



# CARING FOR OUR COMMUNITY

*Annual Report*  
**2021-2022**



Cornwall Community Hospital  
Hôpital communautaire de Cornwall



*a message from our*  
**Chairperson and President & Chief Executive Officer**



On behalf of Cornwall Community Hospital (CCH), we are pleased to present our 2021-2022 Annual Report, *Caring for Our Community*.

The past year at CCH was again unlike any other, as the COVID-19 pandemic continued to challenge the way in which we deliver care. We are immensely proud of our CCH Team for a strong response; their commitment to teamwork ensured that our patients continued to receive *Exceptional Care. Always*.

Despite the pandemic, our teams worked exceptionally hard to introduce new patient-centered programs and innovations to benefit our community and move our hospital forward.

We thank our staff and physicians for their hard work over the past year, and we also express our deep appreciation to the community for their support. We are proud of the progress we have made and we look forward to next year's challenges and opportunities.

Sincerely,



**Josée Payette**  
*Chairperson,  
Board of Directors*



**Jeanette Despatie**  
*President &  
Chief Executive Officer*

# 2021-2022 BOARD OF DIRECTORS

- **Chair:** Josée Payette
- **First Vice-Chair:** Abram Benedict
- **Second Vice-Chair:** Yvonne Bakker
- **Secretary:** Jeanette Despatie

## ELECTED DIRECTORS:

- Isabel Blanchard
- 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 / Dr. Akram Arab
- **Vice-President of Medical Staff:**  
Dr. Paul Westergaard / Dr. Neil Davis
- **Auxiliary President Appointee:** Lorna Grant
- **Chief Nursing Executive:** Linda Gravel



