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HORIZON BULLETIN



A message from Karen McGrath: Canadian Patient Safety Week

It's [Canadian Patient Safety Week](#), and as we continue to respond and adapt to the ongoing pandemic patient safety is more important than ever.

At Horizon, we ensure our staff and physicians follow patient safety policies and procedures and adhere to national standards of practice and safety. We also want to ensure you have the knowledge and feel supported in delivering safe and quality patient care to these standards. I'm very proud of the work you do each day to provide exceptional safe and quality care to our patients.

Last week I was honoured to take part in a virtual recognition ceremony which included the presentation of the 2020 Patient Safety Hero Awards to recognize outstanding contributions to the ongoing development of a strong patient safety culture within Horizon Health Network. Well done and congratulations!

Click [here](#) to learn more about their fantastic contributions.

I'm also happy to share with you the latest [Patient Safety Learning Summary](#), which provides key learning opportunities and informs staff and physicians about current practices and ways to

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improve patient safety, and the [Patient Safety Consultant Infographic](#), which provides an overview of the Patient Safety Services team.

Let's keep working together to keep our patients safe!



Quality Quest and Patient Safety Hero Award recipients

Last week more than 75 Horizon employees and physicians gathered virtually to recognize our 2020 [Quality Quest](#) and [Patient Safety Hero](#) award recipients.

This year we celebrated three [Quality Quest](#) initiatives and two [Patient Safety Hero Awards](#) (one individual and one team).

The work that is happening across our organization is truly changing lives and showcases how Horizon employees continue to live our values and create a lasting impact in their communities. This week, we celebrate **Canadian Patient Safety Week** and all our 2020 recipients showcase patient safety and a strong focus on improved patient-centered care.

Read more about the 2020 recipients at the link above and be sure to pass on your congratulations for their outstanding accomplishments!



Leading One Horizon: Congratulations to the class of 2020!

This morning, a virtual graduation ceremony was held to celebrate the inaugural class of Leading One Horizon.

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Leading One Horizon is a program to support Horizon managers in developing a more solid grounding in core management competencies.

There are four components to the program:

- You as a Leader;
- Leading People;
- Managing the Work of the Department; and
- Moving Forward.

To graduate from this program, participants completed 75 hours of learning over the last year. Each semester involves a mixture of webinars, workshops, videoconferences, readings, as well as Leaders Labs.

The program provided an opportunity for Horizon's people leaders to network, hone leadership skills through iterative and collaborative learning, and work together to share knowledge to solve complex Horizon case studies.

Thank you to Horizon's Workforce Development team for their outstanding work in the delivery of this program. Thank you also to all guest presenters for their time and knowledge, and to the managers and directors of graduates who recognize the importance of professional development opportunities for your employees.

And a big congratulations to the graduating class of 2020!

Click [here](#) to view the group's official yearbook photo, and [here](#) to view a map that shows how far-reaching their learnings will have across the organization.

Participants for the class of 2021 have been selected; they began class in early October.



Vaccinating inpatients for influenza 2020-2021 season

This year the Department of Health is offering a universal vaccine at no cost to everyone in New Brunswick and a trivalent high-dose inactivated influenza vaccine (IIV-HD), Fluzone High-Dose, to residents 65 years of age and older living in nursing homes and adult residential facilities (e.g. special care homes).

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The supply of Fluzone High-Dose is from a national supply and is limited. The province's hospitals will now have limited access to this vaccine for patients waiting for admission to a long-term care facility (i.e. ALC patients).

Standard-dose inactivated influenza quadrivalent vaccine (IIV4-SD), Flulaval Tetra, will be available for unvaccinated patients under 65 years of age or those older than 65 years of age **not** waiting for admission to a long-term care home.

Patients under age 65 years	Patients not waiting for admission to long-term care facility and are over 65	Patients waiting for admission to a long-term care facility and are over 65	Patients who have already received standard dose inactivated influenza vaccine
IIV4-SD Flulaval Tetra	IIV4-SD Flulaval Tetra	IIV-HD Fluzone High-Dose	Do not re-immunize

Click [here](#) for more details on this, or reach out to your local pharmacy department for further questions.



Register for the virtual Diabetes Frontline Forum

Join Diabetes Canada for its first-ever virtual Diabetes Frontline Forum! Designed for the full diabetes health-care team - whether you are a pharmacist, dietitian, nurse or diabetes educator - this one day event will offer a broad range of topics and speakers that will enhance your learning and skills to support your delivery of care.

The forum takes place Saturday, Nov. 7 from 11 a.m. to 7 p.m. (EST), and those who register before Oct. 31 can receive \$10 off the registration fee. Certificate of attendance provided for professional development portfolio.

Click [here](#) for more information on featured topics, and how to register.

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Save the date: Sixth annual Maritime Immuno-Oncology Symposium

Spend your Professional Development Day with us virtually for the sixth annual Maritime Immuno-Oncology Symposium (masks not required).

Be part of interactive discussions, with expert subject speakers dedicated to the education of the medical community in the Maritime Region on the ever-changing topic of Immuno-Oncology.

