



Cornwall Community Hospital  
Hôpital communautaire de Cornwall

# Annual Report 2020-2021



# MESSAGE FROM LEADERSHIP

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When the pandemic began to unfold in the spring of 2020, it was easy to think about the uncertainty, unease and questions. However, more importantly, we reminded ourselves that we are in the business of dealing with emergencies, traumatic situations, and providing exceptional care – it's what we do best.

At the Cornwall Community Hospital (CCH), we have an amazing team capable of delivering on commitment, skill, empathy, resiliency, and care; and because of that, we knew we would get through this, together.

From the very beginning, CCH carefully prepared for the pandemic, adjusted operations as needed and was ready for every worst case scenario. We also understood the importance of continuing to innovate and deliver on our Hospital's original goals for the year. Our 2020-2021 Annual Report showcases a successful balance between pandemic preparedness and our commitment to exceptional care.

Thank you doesn't seem to be enough to express how grateful and proud we are of the team at CCH, both frontline and behind the scenes, for all of the hard work and moral strength and courage they've displayed over this past year. We also must express our deep appreciation to the community for their support.

There is no doubt that this pandemic has forever changed how health care is delivered, but whatever comes next, CCH will be ready and will continue to provide exceptional patient centered care.



Debora M. Daigle  
Chair, Board of Directors  
Cornwall Community Hospital



Jeanette Despatie  
President and Chief Executive Officer  
Cornwall Community Hospital

# 2020-2021 BOARD OF DIRECTORS

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- **Chair:** Debora M. Daigle
- **First Vice-Chair:** Josée Payette
- **Second Vice-Chair:** Yvonne Bakker
- **Secretary:** Jeanette Despatie

## ELECTED DIRECTORS:

- Abram Benedict
- Nancee Cruickshank
- Suzanne Farag
- William Knight
- Kristen MacDonell
- Dale McSween
- Michael Pescod
- Shawna Spowart
- Alice Wilson-Haramis

## APPOINTED DIRECTORS:

- **Chief of Staff:** Dr. Lorne Scharf
- **President of Medical Staff:** Dr. Neil Davis
- **Vice-President of Medical Staff:** Dr. Paul Westergaard
- **Auxiliary President Appointee:** Lorna Grant
- **Chief Nursing Executive:** Christine Penney



