



Cornwall Community Hospital  
Hôpital communautaire de Cornwall



# Building on our achievements

2008-2009 ANNUAL REPORT

## Message from the Board Chair and Chief Executive Officer

The theme for our 2008-2009 Annual Report, *Building on our Achievements*, reflects our enthusiasm and hope for the future, commencing with the groundbreaking for our Capital Redevelopment Project. Our strategic priorities have guided us through these first five years of operations and our achievements have positioned us well to meet the healthcare needs of our communities.

Every day, in all areas of the hospital, staff and physicians are working to improve our performance in an effort to ensure that our patients receive the best possible care when they walk through our doors. We continue to measure our performance against our peers across the province and this year we have achieved milestones. We have demonstrated clinical, financial and wait time performance better than industry standard target levels in almost all program areas. We recognize the need to demonstrate excellent efficiencies as we move forward with addressing our budget challenges.

A considerable amount of attention fell last year on our efforts to ensure quality care and patient safety. We are joining providers across the country in embracing a culture of patient safety and transparency. We are working towards implementing best practices across the spectrum of care, tracking success and identifying areas for improvement.

We enjoy strong relationships with our health-care partners in the Champlain region. Access to specialty services is critical for community hospitals. Our Ottawa partners work with us to ensure our patients receive the services they need. Our participation with the University of Ottawa has provided a number of medical students with an opportunity to experience medicine in a busy community hospital.

We look forward to both the challenges and achievements that lie ahead. We are committed to building on our strategic directions and achievements as highlighted in this report.

*Fernand Hamelin,*  
Chair, Board of Directors

*Jeanette Despatie*  
Chief Executive Officer



2.1%	Preferred Accommodation
7.25%	Community Mental Health Programs
7.31%	Other Revenues
17.3%	Other Patient Care
66.04%	Ministry of Health Funding

DISTRIBUTION OF OPERATING REVENUES

1%	Building and Grounds
2.7%	Amortization
7.25%	Community Mental Health Programs
7.6%	Medical Supplies and Drugs
11.23%	Other Supplies
70.22%	Compensation

DISTRIBUTION OF OPERATING EXPENSES

“Every day, in all areas of the hospital, staff and physicians are working to improve our performance in an effort to ensure that our patients receive the best possible care when they walk through our doors.”

*Jeanette Despatie*

## To demonstrate excellence in the delivery of patient services.

### LAUNCH OF ONTARIO BREAST SCREENING PROGRAM

Cornwall Community Hospital is now an official site for the Ontario Breast Screening Program (OBSP). The OBSP is a province-wide organized breast screening program that ensures Ontario women aged 50 and over receive the benefits of regular mammography screening.

#### • Further achievements in our Cancer Services Plan include:

- Expansion of the Inpatient Smoking Cessation Program.
- Community awareness event held in June 2008.
- Participation in Ontario Colorectal Screening program.
- Implementation of Cancer Surgery Clinical Pathways to match those of other hospitals in our LHIN.
- Collaboration with community partners in addressing palliation needs of the community.

## To become the workplace of choice for staff, physicians and volunteers.

### HEALTHY HOSPITAL INNOVATORS AWARD

Cornwall Community Hospital (CCH) has once again achieved recognition of their 'healthy' workplace status. On November 4<sup>th</sup> 2008 CCH was presented with the Ontario Hospital Association's (OHA) 'Healthy Hospital Innovators Award'. Through this award the OHA, in partnership with the National Quality Institute, recognizes the commitment of organizations to implement strategies that will aid in the development and sustainability of a healthy workplace.

CCH is one of five hospitals across the province, and the only in Eastern Ontario, to receive this prestigious award.

### HOSPITAL TRIATHLON

Cornwall Community Hospital is pleased to be the host of the 2009 Cornwall Triathlon. This will be the seventh consecutive year that Cornwall has welcomed athletes – both youth and adults – from across Ontario, Western Quebec and Northern New York to compete in the triathlon.

The races take place along the beautiful St. Lawrence River under the watchful eye of hundreds of volunteers and spectators, all committed to the execution of a safe and fun event for all. This event is an opportunity for CCH to promote healthy lifestyle choices and is consistent with the objective of the hospital's employee wellness program.



