the program, students have been introduced to new foods, including dragon fruit, persimmons, fresh coconut and sweet potatoes. Students are now



Grade 6 students at NSEE in Sunny Corner work with local community members as part of Horizon's 5-2-1-0 Chef Program.

more willing to broaden their culinary choices.

Community volunteers are eager to help and look forward their time with students. Students ask daily about their next session and some come to Silliker's class asking for copies of recipes to give to family members. Many students go home from sessions and proudly prepare new healthy recipes.

All cooking sessions are completed at NSEE in the culinary technology

room. This area has many cooking stations to allow for small groups of students and volunteers.

The program is ongoing throughout the remainder of the school year, and students look forward to new cooking adventures.

"With the continued partnership with Horizon and local volunteers we will enhance the student's healthy food experiences," said Silliker.

13

Quick action by EVS employees helps extinguish fire at DECRH

For Bill Trenholm and Pierre Huard, most shifts are pretty routine.

But Tuesday, Feb. 13, was different.

The Environmental Services (EVS) employees at the Dr. Everett Chalmers Regional Hospital (DECRH) who work on the second level (physiotherapy, occupational therapy, and audiology) and in the emergency department, respectively, were just finishing their 10 p.m. break when a Code Red call came over the loudspeaker.

For Bill, a 27-year employee with Horizon, and Pierre, who's been with Horizon for 11 years, that means they grab the closest fire extinguisher and head to the scene of the alarm.

They knew from the alarm the fire was in the locked room on the top floor of the building that controls the public elevators.

"As soon as security opened the door for us, we could see the smoke and smell the smoke," said Bill. "Pierre and I walked around and found the unit that was burning. We looked at it and we could see flames inside."

"The smoke was bad enough but when you see fire it's time to act," said Pierre.

A fire had started in the transistor in one of the elevators. The transistor is separate from the elevator itself, but is the mechanism that makes it run.

Pierre said Bill, a veteran on the EVS team,

and someone he looks to for guidance, stayed cool and calm while quickly assessing the situation.

After shutting the power off, they started fighting the fire.

"Everybody showed up," Pierre said, adding other staff members wanted to help but had to stay out of the area. "People were passing us extinguishers and we were going in. Visibility was very poor."

Bill used the training Horizon provided through the fire department, and "eight fire extinguishers later," the fire was doused. No one was injured.

Within minutes, the fire department arrived on scene. Firefighters took the temperature of the transistor, which was still registering at more than 700 degrees Celsius.

Despite having never experienced an incident like it in his almost 30-year career, once the firefighters took over, Bill knew his job was done. He dusted the powder off his pants and carried on with his nightly duties.

"Business as usual," he said.

Tom Steeves, manager of Environmental Services says he is extremely proud of Bill, Pierre and the EVS and hospital staff who responded.

"The quick efficient actions of all helped avert a potentially dangerous situation," he said.



Pierre Huard and Bill Trenholm stand in the control room for the public elevators at the Dr. Everett Chalmers Regional Hospital where they helped extinguish a fire.

Horizon sees boost in employee engagement

Horizon was pleased with the increase in its level of employee engagement for 2017. Horizon's Human Resources (HR) team used the Accreditation Canada survey to measure its success.



"It's important to have baseline data that allows us to compare ourselves to other health care organizations and measure from there," said Teena Robichaud, Horizon's Regional Director of Engagement Programs.

"The feedback we receive is extremely valuable because it is what we use to develop all future employee programs," said Robichaud. "Much of the success we've had to date is because we looked at the data from the survey completed in 2014 and the engagement summit results which identified areas where we could improve."

Programs such as Horizon's peer-to-peer recognition program *Bravo!* is just one example of action taken in response to the feedback received in recent years.

Horizon plans to focus on health and safety in years ahead with programs underway for workplace violence prevention and supporting employees through the disability management process.

"One of the key elements of having an engaged workforce is making sure we communicate the changes we're making and the programs we do have available," said Robichaud.

To accomplish this, Horizon's Communications team has been rolling out a series of communication boards to assist managers to communicate with staff. They also highlight publications such as the *Horizon Star* and improving the way information is shared with communication boards as a continued focus.

Horizon's level of employee engagement increased to 64.6 per cent.

