

# UPCC WORKFORCE AND VISITS REPORT

FY 2024/25 – Period 7 (Sep 13 - Oct 10)

Divisional Services Branch  
Primary Care Division  
October 10, 2024

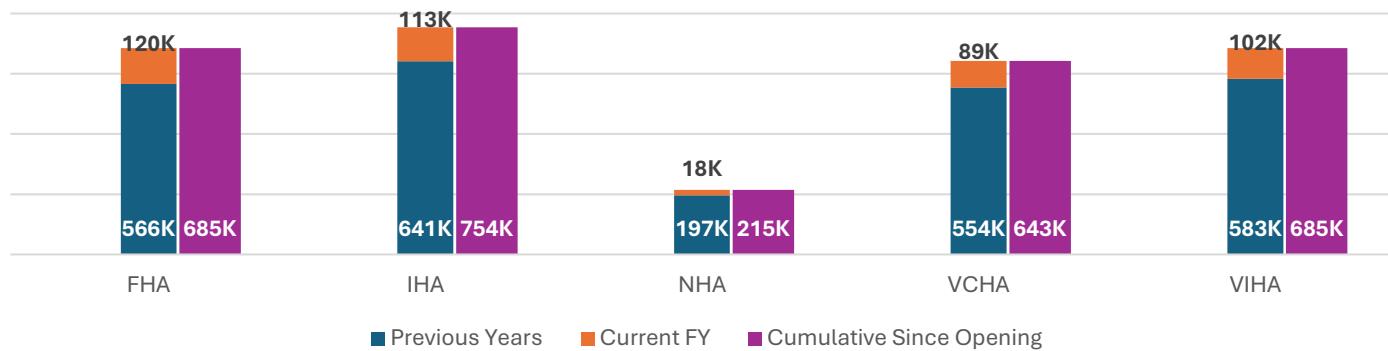


Ministry of  
Health

## PROVINCIAL OVERVIEW

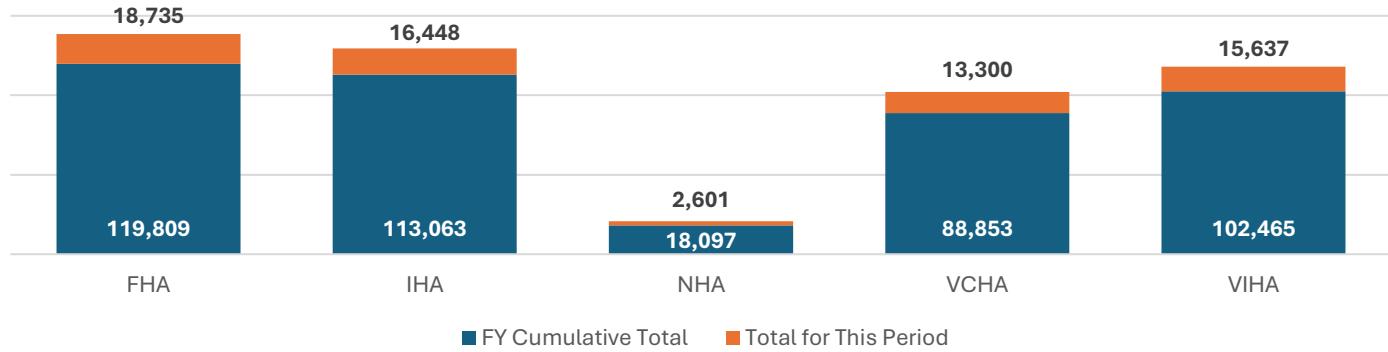
Since the first UPCC opened in 2018/19, there have been approximately **2.98 million** patient visits across all UPCCs.

### Patient Visits at UPCCs by Region (Cumulative since 2018/19)



## PATIENT VISITS BY REGION

### Patient Visits at UPCCs by Region (Current Fiscal Year)



## RECRUITMENT AT A GLANCE

As of Period 7 of FY2024/25 (September 13 to October 10, 2024), **588.70 FTEs** (+20.24 FTEs from FY24/25 P6) have been recruited and deployed to 42 UPCCs.

Initiative Type	Total FTEs Approved	Total FTEs Recruited	
		Actual	Change from Last Period
Urgent & Primary Care Centre (UPCC)	811.12	588.70	20.24
<b>Total</b>	<b>811.12</b>	<b>588.70</b>	<b>20.24</b>

## APPROVED &amp; ACTUAL RECRUITMENT BY INITIATIVE

Name (PCNs by Year of Implementation)	UPCC Site Opening Date	Total FTEs Approved	Total FTEs Recruited	
			Actual	Change from Last Period
Kamloops South Shore	June 12, 2018	21.30	15.00	-0.32
Quesnel	October 31, 2018	7.02	6.18	0.00
Westshore	November 5, 2018	21.83	15.25	0.53
North Surrey-Whalley	November 8, 2018	24.42	16.86	-0.75
Vancouver City Centre	November 26, 2018	20.89	21.15	-1.50
Nanaimo Medical Arts <sup>1</sup>	June 3, 2019	17.76	7.44	0.26
Prince George	June 5, 2019	8.90	8.45	0.25
Edmonds	September 23, 2019	9.15	7.03	0.00
Ridge Meadows	October 1, 2019	18.53	12.71	3.44
Vernon	October 1, 2019	22.75	14.37	1.02
North Vancouver	November 4, 2019	14.95	19.28	0.04
REACH	November 4, 2019	15.86	15.86	2.62
North Quadra	November 30, 2019	19.60	17.00	-1.38
Kelowna	December 30, 2019	25.48	23.93	2.46
Castlegar	April 6, 2020	9.89	6.59	0.00
Abbotsford	April 17, 2020	20.03	24.46	6.00
James Bay	April 28, 2020	19.60	16.91	0.85
Surrey Newton	May 25, 2020	18.43	16.55	0.00
West Kelowna	October 5, 2020	20.22	17.53	0.97
Northeast	February 16, 2021	23.79	20.54	0.83
Port Moody	February 22, 2021	25.46	23.93	0.00
Penticton	March 31, 2021	15.52	10.97	0.14
Richmond City Centre	April 1, 2021	33.70	29.83	-1.43
Downtown Victoria <sup>2</sup>	July 19, 2021	36.40	32.45	2.86
Esquimalt	December 6, 2021	21.30	17.46	1.79
Cranbrook	December 12, 2021	18.85	12.71	-0.01
Southeast	March 29, 2022	23.59	18.52	-1.11
Gorge Road	September 21, 2022	25.17	24.65	-0.77
Metrotown	November 1, 2022	29.56	20.24	0.00
Ashcroft	September 27, 2022	18.39	9.39	0.18
Comox	April 1, 2023	7.65	6.47	0.00
Rutland	November 21, 2023	30.91	20.91	1.46
Langley	March 20, 2024	5.66	5.66	0.20
Richmond East	April 2, 2024	39.65	22.75	0.49
Peninsula Health Unit	April 8, 2024	4.00	2.14	0.00
Chilliwack	April 19, 2024	7.40	6.26	0.16
Campbell River	May 4, 2024	3.04	2.63	0.00
Mission	May 10, 2024	21.43	13.31	0.00
Nanaimo #2	July 24, 2024	3.84	2.47	0.30
Kamloops North Shore (in early implementation, not yet open)	TBD (Q3 2024)	29.88	2.86	0.66
Cowichan (in early implementation, not yet open)	TBD (Feb 2025)	31.15	0.00	0.00
Williams Lake (in early implementation, not yet open)	TBD (Feb 2025)	18.17	0.00	0.00
<b>Grand Total</b>		<b>811.12</b>	<b>588.70</b>	<b>20.24</b>

<sup>1</sup> A change request is currently underway for Nanaimo Medical Arts UPCC to realign resources based on the community's needs, which may result in the number of approved FTEs to decrease to better-match what services the UPCC is providing.

<sup>2</sup> Downtown Victoria UPCC calculates their Total Recruited FTEs based on actual hours worked, so data fluctuations are expected between periods.

## DETAILED TABLES

## PATIENT VISITS

Name of Initiative	UPCC Opening Date	Total FY Visits	Patient Visits by Period												
			P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
<b>Fraser</b>															
Abbotsford	April 17, 2020	19,481	2,020	2,370	2,552	2,511	2,306	2,381	2,505	2,836	-	-	-	-	-
Chilliwack	April 19, 2024	3,826	253	486	514	466	524	504	494	585	-	-	-	-	-
Edmonds	September 23, 2019	6,526	810	844	842	748	759	682	927	914	-	-	-	-	-
Langley	March 20, 2024	5,808	289	505	638	720	853	937	950	916	-	-	-	-	-
Metrotown	November 1, 2022	27,928	3,064	3,130	3,416	3,570	3,512	3,848	3,561	3,827	-	-	-	-	-
Mission	May 10, 2024	6,388	27	728	1,010	995	912	748	913	1,055	-	-	-	-	-
North Surrey-Whalley	November 8, 2018	15,210	1,502	1,686	1,756	1,543	2,105	2,184	2,224	2,210	-	-	-	-	-
Port Moody	February 22, 2021	30,168	3,442	4,008	3,930	3,688	3,440	3,626	4,018	4,016	-	-	-	-	-
Ridge Meadows	October 1, 2019	12,797	1,593	1,607	1,567	1,586	1,583	1,539	1,677	1,645	-	-	-	-	-
Surrey Newton	May 25, 2020	11,548	1,328	1,503	1,442	1,329	1,354	1,259	1,466	1,867	-	-	-	-	-
<b>Interior</b>															
Ashcroft	September 27, 2022	6,110	724	716	769	728	663	781	816	913	-	-	-	-	-
Castlegar	April 6, 2020	3,798	375	536	541	506	489	486	479	386	-	-	-	-	-
Cranbrook	December 12, 2021	10,982	1,260	1,338	1,494	1,351	1,341	1,439	1,388	1,371	-	-	-	-	-
Kamloops North Shore (in early implementation, not yet opened)	TBD (Q3 2024)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Kamloops South Shore	June 12, 2018	25,045	2,670	2,811	3,038	3,572	3,363	3,260	3,258	3,073	-	-	-	-	-
Kelowna	December 30, 2019	30,221	3,534	3,791	3,796	3,743	3,981	3,731	3,938	3,707	-	-	-	-	-
Penticton	March 31, 2021	9,698	1,197	1,354	1,102	1,234	1,273	1,234	1,110	1,194	-	-	-	-	-
Rutland	November 21, 2023	13,401	1,528	1,629	1,654	1,476	1,613	1,753	1,853	1,895	-	-	-	-	-
Vernon	October 1, 2019	12,209	1,517	1,625	1,450	1,606	1,449	1,647	1,422	1,493	-	-	-	-	-
West Kelowna	October 5, 2020	17,776	2,096	2,330	2,366	2,359	2,217	2,089	2,198	2,121	-	-	-	-	-
Williams Lake (in early implementation, not yet opened)	TBD (Feb 2025)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Northern</b>															
Prince George	June 5, 2019	16,898	1,921	2,162	2,011	2,107	2,222	2,213	2,174	2,088	-	-	-	-	-
Quesnel	October 31, 2018	3,760	467	509	445	536	516	387	427	473	-	-	-	-	-
<b>Vancouver Coastal</b>															
North Vancouver	November 4, 2019	14,315	1,642	1,943	1,825	1,780	1,639	1,699	1,883	1,904	-	-	-	-	-
Northeast	February 16, 2021	14,265	1,847	1,946	1,837	1,829	1,729	1,596	1,740	1,741	-	-	-	-	-
REACH	November 4, 2019	13,960	1,720	1,829	1,724	1,728	1,700	1,780	1,773	1,706	-	-	-	-	-
Richmond City Centre	April 1, 2021	21,220	2,380	2,745	2,885	2,483	2,657	2,394	2,777	2,899	-	-	-	-	-
Richmond East	April 2, 2024	9,019	923	832	981	1,128	1,059	1,290	1,259	1,547	-	-	-	-	-

Name of Initiative	UPCC Opening Date	Total FY Visits	Patient Visits by Period												
			P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Southeast	March 29, 2022	14,286	1,736	1,985	1,816	1,751	1,697	1,732	1,931	1,638	-	-	-	-	-
Vancouver City Centre	November 26, 2018	15,003	1,671	1,916	2,015	1,861	1,885	1,938	1,937	1,780	-	-	-	-	-
<b>Vancouver Island</b>															
Campbell River	May 4, 2024	1,681	-	172	288	284	195	185	253	304	-	-	-	-	-
Comox	April 1, 2023	6,594	670	820	767	700	856	879	952	950	-	-	-	-	-
Cowichan (in early implementation, not yet opened)	TBD (Feb 2025)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downtown Victoria	July 19, 2021	34,790	4,116	4,387	4,578	4,357	3,929	4,060	4,857	4,506	-	-	-	-	-
Esquimalt	December 6, 2021	10,223	917	1,241	1,281	1,097	1,257	1,218	1,540	1,672	-	-	-	-	-
Gorge Road	September 21, 2022	16,952	1,766	1,750	1,934	1,931	2,117	2,654	2,490	2,310	-	-	-	-	-
James Bay	April 28, 2020	13,770	1,721	1,880	1,773	1,793	1,578	1,527	1,683	1,815	-	-	-	-	-
Nanaimo Medical Arts	June 3, 2019	11,579	1,396	1,415	1,319	1,435	1,305	1,533	1,739	1,437	-	-	-	-	-
Nanaimo #2	July 24, 2024	83	-	-	-	-	-	29	26	28	-	-	-	-	-
North Quadra	November 30, 2019	10,648	1,269	1,624	1,504	1,565	1,282	1,341	770	1,293	-	-	-	-	-
Peninsula Health Unit	April 8, 2024	1,947	155	242	277	248	331	259	218	217	-	-	-	-	-
Westshore	November 5, 2018	10,183	1,125	1,400	1,284	1,299	1,273	1,240	1,109	1,453	-	-	-	-	-
<b>Total</b>		<b>510,096</b>	<b>56,671</b>	<b>63,795</b>	<b>64,421</b>	<b>63,643</b>	<b>62,694</b>	<b>64,082</b>	<b>66,735</b>	<b>67,785</b>	-	-	-	-	-

## RECRUITMENT

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited. Some UPCCs do not provide longitudinal care.