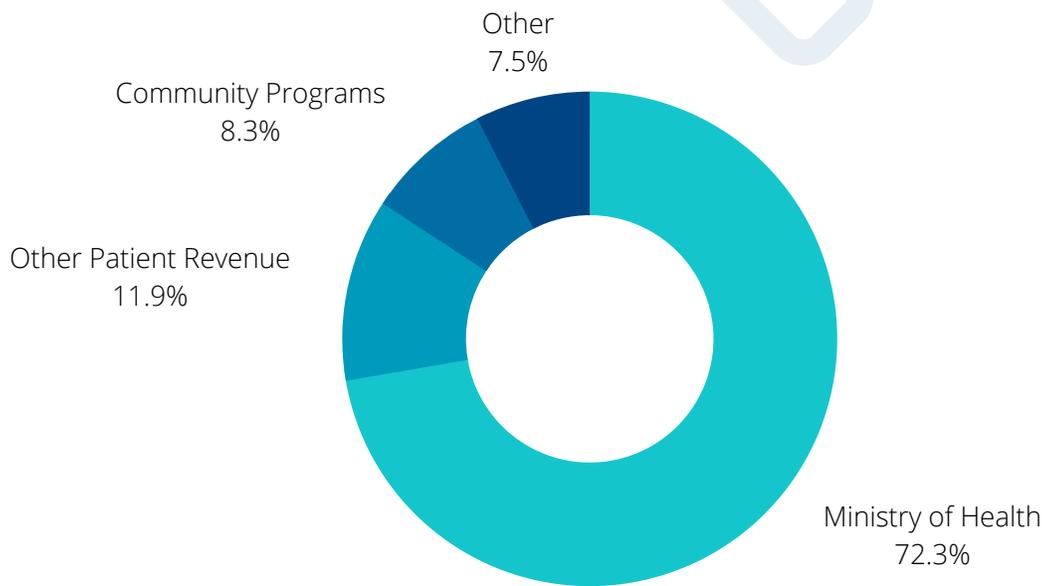
# OPERATING STATEMENT

Fiscal Year: April 1, 2021 - March 31, 2022

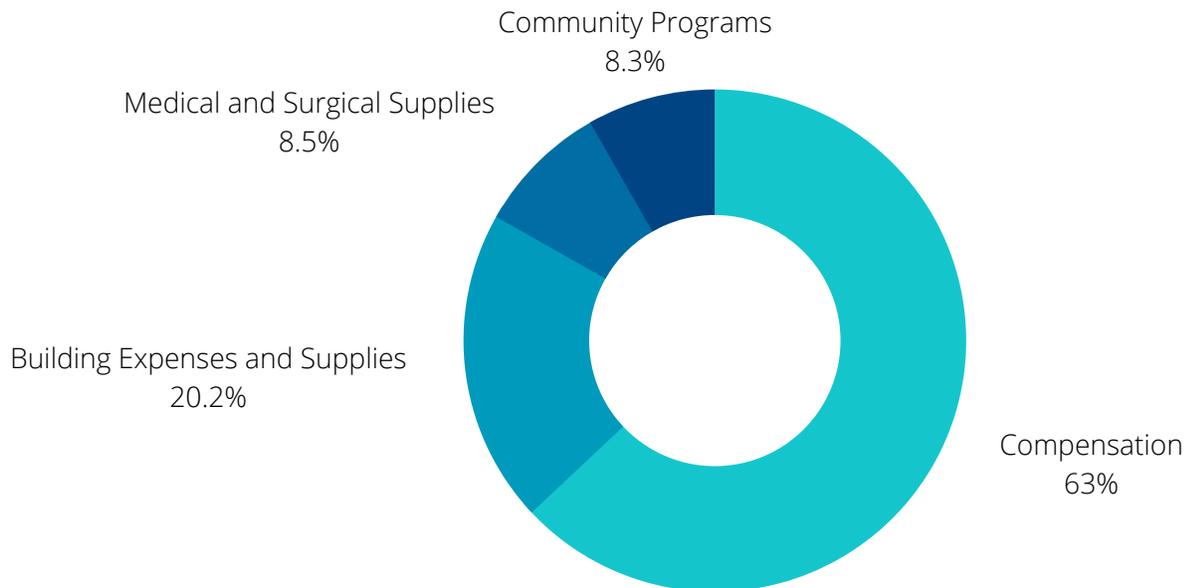
- **REVENUES:** \$158,894,697
- **EXPENSES:** \$158,894,697



## REVENUES



## EXPENSES





## EXCEPTIONAL CARE, BY THE NUMBERS

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52,237  
Emergency  
Visits



98,125  
Diagnostic  
Imaging Tests



39,204  
Day Clinic  
Visits



8,413  
Inpatients



4,906  
Surgeries  
*3,506 Outpatient  
1,400 Inpatient*



64,600  
Community  
Addiction & Mental  
Health Visits



1,706  
Chemotherapy  
Treatments



8,463  
Dialysis  
Treatments



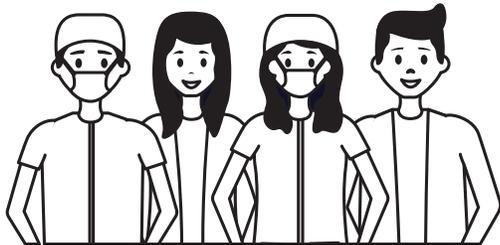
961  
Sexual Assault &  
Abuse Visits



527  
Births

## OUR TEAM, BY THE NUMBERS

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1,269  
Employees  
*512 Nurses  
185 Credentialed Physicians*