"Ten per cent is a significant increase in a few short years and it is something we are very proud of," said Robichaud. "We hope to see increases every year!"

May is Recognition Month and Horizon is changing the way it recognizes staff

Horizon retirees and staff that have reached a Years of Service milestone will be honoured at recognition events beginning in May 2018.

Horizon's Human Resources team, its Employee Engagement Committee and Recognition Committee, which are made-up of employees from across the organization representing different workgroups, have been working hard on getting employee feedback and implementing changes to Horizon's recognition programs

"We're proud to host celebrations that recognize our employees for their many years of dedicated service and hope the changes to the recognition celebrations, the pendants and the retirement gift options are a step in the right direction," said Karen McGrath, President and CEO of Horizon Health Network.

Below is a calendar with details of all events happening across Horizon. More details can be found on Skyline.

RECOGNIZING YOUR YEARS OF SERVICE AND RETIREMENT

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
May 2018	1 Saint John Regional Hospital Years of Service Celebration 2:30 to 4 p.m. Cafeteria	2 St. Joseph's Hospital Years of Service Celebration 2 to 3 p.m. Room 11	3 Charlotte County Hospital Years of Service Celebration 2 to 3 p.m. Cafeteria	4 Saint John Area Retirement Celebration 11 a.m. to 2 p.m. Lily Lake Pavilion	
	7 Miramichi Regional Hospital Years of Service celebration 3 to 4 p.m. Cafeteria	8 Miramichi Area Retirement Celebration 11 a.m. to 2 p.m. Rodd Miramichi River	9 Dr. Everett Chalmers Regional Hospital 20 & 25 Years of Service Celebration 2:30 to 3:30 p.m. Cafeteria	10 Dr. Everett Chalmers Regional Hospital 30+ years of Service Celebration 2:30 to 3:30 p.m. Cafeteria	
		11 Fredericton Area Retirement Celebration 11 a.m. to 2 p.m. UNB Long Hall	14	15 Hotel Dieu St. Joseph Years of service Celebration 2 to 3 p.m. Specialist clinic area	16 Upper River Valley Hospital Years of Service Celebration 2 to 3 p.m. Cafeteria
		17	18 Upper River Valley Area Retirement Celebration Best Western 11 a.m. to 2 p.m.	21	22 Tobique Valley Years of Service Celebration 11 a.m. to 12 p.m. Conference Room
		23 Sackville Memorial Hospital Years of Service celebration 3 to 4 p.m. Atrium	24	25	28
		29	30 Sussex Health Centre Years of Service Celebration 3 to 4 p.m. Cafeteria	31 Moncton Area Retirement Celebration 11 a.m. to 2 p.m. The Cocoa Room	1 The Moncton Hospital Years of Service Celebration 2:30 to 4 p.m. Cafeteria



Pharmacist Irene Christie celebrates her last day of work before retiring.

Long-serving pharmacist honoured with poem penned by colleague

The Pharmacy Department at the Miramichi Regional Hospital recently celebrate the retirement of one of its own.

After 25 years with Horizon, Pharmacist Irene Christie's last day was March 2.

The department hosted an open-house celebration, and colleague Jill Cormier, a pharmacy assistant wrote a poem to honour Irene.

Happy Retirement

Our department is losing a devoted team member
Who's worked here as long as any of us can remember
She's small and quiet, but smart as a whip
And quick to respond with an appropriate quip
Gracing these halls since we opened the doors
Putting out med fires on all of the floors
Her knowledge of drugs would boggle the mind
Yet she's sweet and pleasant, always so kind
We wish her nothing but some fun and some rest
She's worked hard for so long, she's really the best
So sit back and relax, put your feet up
Enjoy all the quiet with some tea in your cup
No more phone calls or pages, you've seen the last
Med Rec's and call backs are a thing of the past
Even though we are sad that you're leaving the scene
We send you best wishes on your retirement Irene!

By Jill Cormier

Administrative Professionals' Day is Wednesday, April 25.

Thank you to Horizon's administrative professionals for their support, collaboration and dedication!

#THROWBACK

THEN:

An administrative professional at work in the late 1960s at The Moncton Hospital.

An administrative professional at work at The Moncton Hospital.