Name of Initiative	UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited	Physician		Other Clinical								Non-Clinical (excl. Overhead & Change Mgmt.)	
				Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
<b>Fraser</b>															
Abbotsford	April 17, 2020	20.03	24.46	5.91	4.41	4.12	5.62	5.96	9.36	3.04	4.07	1.00	1.00	-	-
Chilliwack	April 19, 2024	7.40	6.26	1.31	0.85	0.96	0.15	5.13	5.26	-	-	-	-	-	-
Edmonds	September 23, 2019	9.15	7.03	1.35	1.35	-	-	4.22	4.22	3.58	1.46	-	-	-	-
Langley	March 20, 2024	5.66	5.66	1.72	1.72	-	-	3.94	3.94	-	-	-	-	-	-
Metrotown	November 1, 2022	29.56	20.24	7.13	4.60	3.47	3.20	13.83	8.87	4.06	2.50	1.07	1.07	-	-
Mission	May 10, 2024	21.43	13.31	3.81	0.20	2.64	1.20	11.54	9.91	3.44	2.00	-	-	-	-
North Surrey-Whalley	November 8, 2018	24.42	16.86	6.54	2.10	2.17	0.00	12.67	11.36	2.00	2.00	1.04	1.40	-	-
Port Moody	February 22, 2021	25.46	23.93	5.08	3.40	5.58	5.60	11.67	11.79	3.13	3.14	-	-	-	-
Ridge Meadows	October 1, 2019	18.53	12.71	5.20	2.60	-	-	10.31	7.33	3.02	2.78	-	-	-	-
Surrey Newton	May 25, 2020	18.43	16.55	5.00	2.70	4.43	4.36	5.96	6.45	2.04	2.04	1.00	1.00	-	-

Name of Initiative	UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited	Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)		
				Approved	Actual	Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health				
						Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	
<b>Interior</b>																		
Ashcroft	September 27, 2022	18.39	9.39	3.98	2.62	2.60	0.00	8.63	5.77	2.12	0.00	-	-	1.06	1.00	-	-	
Castlegar	April 6, 2020	9.89	6.59	FFS	FFS	1.40	0.40	3.22	2.63	5.27	3.56	-	-	-	-	-	-	
Cranbrook	December 12, 2021	18.85	12.71	4.16	1.44	2.80	1.56	7.23	6.87	4.15	2.84	-	-	0.51	0.00	-	-	
Kamloops North Shore (in early implementation, not yet opened)	TBD (Q3 2024)	29.88	2.86	5.30	0.00	5.30	0.66	12.89	2.20	6.39	0.00	-	-	-	-	-	-	
Kamloops South Shore	June 12, 2018	21.30	15.00	6.67	5.63	2.00	0.27	7.25	6.10	5.38	3.00	-	-	-	-	-	-	
Kelowna	December 30, 2019	25.48	23.93	6.16	7.98	2.69	2.22	11.85	9.74	4.78	3.99	-	-	-	-	-	-	
Penticton	March 31, 2021	15.52	10.97	3.75	2.02	2.08	1.73	5.55	4.72	4.14	2.50	-	-	-	-	-	-	
Rutland	November 21, 2023	30.91	20.91	5.49	2.09	5.51	3.91	13.12	11.34	6.79	3.57	-	-	-	-	-	-	
Vernon	October 1, 2019	22.75	14.37	2.30	1.50	4.42	2.50	10.65	8.30	5.38	2.07	-	-	-	-	-	-	
West Kelowna	October 5, 2020	20.22	17.53	2.13	1.82	3.00	2.34	6.33	6.70	7.76	5.67	1.00	1.00	-	-	-	-	
Williams Lake (in early implementation, not yet opened)	TBD (Feb 2025)	18.17	0.00	2.70	0.00	2.70	0.00	7.73	0.00	2.46	0.00	-	-	2.58	0.00	-	-	
<b>Northern</b>																		
Prince George	June 5, 2019	8.90	8.45	FFS	FFS	1.20	0.00	4.10	3.20	3.60	5.25	-	-	-	-	-	-	
Quesnel	October 31, 2018	7.02	6.18	1.00	1.20	1.49	1.00	2.98	2.98	1.55	1.00	-	-	-	-	-	-	
<b>Vancouver Coastal</b>																		
North Vancouver	November 4, 2019	14.95	19.28	4.13	5.21	1.68	3.97	7.14	8.91	2.00	1.19	-	-	-	-	-	-	
Northeast	February 16, 2021	23.79	20.54	4.97	5.52	4.01	2.64	13.20	10.91	1.61	1.47	-	-	-	-	-	-	
REACH	November 4, 2019	15.86	15.86	3.32	3.32	2.62	2.62	7.92	7.92	1.50	1.50	0.50	0.50	-	-	-	-	
Richmond City Centre	April 1, 2021	33.70	29.83	9.10	6.20	5.20	5.02	16.20	16.43	3.20	2.18	-	-	-	-	-	-	
Richmond East	April 2, 2024	39.65	22.75	10.41	5.66	5.80	1.63	17.25	13.52	5.39	1.94	0.80	0.00	-	-	-	-	
Southeast	March 29, 2022	23.59	18.52	4.66	3.77	4.01	3.21	13.31	10.39	1.61	1.15	-	-	-	-	-	-	
Vancouver City Centre	November 26, 2018	20.89	21.15	4.24	7.70	3.33	2.94	9.99	10.51	3.33	0.00	-	-	-	-	-	-	
<b>Vancouver Island</b>																		
Campbell River	May 4, 2024	3.04	2.63	1.20	1.00	-	-	1.84	1.63	-	-	-	-	-	-	-	-	
Comox	April 1, 2023	7.65	6.47	0.20	0.30	-	-	4.97	4.99	2.48	1.18	-	-	-	-	-	-	
Cowichan (in early implementation, not yet opened)	TBD (Feb 2025)	31.15	0.00	5.40	0.00	6.00	0.00	9.20	0.00	8.71	0.00	-	-	-	-	1.84	0.00	
Downtown Victoria	July 19, 2021	36.40	32.45	15.00	12.90	1.00	0.00	14.00	14.00	5.00	4.15	-	-	-	-	1.40	1.40	
Esquimalt	December 6, 2021	21.30	17.46	5.70	3.40	2.00	0.80	8.20	8.20	4.00	3.66	-	-	-	-	1.40	1.40	
Gorge Road	September 21, 2022	25.17	24.65	7.00	5.20	4.00	4.00	9.77	9.80	3.00	3.00	-	-	-	-	1.40	2.65	
James Bay	April 28, 2020	19.60	16.91	7.20	5.91	-	-	8.00	7.00	3.00	3.00	-	-	-	-	1.40	1.00	
Nanaimo Medical Arts	June 3, 2019	17.76	7.44	1.95	0.00	2.00	0.70	7.05	1.74	5.08	4.00	1.68	1.00	-	-	-	-	
Nanaimo #2	July 24, 2024	3.84	2.47	1.18	0.84	0.54	0.00	2.12	1.63	-	-	-	-	-	-	-	-	
North Quadra	November 30, 2019	19.60	17.00	6.60	2.70	1.00	0.70	7.60	7.60	3.00	3.00	-	-	-	-	1.40	3.00	

Name of Initiative	UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited	Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
						Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
				Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
Peninsula Health Unit	April 8, 2024	4.00	2.14	2.27	1.20	-	-	1.73	0.94	-	-	-	-	-	-	-	-
Westshore	November 5, 2018	21.83	15.25	7.20	2.90	2.00	1.00	8.00	7.20	3.00	2.42	0.23	0.23	-	-	1.40	1.50
<b>Total</b>		<b>811.12</b>	<b>588.70</b>	<b>188.42</b>	<b>123.96</b>	<b>105.75</b>	<b>65.95</b>	<b>354.25</b>	<b>292.36</b>	<b>139.99</b>	<b>87.28</b>	<b>8.32</b>	<b>7.20</b>	<b>4.15</b>	<b>1.00</b>	<b>10.24</b>	<b>10.95</b>

DRAFT

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 3 (May 26 to Jun 22)



Ministry of  
Health

Results Management Office  
Primary Care Division

Last Updated: Sep 20, 2023



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## CONTEXTUAL INFORMATION

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on March 3, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

### SOURCE DATA

This report was compiled using financial period tracking templates submitted by each health authority's finance department. The information in these financial period tracking templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY2022/23 Funding Transfer Agreements and any approved Change Requests and are accurate as of March 3, 2023.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Medical Lead (FP/NP) FTEs funded outside of overhead funding will be included in the Physician FTEs' column unless the initiative is not approved for Physicians—in those cases, the FTEs will be included under Nurse Practitioner FTEs. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

### FOOTNOTES

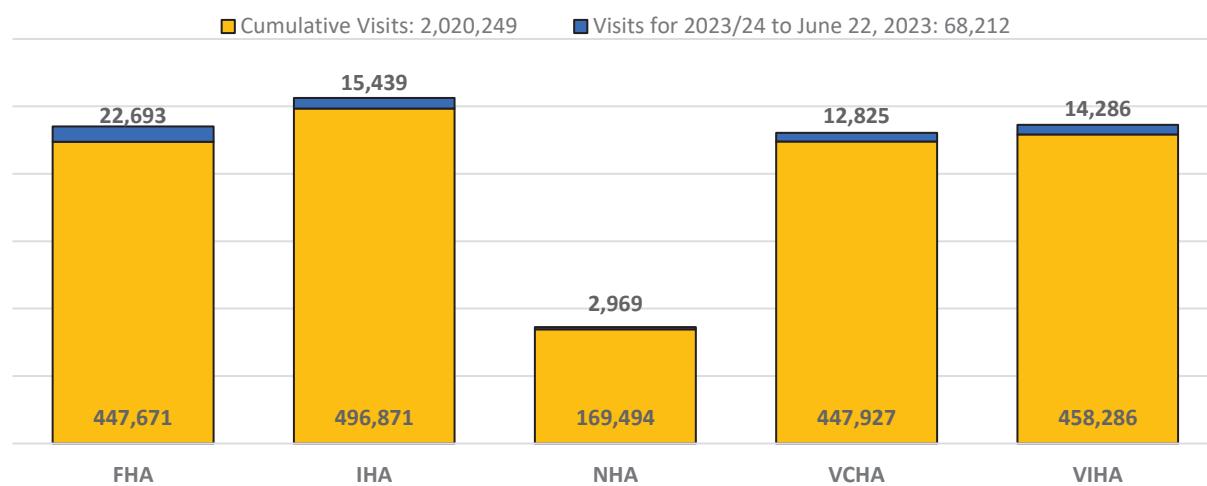
Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2 million patient visits across all UPCCs. For FY2023/24 (to June 22, 2023), there have been 68,212 visits to all UPCCs. Detailed breakdowns of patient visits to individual UPCCs within a region/health authority are provided in the **Urgent & Primary Care Centres by Health Authority** section.Error! Reference source not found.

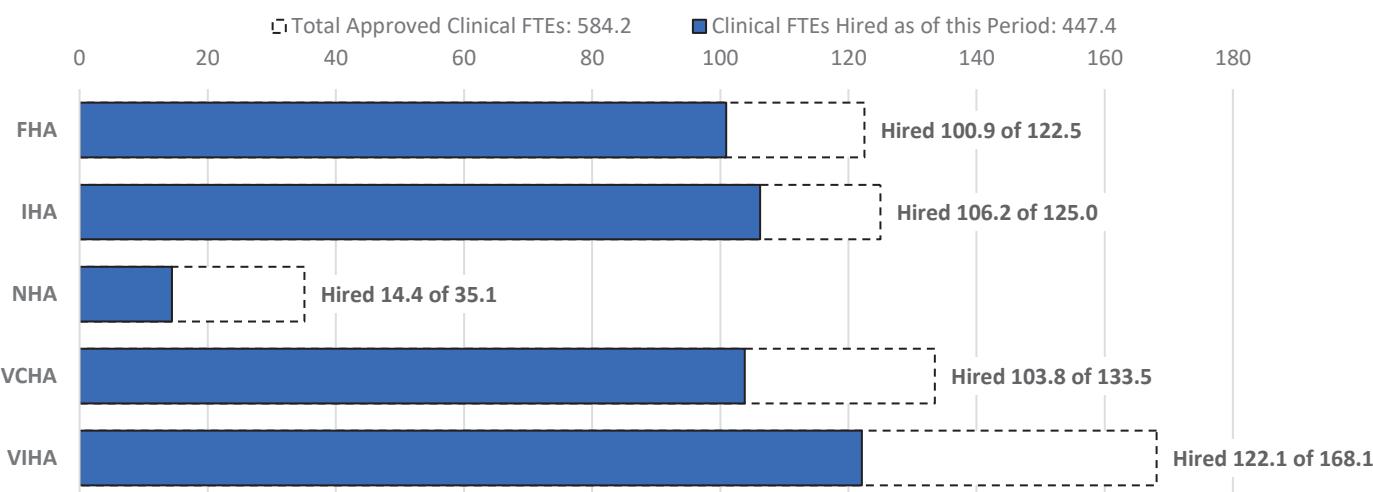
#### Province Patient Visits



### RECRUITMENT AT A GLANCE

As of Period 3 of FY23/24 (to June 22, 2023), **447.4** FTEs (**+20.4** FTEs from FY2022/23 P13) have been recruited out of a total of 584.2 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC in the **Urgent & Primary Care Centres by Health Authority** section.

### Province Clinical Hiring Progress



**SUMMARY TABLES****PATIENT VISITS BY SITE**

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
North Surrey-Whalley	November 8, 2018	127,013	6,139
Burnaby Edmonds	September 23, 2019	68,530	6,440
Ridge Meadows	October 1, 2019	56,527	6,622
Abbotsford	April 17, 2020	53,833	7,185
Surrey Newton	May 25, 2020	57,773	6,967
Port Moody	February 22, 2021	60,232	19,601
Burnaby Metrotown	November 1, 2022	23,763	11,258
<b>Interior</b>			
Kamloops	June 12, 2018	132,954	7,021
Vernon	October 1, 2019	79,213	4,705
Kelowna	December 30, 2019	140,061	12,354
Castlegar	April 6, 2020	16,226	1,395
West Kelowna	October 5, 2020	52,427	7,494
Penticton	March 31, 2021	42,307	4,122
Cranbrook	December 12, 2021	29,683	5,433
Ashcroft	September 27, 2022	4,000	1,470
<b>Northern</b>			
Quesnel	October 31, 2018	31,581	1,269
Prince George	June 5, 2019	137,832	7,910
Central Interior Native Health Society (CHC-UPCC)	April 4, 2023	81	81
<b>Vancouver Coastal</b>			
City Centre	November 26, 2018	142,119	5,813
North Vancouver	November 4, 2019	103,414	6,221
REACH	November 4, 2019	65,956	4,769
Northeast	February 16, 2021	51,330	6,048
Richmond	April 1, 2021	55,244	9,053
Southeast	March 29, 2022	29,864	6,237
<b>Vancouver Island</b>			
Westshore	November 5, 2018	110,943	4,434
Nanaimo	June 3, 2019	119,205	4,718
North Quadra	November 30, 2019	44,493	5,320
James Bay	April 28, 2020	60,883	4,501
Downtown Victoria	July 19, 2021	84,780	14,665
Esquimalt	December 6, 2021	28,156	3,631
Gorge Road	September 21, 2022	9,826	3,727
<b>Total - UPCCs</b>		<b>2,020,249</b>	<b>196,603</b>

**RECRUITMENT BY SITE**

UPCC Name	Opening Date	Total FTEs Approved	Total Recruited	
			FTEs	% Progress
<b>Fraser</b>				
North Surrey-Whalley	November 8, 2018	17.0	15.6	92%
Burnaby Edmonds	September 23, 2019	9.1	7.5	82%
Ridge Meadows	October 1, 2019	9.5	7.9	83%
Abbotsford	April 17, 2020	20.0	15.6	78%
Surrey Newton	May 25, 2020	18.4	16.4	89%
Port Moody	February 22, 2021	25.5	18.7	73%
Burnaby Metrotown	November 1, 2022	23.2	19.2	83%
<b>Interior</b>				
Kamloops	June 12, 2018	20.3	14.0	69%
Vernon	October 1, 2019	18.8	18.8	100%
Kelowna	December 30, 2019	25.9	20.5	79%
Castlegar	April 6, 2020	8.5	6.2	73%
West Kelowna	October 5, 2020	20.9	16.1	81%
Penticton	March 31, 2021	9.2	9.2	100%
Cranbrook	December 12, 2021	14.9	14.9	100%
Ashcroft	September 27, 2022	6.5	6.5	100%
<b>Northern</b>				
Quesnel	October 31, 2018	7.0	6.0	86%
Prince George	June 5, 2019	6.6	3.4	52%
Central Interior Native Health Society (CHC UPCC hybrid)	April 4, 2023	21.5	3.0	14%
<b>Vancouver Coastal</b>				
City Centre	November 26, 2018	20.9	14.6	70%
North Vancouver	November 4, 2019	15.0	15.0	100%
REACH	November 4, 2019	16.2	15.6	96%
Northeast	February 16, 2021	25.3	17.7	70%
Richmond	April 1, 2021	33.7	22.5	67%
Southeast	March 29, 2022	22.4	18.4	82%
<b>Vancouver Island</b>				
Westshore	November 5, 2018	19.8	15.1	76%
Nanaimo	June 3, 2019	18.2	12.8	70%
North Quadra	November 30, 2019	23.3	17.7	76%
James Bay	April 28, 2020	22.3	13.6	61%
Downtown Victoria	July 19, 2021	36.8	30.5	83%
Esquimalt	December 6, 2021	24.5	15.7	64%
Gorge Road	September 21, 2022	23.2	16.7	72%
<b>Total - UPCCs</b>		<b>584.2</b>	<b>447.4</b>	-