260  
Hires  
*41 Retirements*



10  
New  
Physicians



259  
Nursing &  
Paramedic  
Students



187  
Volunteers  
*103 Auxiliary  
Members*



Dr. Sahar Shirazi



Dr. Shirazi training Operating Room staff on BSL in September 2021



Dr. Maryam Vakili

Dr. Anastasios Boubalos

Photograph taken following the first BSL procedure in November 2021

### Radioactive seeds are now helping surgeons pinpoint breast cancer tumours at CCH

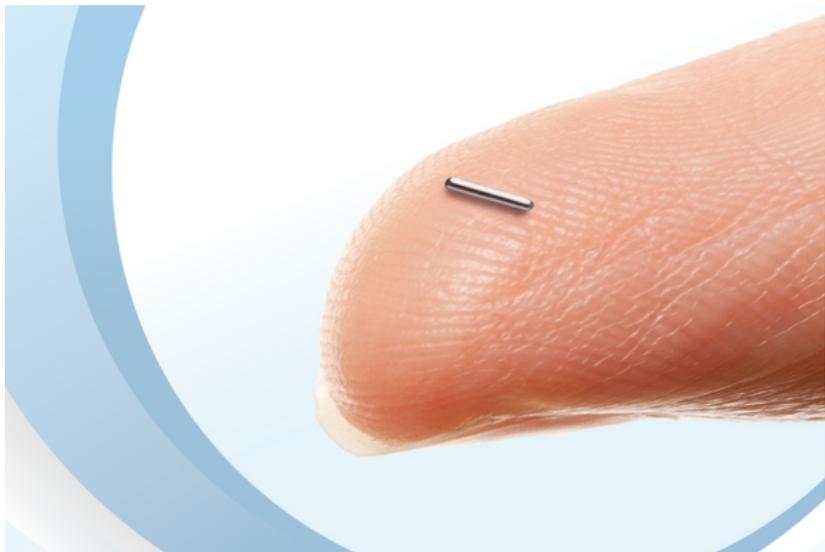
Last year, CCH became one of few hospitals in Canada to offer a procedure called Breast Seed Localization (BSL), a more comfortable and efficient alternative to wire localization, to pinpoint and remove nonpalpable tumours.

With this procedure, a radiologist injects a small and safe radioactive seed (about the size of a sesame seed) into the patient's breast tissue up to five days before surgery. During the surgery, the surgeon uses a handheld device that detects radioactivity to more precisely identify the location and exact size of the tumour containing the seed. The seed is safely removed along with the tissue during surgery and sent to the pathologist for review.