Photo Credit: Provincial Archives of NB P779-2-3-2

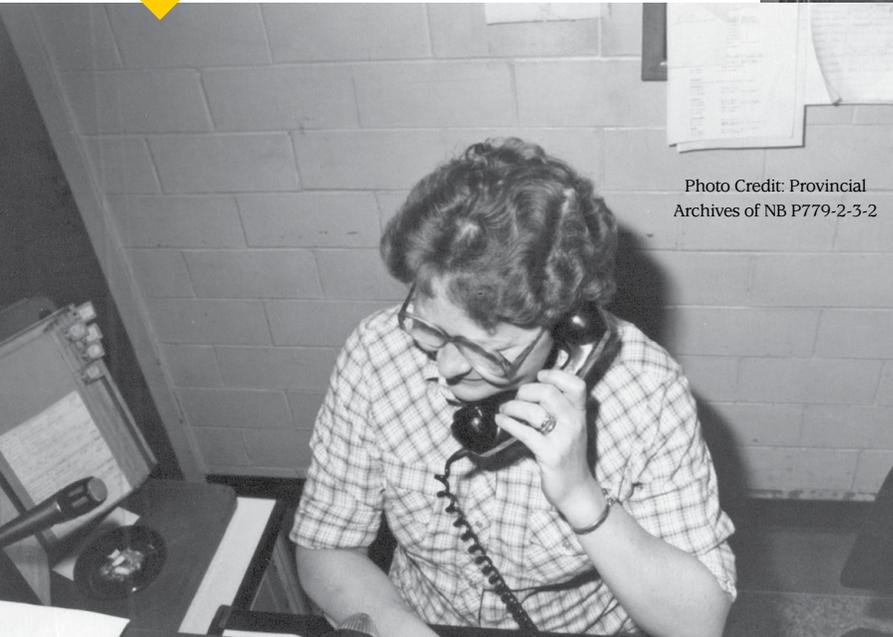


Photo Credit: Provincial Archives of NB P779-2-3-1



Specialized HPB services now available

Horizon is pleased to have two Hepatopancreaticobiliary (HPB) surgeons join its team.

An HPB surgeon is trained in the surgical treatment in the abdominal area. HPB surgery involves specialized procedures to the liver, pancreas, biliary, and gastrointestinal tract (gallbladder and the bile ducts).

Patients benefitting from having HPB services available closer to home in New Brunswick include those living with liver and pancreatic cancers, scarred or swollen organs in the abdomen, hepatitis, gallstones, etc.

Dr. Julie Leal and Dr. Jan Grendar began working at The Moncton Hospital (TMH) in fall 2017, having previously worked together in Calgary. Dr. Leal is originally from Ontario, while Dr. Grendar is from Slovakia.

"It has always been a hope for us to start

an HPB program somewhere so it was a great opportunity for us to come here," said Dr. Leal.

"Because of the specialized nature of our work, there are only a few centres across Canada that deal with diseases of the liver and pancreas," added Dr. Grendar.

Horizon's partnerships with the New Brunswick Medical Society and the Government of New Brunswick were instrumental in bringing HPB surgeons to New Brunswick. The successful recruitment of these highly-specialized surgeons demonstrates how Horizon attracts quality physicians, trained throughout the world and that New Brunswick is a great place to live and raise a family.

HPB surgeons work in collaboration with other specialized professionals such as radiologists and oncologists, and TMH is the only location for HPB services available in New Brunswick.

Did you know?

The liver is your largest internal organ (about the size of a football) and performs several functions such as removing toxins from the blood, preventing infection, and processing nutrients.

The Mayo Clinic offers these tips help keep your liver healthy and strong:

- Limit alcohol consumption
- Maintain a healthy weight
- Reduce exposure to chemicals at home or work
- Get vaccinated against hepatitis

There are many signs associated with liver, pancreas, gallstones and biliary tract diseases such as abdominal pain and swelling, jaundice and nausea. People who experience such signs should make an appointment with their family doctor.

Clowning Around: A volunteer's impressive career

J.J. Leadbetter has been a Horizon volunteer for 14 years, but many patients and staff at The Moncton Hospital know him better by a different name, J.J. the Clown.

"I have a ball," he said. "I've gotten to know the hospital well enough that pretty much everybody recognizes my voice."