## To demonstrate outstanding operational and financial performance

### PROVINCIAL WAIT TIME INITIATIVES

The Ontario government has made reducing ER wait times one of its top health care priorities for 2008. "Total Time Spent in the ER" begins when a patient registers until the patient is discharged or is admitted to a hospital bed. The provincial average is 4.7 hours for minor or uncomplicated conditions and Cornwall Community Hospital's wait time for this category is 4.3 hours. Despite the challenge of growing needs, CCH met the provincial wait time targets in 3 key areas: general surgery, cataract surgery and Computerized Tomography (CT) scans. Meeting these goals required a commitment from staff and physicians across the organization.



## Create a safe environment for patients, families, staff, physicians and volunteers.

### PUBLIC REPORTING

Cornwall Community Hospital is committed to ensuring the provision of the best possible care for its patients. To that end, a number of patient safety indicator rates are being diligently monitored and recorded by the Infection Prevention and Control department. The Ontario Government has mandated that these indicator rates be posted by hospitals on their websites.

## To be an active participant and leader in the Champlain Health Integrated Network

Criticalll is a 24 hour a day emergency referral service for physicians across the province of Ontario and provides health care providers instant information regarding the nearest available hospital bed for critically ill patients. Cornwall physicians will utilize this service when caring for a patient requiring tertiary or specialty care. This service ensures access to care in a critical situation. Cornwall Community Hospital also participates as a receiving site. Given our equipment services and the number of committed medical specialists at the hospital, we are often called upon to respond to needs of other hospital partners within the region.

## Construction Begins!

On Tuesday, May 19<sup>th</sup> Cornwall Community Hospital held its official groundbreaking ceremony of the Redevelopment Project. The Honorable, David Caplan, Minister of Health and Long Term Care was among several guests and stakeholders who were all anxious for the shovels to enter the ground. Preparations for construction of a 95,000 square foot addition have already begun at the McConnell site.



## Construction update

Cornwall Community Hospital's 6.3 million dollar "Early Works" project, phase one of the Capital Redevelopment project, is now complete. The completion of the project was celebrated on Thursday, June 26<sup>th</sup> 2008, with a ribbon cutting ceremony for the grand opening of the new Birthing Suites. The "Early Works" project also included renovations to the Critical Care Unit and Emergency department.



## Medical Advisory Committee 2009

CHIEF OF STAFF WHO SHALL BE CHAIR	Dr. Dany Tombler
CHIEF OF ANAESTHESIA	Dr. Ashley Cook
CHIEF OF DIAGNOSTIC SERVICES	Dr. Daniel Galley
CHIEF OF EMERGENCY MEDICINE	Dr. Lorne Scharf
CHIEF OF GENERAL AND FAMILY PRACTICE	Dr. Garrett Foley
CHIEF OF MEDICINE	Dr. Thomas Baitz
CHIEF OF MENTAL HEALTH	Dr. Claude Manigat
CHIEF OF OBSTETRICS/GYNAECOLOGY	Dr. Fikry Ywakim
CHIEF OF PAEDIATRICS	Dr. Irina Kirtsman
CHIEF OF SURGERY	Dr. Rajashree Menon
PRESIDENT OF MEDICAL STAFF	Dr. Wasseem Moussa
VICE-PRESIDENT OF MEDICAL STAFF	Dr. Geoffrey Heseltine
SECRETARY/TREASURER OF THE MEDICAL STAFF	Dr. Marie-France Levac

## Board of Directors 2008-2009

CHAIRMAN	Fernand Hamelin
VICE-CHAIRMAN	Thomas Heard
SECRETARY	Jeanette Despatie
ELECTED DIRECTORS	Naresh Bhargava, Jennifer Burke, Jean Duguay, Lydia Johnson T. Rosaire Léger Marcia McQuaig Helene Periard Louis Tremblay Michael E. Turcotte Michael G. Warden

## APPOINTED DIRECTORS

CHIEF OF STAFF	Dr. Dany Tombler
PRESIDENT OF MEDICAL STAFF	Dr. Wasseem Moussa
VICE-PRESIDENT OF MEDICAL STAFF	Dr. Geoffrey Heseltine
AUXILIARY PRESIDENT	Wendy Shepherdson