## URGENT &amp; PRIMARY CARE CENTRES BY HEALTH AUTHORITY

## FRASER HEALTH AUTHORITY (FHA)

## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits	FY 2023/24 Patient Visits (by Period)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
North Surrey-Whalley	November 8, 2018	127,013	6,139	1,804	2,150	2,185									
Burnaby Edmonds	September 23, 2019	68,530	6,440	2,043	2,212	2,185									
Ridge Meadows	October 1, 2019	56,527	6,622	1,977	2,293	2,352									
Abbotsford	April 17, 2020	53,833	7,185	2,194	2,567	2,424									
Surrey Newton	May 25, 2020	57,773	6,967	2,071	2,283	2,613									
Port Moody	February 22, 2021	60,232	19,601	6,305	6,581	6,715									
Burnaby Metrotown	November 1, 2022	23,763	11,258	2,907	4,132	4,219									
<b>Total</b>		<b>447,671</b>	<b>64,212</b>	<b>19,301</b>	<b>22,218</b>	<b>22,693</b>									

## RECRUITMENT BY SITE

UPCC Name	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead and Change Mgmt.)	
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health	
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
North Surrey-Whalley	November 8, 2018	17.0	15.6	92%	3.9	3.9	2.2	1.4	5.7	5.7	4.2	4.0	1.0	0.6	-	-
Burnaby Edmonds	September 23, 2019	9.1	7.5	82%	1.3	1.4	-	-	4.2	4.0	3.6	2.1	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.6	78%	5.9	3.9	4.1	1.4	6.0	5.7	3.0	4.0	1.0	0.6	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-
Port Moody	February 22, 2021	25.5	18.7	73%	5.1	3.4	5.6	5.6	11.6	7.7	3.2	2.0	-	-	-	-
Burnaby Metrotown	November 1, 2022	23.2	19.2	83%	4.3	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-
<b>Total</b>		<b>122.5</b>	<b>100.9</b>	-	<b>28.1</b>	<b>24.5</b>	<b>19.8</b>	<b>16.0</b>	<b>47.4</b>	<b>39.6</b>	<b>23.1</b>	<b>17.6</b>	<b>4.1</b>	<b>3.2</b>	-	-

INTERIOR HEALTH AUTHORITY (IHA)

PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits	FY 2023/24 Patient Visits (by Period)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Kamloops	June 12, 2018	132,954	7,021	2,086	2,341	2,594									
Vernon	October 1, 2019	79,213	4,705	1,459	1,628	1,618									
Kelowna	December 30, 2019	140,061	12,354	4,090	4,088	4,176									
Castlegar	April 6, 2020	16,226	1,395	369	501	525									
West Kelowna	October 5, 2020	52,427	7,494	2,403	2,469	2,622									
Penticton	March 31, 2021	42,307	4,122	1,318	1,388	1,416									
Cranbrook	December 12, 2021	29,683	5,433	1,658	1,831	1,944									
Ashcroft	September 27, 2022	4,000	1,470	475	451	544									
<b>Total</b>		<b>496,871</b>	<b>43,994</b>	<b>13,858</b>	<b>14,697</b>	<b>15,439</b>									

RECRUITMENT BY SITE

UPCC Name	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead and Change Mgmt.)		
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health		
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	
Kamloops	June 12, 2018	20.3	14.0	69%	5.8	4.8	2.0	2.0	7.2	4.6	5.3	2.6	-	-	-	-	
Vernon	October 1, 2019	18.8	18.8	100%	2.3	2.6	4.4	5.2	6.7	7.3	5.4	3.7	-	-	-	-	
Kelowna	December 30, 2019	25.9	20.5	79%	6.1	6.0	2.7	2.6	9.9	8.6	7.2	3.3	-	-	-	-	
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	
West Kelowna	October 5, 2020	20.9	16.1	77%	1.4	1.4	3.0	3.0	7.0	5.9	8.5	4.8	1.0	1.0	-	-	
Penticton	March 31, 2021	9.2	9.2	100%	1.0	1.0	2.0	2.0	3.2	3.2	3.0	3.0	-	-	-	-	
Cranbrook	December 12, 2021	14.9	14.9	100%	0.9	0.9	1.7	1.7	5.0	5.0	7.3	7.3	-	-	-	-	
Ashcroft	September 27, 2022	6.5	6.5	100%	1.6	1.6	-	-	3.9	3.9	-	-	-	-	1.0	1.0	
<b>Total</b>		<b>125.0</b>	<b>106.2</b>	-	<b>19.1</b>	<b>18.3</b>	<b>15.8</b>	<b>16.5</b>	<b>46.1</b>	<b>41.1</b>	<b>42.0</b>	<b>28.3</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>-</b>	<b>-</b>

## NORTHERN HEALTH AUTHORITY (NHA)

## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits	FY 2023/24 Patient Visits (by Period)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Quesnel	October 31, 2018	31,581	1,269	441	397	431									
Prince George	June 5, 2019	137,832	7,910	3,013	2,440	2,457									
Central Interior Native Health Society	April 4, 2023	81	81	-	-	81									
<b>Total</b>		<b>169,494</b>	<b>9,260</b>	<b>3,454</b>	<b>2,837</b>	<b>2,969</b>									

## RECRUITMENT BY SITE

UPCC Name	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead and Change Mgmt.)			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
Quesnel	October 31, 2018	7.0	6.0	86%	1.0	1.2	1.5	0.5	3.0	2.5	1.5	0.7	-	-	-	-		
Prince George	June 5, 2019	6.6	5.4	82%	FFS	FFS	1.2	0.0	1.8	1.8	3.6	3.6	-	-	-	-		
Central Interior Native Health Society	April 4, 2023	21.5	3.0	14%	3.2	0.0	2.0	0.0	5.6	0.0	5.7	1.0	-	-	4.0	2.0		
<b>Total</b>		<b>35.1</b>	<b>14.4</b>		<b>4.2</b>	<b>1.2</b>	<b>4.7</b>	<b>0.8</b>	<b>10.4</b>	<b>3.9</b>	<b>10.8</b>	<b>4.5</b>	<b>0.0</b>	<b>0.0</b>	<b>4.0</b>	<b>2.0</b>	<b>1.0</b>	<b>0.0</b>

VANCOUVER COASTAL HEALTH AUTHORITY (VCHA)

PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits	FY 2023/24 Patient Visits (by Period)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
City Centre	November 26, 2018	142,119	5,813	1,930	2,009	1,874									
North Vancouver	November 4, 2019	103,414	6,221	1,972	2,093	2,156									
REACH	November 4, 2019	65,956	4,769	1,455	1,569	1,745									
Northeast	February 16, 2021	51,330	6,048	1,923	2,145	1,980									
Richmond	April 1, 2021	55,244	9,053	2,851	3,158	3,044									
Southeast	March 29, 2022	29,864	6,237	2,060	2,151	2,026									
<b>Total</b>		<b>447,927</b>	<b>38,141</b>	<b>12,191</b>	<b>13,125</b>	<b>12,825</b>									

RECRUITMENT BY SITE

UPCC Name	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead and Change Mgmt.)	
			FTEs	% Progress			Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
																	Approved	Actual
City Centre	November 26, 2018	20.9	14.6	70%	4.3	5.7	3.3	2.2	10.0	6.7	3.3	0.0	-	-	-	-	-	
North Vancouver	November 4, 2019	15.0	15.0	100%	4.1	4.1	1.7	1.7	7.2	7.2	2.0	2.0	-	-	-	-	-	
REACH	November 4, 2019	16.2	15.6	96%	3.3	3.3	2.9	2.7	8.0	7.8	1.5	1.4	0.5	0.4	-	-	-	
Northeast	February 16, 2021	25.3	17.7	70%	5.0	3.4	4.5	3.7	10.2	9.4	5.6	1.2	-	-	-	-	-	
Richmond	April 1, 2021	33.7	22.5	67%	9.1	6.0	5.2	2.9	14.6	11.5	4.8	2.1	-	-	-	-	-	
Southeast	March 29, 2022	22.4	18.4	82%	4.7	4.5	4.5	3.2	10.2	9.7	3.0	1.0	-	-	-	-	-	
<b>Total</b>		<b>133.5</b>	<b>103.8</b>	-	<b>30.5</b>	<b>27.0</b>	<b>22.1</b>	<b>16.4</b>	<b>60.2</b>	<b>52.3</b>	<b>20.2</b>	<b>7.7</b>	<b>0.5</b>	<b>0.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	

## VANCOUVER ISLAND HEALTH AUTHORITY (VIHA)

## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits	FY 2023/24 Patient Visits (by Period)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Westshore	November 5, 2018	110,943	4,434	1,636	1,338	1,460									
Nanaimo	June 3, 2019	119,205	4,718	1,593	1,544	1,581									
North Quadra	November 30, 2019	44,493	5,320	1,651	1,775	1,894									
James Bay	April 28, 2020	60,883	4,501	1,472	1,429	1,600									
Downtown Victoria	July 19, 2021	84,780	14,665	4,702	4,884	5,079									
Esquimalt	December 6, 2021	28,156	3,631	1,108	1,196	1,327									
Gorge Road	September 21, 2022	9,826	3,727	1,366	1,016	1,345									
<b>Total</b>		<b>458,286</b>	<b>40,996</b>	<b>13,528</b>	<b>13,182</b>	<b>14,286</b>									

## RECRUITMENT BY SITE

UPCC Name	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead and Change Mgmt.)			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
Westshore	November 5, 2018	19.8	15.1	76%	7.2	3.5	1.2	1.0	5.8	5.8	5.4	4.6	0.2	0.2	-	-	-	-
Nanaimo	June 3, 2019	18.2	12.8	70%	FFS	0.0	-	-	8.4	6.5	6.8	5.3	1.2	1.0	-	-	-	-
North Quadra	November 30, 2019	23.3	17.7	76%	9.7	5.3	1.2	0.2	8.0	8.0	3.0	2.7	-	-	-	-	1.4	1.5
James Bay	April 28, 2020	22.3	13.6	61%	6.6	5.2	3.3	0.0	8.4	6.4	2.3	1.0	-	-	-	-	1.7	1.0
Downtown Victoria	July 19, 2021	36.8	30.5	83%	11.5	10.5	2.3	0.0	15.5	14.4	5.8	4.2	-	-	-	-	1.7	1.4
Esquimalt	December 6, 2021	24.5	15.7	64%	7.6	2.5	0.9	0.0	9.1	8.3	5.3	3.5	-	-	-	-	1.6	1.4
Gorge Road	September 21, 2022	23.2	16.7	72%	6.2	2.2	3.1	1.6	8.7	8.6	3.5	3.0	-	-	-	-	1.7	1.3
<b>Total</b>		<b>168.1</b>	<b>122.1</b>	-	<b>50.6</b>	<b>29.2</b>	<b>12.0</b>	<b>2.8</b>	<b>63.9</b>	<b>58.0</b>	<b>32.1</b>	<b>24.3</b>	<b>1.4</b>	<b>1.2</b>	<b>0.0</b>	<b>0.0</b>	<b>8.1</b>	<b>6.6</b>

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 5 (July 21 - August 17)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division

Last Updated: Nov 10, 2023



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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on August 17, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

## TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

## SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

## DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of August 17, 2023.

## DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

## FOOTNOTES

Important contextual considerations for specific sites are captured in numbered footnotes.

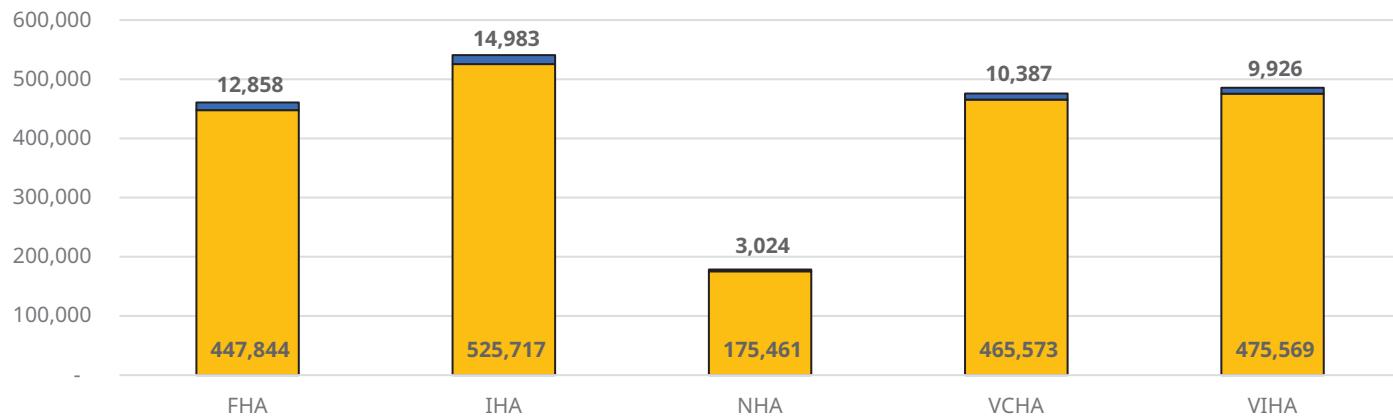
## PROVINCIAL OVERVIEW

## PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2 million patient visits across all UPCCs. For Period 5 of FY23/24 (July 21 to August 17, 2023), there have been 51,178 visits to all UPCCs.

## Patient Visits at UPCCs by Region

■ Cumulative Visits: 2,090,164      ■ Visits for this Period: 51,178

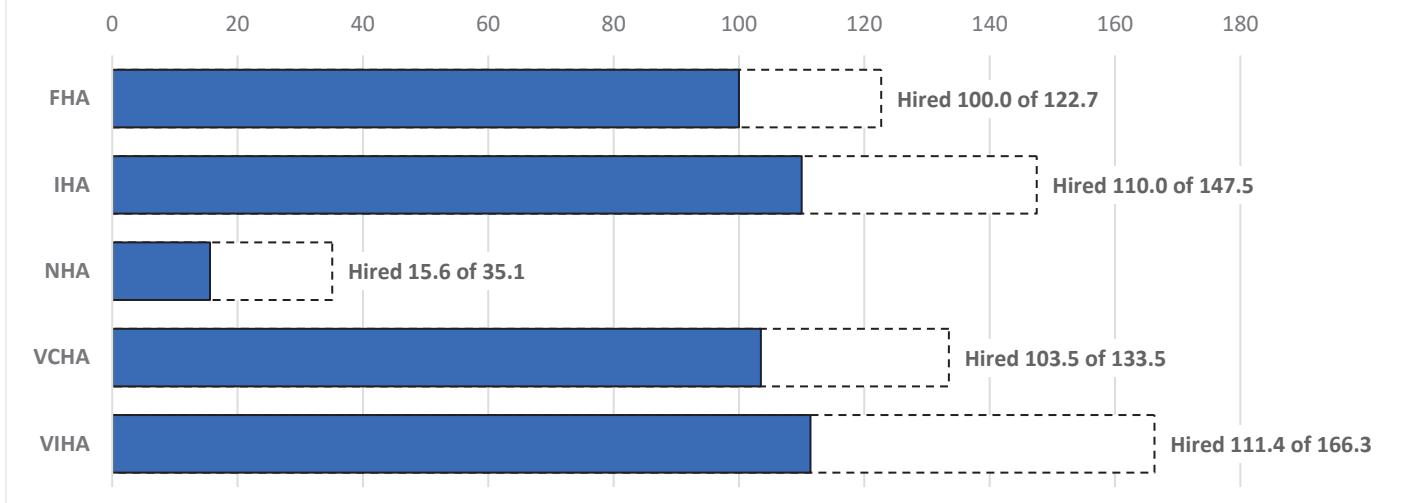


## RECRUITMENT PROGRESS

As of Period 5 of FY23/24 (July 21 to August 17, 2023), **441** FTEs (+3 FTEs from FY23/24 P4) have been recruited out of a total of 605.1 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Recruitment Table** section.