National Volunteer Week runs April 15 to 21, and J.J.'s dedication to putting a smile on the faces of patients and staff in Moncton is just one example of the volunteerism found in all Horizon facilities.

He retired from clowning in 2010, and for the past eight years remained a dedicated civilian volunteer, assisting with Tuesday afternoon music on the Geriatrics floor (5200), as well as at functions for special occasions, such as holiday parties and International Day of Older Persons.

His other volunteer postings are too numerous to name, but include sporting events, music and church groups. He's received numerous awards and honours too, including being named



J.J. the Clown.

an honorary firefighter and receiving the Governor General's Caring Canadian Award.

As a clown, J.J. volunteered in every department of the hospital, from diagnostics to pediatrics. He became such a familiar face he was often asked by patients and visitors for help finding their way around.

What he loved most about his time in the hospital was the people, and the people loved him, too ... well, most of them.

"You never know who you'll meet, who's scared of clowns, who wants to be friendly," he said.

J.J., who celebrated his 80th birthday in November, recently helped organize his last show on 5200, as he and his wife, Barbara, who often accompanied him on his visits to the hospital, moved to the Drew Nursing Home in Sackville, but his support of the hospital's patients and staff will continue.

In 2006, J.J. and Violet Budd, the unit's Nurse Manager, started the J.J. Happy Wanderer Fund,

raising money for educational courses for nurses on 5200. More than \$26,000 has been raised since 2013 through concerts held at People's Park Tower, J.J.'s former residence.

The final concert was held earlier this month. You can support the fund through the Friends of The Moncton Hospital Foundation (specify the J.J. Happy Wanderer Fund).



J.J. the Clown and his wife, Barbara, or Buttons and Bows, with Patty Robinson, former activities coordinators on 5200.

Thank you to everyone who shared three (or more) words best describing them.

We received almost 30 submissions, each offering a peek into the diverse personalities that make-up our workforce, while also highlighting the common traits that bring us to the health care field.

Many employees gave examples of how these traits reflected their position or role in their workplace or career, and how these traits help them help others.

We heard from readers from 17 facilities or regions, 24 units, and 22 different positions. As with all past Top 10 lists, we based our decision on a variety of factors, including uniqueness and passion of response, and to ensure a variety of representation across Horizon.

We look forward to reading your submissions for the next Top 10 list!

1. Creative, Resourceful, Cheerful

Creative: I started recycling medication vial caps to create ID Badge reels, and they have become such a hit that I now have a Facebook page and group. I'm told the staff I work with find me very creative / talented. I also do my best to try and come up with contests that involve the whole department.

Resourceful: I've worked in several different departments/units and floated throughout the hospital that I now have several skills and knowledge that is useful when staff in my current department come to me with their computer, printer, and scheduling issues (which is outside my current role). I'm able to either try to fix the issue or find out who can resolve the issue.

Cheerful: When were short staff or co-workers are stressed I try to see the lighter side of things and remain cheerful as to not add any more undue stress to the work day. I try my best to make my co-workers laugh and enjoy their day.

Shelley Daigle
Nursing Unit Clerk, Hemodialysis Unit,
Saint John Regional Hospital

2. Work Efficient, Proud, Common Sense

Work Efficient: I am work efficient when it comes to getting my job done as smooth and fast as I can; hate wasting time because you never know if an emergency situation can occur at any time.

Proud: I am proud of my finished food, whether it's a cookie, muffins, salads, a sandwich or anything I cook/bake. If it's not appealing to the eye patients, families and staff won't eat / buy it.

Common Sense: I have common sense when it comes to what needs to be prioritized to make the day to go smoothly.

Phyllis Wheaton
Prep Cook, Food Services,
Sackville Memorial Hospital

3. Friendly, Caring, Empathetic

Friendly: I love people and I give a smile to everyone I pass.

Caring: I give the best possible care to each one of my patients. I treat each patient how I would want myself or my loved ones to be treated.

Empathetic: I am empathic to patients and their families because I have been in their position and I know how they are truly feeling. I have lost both my parents and a sister in the past five years so I have spent a lot of time in hospital as a family member and I know how important it is to listen to their concerns.