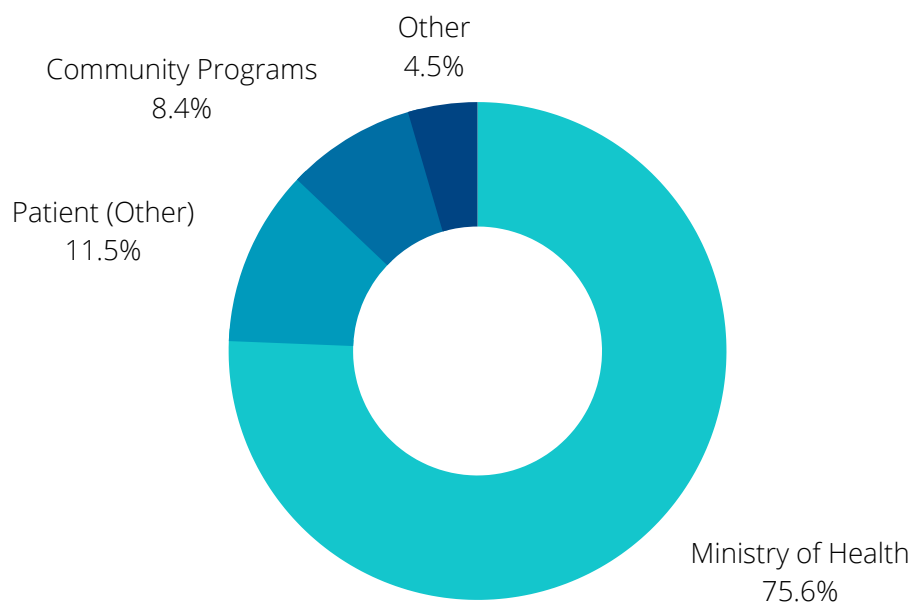
# OPERATING STATEMENT

Fiscal Year: April 1, 2020 - March 31, 2021

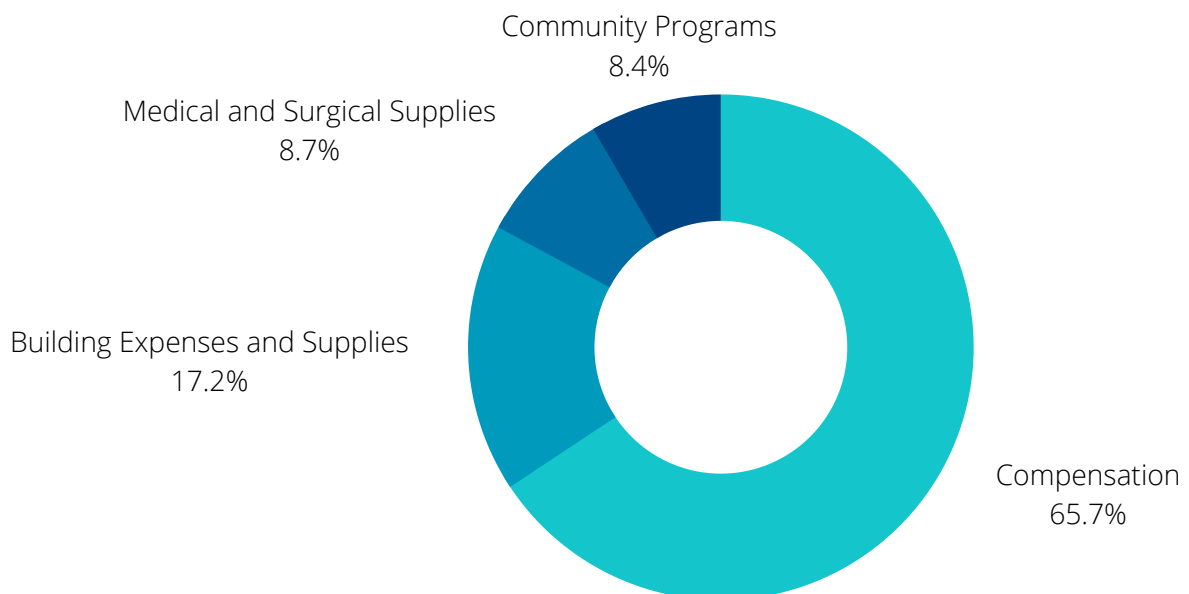
- **REVENUE:** \$145,645,487
- **EXPENSES:** \$145,152,576
- **SURPLUS:** \$492,911



## REVENUE



## EXPENSES





## EXCEPTIONAL CARE, BY THE NUMBERS

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43,059

Emergency  
Visits



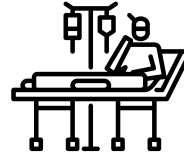
93,442

Diagnostic  
Imaging Tests



37,136

Day Clinic  
Visits



7,584

Medical &  
CCU Inpatients



6,354

Surgeries  
*4,678 Outpatient  
1,676 Inpatient*



58,696

Mental  
Health Visits



3,500

Chemotherapy  
Treatments



7,903

Dialysis  
Treatments



1,277

Sexual Assault &  
Abuse Visits

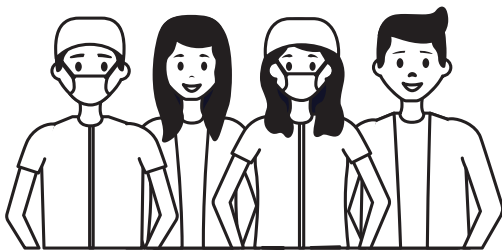


550

Births

## OUR TEAM, BY THE NUMBERS

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1,289

Employees

*485 Nurses*

*178 Credentialed Physicians*



208

New  
Hires



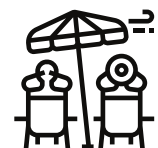
9

New  
Physicians



233

Nursing &  
Paramedic  
Students



19

Retirements

## PANDEMIC PREPAREDNESS

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As the COVID-19 pandemic began to unfold in the spring of 2020, CCH quickly began preparing to ensure that there were enough resources, supplies, equipment and training to protect staff and care for patients suffering from COVID-19 and other clinical illnesses.

