

At the foundation of Horizon Health Network's (Horizon's) health system is a robust network of community-based primary health care services offered in a variety of settings in communities throughout the province. In the Saint John area, our primary health care system is comprised of a number of facilities and services, including: two community health centres (St. Joseph's and Médisanté), three satellite health teams (North End Wellness Centre, Marketplace Wellness Centre and HOPE Wellness Centre), five health centres (Fundy, Deer Island, Charlotte County Collaborative Wellness Centre, Campobello Island, and Uptown), one sexual health centre, and local public health programs. In addition to these services, the Addiction and Mental Health Program and Department of Psychiatry offer services in several community sites, as well as inpatient acute care and, tertiary mental health services offered through Centracare and Ridgewood's concurrent live-in treatment. With a collaborative, team approach to offering services in English and French, Horizon delivers sustainable, safe and quality health care services to our patients, clients and their families.

**89.9%** COMMUNITY MENTAL HEALTH – APPOINTMENT OFFERED WITHIN 3 DAYS

**9.8%** REPEAT HOSPITAL STAYS FOR MENTAL HEALTH

### COMMUNITY SERVICES CONTACTS



**83,499**

@ COMMUNITY HEALTH CENTRES



**48,226**

@ HEALTH SERVICE CENTRES

### IMPROVEMENTS UNDERWAY

- Integrated Community Care Project to establish a new community health centre in Sussex.
- Rural Health Action Group, made up of representation from Horizon and respective communities to establish sustainable health care service for the Sussex and St. Stephen areas.
- Working with the Department of Social Development on housing initiatives.
- Co-leading nurse practitioner improvement (NP) workplan with Horizon's Chief Nursing Officer's and NP group with a goal of improving NP employment satisfaction.
- Enhancements to care provided to individuals experiencing an addiction and mental health crisis in Emergency Departments (EDs).
- Enhanced staffing levels for Emergency Department Addiction and Mental Health teams with goal of reaching 24/7 nursing care provision.

### ADDICTION SERVICES



**62**

BEDS



**618**

ADMISSIONS



**7,633**

INPATIENT DAYS



**1,688**

OUT-PATIENT COUNSELLING SERVICES

### ACHIEVEMENTS

- Opening of the Uptown Saint John Health Centre (NP clinic) increasing access to primary health care services in the area.
- Opened NP clinic site in Sussex (July 2022) to address urgent primary care need in the area.
- Implementation of ED diversion service – Tele-Care 811 refers patients who would otherwise visit an ED or urgent care centre to access primary health care.
- Standardized suicide risk assessment.
- Implementation of warm hand-offs from one care provider to another to ensure continuity of care.
- Trauma-informed care education to more than 450 employees.

### CHALLENGES

- Ongoing recruitment and retention efforts, particularly experienced addiction and mental health clinicians in a competitive environment, compounded with future retirements of primary health care providers.
- Addressing service gaps because of turnover and retention issues.
- Providing care to clients surviving and experiencing homelessness.
- Transitions from inpatient back to community placement for complex needs and behaviours.
- Absenteeism.
- Ongoing recovery efforts from the impacts of COVID-19 on the health care system.