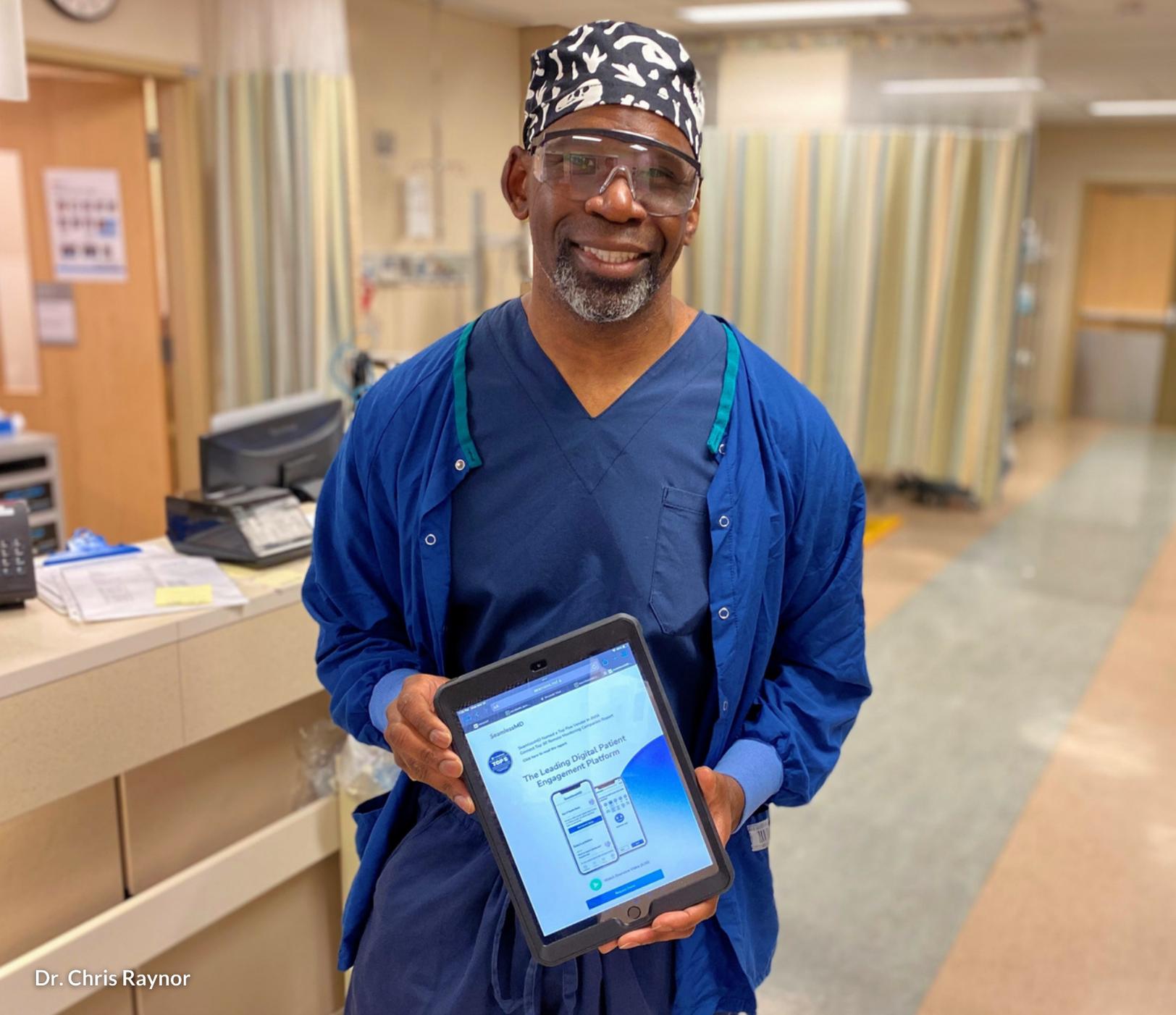
Inspired by her own mother's journey with breast cancer, Dr. Sahar Shirazi is a general surgeon at CCH who achieved her fellowship in breast surgical oncology and oncoplasty from the University of Ottawa's School of Medicine. Dr. Shirazi introduced the idea of using radioactive seeds here at CCH following her positive experiences using BSL for nonpalpable tumour removal procedures at the Ottawa Hospital.

"Radioactive breast seed localization provides more comfort and convenience for patients, and more precision and flexibility for surgeons. It's an impressive feat for a community hospital to offer BSL," explains Dr. Shirazi.

The first BSL procedure at CCH was successfully completed in the fall of 2021 with radiologists Dr. Maryam Vakili and Dr. Anastasios Boubalos.



Bringing this innovation to CCH also wouldn't be possible without the Cornwall Community Hospital Foundation, who undertook an extensive community fundraising campaign to purchase the equipment needed for BSL.



Dr. Chris Raynor



# CCH Becomes First Hospital in Canada to Integrate SeamlessMD with its Electronic Health Record

In March 2022, CCH launched SeamlessMD, a Digital Patient Engagement platform used by hospitals and health systems across North America to improve the surgical patient experience.

The hospital implemented SeamlessMD across several surgical service lines including Total Hip and Knee Replacement, Shoulder, Breast, Colorectal, and for certain Emergent General Surgery.

With SeamlessMD, patients undergoing surgery at CCH are guided from pre-surgical preparation through post-surgical recovery via personalized education, progress-tracking, and post-op symptom monitoring using their own device (e.g. smartphone, tablet, computer).

After surgery while recovering at home, patients can access education and self-report data such as pain scores, symptoms, range-of-motion, and share photos of their wounds through the platform remotely.