### Expanding Patient Capacity

The Hospital identified a number of potential inpatient spaces to expand their bed capacity to more than double, purchased additional ventilators, trained and recruited additional staff, and opened a COVID-19 Critical Care Unit.

### Providing Personal Protective Equipment

CCH worked to ensure it could provide staff with adequate personal protective equipment (PPE). To help with this, CCH created its first onsite industrial laundry facility to ensure staff and physicians had access to clean PPE and gowns, and it also allowed for in house curtain and uniform cleaning. The laundry facility features two 700-pound washers and one dryer delivering heat levels meeting infection control protocols; the room is also outfitted with a special alarm system keeping climate under control. The Foundation also graciously helped to source thousands of donations of PPE from community partners and area residents.

### Opening a COVID-19 Assessment Centre

In partnership with the Eastern Ontario Health Unit, CCH opened Cornwall's first COVID-19 Assessment Centre at its Community Addiction and Mental Health Services building in April 2020. The opening of the assessment centre provided the ability to test up to 152 residents a day from an offsite location, helping to reduce the potential risk of spreading COVID-19 in the hospital and other healthcare settings.



*CCH Critical Care Unit staff and physicians*



*COVID-19 Assessment Centre at  
Community Addiction and Mental Health Services*

## Implementing Self-Screening

CCH introduced a new electronic self-screening tool to help ensure appointments move smoothly and safely for both patients and staff. Tablets were installed at each entrance throughout the Hospital for individuals to complete the electronic self-screening when arriving on-site. The new self-screening tool also allowed for CCH to send electronic appointment reminders and details to patients who provided their email addresses.

## Supporting Long-Term Care and Retirement Homes

Nursing, mental health, environmental services and personal support staff from CCH volunteered for shifts in local long-term care and retirement homes to support enhanced testing and infection prevention and control to help prevent the spread of COVID-19 to vulnerable residents.

## Delivering Community Programs

CCH's Mental Health, Addiction, Assault, and Sexual Abuse Community Programs are essential services available for those in need, and are especially important during times of increased uncertainty and isolation. Providing additional phone and virtual sessions, and in-person sessions with extra precautions, allowed CCH to continue providing the same supportive care during the pandemic. Nearly 80% of all Community Program visits last year were conducted online or on the phone.

## Vaccinating Against COVID-19

In January 2021, frontline staff and physicians began receiving their COVID-19 vaccinations, an emotional moment signalling for many that the pandemic was turning a corner. CCH also partnered with the Eastern Ontario Health Unit to open a specialized vaccine clinic to administer COVID-19 vaccines to high risk populations in a clinical setting.



*CCH staff working at Riverview Manor in February 2021*



*Dr. Claire Miller, Hospitalist, was one of the first physicians at CCH to receive a COVID-19 vaccine in January 2021*

## COMMITMENT TO EXCEPTIONAL CARE

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### Increasing Local Treatment Options for Breast Cancer

In early 2021, CCH began offering breast reconstruction surgery to patients using the newest surgical techniques thanks to the expertise of Dr. Sahar Shirazi. Working with the Hospital's surgical team, breast cancer patients now have more choice when it comes to the procedures they can access close to home, which plays an essential role in providing compassionate care for patients dealing with a breast cancer diagnosis.

### Introducing the MyChart Patient Portal

In March 2021, CCH made MyChart available for its patients. MyChart is a personal online health portal developed by Sunnybrook Health Sciences Centre and used by over 70 hospitals across Canada. It's designed specifically for patients and also for their families, physicians and personal care teams. With MyChart, CCH patients can now view and share their electronic health records, clinical documentation and test results, and keep track of medical conditions, medications, and set reminders for appointments and annual screenings.