## Province Clinical Hiring Progress

■ Total Approved Clinical FTEs: 605.1      ■ Clinical FTEs Hired as of this Period: 440.5



**PATIENT VISITS BY SITE**

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
North Surrey-Whalley	November 8, 2018	128,638	7,764
Burnaby Edmonds	September 23, 2019	67,516	5,426
Ridge Meadows	October 1, 2019	56,164	6,259
Abbotsford	April 17, 2020	54,588	7,940
Surrey Newton	May 25, 2020	59,203	8,397
Port Moody	February 22, 2021	56,279	15,648
Burnaby Metrotown	November 1, 2022	25,456	12,951
<b>Interior</b>			
Kamloops	June 12, 2018	138,702	12,769
Vernon	October 1, 2019	82,101	7,593
Kelowna	December 30, 2019	148,759	21,052
Castlegar	April 6, 2020	17,253	2,422
West Kelowna	October 5, 2020	57,504	12,571
Penticton	March 31, 2021	44,546	6,361
Cranbrook	December 12, 2021	31,810	7,560
Ashcroft	September 27, 2022	5,042	2,512
<b>Northern</b>			
Quesnel	October 31, 2018	32,152	1,840
Prince George	June 5, 2019	142,944	13,022
Central Interior Native Health Society (Hybrid)	April 4, 2023	365	365
<b>Vancouver Coastal</b>			
City Centre	November 26, 2018	145,122	8,816
North Vancouver	November 4, 2019	105,394	8,201
REACH	November 4, 2019	69,369	8,182
Northeast	February 16, 2021	53,788	8,506
Richmond	April 1, 2021	59,343	13,152
Southeast	March 29, 2022	32,557	8,930
<b>Vancouver Island</b>			
Westshore	November 5, 2018	113,189	6,680
Nanaimo	June 3, 2019	120,747	6,260
North Quadra	November 30, 2019	47,147	7,974
James Bay	April 28, 2020	62,176	5,794
Downtown Victoria	July 19, 2021	90,918	20,803
Esquimalt	December 6, 2021	29,425	4,900
Gorge Road	September 21, 2022	11,967	5,868
<b>Grand Total</b>		<b>2,090,164</b>	<b>266,518</b>



## RECRUITMENT PROGRESS BY SITE

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.0	15.6	0.0	92%
Edmonds	September 23, 2019	9.1	7.6	0.0	84%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	15.4	-0.2	77%
Surrey Newton	May 25, 2020	18.4	16.4	0.0	89%
Port Moody	February 22, 2021	25.5	17.9	0.0	70%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore	June 12, 2018	20.3	13.7	0.7	67%
Vernon	October 1, 2019	20.1	19.9	-0.5	99%
Kelowna	December 30, 2019	25.9	21.2	0.0	82%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna	October 5, 2020	20.9	15.5	-0.6	74%
Penticton	March 31, 2021	15.5	13.0	3.8	84%
Cranbrook	December 12, 2021	17.9	15.0	0.1	84%
Ashcroft	September 27, 2022	18.4	5.5	-1.0	30%
<b>Northern</b>					
Quesnel	October 31, 2018	7.0	6.0	0.0	86%
Prince George	June 5, 2019	6.6	5.4	0.0	82%
Central Interior Native Health Society (Hybrid)	April 4, 2023	21.5	4.2	0.0	20%
<b>Vancouver Coastal</b>					
Vancouver City Centre	November 26, 2018	20.9	14.6	0.0	70%
North Vancouver	November 4, 2019	15.0	15.0	0.0	100%
REACH	November 4, 2019	16.2	15.6	0.0	96%
Northeast	February 16, 2021	25.3	17.9	0.7	71%
Richmond City Centre	April 1, 2021	33.7	22.8	0.0	68%
Southeast	March 29, 2022	22.4	17.6	-0.2	79%
<b>Vancouver Island</b>					
Westshore*	November 5, 2018	19.8	11.1	-0.8	56%
Nanaimo†	June 3, 2019	17.0	7.7	0.0	45%
North Quadra	November 30, 2019	23.3	17.2	0.2	74%
James Bay	April 28, 2020	21.7	13.2	0.0	61%
Downtown Victoria	July 19, 2021	36.8	30.1	0.0	82%

\* The decrease in Westshore UPCC's hired FTEs are due to the pending transfer of some allied health providers to the PCN.

† Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.



Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
Esquimalt	December 6, 2021	24.5	14.7	-0.1	60%
Gorge Road	September 21, 2022	23.2	17.4	0.8	75%
<b>Grand Total</b>		<b>605.1</b>	<b>440.5</b>	<b>2.9</b>	-

## DETAILED PATIENT VISITS TABLE

	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
<b>Fraser</b>															
Surrey Whalley	7,764	128,638	120,874	1,450	1,637	1,521	1,601	1,555							
Edmonds	5,426	67,516	62,090	1,111	1,169	1,133	1,043	970							
Ridge Meadows	6,259	56,164	49,905	1,159	1,257	1,348	1,321	1,174							
Abbotsford	7,940	54,588	46,648	1,444	1,696	1,704	1,538	1,558							
Surrey Newton	8,397	59,203	50,806	1,560	1,627	1,728	1,757	1,725							
Port Moody	15,648	56,279	40,631	2,834	3,128	3,170	3,316	3,200							
Metrotown	12,951	25,456	12,505	1,958	2,700	2,818	2,799	2,676							
<b>Interior</b>															
Kamloops South Shore	12,769	138,702	125,933	2,086	2,341	2,594	2,697	3,051							
Vernon	7,593	82,101	74,508	1,446	1,620	1,623	1,494	1,410							
Kelowna	21,052	148,759	127,707	4,055	4,062	4,183	4,564	4,188							
Castlegar	2,422	17,253	14,831	358	495	525	490	554							
West Kelowna	12,571	57,504	44,933	2,401	2,469	2,622	2,454	2,625							
Penticton	6,361	44,546	38,185	1,212	1,283	1,418	1,233	1,215							
Cranbrook	7,560	31,810	24,250	1,473	1,558	1,619	1,506	1,404							
Ashcroft	2,512	5,042	2,530	475	451	544	506	536							
<b>Northern</b>															
Quesnel	1,840	32,152	30,312	396	380	382	380	302							
Prince George	13,022	142,944	129,922	3,043	2,642	2,459	2,298	2,580							
Central Interior Native Health Society (Hybrid)	365	365	-	-	-	81	142	142							
<b>Vancouver Coastal</b>															
Vancouver City Centre	8,816	145,122	136,306	1,840	1,919	1,808	1,641	1,608							
North Vancouver	8,201	105,394	97,193	1,704	1,827	1,745	1,446	1,479							
REACH	8,182	69,369	61,187	1,521	1,569	1,745	1,641	1,706							
Northeast	8,506	53,788	45,282	1,674	1,871	1,755	1,701	1,505							
Richmond City Centre	13,152	59,343	46,191	2,454	2,813	2,747	2,605	2,533							

	Current FY Visits	Patient Visits (UPCCs)													
		Reported Since Opening	Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Southeast	8,930	32,557	23,627	1,837	1,915	1,787	1,835	1,556							
<b>Vancouver Island</b>															
Westshore	6,680	113,189	106,509	1,564	1,268	1,365	1,350	1,133							
Nanaimo	6,260	120,747	114,487	1,593	1,544	1,581	1,542	- <sup>a</sup>							
North Quadra	7,974	47,147	39,173	1,581	1,684	1,786	1,467	1,456							
James Bay	5,794	62,176	56,382	1,118	1,127	1,225	1,252	1,072							
Downtown Victoria	20,803	90,918	70,115	4,129	4,190	4,282	4,201	4,001							
Esquimalt	4,900	29,425	24,525	764	1,022	1,135	1,013	966							
Gorge Road	5,868	11,967	6,099	1,189	1,105	1,138	1,138	1,298							
<b>Total - UPCCs</b>	<b>266,518</b>	<b>2,090,164</b>	<b>1,823,646</b>	<b>51,429</b>	<b>54,369</b>	<b>55,571</b>	<b>53,971</b>	<b>51,178</b>	-	-	-	-	-	-	-

#### DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

	Opening/ Approval Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead & Change Mgmt.)	
							Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
<b>Fraser</b>																
Surrey Whalley	November 8, 2018	17.0	15.6	92%	3.9	3.9	2.2	1.4	5.7	5.7	4.2	4.0	1.0	0.6	-	-
Edmonds	September 23, 2019	9.1	7.6	84%	1.3	1.4	-	-	4.2	4.0	3.6	2.2	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.4	77%	5.9	3.2	4.1	3.4	6.0	5.0	3.0	2.8	1.0	1.0	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-
Port Moody	February 22, 2021	25.5	17.9	70%	5.1	3.4	5.6	5.6	11.6	6.9	3.2	2.0	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-
<b>Interior</b>																
Kamloops South Shore	June 12, 2018	20.3	13.7	67%	5.8	4.8	2.0	0.1	7.2	5.1	5.3	3.7	-	-	-	-

<sup>a</sup> Data unavailable for Nanaimo UPCC in P5 due to family emergency with reporting contact but will be provided in P6.

	Opening/ Approval Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
Vernon	October 1, 2019	20.1	19.9	99%	2.3	2.6	4.4	5.2	6.7	8.3	6.7	3.8	-	-	-	-	-	-
Kelowna	December 30, 2019	25.9	21.2	82%	6.1	6.0	2.7	2.6	9.9	8.6	7.2	4.0	-	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-	-
West Kelowna	October 5, 2020	20.9	15.5	74%	1.4	1.4	3.0	3.0	7.0	5.9	8.5	4.2	1.0	1.0	-	-	-	-
Penticton	March 31, 2021	15.5	13.0	84%	3.8	3.8	2.0	1.5	5.6	4.8	4.1	2.9	-	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	15.0	84%	4.2	4.2	2.8	2.8	6.2	5.0	4.2	2.5	-	-	0.5	0.5	-	-
Ashcroft	September 27, 2022	18.4	5.5	30%	4.0	0.0	2.6	0.0	8.6	5.5	2.1	0.0	-	-	1.1	0.0	-	-
<b>Northern</b>																		
Quesnel	October 31, 2018	7.0	6.0	86%	1.0	1.2	1.5	0.8	3.0	3.0	1.5	1.0	-	-	-	-	-	-
Prince George	June 5, 2019	6.6	5.4	82%	FFS	FFS	1.2	0.0	1.8	1.8	3.6	3.6	-	-	-	-	-	-
Central Interior Native Health Society (Hybrid)	April 4, 2023	21.5	4.2	20%	3.2	0.0	2.0	0.0	5.6	1.0	5.7	1.2	-	-	4.0	2.0	1.0	0.0
<b>Vancouver Coastal</b>																		
Vancouver City Centre	November 26, 2018	20.9	14.6	70%	4.3	5.7	3.3	2.2	10.0	6.7	3.3	0.0	-	-	-	-	-	-
North Vancouver	November 4, 2019	15.0	15.0	100%	4.1	4.1	1.7	1.7	7.2	7.2	2.0	2.0	-	-	-	-	-	-
REACH	November 4, 2019	16.2	15.6	96%	3.3	3.3	2.9	2.7	8.0	7.8	1.5	1.4	0.5	0.4	-	-	-	-
Northeast	February 16, 2021	25.3	17.9	71%	5.0	4.4	4.5	3.4	10.2	9.2	5.6	0.9	-	-	-	-	-	-
Richmond City Centre	April 1, 2021	33.7	22.8	68%	9.1	6.4	5.2	3.0	14.6	11.4	4.8	2.0	-	-	-	-	-	-
Southeast	March 29, 2022	22.4	17.6	79%	4.7	3.9	4.5	2.9	10.2	9.8	3.0	1.0	-	-	-	-	-	-
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	11.1	56%	7.2	3.3	1.2	1.0	5.8	5.8	5.4	1.0	0.2	0.0	-	-	-	-
Nanaimo	June 3, 2019	17.0	7.7	45%	1.8	0.0	-	-	8.4	2.4	5.1	4.3	1.7	1.0	-	-	-	-
North Quadra	November 30, 2019	23.3	17.2	74%	9.7	4.8	1.2	0.2	8.0	8.0	3.0	2.7	-	-	-	-	1.4	1.5
James Bay	April 28, 2020	21.7	13.2	61%	7.2	4.8	2.1	0.0	8.4	6.4	2.3	1.0	-	-	-	-	1.7	1.0
Downtown Victoria	July 19, 2021	36.8	30.1	82%	11.5	9.5	2.3	0.0	15.5	15.0	5.8	4.2	-	-	-	-	1.7	1.4
Esquimalt	December 6, 2021	24.5	14.7	60%	7.6	1.4	0.9	0.0	9.1	8.4	5.3	3.5	-	-	-	-	1.6	1.4
Gorge Road	September 21, 2022	23.2	17.4	75%	6.2	2.9	3.1	1.6	8.7	8.6	3.5	3.0	-	-	-	-	1.7	1.3
<b>Total</b>		<b>605.1</b>	<b>440.5</b>	-	<b>141.8</b>	<b>102.3</b>	<b>76.9</b>	<b>52.7</b>	<b>236.3</b>	<b>196.4</b>	<b>127.9</b>	<b>74.0</b>	<b>7.5</b>	<b>6.0</b>	<b>5.6</b>	<b>2.5</b>	<b>9.1</b>	<b>6.6</b>

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 8 (Oct 13 - Nov 9)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division



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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on November 9, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of November 9, 2023.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

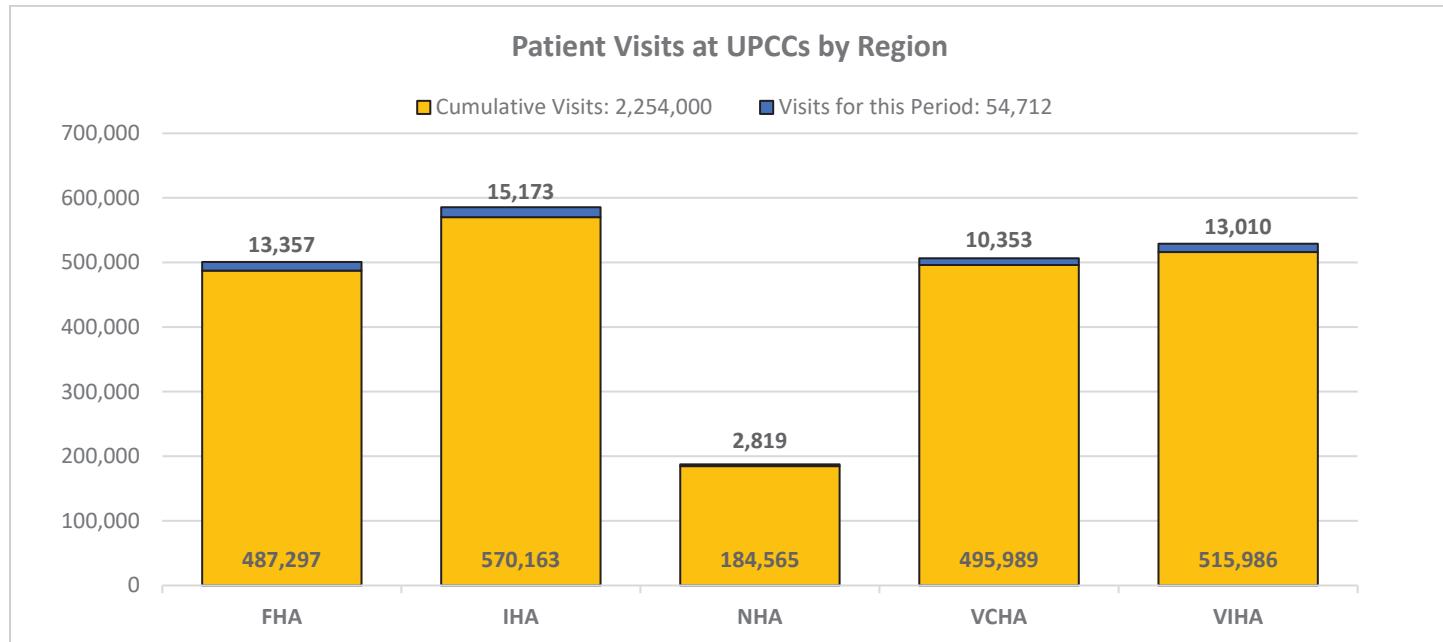
### FOOTNOTES

Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2.2 million patient visits across all UPCCs. For Period 8 of FY23/24 (October 13 to November 9, 2023), there have been 54,712 visits to all UPCCs.



