

Financial Statement

Revenue

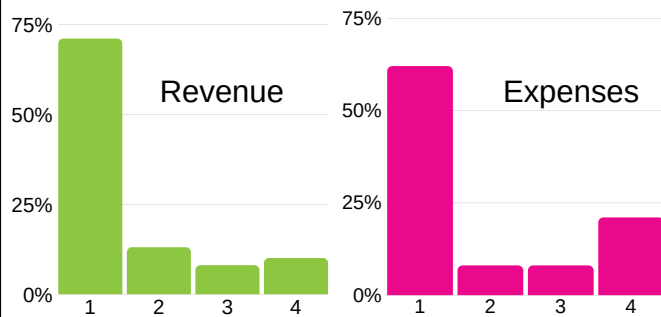
1. Ministry of Health	\$ 92,437,944
2. Other Patient Revenues	\$ 17,284,424
3. Mental Health and Addictions	\$ 11,290,518
4. Other Revenue	\$ 13,480,792
Total	\$ 134,493,678

Expenses

1. Compensation	\$ 82,373,597
2. Mental Health and Addictions	\$ 11,290,518
3. Medical/Surgical Supplies	\$ 11,428,612
4. Amortization, Supplies and Building Expenses	\$ 28,811,480
Total	\$ 133,904,207

Surplus*: \$ 589,471

*The operating surplus is required to meet the hospital's obligation to eliminate the working capital debt by 2023.



Some numbers from Human Resources...

1120 employees
140 physicians



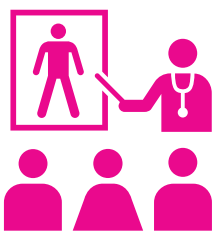
8 new physicians joined CCH this year

31 staff retirements



389 positions filled (including internal transfers)

137 staff, physicians and volunteers trained in indigenous cultural sensitivity



Cornwall Community Hospital
Hôpital communautaire de Cornwall

Annual Report 2018-2019 Checking In



This year, at CCH we...

...cared for 51,566 individuals in the Emergency Department



...performed 8,739 surgical procedures

...welcomed 561 babies (126 of those with the help of a midwife)



...provided addiction and mental health support to 17,151 community members including 2,580 children and youth

...completed 104,237 diagnostic exams including MRI, Mammography, X-ray, nuclear medicine, ultrasound and CT



Our Vision:
Exceptional care.
Always.

Our Values:



INTEGRITY • COMPASSION • ACCOUNTABILITY • RESPECT • ENGAGEMENT

Quality Improvement Plan Highlights

Quality improvement is an ongoing priority that helps us continually find new and better ways of providing care. The Quality Improvement Plan is a tool that helps us make sure we're on the right track.

Indicator	Target	Performance
#1 Patient Experience Survey: % of respondents rating care in the Emergency Department positively	78%	79% ✓ <small>*4 quarter avg. 2018-2019</small>
#2 Patient Experience Survey: % of positive respondents receiving enough information when going home	75%	73%
#3 Readmission Rate for COPD: goal to reduce the % of patients readmitted for COPD within 28 days of first admission	15.8%	15.3% ✓
#4 Medication Reconciliation upon discharge: % of patients that have this completed at time of discharge/transfer	75%	86% ✓
#5 Complaints Acknowledged: % of complaints acknowledged within 3-5 business days	85%	86% ✓
#6 Indigenous cultural sensitivity training: % of staff trained	5%	15.7% ✓
#7 Workplace violence prevention: Goal to increase reporting of incidents to encourage preventative solutions	195	284 ✓

Did you know that CCH...

- ... is **1 of 13** hospitals across Canada recognized for our fully integrated electronic health record?
 - ...is working with community partners, to **open a Youth Wellness Hub** to create a one stop shop for 15-25 year olds seeking services like employment counselling, health services and peer support ?
 - ...has eliminated **over 1100 trips to Ottawa** since the opening of our local chemotherapy unit 3 years ago?
 - ...is one of two Eastern Ontario hospitals **meeting all 6 provincial standards** protecting the health of pregnant women and their babies?
 - ...is engaging with our community more than ever by **co-designing an on-site Caregiver Resource Centre**
- It's all true!**

What are we hearing?

"I would like to thank you for all the wonderful care you gave my sister. The nurses in acute care were so kind. At the end, the palliative care nurses were so kind, professional, caring and so attentive to her needs." -grateful family member via Facebook



What are we doing well?

96.6% of our survey respondents said they were always or usually treated with courtesy and respect by our physicians and nurses.

How can we improve?

Based on the answers received from the survey question: "Did you receive enough information from hospital staff about what to do if you were worried about your condition when leaving the hospital?" patients are telling us that they could have more or better information when leaving the hospital. In response, we are enhancing our patient education materials provided at discharge.



Our Mission: Our health care team collaborates to provide exceptional patient centered care



The "Embrace" project is focused on Improving the experience of family caregivers in the addiction and mental health system across Cornwall, Stormont, Dundas, Glengarry and Akwesasne. To find out more about Embrace visit www.embracecaregivers.ca



The hospital's volunteer Board of Directors held: 9 board meetings and 54 committee meetings.



The Patient and Caregiver Experience Advisory Council has improved the patient experience by working with us on several initiatives including way finding, patient education and ethics promotion.