



Transforming Care

ANNUAL REPORT 2017

A MESSAGE FROM THE BOARD CHAIR AS WELL AS THE PRESIDENT AND CHIEF EXECUTIVE OFFICER



Like never before we are constantly challenged to transform how we deliver health care to our community. Our population is aging and the need for services targeted for Addiction and Mental Health patients and clients continues to grow.

To that end, we have made significant transformational investments at Cornwall Community Hospital that will position us as a leader in the provision of health care in our region. Our electronic medical record will enhance patient safety and the quality of our care; while the new Community Addiction and Mental Health Centre, offers a unique model of care to children through seniors.

These two projects have transformed the way in which we deliver services and provides a platform from which we will continue to evolve our delivery of care across our inpatient and community programs and services.

We recognize at Cornwall Community Hospital that we will only achieve our vision of *“Exceptional care. Always.”*, by continuing to work with our partners, patients and families. We thank our partners and stakeholders for your

collaboration. This past year we partnered with the Change Foundation to improve and expand our interactions with families and caregivers. We are driven to provide *patient inspired care* and look forward to the learnings and opportunities from this initiative

While 2016/2017 was a challenging year in terms of meeting occupancy needs and managing the operating budget, we received the support we needed from both the Champlain LHIN and the Ministry of Health and Long Term Care, to end the year in a balanced financial position. We are grateful for this assistance and we are committed to working with our partners to build system level solutions enabling appropriate transitions and care for our patients, in the most appropriate setting.

While we take great pride in our accomplishments we are excited about the opportunities that will allow us to continually raise the bar on innovation and quality. Our team of staff, physicians and volunteers are always ready to embrace patient improvement initiatives. We thank them for their willingness to accept constant change in our efforts to meet and exceed best practice in the provision of patient care.

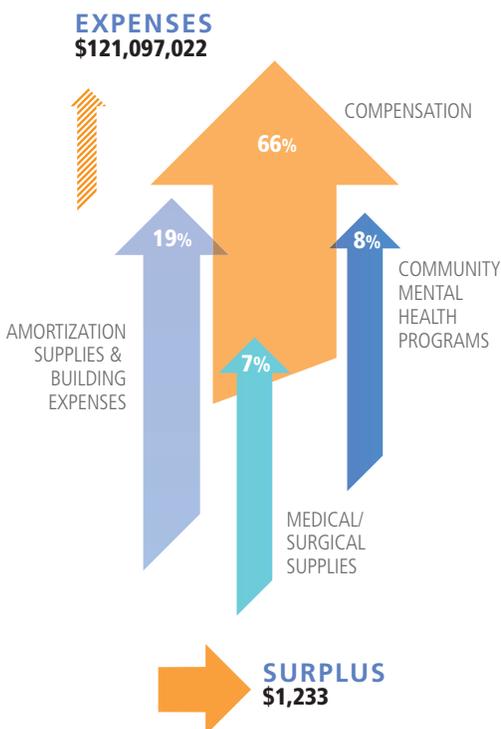
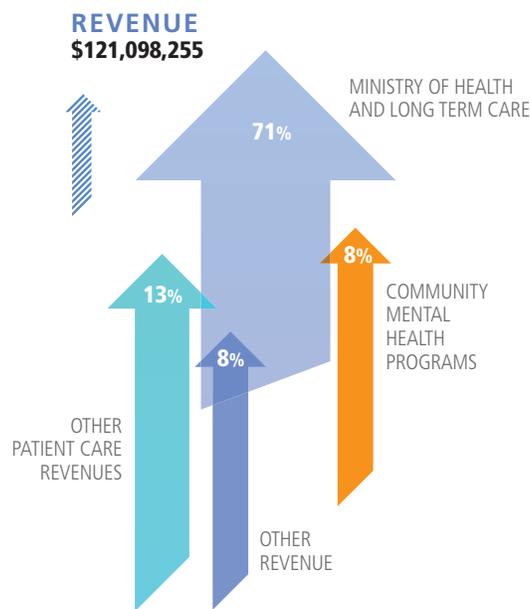
Melanie Baker Brown
*Chair,
Board of Directors*

