

# Financial Statement

## Year Ending March 31, 2020

### Revenue

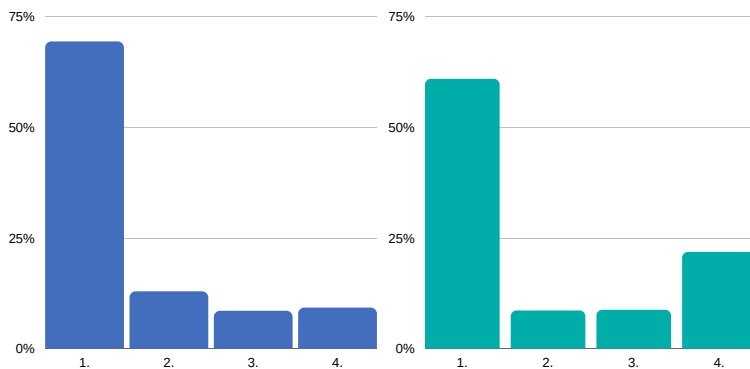
1. Ministry of Health	97,602,951
2. Other Patient Revenues	18,127,998
3. Addiction and Mental Health	11,962,084
4. Other Revenue	12,976,358
<b>Total</b>	<b>140,669,391</b>

### Expenses

1. Compensation	85,110,676
2. Addiction and Mental Health	11,962,084
3. Medical/Surgical Supplies	12,174,454
4. Amortization, Supplies and Building Expenses	30,680,407
<b>Total</b>	<b>139,680,407</b>

Surplus\*\* 988,984

\*\*The operating surplus is required to meet the hospital's obligation to eliminate the working capital debt by 2023.



24 New Physicians



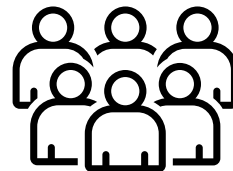
100% Wireless Infrastructure Updated



373 Positions Filled



1,353 Staff and Physicians



# 2019-2020 ANNUAL REPORT

## MOVING FORWARD



Activity levels (from April 1, 2019- March 31, 2020)

108,394 Diagnostic exams

50,004 Emergency Department visits

545 babies born

28,943 Addiction and Mental Health visits

7883 Surgical procedures



Cornwall Community Hospital  
Hôpital communautaire de Cornwall



# Important Milestones

(April 1st, 2019-March 31, 2020)

## Accreditation: Exemplary Standing

In September 2019, Cornwall Community Hospital (CCH) was accredited with “Exemplary Standing”, the highest level of recognition awarded by Accreditation Canada. A not-for-profit organization dedicated to improving quality of health and social services for all, Accreditation Canada has assessed more than 1,000 health and social services organizations and 7,000 sites in Canada and around the world.

Of the 2,169 quality criteria used to measure performance, CCH had a 99.3% compliance rate. “Participation in Accreditation Canada’s process is one of the ways we continually focus on improvement,” states Jeanette Despatie, President and CEO of CCH. “Every day, our people strive to deliver exceptional care, always.”

## Changing Care: Embrace Family Caregiver Centre

In October 2019, CCH proudly opened its doors to the first-ever support service of its kind in our Eastern Champlain region, the Embrace Family Caregiver Centre. This important resource is a significant outcome of CCH’s Changing CARE: Embrace project, one of only four caregiving-focused projects across the province developed in partnership with the Change Foundation. While the project’s original goal was to improve the experience of family caregivers in the addiction and mental health system, CCH’s Family Caregiver Centre offers an inclusive environment for caregivers across all departments and services.

The new Centre offers a lounge, kitchenette, family meeting room, computer access, educational materials and engagement with volunteers experienced in caregiving. “We recognize how important family caregiver support is to the health and wellbeing of members of our community; we are proud to provide a space for those caring for others,” shares Jeanette Despatie, President and CEO of CCH.

## Physician Recruitment

Over the course of 2019, CCH welcomed 24 new physicians to provide exceptional care for our patients. Renovated facilities, access to upgraded equipment, affordable local housing and partnerships with Queen’s University and the City of Cornwall culminated in a winning recruitment strategy. Highlights from 2019 include five new recruits to fill our Emergency Department physician roster, along with the introduction of new orthopedic and plastic surgery expertise. New physicians are pleased to work here, and we’re excited to have them.

