

# ANNUAL REPORT 2016



Cornwall Community Hospital  
Hôpital communautaire de Cornwall



Exceptional  
care starts  
HERE

## A MESSAGE FROM THE BOARD CHAIR AND PRESIDENT AND CHIEF EXECUTIVE OFFICER



Jeanette Despatie  
*President and Chief  
Executive Officer*



Melanie Baker Brown  
*Chairperson,  
Board of Directors*



This past year, we marked the beginning of a new era at Cornwall Hospital with the introduction of our 2016-2021 Strategic Plan. Our Plan identifies four strategic pillars aligned to move us towards our vision of providing *Exceptional Care. Always.*

As part of that journey, we are finding new and better ways of working together with our healthcare partners to ensure that the needs of our patients are met. As a provincially appointed lead agency, our Children's Mental Health program is responsible for providing strategic leadership and system planning across Stormont, Dundas and Glengarry to improve the delivery of core mental health services to children and youth and to strengthen collaboration across sectors. We have also entered into a new relationship with The Ottawa Hospital Regional Cancer Centre for the provision of onsite Chemotherapy services. Nowhere is our collaboration with community partners more impactful than on the Health Links initiative. This program designed to improve care for patients with complex needs has made great strides over the past year by exceeding registration targets by 100 percent.

We are delighted with our ability to recruit medical professionals across disciplines. Over the past year we have welcomed physicians into the departments of obstetrics, pediatrics, family medicine, mental health, general surgery and the critical care unit. These specialists help ensure that the health care needs of our community are

met close to home.

We know that the patient and family voice will be critical in our quest to provide *Exceptional Care Always.* In an effort to hear from our patients and families we have introduced Patient Experience Advisors as part of the hospital's patient relations program.

The hospital system continues to face intense funding pressure; we are continually challenged to enhance efficiency without compromising patient safety or quality of care. In 2015/16, we experienced further constraint yet were able to sustain a positive financial position while meeting the growing health care needs of our community.

While we take great pride in our accomplishments, we are excited about the opportunities to continue to raise the bar on innovation and quality. Our new *Community Addiction and Mental Health Centre* will bring our services to one location providing the best possible care and outcomes for patients of all ages.

In 2016, we will go-live with a fully integrated Electronic Medical Record across the hospital. This transformation, to leading edge technology will ensure that we have accurate up-to-date patient information at the point of care leading to greater efficiency and improvements to safety and quality.

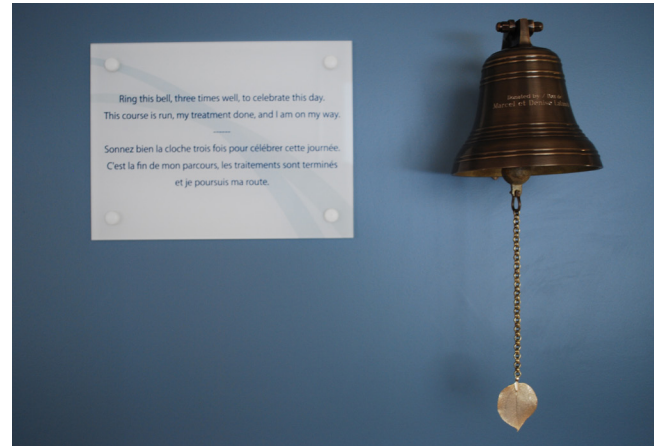
Our team of staff, physicians and volunteers is our strength and we want to thank them for working together to ensure that we deliver on our vision of providing *Exceptional Care. Always.*

## EXCEPTIONAL CARE STARTS BY: PARTNERING FOR PATIENT SAFETY AND QUALITY OUTCOMES

In early 2016 Cornwall Hospital opened its Chemotherapy Clinic, which is a service the community has been requesting for a long time. It was identified in the hospital's 2010-2015 strategic plan. Cornwall Hospital is partnering with the Regional Cancer Centre at the Ottawa Hospital on this initiative.

Five per cent of patients account for two-thirds of health care costs in Ontario. These are most often patients with multiple, complex conditions. As a Lead organization for Stormont, Glengarry, Cornwall and Akwesasne Health Links, Cornwall Hospital has begun to coordinate individualized care plans for more than 72 of the most complex patients in our community.

The development of our Electronic Health Record (EHR) is essential to providing the right information to the right individuals, at the right time. This approach will allow us provide the best possible healthcare to local individuals and families. At the end of the day, our project is about people, improving our patient experience through teamwork. However, it's enabled by technology, and we selected Cerner, the world's largest stand-alone healthcare IT company that manages 1/3 of all US patient data, to help us build a state-of-the-art electronic health record. Building this system will position our Hospital as a regional and provincial leader, improving patient safety, increasing efficiencies and engaging collaboration, both internally and with external partners. The upcoming year will be a busy one as we move closer to implementation in late fall, but we are excited about the benefits our electronic health record will offer our community and our Hospital.



## EXCEPTIONAL CARE STARTS WITH OUR TEAM OUR STRENGTH

In 2015, 13 new physicians came to work here at CCH. We've also launched a revamped staff award program where staff and physicians can recognize their peers by nominating them for going above and beyond the call of duty.