Providers at CCH can monitor patients on dashboards allowing for personalized care recommendations and faster intervention from the surgical care team if necessary. Increased engagement with surgical patients through SeamlessMD will also help to reduce hospital length of stays, readmissions and Emergency Department visits.

CCH was also the first hospital in Canada to integrate SeamlessMD with its Cerner Electronic Health Record. This integration allows CCH to streamline patient enrollment and monitoring on SeamlessMD from right within the Cerner patient chart.

“With SeamlessMD, patients are empowered to take charge of their own care, as the platform provides the tools to effectively self-manage at home,” explains Dr. Chris Raynor, Orthopedic Surgeon at CCH and member of the SeamlessMD implementation team. “This can help patients feel less anxious, more engaged, prepared and connected to their care team.”

SeamlessMD is an important technology that aligns well with our mission to provide an exceptional care experience for every patient. Its implementation also highlights the hospital's commitment to putting patients at the center of their care teams and being an innovative leader in healthcare delivery.



Echocardiography Services at CCH

### Organ and Tissue Memorial Display



## Echocardiography Services at CCH Receive Nationally Recognized Accreditation

In 2021, CCH's echocardiography services received full accreditation through Accreditation Canada Diagnostics' Echocardiography Quality Improvement Program for providing high-quality echocardiography services and meeting nationally recognized standards.

Being accredited verifies that our echocardiography services meet the highest standards of care in the country, and demonstrates to our community, patients and staff that our hospital places an emphasis on continuous learning and ongoing improvements.

The rigorous process involved physician panels assembled by Accreditation Canada who reviewed patient cases, hospital equipment, the team's training and skills, and examined the program's processes. CCH successfully implemented all quality improvement suggestions to receive the full accreditation and become an accredited echocardiography facility.

This accreditation signifies that our echocardiographic process has been validated by our peers, and local patients can take comfort in knowing they are receiving these high-quality diagnostic services.



## Hospital Awarded by Ontario Health for Championing Organ and Tissue Donation

CCH was recognized by Ontario Health (Trillium Gift of Life Network) in 2021 with the Eligible Approach Rate Award for its outstanding efforts to integrate organ and tissue donation into quality end-of-life care.

The Eligible Approach Rate Award is presented for exceeding the eligible approach rate target of 90% set by Ontario Health. This award recognized CCH for demonstrating leading practices by facilitating a donation discussion with eligible patients/families of patients at end of life.

In early 2022, CCH paid tribute to organ and tissue donors and their families with a new memorial display in the waiting room of the hospital's Critical Care Unit.



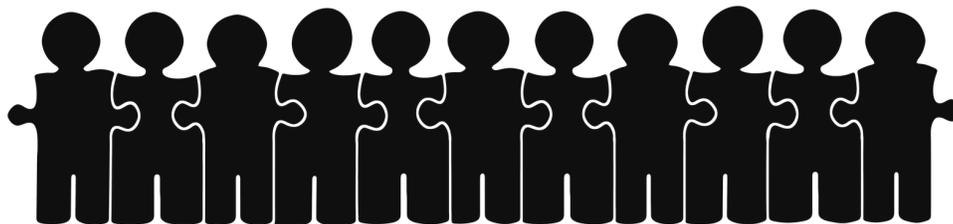
### **Ontario Health Team Announced for Upper Canada, Cornwall and Area**

In 2021, the Government of Ontario in partnership with Ontario Health announced that Ontario Health Teams (OHT) would be formed across the province, including one covering the United Counties of Stormont, Dundas and Glengarry, City of Cornwall, Akwesasne, parts of Russell Township and rural south-east Ottawa.

The Upper Canada, Cornwall and Area OHT is made up of more than 30 regional healthcare providers, including CCH, and will eventually transform the way care will be delivered across Eastern Ontario for the benefit of local patients.