### Outstanding Contributions to Organ and Tissue Donation

In November 2020, CCH was presented with the Trillium Gift of Life Network Conversion Rate Award for being 1 of 30 hospitals throughout Ontario to meet or exceed the target of a 58 per cent conversion rate set by Trillium Gift of Life Network last year. The percentage is a measurement of actual organ donors from the total number of potentially eligible organ donors identified upon deceased patients' health records review.



*Innovative breast reconstruction surgery was introduced as a cancer treatment option at CCH in 2021*



*Katie Lalonde, Respiratory Therapist, poses with the Trillium Gift of Life Conversion Rate Award*



## Delivering High-Tech Training and Patient Simulations

Thanks to the generosity of a local donor through the Cornwall Community Hospital Foundation, the Hospital invested in a high-tech simulation mannequin that can be programmed with different patient scenarios, presenting realistic situations for various healthcare personnel to respond, react and help prepare for real-life situations. Hands on mannequin simulations between staff and physicians began in February 2021.

## Receiving District Stroke Centre Designation

In early 2021, Ontario Health officially designated CCH as a District Stroke Centre. Several clinical achievements which led to this new designation included becoming a tele-stroke site in 2010 and developing practices supporting top-notch acute care, such as the implementation of the Stroke Prevention Clinic. CCH will be seeking additional staff dedicated to high levels of specialization in stroke care in 2021.

## Innovating Mental Health Response

CCH has been a partner on the Cornwall Police Service's Vulnerable Sector Mobile Acute Response Team since 2018, providing social workers and nurses. Together, CCH staff and police officers assist individuals who are experiencing situations related to mental health. Thanks to support from the SDG Counties last year, CCH is now also a partner on the SDG OPP's similarly modeled Mobile Crisis Response Team, expanding the availability of CCH nurses for mental health calls throughout the United Counties.

Community Addiction and Mental Health Services at CCH were also one of the Eastern Ontario healthcare partners to help launch AccessMHA.ca in February 2021, a website and program that assists people in accessing services for mental health and substance use/addiction issues.



*Don Depratto, CCH Mental Health Nurse, sits next to an OPP officer in a police cruiser in October 2020*



*Mannequin simulation training taking place in the CCH Emergency Department in February 2021*





## OUR HOSPITAL FOUNDATION, OUR COMMUNITY.

Uncertainty. Challenge. Generosity. Hope. These four words encompass the last year at our Cornwall Community Hospital Foundation (CCHF).

The economic climate brought on by recurrent restrictions and lockdowns has created a challenging environment for registered charities. Businesses and individuals have experienced tough times; local organizations can't conduct the vibrant fundraisers we know and love; and our own operations have changed in a multitude of ways.

Still, for CCHF, 2020-2021 presents a story of generosity in the face of difficulty. Despite hardship, our community continues donating funds to purchase urgently needed medical equipment benefitting local patients. Thanks to our donors, CCH's healthcare heroes can save and change lives, every day.

Though we don't know what the future holds, we believe it to be a hopeful one, thanks to the efforts of our healthcare professionals, and the community that supports them.

### **Cecile Leblanc**

Chair, Board of Directors, Cornwall Community Hospital Foundation

### **Amy Gillespie**

Executive Director, Cornwall Community Hospital Foundation



# IN TRIBUTE TO THE HEALTHCARE PROFESSIONALS WHO WORK DILIGENTLY TO KEEP OUR COMMUNITY SAFE, AND IN PARTNERSHIP WITH OUR DONORS, CCHF PROUDLY CONTRIBUTED THE FOLLOWING TO OUR HOSPITAL THIS PAST YEAR:

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- Over 10,000 pieces of PPE sourced thanks to local and provincial donors.
- A simulation mannequin for frontline medical training.
- Orthopedic surgery equipment thanks to the Cornwall Kinsmen Club.
- A new ophthalmology microscope for cataract surgeries, paid in partnership by the Cornwall Lions Club.
- A bariatric patient bed for palliative patients.
- New equipment for Women & Children's Health.
- Equipment and structural work for the Youth Wellness Hub.
- New emergency waiting room seating, a mobile telemetry unit and syringe pumps for the anesthesia program, thanks to the Cornwall Community Hospital's Auxiliary.



