



Cornwall Community Hospital  
Hôpital communautaire de Cornwall

# Enhancing your experience



Annual Report  
2017-2018

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

Whether you are a patient, caregiver, donor or part of the hospital team our goal this past year was to enhance your experience at Cornwall Hospital.

In 2017 we partnered with the Change Foundation to adapt the way we care for our patients by involving family caregivers as part of the Addiction and Mental Health team. Bringing healthcare providers and family together in innovative ways is creating a caregiver friendly culture. We are empowering caregivers, engaging young carers, and finding ways to better support our providers in meeting the needs of our patients. Having just finished one year of a three year project, we are excited to share the Embrace project learnings throughout the hospital and our community.

We continue to innovate at our community hospital. The Electronic Medical Record (EMR) has delivered dividends on patient safety and quality. We are proud to be one of very few hospitals in Ontario with a fully integrated electronic patient record. This technology has also allowed us to participate in the ConnectingOntario initiative, which provides clinicians access to patient records from across the province.

An unwavering commitment to clinical excellence and fiscal accountability through our balanced budgets has enabled us to continue to address the needs of our community and to adopt leading practices.

More and more we hear from our patients and families about the positive experience they had at Cornwall Hospital. This recognition of our staff, physicians and volunteers is rewarding and energizing. In an effort to continually improve our patient experience we are working to make it easier for you to provide us with your feedback.

We are mindful that our achievements would not be possible without the commitment and support of individuals, partners and experts across the hospital and throughout our community. Our clinicians are supported by the generosity of our donors and for this we are grateful.

The relationships we are building with caregivers, partners and our clinical experts will ensure that we are well positioned and prepared for the future. Healthcare continues to change and evolve and we have built a foundation at Cornwall Hospital that will ensure exceptional care for our patients through these times of change and into the future.

**NANCEE CRUICKSHANK, BOARD CHAIR**

**JEANETTE DESPATIE, PRESIDENT AND  
CHIEF EXECUTIVE OFFICER**

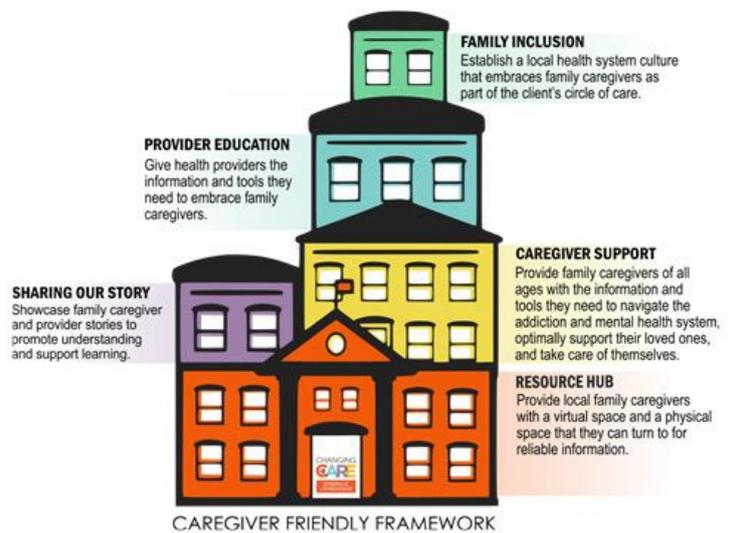


# Enhancing the caregiver experience

During the past year, The Changing Care EMBRACE PROJECT has engaged more than 200 family caregivers and 300 health providers to enhance the experience of family caregivers who provide support to loved ones with an addiction or mental health issue. To date, more than 50 co-design meetings have been held at Cornwall Hospital, bringing family caregivers and collaborating health providers together to find better ways of working jointly in our health system.

The project was successful in bringing a 12 week course for family caregivers of loved ones with borderline personality disorder and on the Inpatient Mental Health Unit, three new quiet areas are available for use by family caregivers, “Rights of the Family Caregiver” have been introduced, and family caregivers are receiving a comprehensive Mental Health Caregiver Guide including a list of local resources.

Together with our program partners at The Change Foundation and Cornwall & District Family Support Group, we have made commitments to a developing a robust and sustainable family caregiver friendly framework by the year 2020.



# Enhancing the patient experience

At Cornwall Hospital over the last year, staff have been encouraged to focus on improving the patient experience by focusing not only the task at hand but how the encounter makes the patient feel valued and cared for. The feedback from the community is encouraging, and the comments below speak for themselves.

