



Centre hospitalier
universitaire
de Sherbrooke

Partners to improve health care



In recent years, the CHUS and other health care institutions in the Eastern Townships have worked together to answer a key question: "How can we improve our health care network?" The result has been a multitude of projects and partnerships, each with the same goal: to better meet the needs of the population.

The CHUS and its partners have worked out some 30 agreements that, in particular, enable patients to receive more care in their local milieu, near their home. For example, as of the past few months, information sessions on diabetes (controlling and living with the disease) are no longer given solely at the CHUS. Each of the seven health and social services centres (CSSS) in the Estrie region provides this service with help from professionals at the CHUS.

Other services in cardiac rehabilitation and heart failure, youth and adult mental health, and oncology are also being offered closer to people in their communities to provide care better adapted to patient expectations and needs and, at times, care that is quicker and easier to obtain. The CHUS, as a university hospital, plays a supporting role in all these areas of activity.

Helping one another in the field

Partnerships have been established in which CHUS doctors travel to outlying regions. Obstetricians/gynecologists and ear-nose-and-throat specialists will be on call in Lac-Mégantic. Psychiatrists go to assist family doctors at CSSSs, the Centre jeunesse de l'Estrie, and the Maison Blanche. Specialists help out with dermatology and plastic surgery in certain medical clinics.

CHUS patients waiting for non-urgent orthopedic day surgery can now be sent to the CSSS de Memphrémagog and be treated there sooner. CHUS orthopedists travel to Magog to operate and provide follow-up to patients in the outdoor clinic. Some 250 individuals benefit from this agreement every year.

The Health and Social Services Centre – University Institute of Geriatrics of Sherbrooke (CSSS-IUGS) is one of the CHUS' major partners. Together, the two institutions have implemented

several services, such as the new geriatric unit located at the CHUS. A recent agreement, the first of its kind in the region, enables health care professionals from the CSSS-IUGS to provide care for their elderly patients who are hospitalized or who have been seen in emergency at the CHUS. Particularly noteworthy, a CSSS-IUGS liaison officer works with the CHUS to prepare the release of patients with aging-related loss of autonomy.

Continuity of care is the basis for partnerships with the Centre de réadaptation de l'Estrie (for hearing loss), the Centre Notre-Dame-de-l'enfant-Dixville (for intellectual disability) and all CSSSs in the Estrie region (especially for bed management and orthopedics). Of particular interest, the CHUS has designed a new electronic liaison sheet containing all the clinical information required for a patient's transfer or release. This sheet, sent to the CSSS concerned, promotes better case management by local service providers.

A number of other partnerships have been developed within the network to improve the quality of health care. And many other new agreements will follow. Never have Eastern Townships health institutions worked together as much so patients can receive proper care, at the appropriate time, in the right location.



Foundations, partners as well

For several years, the CHUS Foundation has been expanding its partnerships with CSSS foundations in the Estrie region. The latter have been invited to organize or take part in fundraising activities, such as the sale of tickets for the Maison Desjardins draw for a house. Some of them also participate in the Telethon and thus receive 50% of the money donated from their region on the evening of the Telethon.

The goal is to bring people together in the Townships, and to increase donations to all the foundations. This has proven to be a winning formula, since the CHUS Foundation and other participating foundations have recorded notable increases in the number of donations and the average amount given. Together, we are stronger!

The Users' Committee at your service

The CHUS Users' Committee informs clients of their rights and obligations, works towards improving the quality of services, defends the collective interests of patients, and helps users with any steps they may take, including lodging a complaint. The Committee may be reached at:

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