



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 6th 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.