OHTs provide better integrated care by breaking down barriers that may exist between healthcare providers and geographic areas. They combine various health services, including physicians and nurse practitioners, hospitals, home and community care, community support services, mental health and addictions services, community health centres, and long-term care.

The vision at maturity, is that local people will experience easier transitions from one provider to another, including, between hospitals, home care providers or long-term care homes, with one patient story, one patient record and one care plan.





Dr. Renee Givari, Intensivist, receives the COVID-19 vaccine at the CCH Vaccination Clinic in May 2021

### **Vaccinating our Community**

In the spring of 2021, in partnership with the Eastern Ontario Health Unit, CCH opened a COVID-19 vaccination clinic in its main entrance. The clinic's original purpose was to vaccinate our community's highest-risk people and frontline workers, but expanded in the summer to accommodate all eligible bookings through the provincial booking system.

Approximately 170 doses of the COVID-19 vaccine were administered each day by a small but mighty vaccine team, and over 16,000 total doses had been administered when the clinic closed in December 2021, at which point most of our local population had been fully vaccinated.

### **Providing Access to Testing**

Cornwall's COVID-19 Assessment Centre, operated by CCH in partnership with the Eastern Ontario Health Unit and located in the hospital's Community Addiction and Mental Health Services building, played a critical role in providing access to timely testing to reduce the risk of viral transmission, protect other patients in the healthcare system, and support continued diversion of patients from the Emergency Department.

In total, 30,500 people in our community were tested for COVID-19 at the Assessment Centre from April 2021 to March 2022. At the peak of the highly contagious Omicron wave, the Assessment Centre was testing upwards of 200 people per day before the provincial government changed its public testing guidelines.

### **Teamwork on the Frontlines**

The Omicron wave of COVID-19 brought record levels of patient volumes and staff absenteeism at CCH. Many of our staff or their families became sick, and with required isolation periods, we were challenged to consider how we need to continue to meet the needs of our patients. This is when our CCH teams stepped up and demonstrated their commitment to our patients by working with each other to ensure our patients would continue receiving safe and exceptional care.

Many staff and physicians worked extra hours to help fill gaps, and some staff were asked to work in different roles and functions, provide support in different areas, and provide patient care in whatever capacity they could given their knowledge, skill and judgement.



SafeBed program partners pictured at Riverview Manor



### **Short-Term Crisis Safe Beds Program**

CCH's Community Addiction and Mental Health Services partnered with Riverview Manor, Cornwall Police Service, Akwesasne Mohawk Police and the Ontario Provincial Police of SDG and Prescott-Russell to open a new SafeBed Program in a newly renovated area at Riverview Manor in Cornwall.

The program at Riverview Manor houses 6 beds and provides persons from Cornwall, SDG, Prescott-Russell and Akwesasne who are 16 years of age and older with safe accommodations for up to 30 days, and on-site 24/7 support services, as an alternative to hospital admission or detention if they are experiencing a Mental Health Act crisis and/or subject of a police inquiry.

### **Making it Easier to Access Children's Mental Health and Addiction Services**

The Kids Come First Health Team, which includes Community Addiction and Mental Health Services at CCH, launched 1Call1Click.ca in June 2021, a unique service in Canada that makes it easier for children, youth and families in Eastern Ontario to find the care they need for mental health and addiction.

The 1Call1Click.ca initiative coordinates more than 20 organizations offering mental health and addiction care for children, youth and their families — addressing a need that families and Kids Come First Health Team partners across the region have often highlighted.

### **Mobile Recovery Clinic Hits the Road**

Community Addiction and Mental Health Services at CCH partnered with Recovery Care to improve access to addictions care for vulnerable or underserved areas in Cornwall and surrounding area by launching a new mobile clinic. The clinic is operated by registered nurses and addiction counsellors from Recovery Care within a retrofitted van provided by CCH, through provincial funding. The van began visiting various locations on certain days in March 2022, reducing the need for people to travel to access services.

