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

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**Financial Statement**

**Revenue**
- Ministry of Health: $92,437,944
- Other Patient Revenues: $17,284,424
- Mental Health and Addictions: $11,290,518
- Other Revenue: $13,480,792
- Total: $134,493,678

**Expenses**
- Compensation: $82,373,597
- Mental Health and Addictions: $11,290,518
- Medical/Surgical Supplies: $11,428,612
- 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.

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**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

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**Revenue**

- 1: $25%
- 2: $50%
- 3: $75%
- 4: $75%

**Expenses**

- 1: $25%
- 2: $50%
- 3: $75%
- 4: $75%

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**Annual Report 2018-2019**

**Checking In**

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**Our Vision:**
Exceptional care. Always.

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**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.

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

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.