DONATE TO CCHF TODAY AT  
[WWW.CORNWALLHOSPITALFOUNDATION.CA](http://WWW.CORNWALLHOSPITALFOUNDATION.CA)

# A YEAR OF OUTSTANDING GENEROSITY



## APRIL 2020

Community partners including SABIC Canada (pictured), Wal-Mart Cornwall, SigmaPoint, Herb's Towing and area residents all stepped up to donate over 10,000 pieces of personal protective equipment (PPE) including masks, face shields, gloves and gowns when CCH was faced with potential shortages at the start of the pandemic.



## AUGUST 2020

Donors and sponsors from across our community came together to raise \$120,000 in support of the 14th Annual Corus Caring Hearts Radiothon. Funds from this outstanding event helped purchase urgently needed equipment used by CCH's frontlines during COVID-19.



## SEPTEMBER 2020

Despite their inability to host annual fundraising events due to the pandemic, our Cornwall Lions Club still honoured their pledge of \$10,000 toward the purchase of CCH's new cataract microscope. Thanks to their partnership with CCHF, more community members will receive the gift of sight.



## OCTOBER 2020

The Cornwall General Hospital Nursing Alumnae donated \$2,000 so nurses on CCH's Medicine Floor could receive essential training. This donation has special meaning, representing one of the Alumnae's final gifts before the organization's disbandment -- ending a legacy of historic local patient care.



## DECEMBER 2020

A proud community partner, Ontario Power Generation donated \$20,000 toward urgent equipment and supplies used by CCH's frontlines during the pandemic.



## MARCH 2021

The Kinsmen Club of Cornwall continued their extraordinary support for local patients by donating \$25,000 toward new equipment benefiting orthopedic surgeries.



## FOOD DONATIONS

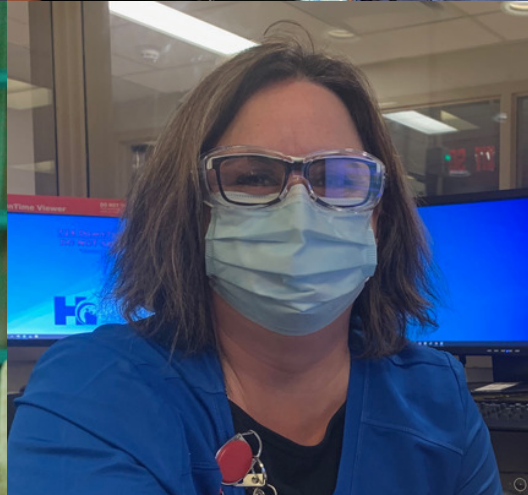
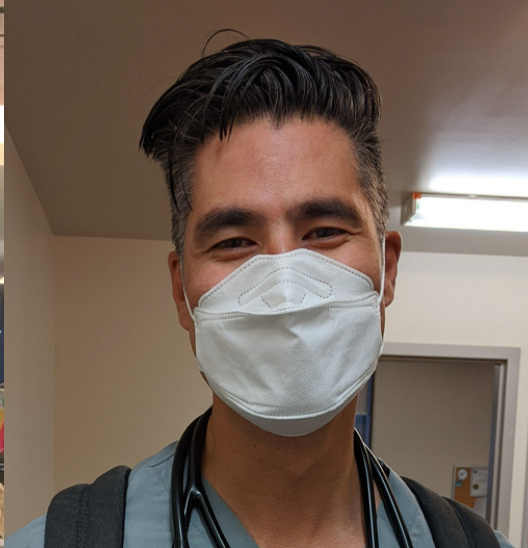
Community partners, local restaurants and grocery stores donated food and hundreds of meals for staff working throughout 2020 and 2021. These selfless donations demonstrated thanks and appreciation for our health care workers' outstanding efforts and exceptional patient care during COVID-19.

*Thank you from CCH  
and CCHF!*













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Hôpital communautaire de Cornwall

840 McConnell Avenue  
Cornwall, ON K6H 5S5

613-938-4240  
[www.cornwallhospital.ca](http://www.cornwallhospital.ca)