### RECRUITMENT PROGRESS

As of Period 8 of FY23/24 (October 13 to November 9, 2023), **441 FTEs** (-1 FTEs from FY23/24 P7) have been recruited out of a total of 597 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Patient Visits** Table

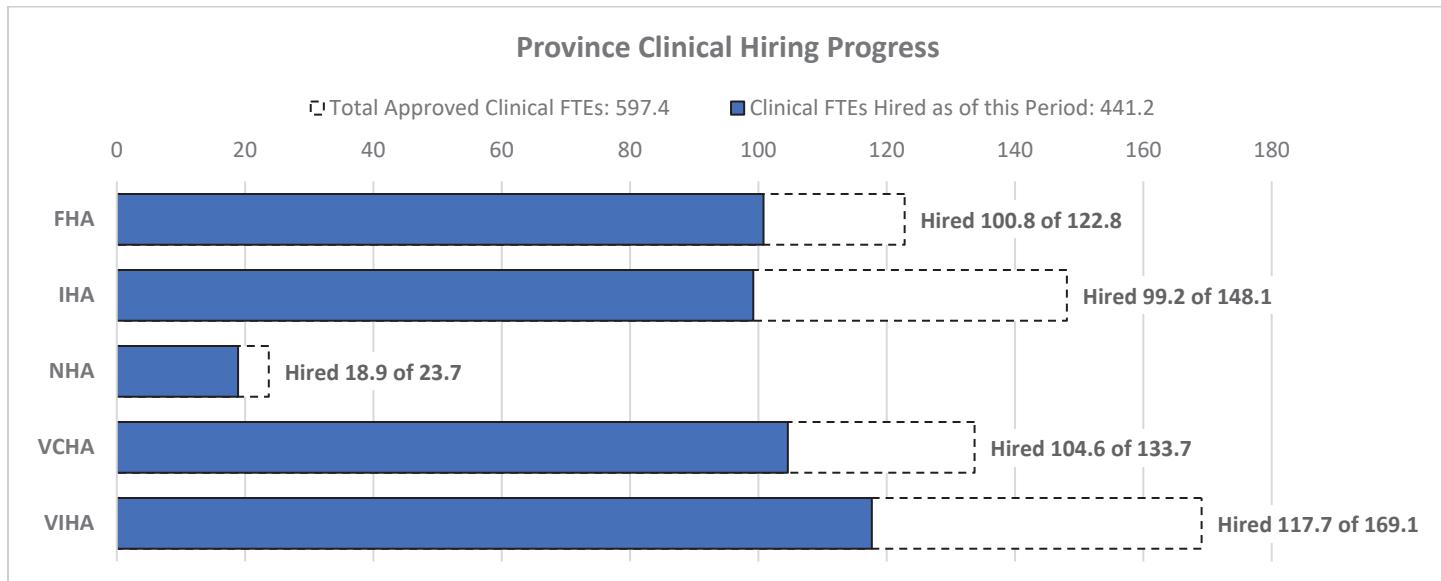
UPCC Name	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
<b>Fraser</b>															
Surrey Whalley	12,631	133,505	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648				
Edmonds	8,217	70,307	62,090	1,111	1,169	1,133	1,043	970	938	955	898				
Ridge Meadows	10,060	59,965	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282				
Abbotsford	12,867	59,515	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569				
Surrey Newton	12,854	63,660	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487				



UPCC Name	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Port Moody	25,501	66,132	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440					
Metrotown	21,708	34,213	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033					
<b>Interior</b>																
Kamloops South Shore	21,576	147,509	125,933	2,086	2,341	2,594	2,697	3,051	3,013	2,919	2,875					
Vernon	11,805	86,313	74,508	1,446	1,620	1,623	1,494	1,410	1,412	1,370	1,430					
Kelowna	34,150	161,857	127,707	4,055	4,062	4,183	4,564	4,188	4,107	4,443	4,548					
Castlegar	3,808	18,639	14,831	358	495	525	490	554	452	458	476					
West Kelowna	20,025	64,958	44,933	2,401	2,469	2,622	2,454	2,625	2,238	2,597	2,619					
Penticton	9,761	47,946	38,185	1,212	1,283	1,418	1,233	1,215	1,222	1,101	1,077					
Cranbrook	11,823	36,073	24,250	1,473	1,558	1,619	1,506	1,404	1,436	1,338	1,489					
Ashcroft	4,338	6,868	2,530	475	451	544	506	536	621	546	659					
<b>Northern</b>																
Quesnel	2,958	33,270	30,312	396	380	382	380	303	354	360	403					
Prince George	20,077	149,999	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050					
Central Interior Native Health Society (Hybrid)	1,296	1,296	-	-	-	81	172	148	226	303	366					
<b>Vancouver Coastal</b>																
Vancouver City Centre	13,836	150,142	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655					
North Vancouver	12,165	109,358	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276					
REACH	13,010	74,197	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634					
Northeast	13,188	58,470	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526					
Richmond City Centre	19,912	66,103	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398					
Southeast	14,092	37,719	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864					
<b>Vancouver Island</b>																
Westshore	10,902	117,411	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461					
Nanaimo	14,219	128,706	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915					
North Quadra	12,104	51,277	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338					
James Bay	10,224	66,606	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534					

UPCC Name	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Downtown Victoria	32,496	102,611	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003					
Esquimalt	8,203	32,728	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116					
Gorge Road	10,548	16,647	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643					
<b>Total - UPCCs</b>	<b>430,354</b>	<b>2,254,000</b>	<b>1,823,646</b>	<b>51,494</b>	<b>54,426</b>	<b>55,635</b>	<b>54,047</b>	<b>53,879</b>	<b>52,697</b>	<b>53,464</b>	<b>54,712</b>	-	-	-	-	-

Detailed Recruitment Table section.



**PATIENT VISITS BY SITE**

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
Surrey Whalley	November 8, 2018	133,505	12,631
Edmonds	September 23, 2019	70,307	8,217
Ridge Meadows	October 1, 2019	59,965	10,060
Abbotsford	April 17, 2020	59,515	12,867
Surrey Newton	May 25, 2020	63,660	12,854
Port Moody	February 22, 2021	66,132	25,501
Metrotown	November 1, 2022	34,213	21,708
<b>Interior</b>			
Kamloops South Shore	June 12, 2018	147,509	21,576
Vernon	October 1, 2019	86,313	11,805
Kelowna	December 30, 2019	161,857	34,150
Castlegar	April 6, 2020	18,639	3,808
West Kelowna	October 5, 2020	64,958	20,025
Penticton	March 31, 2021	47,946	9,761
Cranbrook	December 12, 2021	36,073	11,823
Ashcroft	September 27, 2022	6,868	4,338
<b>Northern</b>			
Quesnel	October 31, 2018	33,270	2,958
Prince George	June 5, 2019	149,999	20,077
Central Interior Native Health Society (Hybrid)	April 4, 2023	1,296	1,296
<b>Vancouver Coastal</b>			
Vancouver City Centre	November 26, 2018	150,142	13,836
North Vancouver	November 4, 2019	109,358	12,165
REACH	November 4, 2019	74,197	13,010
Northeast	February 16, 2021	58,470	13,188
Richmond City Centre	April 1, 2021	66,103	19,912
Southeast	March 29, 2022	37,719	14,092
<b>Vancouver Island</b>			
Westshore	November 5, 2018	117,411	10,902
Nanaimo	June 3, 2019	128,706	14,219
North Quadra	November 30, 2019	51,277	12,104
James Bay	April 28, 2020	66,606	10,224
Downtown Victoria	July 19, 2021	102,611	32,496
Esquimalt	December 6, 2021	32,728	8,203
Gorge Road	September 21, 2022	16,647	10,548
<b>Grand Total</b>		<b>2,254,000</b>	<b>430,354</b>



## RECRUITMENT PROGRESS BY SITE

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.1	15.6	0.0	91%
Edmonds	September 23, 2019	9.1	7.6	0.0	84%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	15.4	0.0	77%
Surrey Newton	May 25, 2020	18.4	16.4	0.1	89%
Port Moody	February 22, 2021	25.5	18.7	0.0	73%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore <sup>1</sup>	June 12, 2018	20.5	13.3	-1.3	65%
Vernon	October 1, 2019	20.2	16.9	-0.1	84%
Kelowna	December 30, 2019	26.0	20.7	-0.6	80%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna <sup>2</sup>	October 5, 2020	21.0	15.7	-1.0	75%
Penticton	March 31, 2021	15.6	9.1	-0.1	58%
Cranbrook	December 12, 2021	17.9	11.0	-0.1	61%
Ashcroft <sup>3</sup>	September 27, 2022	18.4	6.3	0.0	34%
<b>Northern</b>					
Quesnel	October 31, 2018	7.1	6.2	0.0	87%
Prince George	June 5, 2019	6.6	6.4	0.0	97%
Central Interior Native Health Society (Hybrid) <sup>4</sup> ★	April 4, 2023	10.0	6.3	0.0	63%
<b>Vancouver Coastal</b>					
Vancouver City Centre <sup>5</sup>	November 26, 2018	20.9	14.6	0.0	70%
North Vancouver <sup>6</sup>	November 4, 2019	15.0	15.0	0.0	100%
REACH	November 4, 2019	16.2	15.6	0.0	96%
Northeast <sup>7</sup>	February 16, 2021	25.4	18.1	0.2	71%
Richmond City Centre <sup>8</sup>	April 1, 2021	33.7	23.5	0.4	70%

<sup>1</sup> Kamloops South Shore UPCC advised that their P7 financial report incorrectly reported the actual hours worked for 1.0 FP FTE; therefore, the “decrease” here is just the result of a data correction.

<sup>2</sup> West Kelowna UPCC’s decrease was the result of a departure of 1.0 Social Worker FTE, which is expected to have their position refilled in January 2024.

<sup>3</sup> With Ashcroft’s rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>4</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

<sup>5</sup> This HA has taken over this previously contracted facility and maintained most of its existing staffing. Expect new hires and re-location over the next few months.

<sup>6</sup> This HA has taken over this previously contracted facility and maintained most of its existing staffing. Expect new hires and re-location over the next few months.

<sup>7</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>8</sup> Experiencing difficulty with space restraints and also filling shifts. VCH incentivizing ER staff to rotate through the UPCC.

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
Southeast <sup>9</sup>	March 29, 2022	22.5	17.8	0.3	79%
<b>Vancouver Island</b>					
Westshore	November 5, 2018	19.8	13.1	1.4	66%
Nanaimo <sup>10</sup>	June 3, 2019	19.0	10.7	1.0	56%
North Quadra <sup>11</sup>	November 30, 2019	23.3	14.9	-1.7	64%
James Bay	April 28, 2020	22.3	14.0	0.1	63%
Downtown Victoria	July 19, 2021	36.9	29.7	0.9	80%
Esquimalt	December 6, 2021	24.5	14.9	-0.5	61%
Gorge Road	September 21, 2022	23.3	20.4	-0.3	88%
<b>Grand Total</b>		<b>597.4</b>	<b>441.2</b>	<b>-1.3</b>	-

<sup>9</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours. CR in process.

<sup>10</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

<sup>11</sup> North Quadra UPCC's decreased FTEs are due to 1.5 RN FTEs resigning in early November and 1 AHP FTE being on leave. The RN FTEs are expected to be re-staffed in January.

## DETAILED PATIENT VISITS TABLE

UPCC Name	Current FY Visits	Patient Visits (UPCCs)													
		Reported Since Opening	Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
<b>Fraser</b>															
Surrey Whalley	12,631	133,505	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648				
Edmonds	8,217	70,307	62,090	1,111	1,169	1,133	1,043	970	938	955	898				
Ridge Meadows	10,060	59,965	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282				
Abbotsford	12,867	59,515	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569				
Surrey Newton	12,854	63,660	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487				
Port Moody	25,501	66,132	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440				
Metrotown	21,708	34,213	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033				
<b>Interior</b>															
Kamloops South Shore	21,576	147,509	125,933	2,086	2,341	2,594	2,697	3,051	3,013	2,919	2,875				
Vernon	11,805	86,313	74,508	1,446	1,620	1,623	1,494	1,410	1,412	1,370	1,430				
Kelowna	34,150	161,857	127,707	4,055	4,062	4,183	4,564	4,188	4,107	4,443	4,548				
Castlegar	3,808	18,639	14,831	358	495	525	490	554	452	458	476				
West Kelowna	20,025	64,958	44,933	2,401	2,469	2,622	2,454	2,625	2,238	2,597	2,619				
Penticton	9,761	47,946	38,185	1,212	1,283	1,418	1,233	1,215	1,222	1,101	1,077				
Cranbrook	11,823	36,073	24,250	1,473	1,558	1,619	1,506	1,404	1,436	1,338	1,489				
Ashcroft	4,338	6,868	2,530	475	451	544	506	536	621	546	659				
<b>Northern</b>															
Quesnel	2,958	33,270	30,312	396	380	382	380	303	354	360	403				
Prince George	20,077	149,999	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050				
Central Interior Native Health Society (Hybrid)	1,296	1,296	-	-	-	81	172	148	226	303	366				
<b>Vancouver Coastal</b>															
Vancouver City Centre	13,836	150,142	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655				
North Vancouver	12,165	109,358	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276				

UPCC Name	Current FY Visits	Patient Visits (UPCCs)														
		Reported Since Opening	Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
REACH	13,010	74,197	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634					
Northeast	13,188	58,470	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526					
Richmond City Centre	19,912	66,103	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398					
Southeast	14,092	37,719	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864					
<b>Vancouver Island</b>																
Westshore	10,902	117,411	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461					
Nanaimo	14,219	128,706	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915					
North Quadra	12,104	51,277	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338					
James Bay	10,224	66,606	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534					
Downtown Victoria	32,496	102,611	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003					
Esquimalt	8,203	32,728	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116					
Gorge Road	10,548	16,647	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643					
<b>Total - UPCCs</b>	<b>430,354</b>	<b>2,254,000</b>	<b>1,823,646</b>	<b>51,494</b>	<b>54,426</b>	<b>55,635</b>	<b>54,047</b>	<b>53,879</b>	<b>52,697</b>	<b>53,464</b>	<b>54,712</b>	-	-	-	-	-

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

UPCC Name	UPCC Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead & Change Mgmt.)		
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	
<b>Fraser</b>																	
Surrey Whalley	November 8, 2018	17.1	15.6	91%	4.0	3.9	2.2	1.4	7.9	7.7	2.0	2.0	1.0	0.6	-	-	-
Edmonds	September 23, 2019	9.1	7.6	84%	1.3	1.4	-	-	4.2	4.0	3.6	2.2	-	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.4	77%	5.9	3.2	4.1	3.4	6.0	5.0	3.0	2.8	1.0	1.0	-	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-

