

HORIZON HEALTH NETWORK

Regional Health Authority



Focused on delivering quality and safe care to our patients, clients and their families, Horizon Health Network (Horizon) operates 12 hospitals and more than 100 medical facilities, clinics and offices throughout New Brunswick, and administers eight provincial programs. Horizon provides services ranging from acute and specialized care to community-based health services. At the foundation of this health system is a robust network of community-based primary care services offered in a variety of settings in communities throughout the province. With a collaborative, team approach to offering services in English and French, Horizon delivers sustainable, safe and quality health-care services to residents of New Brunswick, as well as northern Nova Scotia and Prince Edward Island. Horizon has an annual budget of approximately \$1.1 billion and has more than 12,600 employees, 1,118 physicians, 350 medical residents, and close to 4,500 volunteers, as well as 17 foundations and 18 auxiliary and alumnae organizations.

50,464

NUMBER OF ADMISSIONS*

552,126

NUMBER OF INPATIENT DAYS*

270,112

EMERGENCY DEPARTMENT VISITS

1,642

NUMBER OF HOSPITAL BEDS*

*Statistics include acute, chronic and rehab figures.



86%*

HAND HYGIENE COMPLIANCE



77.6%

PATIENTS WHO RATED THEIR HOSPITAL STAY FAVOURABLY



86.7%

MEDICATION RECONCILIATION ON ADMISSION



79.4%

MEDICATION RECONCILIATION ON DISCHARGE



0.60 PER 10,000 PATIENT DAYS*

HEALTH-CARE ASSOCIATED MRSA INFECTION RATE



84.7%

ACUTE CARE OCCUPANCY RATE



28.5%

% OF ALLOCATED BEDS OCCUPIED BY ALTERNATE LEVEL CARE (ALC) PATIENTS



84%

HIP FRACTURE REPAIR COMPLETED WITHIN 2 DAYS



0.65 PER 1,000 DISCHARGES

RATE OF IN-HOSPITAL HIP FRACTURE IN ELDERLY PATIENTS



117

EMERGENCY DEPT WAIT TIMES (TRIAGE 3) IN MINUTES

*Q1 Only

Alternate Level Care does not include Stan Cassidy Rehab Beds (20 beds)
(Data from 2021-2022 fiscal year)

IMPROVEMENTS UNDERWAY

- Capital construction – close to \$400 million in projects with work that spans into 2028.
- Critical Action Priorities identified to address:
 - Access to services
 - Recruitment and retention
 - Patient flow
 - Patient experience
- Horizon's Strategic Plan (2021-2026).
- Information technology strategic planning.
- Incident management reporting system.
- Horizon's Patient Experience Survey to evaluate delivery of patient care.
- Official Languages Active Offer program.
- Signed Memorandum of Understanding with Mount Allison University to expand and advance health-related research.

ACHIEVEMENTS

- Horizon's Health Care Engagement Framework and Let's Talk Horizon (engagement platform) established.
- Patient and family wireless internet established in all Horizon hospitals.
- Baby-Friendly Initiative survey.
- NB Heart Centre's reduced patient wait times.
- Employee engagement
 - New Years of Service, Retirement and Bravo! programs implemented
 - Employee Survey indicated 10.6% overall increase in engagement
- National Energy and Environmental Stewardship Award (Canadian College of Health Leaders).
- New social media strategy aligned with corporate brand strategy.

CHALLENGES

- Increasing alternate level of care (ALC) admission rate, coupled with a lack of nursing home care availability.
- Ongoing recruitment and retention efforts in a competitive environment.
- Emergency Department overcrowding / triage Level 3 wait times.
- Impacts of COVID-19 on the hospital system including outbreaks throughout the facility create challenges around bed availability and patient flow, and ongoing recovery from impacts.