



▶ Patient satisfaction rates increase! 1



▶ Watch YOUR Hospital Grow! 2



▶ Cornwall Hospital Triathlon 2



Cornwall Community Hospital
Hôpital communautaire de Cornwall

Community focus

INFORMATION NEWSLETTER FROM CORNWALL COMMUNITY HOSPITAL



Cornwall Community Hospital launches new website!

Looking for information regarding hospital services? Wondering about visiting hours? Want to stay up to date with hospital newsletters and events? You can now search for hospital information with ease through the help of Cornwall Community Hospital's (CCH) new and improved website.

The new site contains all the great information of the former site, with additional information on hospital programs and services, events and news stories, and newsletters or reports.

Some of the other great features include; the quick poll which allows you to provide the Hospital with feedback and your opinions; health tips, which provides simple tips from our health care professionals to keep you and your family at the top of your health; and the 'rate this page' button which allows you to rate the content, design, usability and overall feel of any page on the site. The newly expanded Infection Prevention & Control section provides detailed public reporting information in compliance with the Ministry of Health and Long Term Care.

These new options will allow the Hospital to better understand the

demographic it serves and in turn be able to provide the public with all the health care information that they want and need.

Visit the site often to view various Hospital publications such as our updated Accessibility Plan, which shows what we are doing to meet ministry compliance standards, or our Performance Thermometer to see how we measure up with our peers!

The new site is very user friendly and is still accessible from the same internet address. Visit us today at: www.cornwallhospital.ca!

Patient Satisfaction on the Rise!

Cornwall Community Hospital participates in a provincially-standardized patient satisfaction survey that allows us to compare ourselves with peer hospitals in Ontario. For the time period of January to March 2009 CCH scored 89% in 'overall perception of quality of care received in the Emergency Department'. We are proud

to say that this score represents a rise in patient satisfaction at CCH as well as a score that is higher than the average of our peers. In the most recent survey CCH scored significantly higher than our peers in education and information provided to patients (CCH 71% versus peers 61%).

Cornwall Hospital Triathlon a Success!

Athletes from all over Ontario, Western Quebec and Northern New York gathered over the weekend of August 22nd & 23rd for Eastern Ontario's premier triathlon. The Cornwall Hospital Triathlon, presented by Cornwall Mazda, saw a record number of athletes, which included 300 adults and 99 youth, representing a 56% increase in the event's registration.

The races took place along the beautiful St. Lawrence River under the watchful eye of more than two hundred volunteers and numerous spectators, all committed to the execution of a safe and fun event for all. This event truly offered something for athletes of all ages and skill levels. Participants were able to compete in categories of varying difficulty; a 5km run, try-a-tri, sprint triathlon, sprint duathlon, relay teams or olympic triathlon for adults, as well as races for children ages 3 and up. Unique amongst races of its kind; the competition took place on closed roads, creating a safe atmosphere for the athletes, while also providing the parents of young competitors with peace of mind when their children set out to compete. Having the event take place over the course of two days allows many parents to watch their children participate on Saturday and then compete themselves on Sunday morning.

This is Cornwall's seventh year hosting a triathlon, but the first that Cornwall Community Hospital took on the feat of organizing the two day event. "Through the triathlon we aim to facilitate and encourage a lifestyle of health and physical well-being for the community. We were lucky that our main event sponsor, Cornwall Mazda, shared our vision" said Jeanette Despatie, Chief Executive Officer of Cornwall Community Hospital.

For some the weekend's events were an introduction to the sports of triathlon and



Above: Kassia Régnier crosses the finish line, coming in second place for the females 13 & Under division of the youth triathlon.

duathlon, while for others the races provided the most fierce competition in Eastern Ontario, attracting pro and elite athletes for the first time this year.

First place finishers in the youth races were 13 year old male triathlete Stéphane Contant and 13 year old female triathlete Alexandra Nurse. Finishing first place in the male Olympic division (this includes a 1500m swim, a 40km cycle and a 10km run) was 20 year old Andrew Courchene with a time of 2 hours and 6 seconds – a full 2 minutes before others in his race! The first place female Olympic winner was Sara Domina with a time of 2 hours, 15 minutes and 14 seconds.

The event was a great success, bringing the community together to enjoy a weekend of physical activity, competition and camaraderie, while encouraging athletes – both young and old – to test their courage and determination.

Please join us as we celebrate 60 years of dedicated service of the Auxiliary to Cornwall Community Hospital!

Did you know? There are 238 men and women who make up the Auxiliary to Cornwall Community Hospital. These volunteers work in various areas throughout the Hospital including the tuck shop, the diabetes clinic and palliative care. They spend time with patients, providing companionship and compassion. In addition to volunteering, every year the Auxiliary fundraises to purchase much needed equipment for the Hospital. In 2009 they provided \$40,000 which was used to purchase a piece of bariatric equipment. This contribution is in addition to their annual commitment to the Cornwall Community Hospital Foundation's capital campaign.

WATCH YOUR HOSPITAL GROW!



The construction has now begun on Cornwall Community Hospital's Capital Redevelopment Project. These detailed phases will allow you to follow along with the upcoming changes to the McConnell Avenue site that will accompany construction. Visit our website at www.cornwallhospital.ca for regular updates and to watch *YOUR HOSPITAL* as it grows!

Phase 1 (May 2009—December 2009):

Construction will begin with mechanical/electrical work, as well as the construction of a new North staff parking lot. This new parking lot is accessible from Marleau Avenue. Services currently located in the West wing will be relocated during this phase to accommodate the construction that will occur in phase 2.

Phase 2 (January 2010—November 2011):

In January of 2010 you can expect to see the deconstruction of the West side of your existing Hospital. In the Spring of 2010 construction will begin with the foundation of the new wing. A large tower crane will be placed in the space where the new elevators will be located and the framing of the new 2 level, 95 000 square foot addition will begin.

Phase 3:

In 2012 the Emergency Department, Diagnostic Imaging Department and the Operating Room will move into the newly constructed wing. The 75 000 square feet of renovations will then begin to the vacated areas of the Hospital to allow for consolidation of all Hospital services to the McConnell Avenue site.