Christine Doughty
Patient Care Attendant (PCA2), Centralized
Nursing, Saint John Regional Hospital

4. Ailurophile, Connoisseur, Volunteer

Ailurophile: I could not (and never have) lived without a cat and my wife and I are long-time supporters of the Fredericton SPCA through planned giving / estate planning.

Connoisseur: I am a well-read admirer and collector of fine arts in many forms.

Volunteer: In addition to my many years of healthcare employment, I spent a combined total of over 14 years serving on the boards of directors of the DECH Auxiliary Inc. and the New Brunswick Association of Healthcare Auxiliaries.

John Booker
Library Technician, Library Services,
Dr. Everett Chalmers Regional Hospital

5. Happy, Disciplined, Committed

Happy: I am a happy person and always welcome everyone with a warm genuine smile! :D

Disciplined: I am passionate about mental health and always strive to accomplish my work at 100 per cent, leaving no stone unturned.

Committed: I will always help a client achieve their potential by walking forward with them through their journey of recovery, even if this means taking a few steps back before going forward; having heart is the key!

Julie Methot
RN, Early Psychosis Program, Mental Health
and Addictions, Moncton area

6. Reliable, Ambitious, Team Player

Reliable: I come to work on time and prepared to complete my work in a timely manner, to meet deadlines that are expected of me.

Ambitious: I have a desire to succeed and move forward. I have enthusiasm and the drive to take on new projects and initiatives that will benefit the work of Public Health,

which includes partnering with coworkers and individuals of our community.

Team Player: I believe I am a team player by providing creative ideas, having clear, effective communication, adapting to changing situations and having a positive relationship with my co-workers.

Jacqueline Poitras
RN, Miramichi Public Health

7. Get it done.

When hired 30 years ago, the CEO who hired me always expressed to me to **get things done** and you will have employment here and I never forgot it.

Jim Chessie
Director of Physical Resources, Fredericton
area and Upper River Valley Hospital

8. Team Player, Adaptive, Cheerful

Team Player: Always willing to help a co-worker, friend or a person in need.

Adaptive: Can quickly adapt to change that might come my way.

Cheerful: Will always try and be cheerful regardless of circumstances.

But remember, I only gave my good qualities!! :)

Angie Williston
Optimization Team, Human Resources,
Miramichi Corporate Office

9. Caring, Achiever, Joyful

Love helping sick patients with a smile. Just being there to listen to many their stories and making them smile!

Johanne Breau
Porter, Miramichi Regional Hospital

10. Honest, Funny, Caring

Honest: Always taught that it is the best policy and it always turns out to be so!

Funny: Must have a sense of fun.

Caring: I care about the work that I do as it shapes the legacy that I leave.

Janet Wilson
Manager, Public Health, Saint John

TOP 10



From left, Nancy Carr, manager, Physiotherapy Services, Saint John Area, and Tammy Nicolle and Shirley Stein, administrative assistants, Physiotherapy (PT)/Occupational Therapy (OT), Saint John Regional Hospital, hold binders containing hundreds of referrals to PT and OT that were on a wait list that no longer exists.

Improved approach to booking patient appointments in Saint John Area

Therapeutic Services Saint John Area, with assistance from the Performance Excellence team has introduced a new patient-centered care approach to booking appointments.

Patients no longer have to wait for months for a phone call or a letter in the mail indicating a pre-booked appointment that may or may not work for them.

Patients in the Saint John Area can now call to schedule their own appointment for Therapeutic services Audiology, Occupational Therapy, Physiotherapy and Speech Pathology.

This new appointment booking process allows for patients to have much more control over their health care; they simply receive the referral from their health care provider and call the phone number on the referral form to schedule their own appointment when and if they want the service.

This new booking process has **eliminated** the waitlist (which was over 1,000 patients in total), reduced wait times by over 25 per cent and cut no-shows in half. This new process can and has been implemented in other areas and units throughout Horizon.

Heather Lyon, administrative assistant, Therapeutic Services, Saint John area, baked a cake to celebrate the day waitlists were eliminated in Audiology, Occupational Therapy, Physiotherapy and Speech Language Pathology.



White Belt Training continues to help Horizon be more efficient

Staff attending Lean Six Sigma (LSS) White Belt training learn how to perform waste walks to discover inefficiencies or “waste” in Horizon’s day-to-day work. The purpose of a waste walk is to identify waste existing in workplaces that is often unnoticed during daily activities.