Jeanette Despatie
*President and Chief
Executive Officer*



TRANSFORMING CARE WHEN THE DEMAND IS HIGH

YEAR ENDING MARCH 31, 2017



HIGH OCCUPANCY

This year the hospital experienced occupancy levels never seen before because of a combination of Alternate Level of Care (ALC) patients waiting for a bed in a non-acute care type facility, along with strains of gastroenteritis, influenza and pneumonia circulating in the community and in Long Term Care facilities. Hospital staff met the challenge and provided care to patients in unconventional spaces such as hallways and off service units to ensure all patient needs were met.

BABY BOOM

More babies were born at Cornwall Hospital this year than last, with an especially busy March 2017; 63 babies were born which is equivalent to more than 2 born per day for that month. The hospital has also been successful in the recruitment of an additional pediatrician to replace Dr. Nchama who recently retired.



TRANSFORMING CARE WITH PATIENT AND FAMILY ENGAGEMENT



EMBRACE PROJECT

The Change Foundation is investing \$9 million over three years into four community partnerships across Ontario, with the goal of making a real difference in the lives of caregivers and Cornwall Hospital's Community Program, and the Cornwall & District Family Support Group after submitting a joint proposal, were successful in securing a portion of this grant. Our local project called "Embrace" is unique as we are the

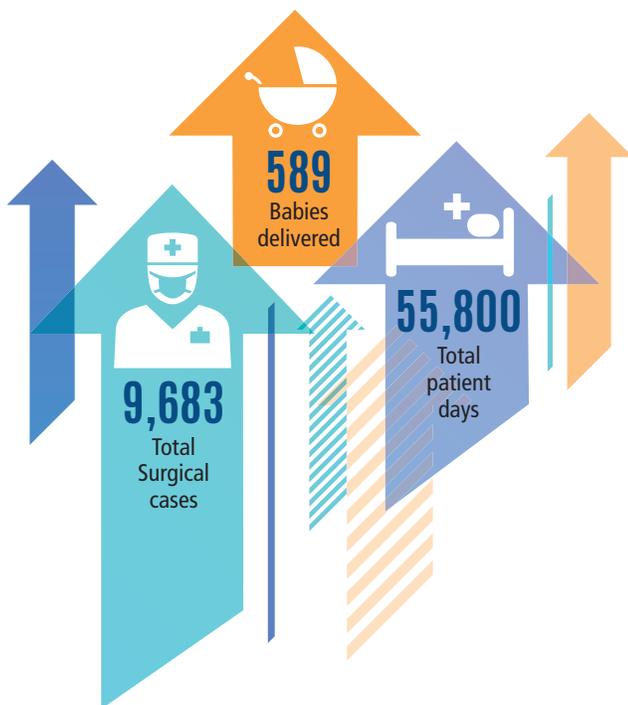
CHANGING
CARE

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only group focusing specifically on caregivers who have a loved one living with addiction or mental health issues and will bring together caregivers and health service providers from across our community. We will co-create a healthcare system that better communicates with, assesses, recognizes and educates our caregivers as well as demonstrate how we understand and value their contributions. We are excited about our leadership role in this initiative and know that it will put our region on the map as we share our learnings across the province.

PATIENT EXPERIENCE ADVISORS

Patient Experience Advisors (PEA) provide a voice that represents patients and families of those who receive care at Cornwall Community Hospital. Our patient Experience Advisors partner with hospital staff and physicians in the development of policies, programs and practices which affect patient care and services.