UPCC Name	UPCC Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
Port Moody	February 22, 2021	25.5	18.7	73%	5.1	3.4	5.6	5.6	11.7	7.7	3.1	2.0	-	-	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-	-	-
<b>Interior</b>																		
Kamloops South Shore	June 12, 2018	20.5	13.3	65%	5.8	3.1	2.0	0.1	7.3	6.1	5.4	4.0	-	-	-	-	-	-
Vernon	October 1, 2019	20.2	16.9	84%	2.3	1.7	4.4	2.7	8.1	8.7	5.4	3.8	-	-	-	-	-	-
Kelowna	December 30, 2019	26.0	20.7	80%	6.2	5.1	2.7	2.0	9.9	8.6	7.2	5.0	-	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-	-
West Kelowna	October 5, 2020	21.0	15.7	75%	1.4	1.4	3.0	2.2	7.1	6.9	8.5	4.2	1.0	1.0	-	-	-	-
Penticton	March 31, 2021	15.6	9.1	58%	3.8	1.5	2.1	0.9	5.6	4.7	4.1	2.0	-	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	11.0	61%	4.2	1.6	2.8	1.8	6.2	5.0	4.2	1.7	-	-	0.5	0.9	-	-
Ashcroft <sup>12</sup>	September 27, 2022	18.4	6.3	34%	4.0	0.5	2.6	0.0	8.6	5.8	2.1	0.0	-	-	1.1	0.0	-	-
<b>Northern</b>																		
Quesnel	October 31, 2018	7.1	6.2	87%	1.0	1.2	1.5	1.0	3.0	3.0	1.6	1.0	-	-	-	-	-	-
Prince George	June 5, 2019	6.6	6.4	97%	FFS	FFS	1.2	1.0	1.8	1.8	3.6	3.6	-	-	-	-	-	-
Central Interior Native Health Society (Hybrid) <sup>13</sup> ★	April 4, 2023	10.0	6.3	63%	1.0	0.0	1.0	0.0	2.0	2.0	3.0	2.3	-	-	2.0	2.0	1.0	0.0
<b>Vancouver Coastal</b>																		
Vancouver City Centre <sup>14</sup>	November 26, 2018	20.9	14.6	70%	4.3	5.7	3.3	2.2	10.0	6.7	3.3	0.0	-	-	-	-	-	-
North Vancouver <sup>15</sup>	November 4, 2019	15.0	15.0	100%	4.1	4.1	1.7	1.7	7.2	7.2	2.0	2.0	-	-	-	-	-	-
REACH	November 4, 2019	16.2	15.6	96%	3.3	3.3	2.9	2.7	8.0	7.8	1.5	1.4	0.5	0.4	-	-	-	-
Northeast <sup>16</sup>	February 16, 2021	25.4	18.1	71%	5.0	4.3	4.5	3.4	10.2	9.6	5.7	0.8	-	-	-	-	-	-

<sup>12</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>13</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

<sup>14</sup> This HA has taken over this previously contracted facility and maintained most of its existing staffing. Expect new hires and re-location over the next few months.

<sup>15</sup> This HA has taken over this previously contracted facility and maintained most of its existing staffing. Expect new hires and re-location over the next few months.

<sup>16</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

UPCC Name	UPCC Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
Richmond City Centre <sup>17</sup>	April 1, 2021	33.7	23.5	70%	9.1	7.1	5.2	3.3	14.6	11.2	4.8	1.9	-	-	-	-	-	-
Southeast <sup>18</sup>	March 29, 2022	22.5	17.8	79%	4.7	4.7	4.5	2.3	10.2	9.9	3.1	0.9	-	-	-	-	-	-
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	13.1	66%	7.2	3.9	1.2	1.0	5.8	5.8	5.4	2.4	0.2	0.0	-	-	-	-
Nanaimo <sup>19</sup>	June 3, 2019	19.0	10.7	56%	1.8	0.0	2.0	3.0	8.4	2.4	5.1	4.3	1.7	1.0	-	-	-	-
North Quadra <sup>20</sup>	November 30, 2019	23.3	14.9	64%	9.7	4.2	1.2	0.2	8.0	7.3	3.0	1.7	-	-	-	-	1.4	1.5
James Bay	April 28, 2020	22.3	14.0	63%	6.6	4.8	3.3	0.0	8.4	7.2	2.3	1.0	-	-	-	-	1.7	1.0
Downtown Victoria	July 19, 2021	36.9	29.7	80%	11.6	9.1	2.3	0.0	15.5	15.0	5.8	4.2	-	-	-	-	1.7	1.4
Esquimalt	December 6, 2021	24.5	14.9	61%	7.6	2.0	0.9	0.0	9.1	7.9	5.3	3.6	-	-	-	-	1.6	1.4
Gorge Road	September 21, 2022	23.3	20.4	88%	6.2	3.4	3.1	4.1	8.8	8.6	3.5	3.0	-	-	-	-	1.7	1.3
<b>Total - UPCCs</b>		<b>597.4</b>	<b>441.2</b>	-	<b>139.3</b>	<b>96.5</b>	<b>79.2</b>	<b>53.6</b>	<b>236.7</b>	<b>202.7</b>	<b>122.0</b>	<b>72.9</b>	<b>7.5</b>	<b>6.0</b>	<b>3.6</b>	<b>2.9</b>	<b>9.1</b>	<b>6.6</b>

<sup>17</sup> Experiencing difficulty with space restraints and also filling shifts. VCH incentivizing ER staff to rotate through the UPCC.

<sup>18</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours. CR in process.

<sup>19</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

<sup>20</sup> North Quadra UPCC's decreased FTEs are due to 1.5 RN FTEs resigning in early November and 1 AHP FTE being on leave. The RN FTEs are expected to be re-staffed in January.

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 9 (Nov 10 - Dec 7)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division



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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on December 7, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

Where initiatives are planning a phased implementation, or have reduced targets for the current year, for example due to operating in a temporary location, the Total FTE approved has been adjusted to reflect the target expectations for FY2023/24, with a ★ symbol added to the field to show this adjustment has been made. In period reports P10 and onwards, both the Service Plan approved totals and the FY expected totals will appear as separate entries with contextual information here updated accordingly.

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of December 7, 2023.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

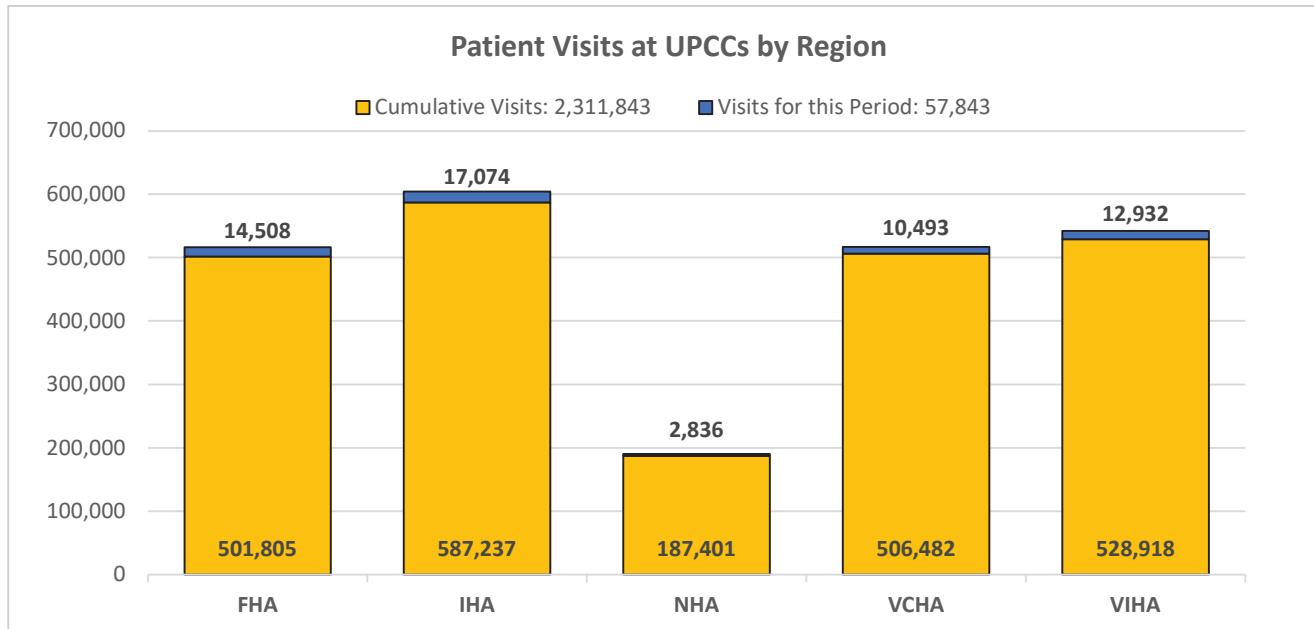
### FOOTNOTES

Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2.3 million patient visits across all UPCCs. For Period 9 of FY23/24 (November 10 to December 7, 2023), there have been 57,843 visits to all UPCCs.



### RECRUITMENT PROGRESS

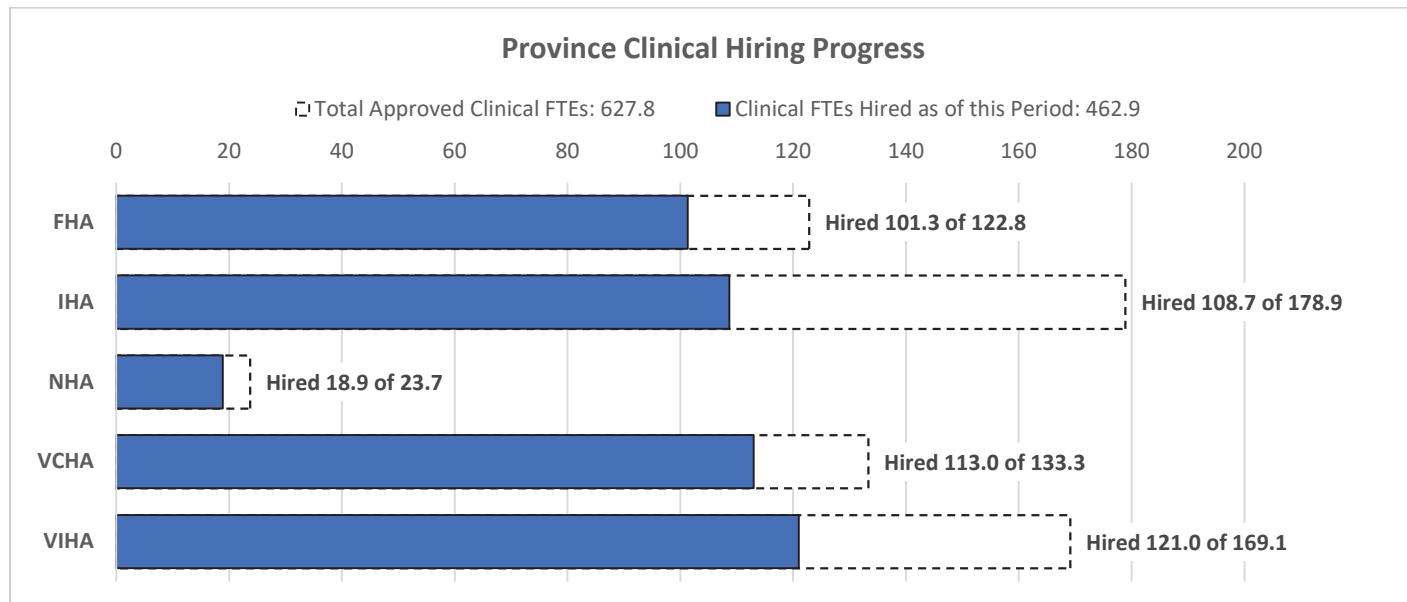
As of Period 9 of FY23/24 (November 10 to December 7, 2023), **463 FTEs** (+22 FTEs from FY23/24 P8) have been recruited out of a total of 628 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Patient Visits Table**

UPCC Name	Current FY Visits	Reported Since Opening	Patient Visits (UPCCs)												
			Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
<b>Fraser</b>															
Surrey Whalley	14,438	135,312	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807			
Edmonds	8,974	71,064	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757			
Ridge Meadows	11,639	61,544	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579			
Abbotsford	14,664	61,312	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797			
Surrey Newton	14,252	65,058	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398			

UPCC Name	Current FY Visits	Patient Visits (UPCCs)														
		Reported Since Opening	Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Port Moody	29,473	70,104	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972				
Metrotown	24,906	37,411	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198				
<b>Interior</b>																
Kamloops South Shore	24,761	150,694	125,933	2,086	2,341	2,594	2,697	3,051	3,013	2,919	2,875	3,185				
Vernon	13,465	87,973	74,508	1,446	1,620	1,623	1,494	1,410	1,412	1,370	1,430	1,660				
Kelowna	38,881	166,588	127,707	4,055	4,062	4,183	4,564	4,188	4,107	4,443	4,548	4,731				
Castlegar	4,328	19,159	14,831	358	495	525	490	554	452	458	476	520				
West Kelowna	22,824	67,757	44,933	2,401	2,469	2,622	2,454	2,625	2,238	2,597	2,619	2,799				
Penticton	10,885	49,070	38,185	1,212	1,283	1,418	1,233	1,215	1,222	1,101	1,077	1,124				
Cranbrook	13,403	37,653	24,250	1,473	1,558	1,619	1,506	1,404	1,436	1,338	1,489	1,580				
Ashcroft	5,122	7,652	2,530	475	451	544	506	536	621	546	659	784				
Rutland	691	691	-	-	-	-	-	-	-	-	-	691				
<b>Northern</b>																
Quesnel	3,410	33,722	30,312	396	380	382	380	303	354	360	403	452				
Prince George	22,133	152,055	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056				
Central Interior Native Health Society (Hybrid)	1,624	1,624	-	-	-	81	172	148	226	303	366	328				
<b>Vancouver Coastal</b>																
Vancouver City Centre	15,593	151,899	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757				
North Vancouver	13,102	110,295	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937				
REACH	14,752	75,939	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742				
Northeast	14,844	60,126	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656				
Richmond City Centre	22,462	68,653	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550				
Southeast	15,943	39,570	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851				
<b>Vancouver Island</b>																
Westshore	12,408	118,917	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506				
Nanaimo	16,247	130,734	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028				

UPCC Name	Current FY Visits	Patient Visits (UPCCs)													
		Reported Since Opening	Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
North Quadra	13,468	52,641	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364			
James Bay	11,717	68,099	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493			
Downtown Victoria	36,412	106,527	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916			
Esquimalt	9,145	33,670	24,525	764	1,022	1,135	1,013	9663	1,133	1,054	1,116	942			
Gorge Road	12,231	18,330	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683			
<b>Total - UPCCs</b>	<b>488,197</b>	<b>2,311,843</b>	<b>1,823,646</b>	<b>51,494</b>	<b>54,426</b>	<b>55,635</b>	<b>54,047</b>	<b>53,879</b>	<b>52,697</b>	<b>53,464</b>	<b>54,712</b>	<b>57,843</b>	-	-	-

Detailed Recruitment Table section.



