

Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

Our values

Our actions are guided by five equal and interconnected values:

- Compassion;
- Collaboration;
- Commitment;
- Confidence;
- Consistency.

CASE MANAGEMENT

What you need to know



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What is case management?

Case management is **a role** that consists, for a worker or a team, in guiding **the user** through the service continuum by establishing an **ongoing relationship** with the person, their family and their friends, ensuring access to services, and advocating for their rights and interests.

(Weills and Karls, 1985 and Capitman et al., 1986)

Eligible users?

Users who are eligible for case management meet specific criteria established by the Ministère de la Santé et des Services sociaux (MSSS). They have been receiving home care services for several months and require constant support and continuous long-term follow-up for multiple significant medical and psychosocial problems.

Who refers a user for case management?

Users are referred for case management by a professional from the home care team following confirmation of their eligibility.

What are the criteria for closing a case management file?

The criteria for closing a case management file are also set by the MSSS (e.g., permanent admission to a long-term care centre, user moves out of the territory or refuses to continue receiving case management services). A sustained and lasting improvement in the user's condition, without the intervention of the case management worker, is also one of the criteria for closing a case management file.

Information

Name of your case management worker:

Contact information:

Roles of the case management **WORKER**:

- provide long-term support as a trained, experienced expert;
- work with YOU and the various partners involved;
- make sure you receive the right care and services at the right time;
- regularly assess your needs in collaboration with other professionals;
- depending on your situation and needs, recommend adjustments to your service plan;
- as needed, report a change in your health condition to your family doctor or specialist;
- follow up on your situation, regardless of where you are receiving care and services; this professional could travel to the hospital, as needed.

Case management allows **YOU** to:

- participate in decisions about the care and services you need;
- have a positive influence on your health;
- obtain flexible services that adjust to your changing, developing, cumulative, and sometimes unforeseeable needs;
- receive support throughout the service continuum;
- receive follow-up with close collaboration between your family doctor, the home care workers, and other partners.

What is the Réseau de services intégrés pour les personnes âgées en perte d'autonomie (RSIPA)?

Your region's RSIPA is comprised of a group of partners working together to offer you and your loved ones a range of complementary services.

The people at these institutions work together to:

- meet your day-to-day health and psychosocial needs;
- prevent situations that could decrease your autonomy.

This pamphlet is based on the document entitled "Le Réseau de services intégrés pour les personnes âgées en perte d'autonomie" and on the presentation entitled "Sensibilisation à la fonction de gestion de cas" by the Ministère de la Santé et des Services sociaux (MSSS) and the Centre d'expertise en santé de Sherbrooke (CESS).