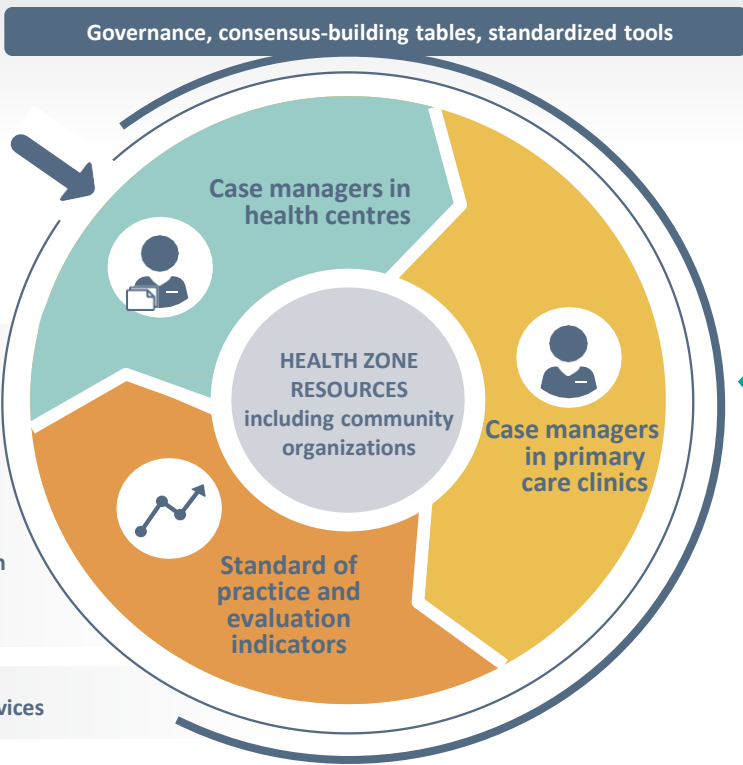
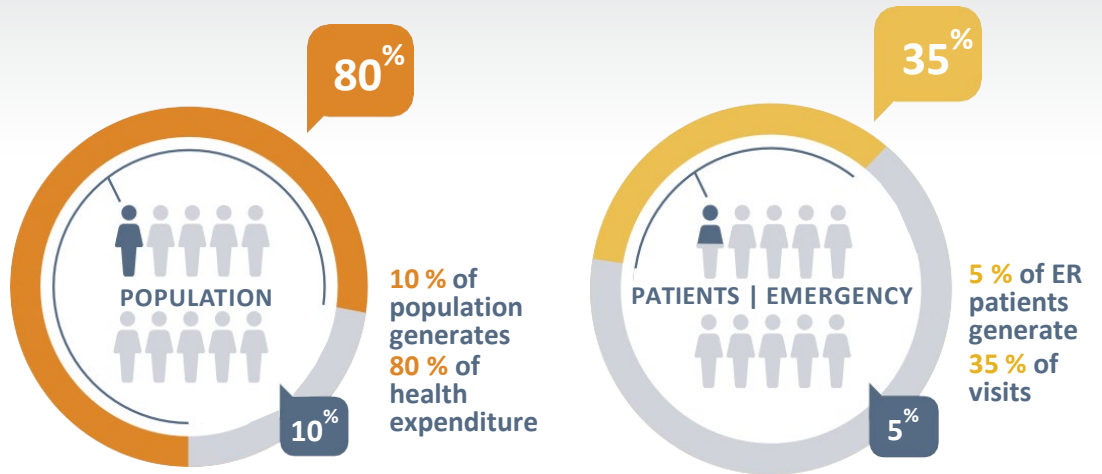


For more information: [soinsintegres.ca](http://soinsintegres.ca)

Complex needs and frequent use of healthcare services : a huge problem



- Accessibility
- Fluidity
- Integration
- Patient experience
- Health
- Professional satisfaction
- System performance

Inappropriate use of services

An innovation based on **improving practices and interdisciplinarity**, supported by **evidence**, and offering an **implementation toolkit**.

Evolution of the number of people who frequently use healthcare services within health centres **with and without case managers**