**PATIENT VISITS BY SITE**

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
Surrey Whalley	November 8, 2018	135,312	14,438
Edmonds	September 23, 2019	71,064	8,974
Ridge Meadows	October 1, 2019	61,544	11,639
Abbotsford	April 17, 2020	61,312	14,664
Surrey Newton	May 25, 2020	65,058	14,252
Port Moody	February 22, 2021	70,104	29,473
Metrotown	November 1, 2022	37,411	24,906
<b>Interior</b>			
Kamloops South Shore	June 12, 2018	150,694	24,761
Vernon	October 1, 2019	87,973	13,465
Kelowna	December 30, 2019	166,588	38,881
Castlegar	April 6, 2020	19,159	4,328
West Kelowna	October 5, 2020	67,757	22,824
Penticton	March 31, 2021	49,070	10,885
Cranbrook	December 12, 2021	37,653	13,403
Ashcroft	September 27, 2022	7,652	5,122
Rutland	November 21, 2023	691	691
<b>Northern</b>			
Quesnel	October 31, 2018	33,722	3,410
Prince George	June 5, 2019	152,055	22,133
Central Interior Native Health Society (Hybrid)	April 4, 2023	1,624	1,624
<b>Vancouver Coastal</b>			
Vancouver City Centre	November 26, 2018	151,899	15,593
North Vancouver	November 4, 2019	110,295	13,102
REACH	November 4, 2019	75,939	14,752
Northeast	February 16, 2021	60,126	14,844
Richmond City Centre	April 1, 2021	68,653	22,462
Southeast	March 29, 2022	39,570	15,943
<b>Vancouver Island</b>			
Westshore	November 5, 2018	118,917	12,408
Nanaimo	June 3, 2019	130,734	16,247
North Quadra	November 30, 2019	52,641	13,468
James Bay	April 28, 2020	68,099	11,717
Downtown Victoria	July 19, 2021	106,527	36,412
Esquimalt	December 6, 2021	33,670	9,145
Gorge Road	September 21, 2022	18,330	12,231
<b>Grand Total</b>		<b>2,311,843</b>	<b>488,197</b>



## RECRUITMENT PROGRESS BY SITE

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.1	15.6	0.0	91%
Edmonds	September 23, 2019	9.1	7.6	0.0	84%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	15.4	0.0	77%
Surrey Newton	May 25, 2020	18.4	16.4	0.0	89%
Port Moody	February 22, 2021	25.5	19.2	0.5	75%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore	June 12, 2018	20.4	13.3	0.0	65%
Vernon	October 1, 2019	20.2	16.9	0.0	84%
Kelowna	December 30, 2019	26.0	20.7	0.0	80%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna	October 5, 2020	21.0	15.7	0.0	75%
Penticton	March 31, 2021	15.6	8.0	-1.1	51%
Cranbrook	December 12, 2021	17.9	11.0	0.0	61%
Ashcroft <sup>1</sup>	September 27, 2022	18.4	6.4	0.1	35%
Rutland	November 21, 2023	30.9	10.5	10.5	34%
<b>Northern</b>					
Quesnel	October 31, 2018	7.1	6.2	0.0	87%
Prince George	June 5, 2019	6.6	6.4	0.0	97%
Central Interior Native Health Society (Hybrid) <sup>2</sup> ★	April 4, 2023	10.0	6.3	0.0	63%
<b>Vancouver Coastal</b>					
Vancouver City Centre	November 26, 2018	20.9	19.2	4.6	92%
North Vancouver	November 4, 2019	15.0	17.5	2.5	117%
REACH	November 4, 2019	15.8	16.4	0.8	104%
Northeast <sup>3</sup>	February 16, 2021	25.4	18.1	0.0	71%
Richmond City Centre	April 1, 2021	33.7	23.8	0.3	71%
Southeast <sup>4</sup>	March 29, 2022	22.5	18.0	0.2	80%
<b>Vancouver Island</b>					
Westshore	November 5, 2018	19.8	13.1	0.0	66%

<sup>1</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a MRP.

<sup>2</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

<sup>3</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>4</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.



Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
Nanaimo <sup>5</sup>	June 3, 2019	19.0	10.7	0.0	56%
North Quadra	November 30, 2019	23.3	15.6	0.7	67%
James Bay	April 28, 2020	22.3	15.6	1.6	70%
Downtown Victoria	July 19, 2021	36.9	29.2	-0.5	79%
Esquimalt	December 6, 2021	24.5	15.1	0.2	62%
Gorge Road	September 21, 2022	23.3	21.7	1.3	93%
<b>Grand Total</b>		<b>627.8</b>	<b>462.9</b>	<b>21.7</b>	-

<sup>5</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

## DETAILED PATIENT VISITS TABLE

UPCC Name	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
<b>Fraser</b>																
Surrey Whalley	14,438	135,312	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807				
Edmonds	8,974	71,064	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757				
Ridge Meadows	11,639	61,544	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579				
Abbotsford	14,664	61,312	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797				
Surrey Newton	14,252	65,058	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398				
Port Moody	29,473	70,104	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972				
Metrotown	24,906	37,411	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198				
<b>Interior</b>																
Kamloops South Shore	24,761	150,694	125,933	2,086	2,341	2,594	2,697	3,051	3,013	2,919	2,875	3,185				
Vernon	13,465	87,973	74,508	1,446	1,620	1,623	1,494	1,410	1,412	1,370	1,430	1,660				
Kelowna	38,881	166,588	127,707	4,055	4,062	4,183	4,564	4,188	4,107	4,443	4,548	4,731				
Castlegar	4,328	19,159	14,831	358	495	525	490	554	452	458	476	520				
West Kelowna	22,824	67,757	44,933	2,401	2,469	2,622	2,454	2,625	2,238	2,597	2,619	2,799				
Penticton	10,885	49,070	38,185	1,212	1,283	1,418	1,233	1,215	1,222	1,101	1,077	1,124				
Cranbrook	13,403	37,653	24,250	1,473	1,558	1,619	1,506	1,404	1,436	1,338	1,489	1,580				
Ashcroft	5,122	7,652	2,530	475	451	544	506	536	621	546	659	784				
Rutland	691	691	-	-	-	-	-	-	-	-	-	691				
<b>Northern</b>																
Quesnel	3,410	33,722	30,312	396	380	382	380	303	354	360	403	452				
Prince George	22,133	152,055	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056				
Central Interior Native Health Society (Hybrid)	1,624	1,624	-	-	-	81	172	148	226	303	366	328				
<b>Vancouver Coastal</b>																
Vancouver City Centre	15,593	151,899	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757				

UPCC Name	Current FY Visits	Reported Since Opening	Patient Visits (UPCCs)													
			Total Visits from Previous Years		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
North Vancouver	13,102	110,295	97,193		1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937			
REACH	14,752	75,939	61,187		1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742			
Northeast	14,844	60,126	45,282		1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656			
Richmond City Centre	22,462	68,653	46,191		2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550			
Southeast	15,943	39,570	23,627		1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851			
<b>Vancouver Island</b>																
Westshore	12,408	118,917	106,509		1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506			
Nanaimo	16,247	130,734	114,487		1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028			
North Quadra	13,468	52,641	39,173		1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364			
James Bay	11,717	68,099	56,382		1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493			
Downtown Victoria	36,412	106,527	70,115		4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916			
Esquimalt	9,145	33,670	24,525		764	1,022	1,135	1,013	966	1,133	1,054	1,116	942			
Gorge Road	12,231	18,330	6,099		1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683			
<b>Total - UPCCs</b>	<b>488,197</b>	<b>2,311,843</b>	<b>1,823,646</b>		<b>51,494</b>	<b>54,426</b>	<b>55,635</b>	<b>54,047</b>	<b>53,879</b>	<b>52,697</b>	<b>53,464</b>	<b>54,712</b>	<b>57,843</b>	-	-	-

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

UPCC Name	UPCC Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical						Non-Clinical (excl. Overhead & Change Mgmt.)			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
<b>Fraser</b>																
Surrey Whalley	November 8, 2018	17.1	15.6	91%	4.0	3.9	2.2	1.4	7.9	7.7	2.0	2.0	1.0	0.6	-	-
Edmonds	September 23, 2019	9.1	7.6	84%	1.3	1.4	-	-	4.2	4.0	3.6	2.2	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.4	77%	5.9	3.2	4.1	3.4	6.0	5.0	3.0	2.8	1.0	1.0	-	-

UPCC Name	UPCC Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead & Change Mgmt.)		
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	
			16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-
Port Moody	February 22, 2021	25.5	19.2	75%	5.1	3.4	5.6	5.6	11.7	7.7	3.1	2.5	-	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-	-
<b>Interior</b>																	
Kamloops South Shore	June 12, 2018	20.4	13.3	65%	5.7	3.1	2.0	0.1	7.3	6.1	5.4	4.0	-	-	-	-	-
Vernon	October 1, 2019	20.2	16.9	84%	2.3	1.7	4.4	2.7	8.1	8.7	5.4	3.8	-	-	-	-	-
Kelowna	December 30, 2019	26.0	20.7	80%	6.2	5.1	2.7	2.0	9.9	8.6	7.2	5.0	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-
West Kelowna	October 5, 2020	21.0	15.7	75%	1.4	1.4	3.0	2.2	7.1	6.9	8.5	4.2	1.0	1.0	-	-	-
Penticton	March 31, 2021	15.6	8.0	51%	3.8	1.4	2.1	0.9	5.6	4.7	4.1	1.0	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	11.0	61%	4.2	1.6	2.8	1.8	6.2	5.0	4.2	1.7	-	-	0.5	0.9	-
Ashcroft <sup>6</sup>	September 27, 2022	18.4	6.4	35%	4.0	0.6	2.6	0.0	8.6	5.8	2.1	0.0	-	-	1.1	0.0	-
Rutland	November 21, 2023	30.9	10.5	34%	5.5	0.0	5.5	5.5	13.1	0.0	6.8	5.0	-	-	-	-	-
<b>Northern</b>																	
Quesnel	October 31, 2018	7.1	6.2	87%	1.0	1.2	1.5	1.0	3.0	3.0	1.6	1.0	-	-	-	-	-
Prince George	June 5, 2019	6.6	6.4	97%	FFS	FFS	1.2	1.0	1.8	1.8	3.6	3.6	-	-	-	-	-
Central Interior Native Health Society (Hybrid) <sup>7</sup> *	April 4, 2023	10.0	6.3	63%	1.0	0.0	1.0	0.0	2.0	2.0	3.0	2.3	-	-	2.0	2.0	1.0
<b>Vancouver Coastal</b>																	
Vancouver City Centre	November 26, 2018	20.9	19.2	92%	4.3	9.0	3.3	2.7	10.0	7.5	3.3	0.0	-	-	-	-	-
North Vancouver	November 4, 2019	15.0	17.5	117%	4.1	4.6	1.7	3.0	7.2	9.0	2.0	0.9	-	-	-	-	-
REACH	November 4, 2019	15.8	16.4	104%	3.3	4.5	2.6	2.7	7.9	7.9	1.5	1.3	0.5	0.0	-	-	-
Northeast <sup>8</sup>	February 16, 2021	25.4	18.1	71%	5.0	4.3	4.5	3.4	10.2	9.6	5.7	0.8	-	-	-	-	-

<sup>6</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a MRP.

<sup>7</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

<sup>8</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

UPCC Name	UPCC Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead & Change Mgmt.)			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
Richmond City Centre	April 1, 2021	33.7	23.8	71%	9.1	7.3	5.2	3.4	14.6	11.2	4.8	1.9	-	-	-	-		
Southeast <sup>9</sup>	March 29, 2022	22.5	18.0	80%	4.7	4.8	4.5	2.3	10.2	10.0	3.1	0.9	-	-	-	-		
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	13.1	66%	7.2	3.9	1.2	1.0	5.8	5.8	5.4	2.4	0.2	0.0	-	-		
Nanaimo <sup>10</sup>	June 3, 2019	19.0	10.7	56%	1.8	0.0	2.0	3.0	8.4	2.4	5.1	4.3	1.7	1.0	-	-		
North Quadra	November 30, 2019	23.3	15.6	67%	9.7	4.6	1.2	0.2	8.0	7.6	3.0	1.7	-	-	-	1.4		
James Bay	April 28, 2020	22.3	15.6	70%	6.6	4.6	3.3	0.0	8.4	8.0	2.3	2.0	-	-	-	1.7		
Downtown Victoria	July 19, 2021	36.9	29.2	79%	11.6	9.6	2.3	0.0	15.5	14.0	5.8	4.2	-	-	-	1.7		
Esquimalt	December 6, 2021	24.5	15.1	62%	7.6	1.8	0.9	0.0	9.1	8.2	5.3	3.7	-	-	-	1.6		
Gorge Road	September 21, 2022	23.3	21.7	93%	6.2	3.5	3.1	4.1	8.8	9.8	3.5	3.0	-	-	-	1.7		
<b>Total - UPCCs</b>		<b>627.8</b>	<b>462.9</b>	-	<b>144.7</b>	<b>102.4</b>	<b>84.4</b>	<b>61.0</b>	<b>249.7</b>	<b>207.1</b>	<b>128.8</b>	<b>77.3</b>	<b>7.5</b>	<b>5.6</b>	<b>3.6</b>	<b>2.9</b>	<b>9.1</b>	<b>6.6</b>

<sup>9</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>10</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 10 (Dec 8 - Jan 4)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division



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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on January 4, 2024, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

## TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

Where initiatives are planning a phased implementation, or have reduced targets for the current year, for example due to operating in a temporary location, the Total FTE approved has been adjusted to reflect the target expectations for FY2023/24, with a ★ symbol added to the field to show this adjustment has been made. In period reports P10 and onwards, both the Service Plan approved totals and the FY expected totals will appear as separate entries with contextual information here updated accordingly.

## SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

## DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of January 4, 2024.

## DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

## FOOTNOTES

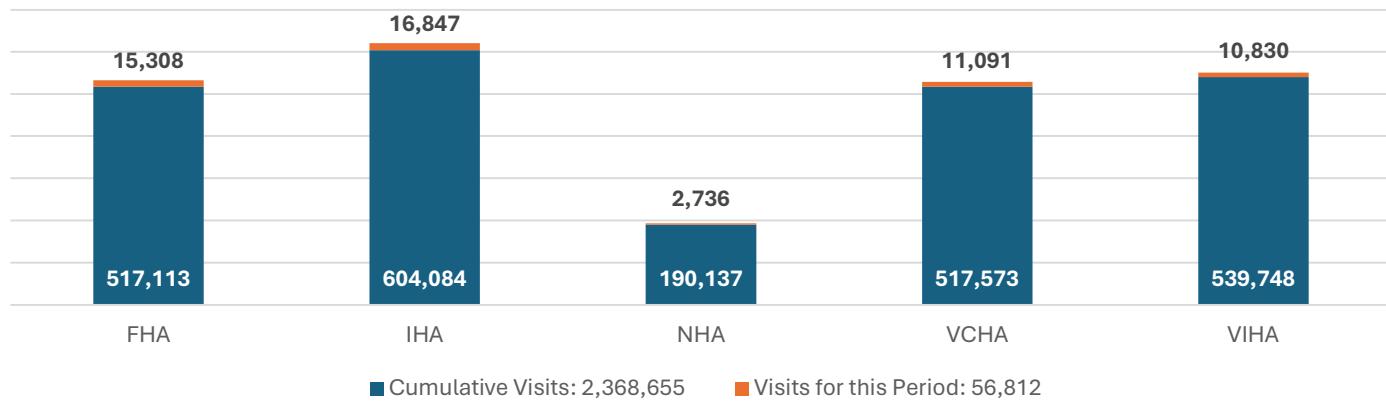
Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2.3 million patient visits across all UPCCs. For Period 10 of FY23/24 (December 8, 2023, to January 4, 2024), there have been 56,812 visits to all UPCCs.

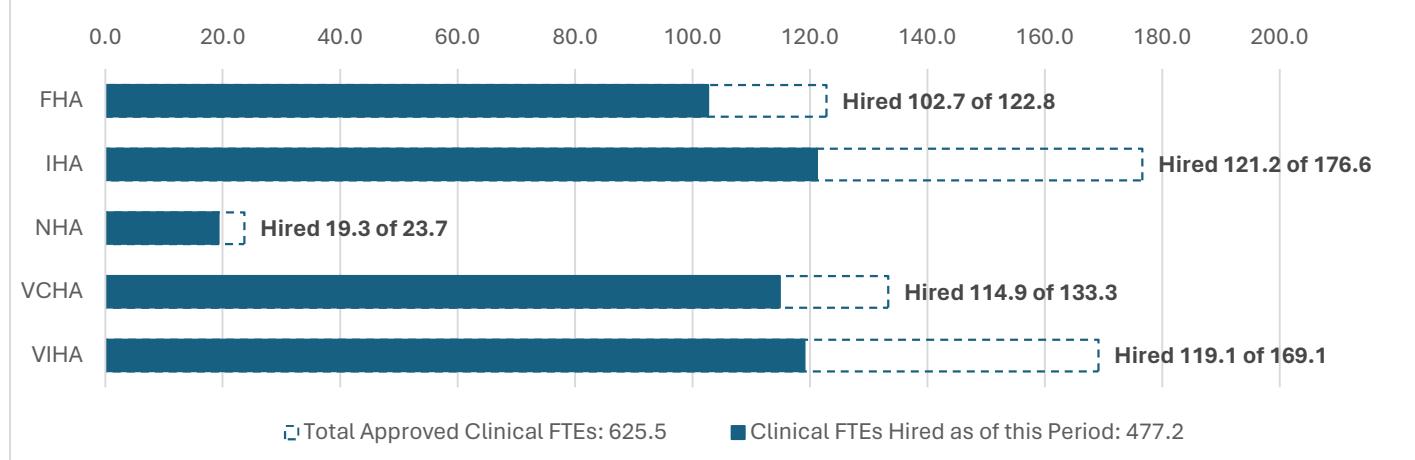
#### Patient Visits at UPCCs by Region



### RECRUITMENT PROGRESS

As of Period 10 of FY23/24 (December 8, 2023, to January 4, 2024), **477 FTEs** (+14 FTEs from FY23/24 P9) have been recruited out of a total of 626 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Recruitment Table** section.

