



## Our iPads are Ready!

Thanks to a government grant, we have 10 iPads to lend out for two months at a time – long enough for you to get instruction on how to use one and then to make a decision about whether you want to get your own internet hook-up and tablet. To participate, telephone Dian Cohen at 819-993-5824.

## CSVM : Punching Above its Weight

As part of the ongoing events to recognize the 6<sup>th</sup> anniversary of the opening of Centre de santé, Massawippi Valley Foundation (FVM) partnered with Bishop's University to conduct a study of the economic and social value of the Centre de santé to its members and the community in general. Here are some highlights from the report.

- Our 2,100+ members come from **46 towns – 76% live in rural settings and 48% are over age 57.**
- In 2020, approximately 430 CSVM members resided in a municipality with a hospital (Magog, Sherbrooke and Coaticook). This choice speaks to easier access, shorter wait time, quality of care and the fact that CSVM provides follow up phone calls and visits.
- **Most popular services:** Nursing services (41.3%), blood tests (17.9%), follow ups (10.7%) and doctor appointments (9.9%)
- From the members' survey (306 participants)
  - **73.6% reported an improvement in their overall well-being.**
  - 54.6% of participants over 70 agreed that their membership has allowed them to enjoy greater autonomy in their home setting.
  - **77.4% used a hospital emergency room for primary care prior to membership at CSVM**
- The nearest hospital emergency rooms to the CSVM are 20 km away.
- The costs of using the ER for primary care come from travel, wait times and parking fees.
- The average wait time in Quebec emergency rooms in 2019 was 4.6 hours. The median **wait time for 90% of emergency room visits was 18.1 hours – these are Priority 4 & 5 cases such as CSVM would serve.**
- **Benefit to members and non-members in waiting time saved: about 77,000 hours over 5 years.**
- While it is difficult to quantify the exact **cost savings to the Quebec Healthcare system**, it is estimated that a range between **\$279,430 to \$467,013 in cost savings** has been realized since CSVM opened its doors.
- Estimated cost savings in 2020 from over 8,800 nursing consultations range between **\$110,000 to \$220,000.**
- General cost savings are also derived from CSVM's **focus on prevention, promotion and wellness programs.** Cost savings for **services to seniors** include health prevention and promotion, greater autonomy and security and greater sense of community.

Thank you for choosing Centre de santé and for your continued support.