Once an employee has received the training, and reported at least three successful waste walks, they are Lean Six Sigma White Belt Certified.

Year-to-date stats report 22 staff are now White Belt Certified and 50 waste walks have been completed and reported.

Types of waste walks being reported include:

- Decluttering and organization of work space to improve efficiency and workflow;
- Reduction in supply costs by switching to a comparable, lower cost product; and
- Development of standardized work flow to eliminate errors and re-work.

LSS White Belt training is open to all staff. For more information and available training dates, visit the [Process Improvement Skyline page](#).

Tools, Tips and Templates Stakeholder Analysis Matrix

Stakeholders are individuals and groups affected *by* your project, or who will have an effect *on* your project. They can range from patients to frontline staff to senior leaders, and vary from project to project.

It is important to identify and understand stakeholders if your project is to be successful.

A simple tool we recommend is called the Stakeholder Analysis Matrix.

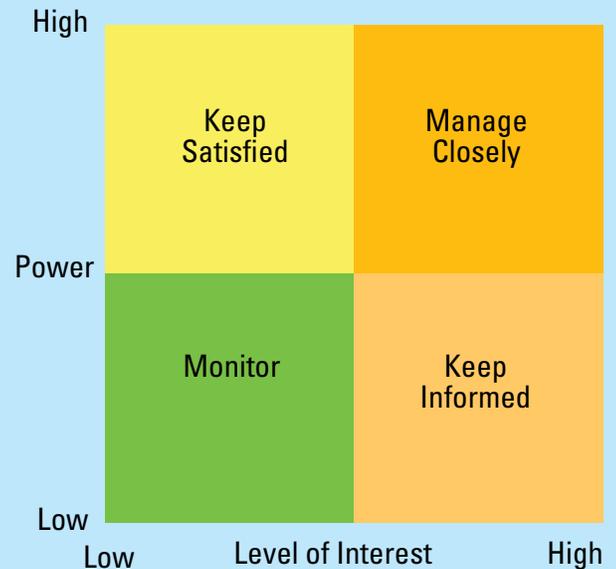
First, identify all your stakeholders.

Then, consider these two things about each:

1. Their power to influence your project
2. Their interest in your project

With this information, plot each stakeholder on a grid to help determine which individuals and groups your project team should spend the most effort managing.

Click [here](#) to access the Stakeholder Analysis Matrix tool on the Project Management Office Skyline page.



Your EFAP Benefit – A Hidden Gem

Horizon’s Employee Family Assistance Program (EFAP) is a free confidential service that includes a range of personal services for employees and their families. The EFAP offers counselling, coaching, information and support for all types of issues relating to mental health, health management, and achieving greater personal and workplace well-being.

We all face problems at times and sometimes these problems become too difficult for us to manage on our own. Our EFAP program is there to provide support when you or your family are facing personal or work-related difficulties that may be adversely affecting your life. You can trust your EFAP to help you and your family find solutions for a wide variety of life’s challenges. Professionals can help you access support related to mental health, relationships, finances, child care, elder care, legal advice and so much more.

In addition to the core EFAP services you also have access to a variety of online resources that provide self-help information, references, articles, pod casts and other resources relating to mental fitness, physical health and nutrition.

Our EFAP is a free confidential service offering short term counselling and referral service at no cost to you or your family. The program is available to all employees, their spouses and dependent children.

You can access your EFAP 24/7 by phone, web or mobile app. The 24/7 phone number - 1-866-721-1738 - is available on the front page of [Skyline](#) under quick links, which also links to the program site. You will be asked to enter your email or user name;

ours is **GNB** and the password is **inconfidence**. You can also access the free “inConfidence” app on your phone through the app store.

When you log in please take the time to review the short orientation video which will provide you with an overview of the services and resources available.

If you have any questions or concerns about our program please reach out to a member of Employee Health and Wellness services in your area.

inConfidence[®]

Employee & Family Assistance Program

Psssst.
Hey, you!
Yes, you.

Guess what?

You can now get that Horizon swag
you've always wanted!

That's right: Sweaters, water bottles, bags
... you name it, it's available on Horizon's
new online store!

Check it out at horizonnb.ca/store!