The mobile clinic provides individuals a variety of services under one roof, including assessment, support, education and treatment for substance use and screening for Hepatitis C. Narcan kits, nicotine replacements, and general wound care are also offered from the clinic. The Eastern Ontario Health Unit, Akwesasne Family Wellness Centre, and HELP Addiction & Mental Health Recovery Services Cornwall also collaborated on this pilot initiative.



## An Update from Our Hospital Foundation

On behalf of Cornwall Community Hospital Foundation (CCHF), we want to thank you, our donors, for your ongoing support. Because you care, CCHF exists today. Because you give, we can continue to fund state-of-the-art equipment, technology, and essential projects that help CCH deliver first-class healthcare.



Our story for fiscal 2021-22 is one of gratitude and growth. It takes a village to fundraise, and the support we've received from our community has been nothing short of exceptional. Thanks to your generosity, CCHF was able to purchase **\$607,241.98** in essential medical equipment over the past fiscal year, ending March 30th.

At CCHF, every donation counts; but, for the purposes of this annual report, we're proud to share some highlights of our year with you.

First, we'd like to recognize the individuals who provided a legacy of hope for local patients at CCH. In 2021, the Estate of Eugene Cloutier left \$500,000 to our Hospital Foundation. This extraordinary gift will be used toward future investments of lifesaving, life changing medical equipment.

Mr. Cloutier's family has requested that we share news of his philanthropy with you, not only in tribute to him and his beloved wife, Fernande, but to inspire others in supporting our community's good health. In addition to his remarkable donation, we honour the memories of Mr. Vaso Miskilin of Cornwall, and Mr. Osborne and Mrs. Ivy Shaver of Finch, who also provided legacy donations in 2021.

Though some of our regular activities have yet to resume, two years into the pandemic our Foundation remains busy thanks to organizations, businesses, and individuals who stand behind local healthcare.

Thanks to our community, and the Corus Caring Hearts Radiothon last August, our fundraising created a landmark opportunity for local patients by bringing new breast cancer surgical technology to CCH. Only available at a handful of hospitals across Canada, Breast Seed Localization procedures offer women with nonpalpable breast cancer a state-of-the-art treatment option that keeps them from travelling to Ottawa for care.

Our Hospital Foundation has made impressive strides this year, providing more ways for local donors to connect with us. We are proud of our new website, created in collaboration with Cornwall's Nimble Web Co. And we've developed a new partnership with RBC Dominion Securities as our full-service brokerage helping us steward gifts of stock more easily.

This message would not be complete without thanking our community for your generosity of spirit toward our healthcare workers. Throughout the pandemic, our Hospital Foundation Board and staff has asked for your positivity, care, and kindness to recognize those on the frontlines and behind the scenes. Your stories of compassionate care, words of encouragement, and messages of hope have brought meaning to a time of challenge and change.

We remain appreciative of our community's support and grateful to our hospital for the care it provides.

Yours in gratitude,

**Stephanie Nesbitt,**  
Board Chair, 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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- Breast Seed Localization equipment supporting the Diagnostic Imaging, Surgery and Pathology Departments
- Intellivue NMT Modules for the Anesthesia program (thanks to the Cornwall Kinsmen Club)
- UI Flow Systems for the Urology Department (thanks to the Cornwall Kinsmen Club)
- Echocardiography ultrasound unit
- Echocardiography software
- Portable ultrasound unit
- Patient stretchers
- Stretchers for Inpatient Mental Health
- Infant warmer for the Birthing Unit
- Donations for the Youth Wellness Hub
- Bone Mineral Densitometer to diagnose osteoporosis, progression of fractures, etc.