**"I have had AMAZING care from the Emergency Department nurses and physicians here at CCH. They have all been angels in saving Alex so many times!" -Lianne Lapierre**



**"Even though we are physically far away from home, we did not feel like it because we were so well taken care of, with everyone showing genuine concern and compassion towards our situation" - Melanie Pascual**

**"As a former OPP officer, I've been in every Hospital across Ontario, but always from the outside looking in. This time, it was personal. For me, the experience at Cornwall Community Hospital was life changing. The kindness I received helped me retain my dignity in a stressful situation. I wasn't just a patient. I was Gary. They really cared and I knew it." -Gary Collins**

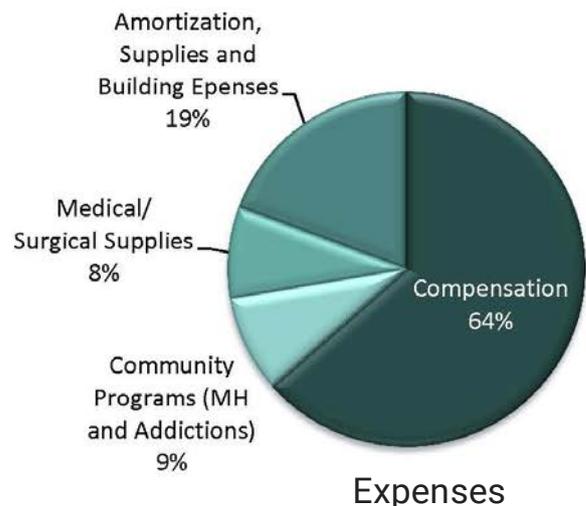
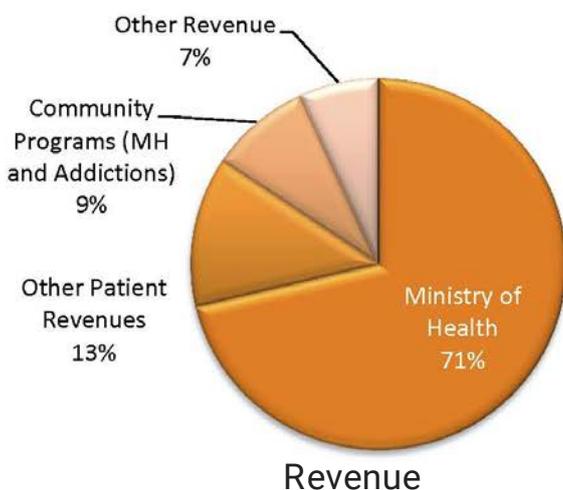
# Enhancing the overall experience

ConnectingOntario is a provincial initiative that enables province-wide information sharing by linking digital health systems. Authorized clinicians whether in a doctor's office, community clinic or hospital can now access their patients' digital health record, anytime, anywhere. Cornwall Hospital clinicians now have access to the provincial data form other hospitals, home and community care, as well as lab, diagnostic imaging and information from the provincial Digital Health Dug Repository. This milestone is part of an important provincial initiative.

April 20, 2018 marked another milestone day for Cornwall Hospital. On this day we entered an elite group of 12 other organizations in Canada, who have achieved HIMSS 6 ranking.

The Healthcare Information and Management Systems Society (HIMSS) created their Electronic Medical Record Adoption Model (EMRAM) to track healthcare organizations' progress towards achieving a paperless patient record environment. Hospitals and ambulatory care facilities are scored based on their level of adoption from Stage 0 through Stage 7. Organizations with more advanced capabilities inherently realize more value from their patient data than organizations with less sophisticated health Information Technology infrastructures. The primary goal of our electronic medical record project was to improve quality and patient safety. It's about using technology to enhance clinical decision making and improve patient outcomes.

## FINANCIALS - YEAR ENDING MARCH 31 2018



**SURPLUS: \$242,995**

## MESSAGE FROM THE FOUNDATION BOARD CHAIR AND EXECUTIVE DIRECTOR



As we reflect on the past year, we're reminded of the incredible generosity within our extended community – and how truly grateful we are for your kindness and support. Thanks to your donations, our Cornwall Community Hospital Foundation (CCHF) was able to cross an important finish line in 2017.

After 902 days of fundraising and the participation of 1,621 caring donors like you, we reached our goal of raising \$1.2 million in donations and pledges for our Community Addiction and Mental Health Centre – ten months ahead of schedule.

The significance of your support is great. Thanks to you, our Centre received 24,000 patient visits last year. The first of its kind in Eastern Ontario, our Centre supports clients from children through geriatric patients, enhancing the experience our Hospital is able to provide.

Your donations travelled across Cornwall Hospital this year, supporting urgent needs from our Emergency Department to our Operating Room, from Women and Children's Health to our Ambulatory Care Clinics and beyond. Your generous gifts funded new chairs for geriatric patients, new beds allowing more mobility for those who stay at CCH, stretchers, cataract surgery instruments, heart monitors and more.

Thanks to you, our Hospital Foundation is able to fill the gaps where government funding stops. As we look to the future, we know urgent needs in all corners of our Hospital will continue to grow. Because you care, together we can keep our community healthy. Because you give, we can fund the equipment, clinical spaces and programs that help provide exceptional care at CCH possible.

**AMY GILLESPIE, EXECUTIVE DIRECTOR**

**DALE MCSWEEN, BOARD CHAIR**