TRANSFORMING CARE WITH THE ELECTRONIC HEALTH RECORD

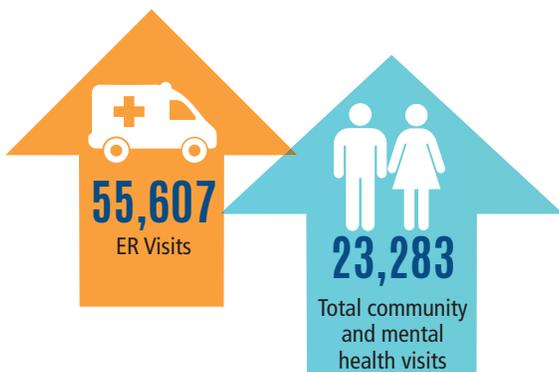


The centralized, electronic medical record system that was launched on December 1st 2016 works in real-time to provide patient medical information such as patient vitals, lab and x-ray results to nurses, physicians and clinicians, the instant it is captured. Cornwall Community Hospital is positioned as a healthcare leader and has achieved a HIMSS Stage 6 designation, a value out of 7 stages to indicate the successful adoption of an electronic health record. The electronic health record makes it easier to convey critical alerts, encourages better communication across disciplines and ensures accuracy with prescriptions and medication distribution.

TRANSFORMING CARE IN THE FIELD OF ADDICTION AND MENTAL HEALTH



In October 2016, the Adult Mental Health Services, Geriatric Mental Health Services, Addiction Services, Community Withdrawal Management Services, Assertive Community Treatment Team/First episode Psychosis, Mental Health Crisis Team/Peer Support, Child and Youth Mental Health Services all moved from various locations in the city to the newly constructed 22,000 square foot Addiction and Mental Health Centre. Now with an integrated service delivery model in place, the Centre is uniquely poised to provide assistance for children and seniors. An official ribbon cutting was held in the spring of 2017.



MESSAGE FROM THE HOSPITAL FOUNDATION BOARD CHAIR AND EXECUTIVE DIRECTOR

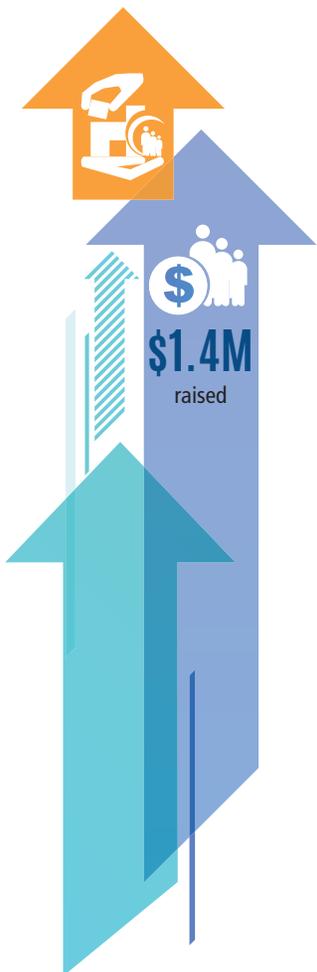
It's impossible to look back on this past year without extending genuine thanks to our donors for their continued support. Your generosity allows our Foundation to fill the gaps where government funding stops and support our Hospital in providing "Exceptional care. Always."

Much of our focus in 2016/2017 has been to raise awareness and funds for the new Community Addiction and Mental Health Centre. The first of its kind in Eastern Ontario, our Centre makes it easier for clients from children to seniors across Stormont, Dundas, Glengarry and Akwesasne, to access the help they need.

Thanks to the passion and engagement of our donors, we have now reached over \$700,000 in pledges and donations for this important project, bringing us that much closer to our community commitment of \$1.2 million in support of our capital campaign. This important initiative will continue to feature prominently over the next year as we work together to reach our goal.

Aside from supporting our new Centre, we are pleased to report that at year's end our Foundation was able to transfer an additional \$226,000 to supplement our Hospital's urgent needs not covered by the provincial budget. Donor support allowed us to purchase essential equipment serving a wide spectrum of patient care – from eye health to the emergency department, women and children's health to chemotherapy, and beyond.

We are lucky to live in a caring community that prioritizes the good health of its citizens and remain grateful to everyone who contributes to our Foundation. Thank you for helping us make a positive difference in 2016/2017. Because you care, we can continue to provide equipment and clinical spaces that enhance and save local lives.



Dale McSween
*Chair,
Board of Directors*

Amy Gillespie
Executive Director