*Thank you*

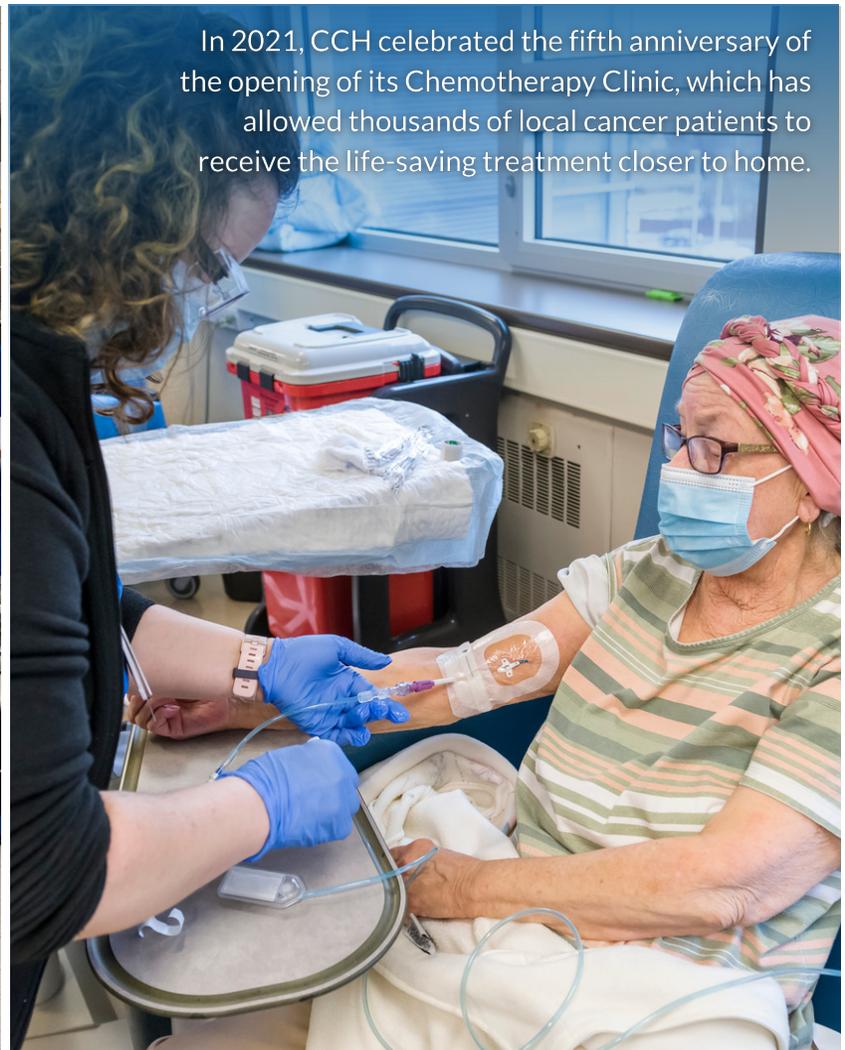
DONATE TO CCHF TODAY AT  
[WWW.CORNWALLHOSPITALFOUNDATION.CA](http://WWW.CORNWALLHOSPITALFOUNDATION.CA)



CCH observed Canada's first National Day for Truth and Reconciliation on September 30, 2021 by asking staff and physicians to participate in Orange Shirt Day, to raise awareness and honour the victims and survivors of residential schools.



In July 2021, staff in the Critical Care Unit celebrated having no COVID-positive patients for the first time since the start of the pandemic.



In 2021, CCH celebrated the fifth anniversary of the opening of its Chemotherapy Clinic, which has allowed thousands of local cancer patients to receive the life-saving treatment closer to home.



Onyx Derouchie-Delorme, born at 3:20 a.m. on Saturday, January 1, 2022, was the first baby born at CCH in the New Year, weighing 7.8 lbs.



In June 2021, CCH Vaccination Clinic staff celebrated having administered 10,000 doses of the COVID-19 vaccine.



In November 2021, the Auxiliary Gift Shop re-opened to the public for the first time since the start of the COVID-19 pandemic.

EMERGENCY

URGENCE



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Hôpital communautaire de Cornwall

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