

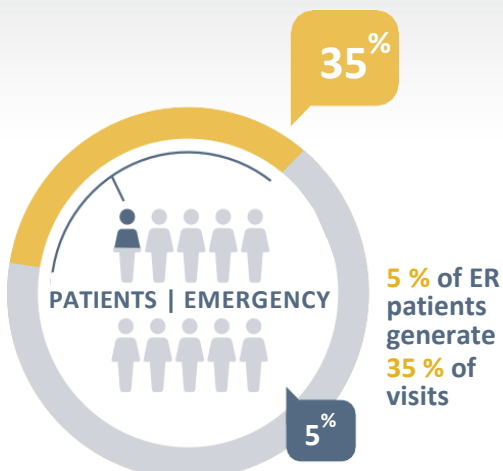
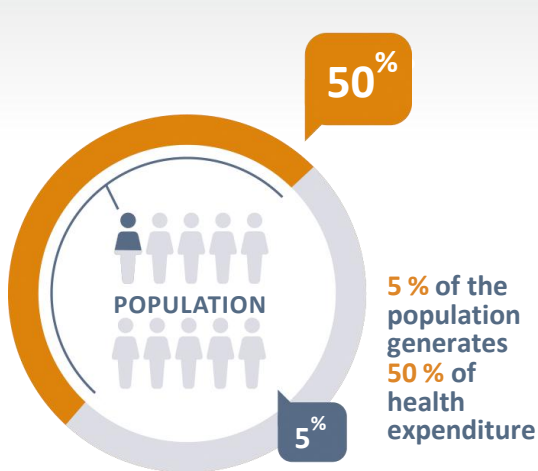
For more information: soinsintegres.ca

In line with **ministerial orientations** and those of **Santé Québec**



Integrated into the governmental primary care policy and action plan

Aligned with Orientation 2 of Santé Québec's 2025-2028 strategic plan: A better continuum of care



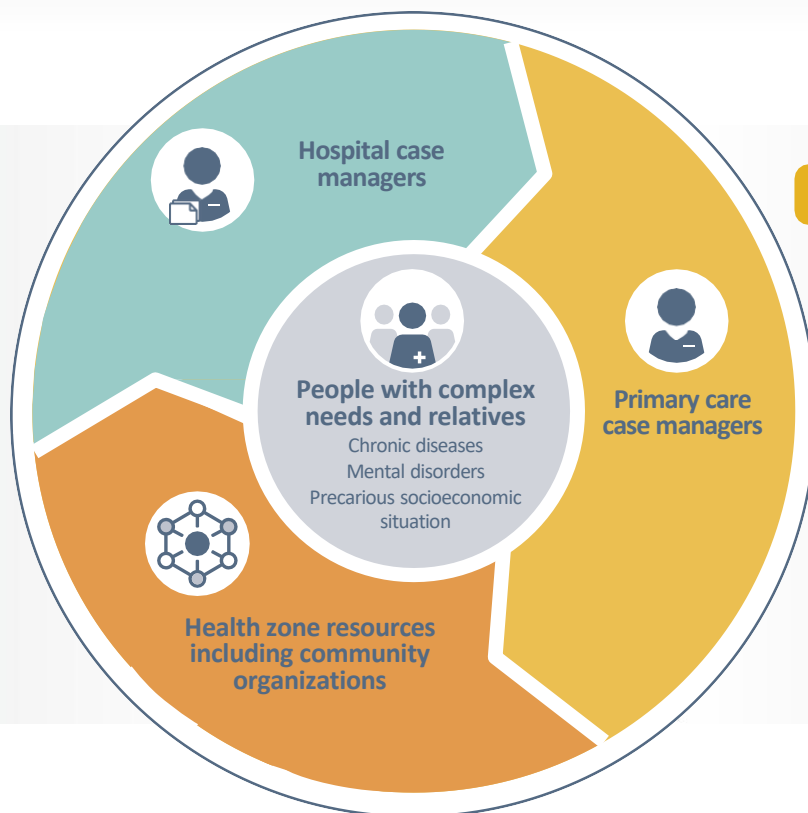
Frequent use of services, overcrowding in emergency rooms and hospital resources: a colossal problem

An innovation promoting service integration



Key ingredients

- Continuous identification
- Collaborative governance
- Consultation tables
- Standardized tools
- Best practices
- Interprofessional and intersectoral collaboration
- Monitoring indicators



Multidimensional value

- Accessibility
- Fluidity
- Integration
- Patient experience
- Health
- Professional satisfaction
- Efficient use of resources
- System performance



Approach validated by more than 13 years of research in partnership with the health network



Multidimensional value creation



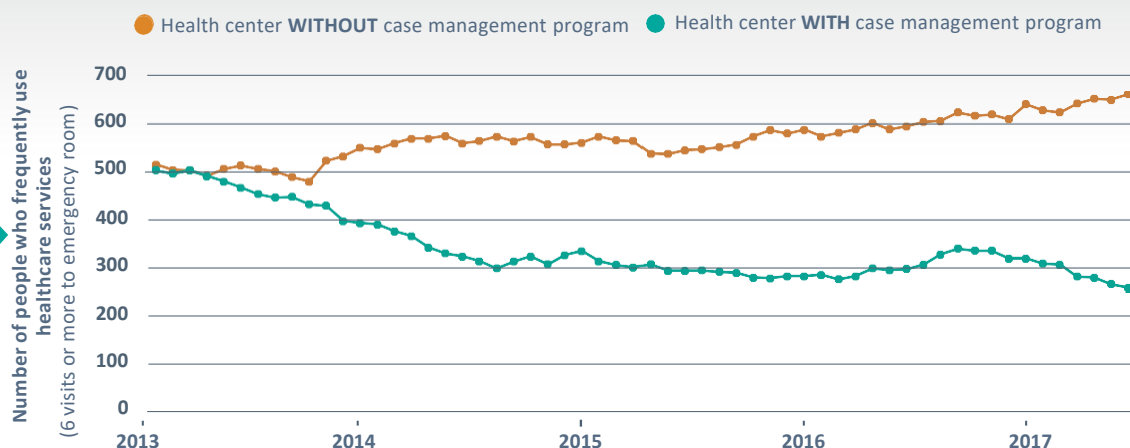
Solution ready-to-use

Web-based training modules on [provincial AEN](#), standard of care, clinical toolkits, implementation guide and support, professional community of practice



Scaling up successfully initiated

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



↓ 40%

in psychological distress among patients

↓ 49%

in costs related to emergency room visits

↓ 68%

in hospitalization costs

Data collected over 6 months from the first 62 users. If this data is projected to the whole of Quebec, the return on investment could be multiplied by a factor ranging from 4 to 14.

"In the fall of 2024, [...] the V1SAGES program was born, driven by a conviction: every person deserves dignified support, regardless of the complexity of their needs."

CEO of a CIUSSS

"It's hard to say anything other than a big thank you. I mean, without the program, I'd probably still be waiting for services that were essential."

Patient in the V1SAGES program

"The V1SAGES approach stands out for its focus on the real and perceived needs of users, while considering their abilities. [...]"

Key elements of the role [of case managers], such as professional autonomy, continuous skills development, and recognition from users, are all motivating factors for practitioners."

Case managers team of a health and social services of Quebec



Strong consensus