## EXCEPTIONAL CARE STARTS WITH OPERATIONAL EXCELLENCE THROUGH INNOVATION

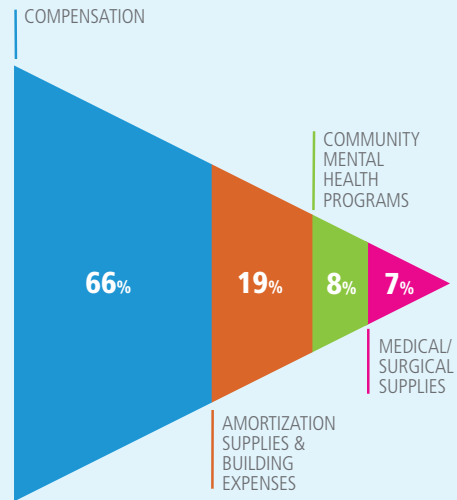
Our new Community Addiction and Mental Health Centre is currently being constructed on the hospital property with an anticipated occupancy in October 2016. This building is unique and innovative with the integration of all community addiction and mental health programs under one roof.



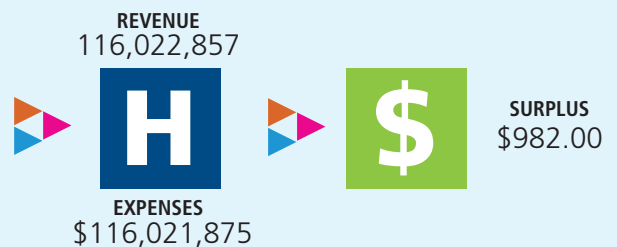
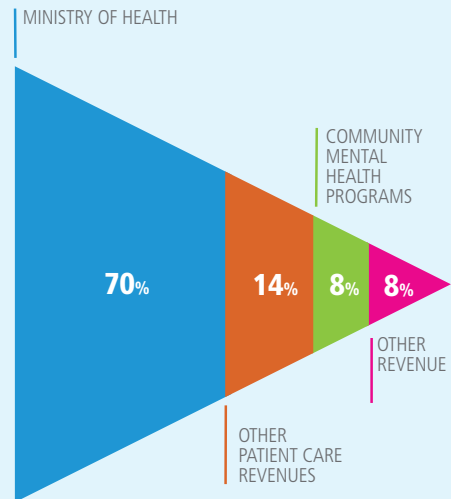
YEAR ENDING MARCH 31, 2016



### EXPENSES



### REVENUE





# EXCEPTIONAL CARE STARTS WITH PATIENT INSPIRED CARE



In 2015, skin to skin was performed in the operating room after a C-section for the first time. For decades, when a C-section would occur, the mother would only get a glimpse of her newborn before the baby was whisked away to be cleaned and checked. Policies and procedures have been changed and now baby stays with mom until both are ready to return to the Women and Children's health department on level 6.

In 2015, CCH also lifted restrictive visiting hours. The open-door approach is one element of a larger move toward putting patients and their families at the centre of the hospital culture and improving the patient experience. CCH is following this trend by allowing the patient to determine or express their visiting preferences.



129,929

Diagnostic Exams



49,103

Total Clinic visits



59,037

ER Visits



9,366

Total Surgical cases



50,660

Total patient days



27,475

Total community  
Mental health visits

# A MESSAGE FROM CORNWALL HOSPITAL FOUNDATION



Over  
**90**  
pieces of equipment  
purchased for Chemo



**\$1.2M**  
raised



number of contributing  
donors  
**1,829**

**T**hanks to you, exceptional care at CCH continues to grow!

It's impossible to look back on 2015 without extending thanks to the incredible Cornwall community that continues to help us facilitate exceptional care, right here at home. The engagement of our donors and volunteers has allowed us to make fantastic strides, and we are so grateful for their support.

2015 will be remembered as the year our community united to help bring chemotherapy to CCH. Our campaign captured the hearts and minds of so many of us who longed to provide local cancer patients with access to quality care at our Hospital, rather than travelling for treatment while ill, or in inclement weather.

Thanks to the passion and generosity of local businesses, organizations and individuals, our donors helped us reach our target of \$400,000, allowing us to provide equipment, furniture and training to make the new chemo unit, launched in early 2016, possible.

As our chemotherapy campaign winded down, we started raising funds for the new Addiction and Mental Health Centre that will open on the McConnell site in late 2016. The new Centre offers a revolutionary model of care for clients ranging from children to seniors, and will be the first of its kind in Eastern Ontario.

We launched another first this year: our Healthcare Heroes program. This initiative encourages grateful patients to nominate individuals and teams at CCH who have made a positive difference in their lives, through actions large or small. Nominated staff, volunteers or physicians receive a commemorative pin and a donation in their name is made to help our Hospital provide the services local families need, right here at home.

Thank you for your care, your generosity, and support. Together, we'll continue our journey to enable Cornwall community Hospital's goal of exceptional care, always.

Sincerely,  
Allan Wilson, *Chair of the Board of Directors*