Registration details will be available soon, but please mark your calendars now for **Jan. 22, 2021**.

The theme for the symposium is *Immuno-Oncology a Decade of Experience*, and will be chaired from Dr. Mahmoud Abdelsalam, medical oncologist at Horizon's The Moncton Hospital.

The virtual event is being hosted by HOST Event Management.



New Parenteral Nutrition 2-in-1 and 3-in-1 clinical order sets

This memo is to inform Horizon clinicians of the up-coming rollout of the new provincial Parenteral Nutrition (PN) Adults 2-in-1 (PPO-DT-40020) and Parenteral Nutrition (PN) Adults 3-in-1 (PPO-DT-40021) Clinical Order Sets (COS). The go live date is **Nov. 3**.

These order sets are intended for sites which currently use pre-mixed PN bags and will replace local / zone specific order sets. They are **not** intended for use in sites which use a compounder to make their PN products.

Education sessions for pharmacists and dietitians were held between Sept. 23 and Oct. 21, 2020. To review a recorded version of this education please use the following click [here](#).

The new order sets will go live on Nov. 3. All site specific (compoinder) order sets will be updated and all others will be removed from Skyline on that date.

Click [here](#) for more details on this rollout.



Kronos outage and regular scheduled monthly server downtimes

This is to inform you that Service New Brunswick (SNB) is planning a major update to **Kronos** the week of Oct. 26.

During this period, Workforce ESP / Timekeeper applications will not be available.

Click [here](#) for more information on the Kronos update, as well as for information on the monthly downtimes.

Notice of planned service interruption to update to file directories

On Nov. 3, from 6 p.m. to 12 a.m. SNB will migrate the provincial file server to the provincial data centre. During this time, shared directories (Q drive) will be unavailable, and email archives stored on these directories will be read only.

Click [here](#) for more information on this update.

Saint John area fall time change – Impacts to Cerner and Allscripts (CIS)

On Sunday, Nov. 1 at 2 a.m., the fall time change will occur. Clocks will change from 1:59:59 a.m. to 1:00:00 a.m., effectively causing an hour to be repeated.

Impacts on users: There will be a Cerner interruption on **Nov. 1**, beginning at **1:30** a.m. and lasting until **2:30 a.m. (two-hour duration)**. This interruption will impact Cerner messaging to and from Allscripts.

Click [here](#) for more information on this update.



[Patient safety incident management Skyline page](#)

Horizon has completed an in-depth review of its incident management process to move Horizon from current state to a new future state of patient safety incident reporting and learning processes.

This has resulted in a new over-arching policy titled “Patient Safety Incident Management Policy” with six corresponding procedures:

1. Patient/Non-patient Incident Reporting Procedure
2. Immediate Management of Harmful Incident Procedure
3. Ongoing Management of Harmful Incident Procedure
4. Multi-Patient Event Procedure
5. Disclosure of Harm Procedure
6. Patient Safety Learning Summary Procedure.

A [Patient Safety Incident Management Skyline](#) site has been created to provide Horizon one access point with the tools and resources necessary to successfully manage patient safety incidents. It can be accessed from two Skyline locations: [Tools and Resources](#) and [Incident Reporting button](#).

The above policy and procedures will also be accessible via [Policies & Procedures](#) on Skyline.



[Moncton: Official Languages Activity Coordinator appointed](#)

The Official Languages team welcomes Shayna-Eve Hebert to the position of Official Languages Activity Coordinator in the Moncton area (Zone 1). Welcome/Bienvenue!

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Shayna can be found in the Café de Paris, located in the cafeteria area on the sixth floor at Horizon's The Moncton Hospital.

There is a Café de Paris located in all four regional hospitals, offering French language tutoring in person and now by Skype, making this service available across Horizon. One-on-one and group activities are available.

Please contact your local Café de Paris activity coordinator for more information:

- Fredericton and Upper River Valley area (Zone 3)
 - Marie-Reine Doiron Marie-Reine.Doiron@HorizonNB.ca
- Miramichi area (Zone 7)
 - Pauline Durelle Pauline.Durelle@HorizonNB.ca
- Moncton area (Zone 1)
 - Shayna-Eve Hebert Shayna-Eve.Hebert@HorizonNB.ca
- Saint John area (Zone 2):
 - Rody Preston Rody.Preston@HorizonNB.ca



Fredericton and Upper River Valley: Primary Care Access Coordinator appointed

The Primary Health Care Team would like to announce the appointment of Joanne Glynn to the role of Primary Care access coordinator for the Fredericton and Upper River Valley.

This is a temporary role until March 31, 2021, replacing Nathanael Patriquin who is now in a temporary assignment as the Primary Health Care manager (Midwifery and Noreen Richard Health Centre).

Joanne has a very diverse background with more than 25 years spent in various roles. She is a registered forester and has extensive background in environmental and land use management, which has given her a rich experience in leadership, conflict resolution and stakeholder relationship building.

Most recently, Joanne has been the project lead for Horizon working with several Indigenous communities to enhance primary care access and nurture relationships. She will continue in this role in addition to her responsibilities as the PCAC.