#### Provincial Clinical Hiring Progress



## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
Surrey Whalley	November 8, 2018	137,070	16,196
Edmonds	September 23, 2019	71,992	9,902
Ridge Meadows	October 1, 2019	63,310	13,405
Abbotsford	April 17, 2020	63,529	16,881
Surrey Newton	May 25, 2020	66,580	15,774
Port Moody	February 22, 2021	74,135	33,504
Metrotown	November 1, 2022	40,497	27,992
<b>Interior</b>			
Kamloops South Shore	June 12, 2018	153,402	27,469
Vernon	October 1, 2019	89,819	15,311
Kelowna	December 30, 2019	171,072	43,365
Castlegar	April 6, 2020	19,672	4,841
West Kelowna	October 5, 2020	70,607	25,674
Penticton	March 31, 2021	50,211	12,026
Cranbrook	December 12, 2021	39,044	14,794
Ashcroft	September 27, 2022	8,354	5,824
Rutland	November 21, 2023	1,903	1,903
<b>Northern</b>			
Quesnel	October 31, 2018	34,165	3,853
Prince George	June 5, 2019	154,047	24,125
Central Interior Native Health Society (Hybrid)	April 4, 2023	1,925	1,925
<b>Vancouver Coastal</b>			
Vancouver City Centre	November 26, 2018	153,506	17,200
North Vancouver	November 4, 2019	112,130	14,937
REACH	November 4, 2019	77,499	16,312
Northeast	February 16, 2021	61,841	16,559
Richmond City Centre	April 1, 2021	71,168	24,977
Southeast	March 29, 2022	41,429	17,802
<b>Vancouver Island</b>			
Westshore	November 5, 2018	120,080	13,571
Nanaimo	June 3, 2019	131,735	17,248
North Quadra	November 30, 2019	54,052	14,879
James Bay	April 28, 2020	69,507	13,125
Downtown Victoria	July 19, 2021	109,852	39,737
Esquimalt	December 6, 2021	34,494	9,969
Gorge Road	September 21, 2022	20,028	13,929
<b>Grand Total</b>		<b>2,368,655</b>	<b>545,009</b>

## RECRUITMENT PROGRESS BY SITE

UPCC Name	Hybrid & UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited		
			Actual	Change from Last Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.1	15.6	0.0	91%
Edmonds	September 23, 2019	9.1	8.3	0.7	91%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	16.1	0.7	81%

UPCC Name	Hybrid & UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited		
			Actual	Change from Last Period	% Progress
Surrey Newton	May 25, 2020	18.4	16.4	0.0	89%
Port Moody	February 22, 2021	25.5	19.2	0.0	75%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore	June 12, 2018	20.4	13.5	0.2	66%
Vernon	October 1, 2019	20.2	21.3	4.4	105%
Kelowna	December 30, 2019	25.5	21.4	0.7	84%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna	October 5, 2020	19.2	18.0	2.3	94%
Penticton	March 31, 2021	15.6	7.8	-0.2	50%
Cranbrook	December 12, 2021	17.9	10.8	-0.2	60%
Ashcroft <sup>1</sup>	September 27, 2022	18.4	6.3	-0.1	34%
Rutland	November 21, 2023	30.9	15.9	5.4	51%
<b>Northern</b>					
Quesnel	October 31, 2018	7.1	6.2	0.0	87%
Prince George	June 5, 2019	6.6	6.4	0.0	97%
Central Interior Native Health Society (Hybrid) <sup>2</sup> ★	April 4, 2023	10.0	6.7	0.4	67%
<b>Vancouver Coastal</b>					
Vancouver City Centre	November 26, 2018	20.9	19.7	0.5	94%
North Vancouver	November 4, 2019	15.0	17.9	0.4	119%
REACH	November 4, 2019	15.8	16.5	0.1	104%
Northeast <sup>3</sup>	February 16, 2021	25.4	18.0	-0.1	71%
Richmond City Centre	April 1, 2021	33.7	24.5	0.7	73%
Southeast <sup>4</sup>	March 29, 2022	22.5	18.3	0.3	81%
<b>Vancouver Island</b>					
Westshore	November 5, 2018	19.8	12.2	-0.9	62%
Nanaimo <sup>5</sup>	June 3, 2019	19.0	10.7	0.0	56%
North Quadra	November 30, 2019	23.3	16.2	0.6	70%
James Bay	April 28, 2020	22.3	14.9	-0.7	67%
Downtown Victoria <sup>6</sup>	July 19, 2021	36.9	27.4	-1.8	74%
Esquimalt	December 6, 2021	24.5	15.0	-0.1	61%
Gorge Road	September 21, 2022	23.3	22.7	1.0	97%
<b>Grand Total</b>		<b>625.5</b>	<b>477.2</b>	<b>14.3</b>	-

<sup>1</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>2</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

<sup>3</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>4</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>5</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the upcoming periods when contract renewal is confirmed.

<sup>6</sup> The 1.8 FTE decrease for the Downtown Victoria UPCC was due to decreased service hours for family physicians over the holiday season.

## DETAILED PATIENT VISITS TABLE

UPCC Name	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)												
				P1	P2	P3	P4	P5	P6	P7	P9	P9	P10	P11	P12	P13
<b>Fraser</b>																
Surrey Whalley	16,196	137,070	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807	1,758			
Edmonds	9,902	71,992	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757	928			
Ridge Meadows	13,405	63,310	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579	1,766			
Abbotsford	16,881	63,529	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797	2,217			
Surrey Newton	15,774	66,580	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398	1,522			
Port Moody	33,504	74,135	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972	4,031			
Metrotown	27,992	40,497	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198	3,086			
<b>Interior</b>																
Kamloops South Shore	27,469	153,402	125,933	2,086	2,341	2,594	2,697	3,051	3,013	2,919	2,875	3,185	2,708			
Vernon	15,311	89,819	74,508	1,446	1,620	1,623	1,494	1,410	1,412	1,370	1,430	1,660	1,846			
Kelowna	43,365	171,072	127,707	4,055	4,062	4,183	4,564	4,188	4,107	4,443	4,548	4,731	4,484			
Castlegar	4,841	19,672	14,831	358	495	525	490	554	452	458	476	520	513			
West Kelowna	25,674	70,607	44,933	2,401	2,469	2,622	2,454	2,625	2,238	2,597	2,619	2,799	2,850			
Penticton	12,026	50,211	38,185	1,212	1,283	1,418	1,233	1,215	1,222	1,101	1,077	1,124	1,141			
Cranbrook	14,794	39,044	24,250	1,473	1,558	1,619	1,506	1,404	1,436	1,338	1,489	1,580	1,391			
Ashcroft	5,824	8,354	2,530	475	451	544	506	536	621	546	659	784	702			
Rutland	1,903	1,903	-	-	-	-	-	-	-	-	-	691	1,212			
<b>Northern</b>																
Quesnel	3,853	34,165	30,312	396	380	382	380	303	354	360	403	452	443			
Prince George	24,125	154,047	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056	1,992			
Central Interior Native Health Society (Hybrid)	1,925	1,925	-	-	-	81	172	148	226	303	366	328	301			
<b>Vancouver Coastal</b>																
Vancouver City Centre	17,200	153,506	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757	1,607			

UPCC Name	Current FY Visits	Patient Visits (UPCCs)														
		Reported Since Opening	Total Visits from Previous Years	P1	P2	P3	P4	P5	P6	P7	P9	P9	P10	P11	P12	P13
North Vancouver <sup>7</sup>	14,937	112,130	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937	1,835			
REACH	16,312	77,499	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742	1,560			
Northeast	16,559	61,841	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656	1,715			
Richmond City Centre	24,977	71,168	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550	2,515			
Southeast	17,802	41,429	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851	1,859			
<b>Vancouver Island</b>																
Westshore	13,571	120,080	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506	1,163			
Nanaimo	17,248	131,735	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028	1,001			
North Quadra	14,879	54,052	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364	1,411			
James Bay	13,125	69,507	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493	1,408			
Downtown Victoria	39,737	109,852	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916	3,325			
Esquimalt	9,969	34,494	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116	942	824			
Gorge Road	13,929	20,028	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683	1,698			
<b>Total - UPCCs</b>	<b>545,009</b>	<b>2,368,655</b>	<b>1,823,646</b>	<b>51,494</b>	<b>54,426</b>	<b>55,635</b>	<b>54,047</b>	<b>53,879</b>	<b>52,697</b>	<b>53,464</b>	<b>54,712</b>	<b>57,843</b>	<b>56,812</b>	-	-	-

<sup>7</sup> The North Vancouver UPCC advised that there was an error in their P9 reported data, so their P10 visits have been updated to include the visits in that period as well as the correction for P9.

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

UPCC Name	Hybrid & UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
			Actual	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
<b>Fraser</b>																		
Surrey Whalley	November 8, 2018	17.1	15.6	91%	4.0	3.9	2.2	1.4	7.9	7.7	2.0	2.0	1.0	0.6	-	-	-	-
Edmonds	September 23, 2019	9.1	8.3	91%	1.3	1.4	-	-	4.2	4.0	3.6	2.9	-	-	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-	-	-
Abbotsford	April 17, 2020	20.0	16.1	81%	5.9	3.9	4.1	3.4	6.0	5.0	3.0	2.8	1.0	1.0	-	-	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-	-
Port Moody	February 22, 2021	25.5	19.2	75%	5.1	3.4	5.6	5.6	11.7	7.7	3.1	2.5	-	-	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-	-	-
<b>Interior</b>																		
Kamloops South Shore	June 12, 2018	20.4	13.5	66%	5.7	3.4	2.0	0.1	7.3	6.1	5.4	3.9	-	-	-	-	-	-
Vernon	October 1, 2019	20.2	21.3	105%	2.3	1.7	4.4	2.9	8.1	8.7	5.4	8.0	-	-	-	-	-	-
Kelowna	December 30, 2019	25.5	21.4	84%	6.2	5.5	2.7	2.3	11.8	8.6	4.8	5.0	-	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-	-
West Kelowna	October 5, 2020	19.2	18.0	94%	2.1	1.4	3.0	2.5	5.8	6.9	7.3	6.2	1.0	1.0	-	-	-	-
Penticton	March 31, 2021	15.6	7.8	50%	3.8	1.6	2.1	1.0	5.6	4.7	4.1	0.5	-	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	10.8	60%	4.2	1.6	2.8	2.0	6.2	5.0	4.2	1.7	-	-	0.5	0.5	-	-
Ashcroft	September 27, 2022	18.4	6.3	34%	4.0	0.5	2.6	0.0	8.6	5.8	2.1	0.0	-	-	1.1	0.0	-	-
Rutland	November 21, 2023	30.9	15.9	51%	5.5	0.3	5.5	2.1	13.1	10.5	6.8	3.0	-	-	-	-	-	-
<b>Northern</b>																		
Quesnel	October 31, 2018	7.1	6.2	87%	1.0	1.2	1.5	1.0	3.0	3.0	1.6	1.0	-	-	-	-	-	-
Prince George	June 5, 2019	6.6	6.4	97%	FFS	FFS	1.2	1.0	1.8	1.8	3.6	3.6	-	-	-	-	-	-
Central Interior Native Health Society (Hybrid) <sup>8</sup> ★	April 4, 2023	10.0	6.7	67%	1.0	0.0	1.0	0.0	2.0	2.4	3.0	2.3	-	-	2.0	2.0	1.0	0.0
<b>Vancouver Coastal</b>																		
Vancouver City Centre	November 26, 2018	20.9	19.7	94%	4.3	8.7	3.3	3.2	10.0	7.8	3.3	0.0	-	-	-	-	-	-
North Vancouver	November 4, 2019	15.0	17.9	119%	4.1	4.8	1.7	3.2	7.2	9.0	2.0	0.9	-	-	-	-	-	-
REACH	November 4, 2019	15.8	16.5	104%	3.3	4.2	2.6	2.7	7.9	7.9	1.5	1.3	0.5	0.4	-	-	-	-

<sup>8</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

## Detailed Recruitment Table

 Urgent & Primary Care Centre Dashboard  
FY 2023/24 – Period 10 (Dec 8 - Jan 4)

UPCC Name	Hybrid & UPCC Opening Date	Total FTEs Approved	Total FTEs Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
			Actual	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
Northeast <sup>9</sup>	February 16, 2021	25.4	18.0	71%	5.0	4.1	4.5	3.5	10.2	9.7	5.7	0.7	-	-	-	-	-	-
Richmond City Centre	April 1, 2021	33.7	24.5	73%	9.1	7.7	5.2	3.8	14.6	11.2	4.8	1.8	-	-	-	-	-	-
Southeast <sup>10</sup>	March 29, 2022	22.5	18.3	81%	4.7	4.9	4.5	2.8	10.2	9.9	3.1	0.7	-	-	-	-	-	-
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	12.2	62%	7.2	3.0	1.2	1.0	5.8	5.8	5.4	2.4	0.2	0.0	-	-	-	-
Nanaimo <sup>11</sup>	June 3, 2019	19.0	10.7	56%	1.8	0.0	2.0	3.0	8.4	2.4	5.1	4.3	1.7	1.0	-	-	-	-
North Quadra	November 30, 2019	23.3	16.2	70%	9.7	4.2	1.2	0.2	8.0	7.6	3.0	2.7	-	-	-	-	1.4	1.5
James Bay	April 28, 2020	22.3	14.9	67%	6.6	3.9	3.3	0.0	8.4	8.0	2.3	2.0	-	-	-	-	1.7	1.0
Downtown Victoria	July 19, 2021	36.9	27.4	74%	11.6	7.8	2.3	0.0	15.5	14.0	5.8	4.2	-	-	-	-	1.7	1.4
Esquimalt	December 6, 2021	24.5	15.0	61%	7.6	1.7	0.9	0.0	9.1	8.2	5.3	3.7	-	-	-	-	1.6	1.4
Gorge Road	September 21, 2022	23.3	22.7	97%	6.2	4.5	3.1	4.1	8.8	9.8	3.5	3.0	-	-	-	-	1.7	1.3
<b>Total - UPCCs</b>		<b>625.5</b>	<b>477.2</b>	-	<b>145.4</b>	<b>101.2</b>	<b>84.4</b>	<b>60.4</b>	<b>250.3</b>	<b>218.3</b>	<b>125.2</b>	<b>82.2</b>	<b>7.5</b>	<b>6.0</b>	<b>3.6</b>	<b>2.5</b>	<b>9.1</b>	<b>6.6</b>

<sup>9</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>10</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>11</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the upcoming periods when contract renewal is confirmed.

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 11 (Jan 5 – Feb 1)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division



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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on February 1, 2024, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

Where initiatives are planning a phased implementation, or have reduced targets for the current year, for example due to operating in a temporary location, the Total FTE approved has been adjusted to reflect the target expectations for FY2023/24, with a ★ symbol added to the field to show this adjustment has been made. In period reports P10 and onwards, both the Service Plan approved totals and the FY expected totals will appear as separate entries with contextual information here updated accordingly.

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of February 1, 2024.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

### FOOTNOTES

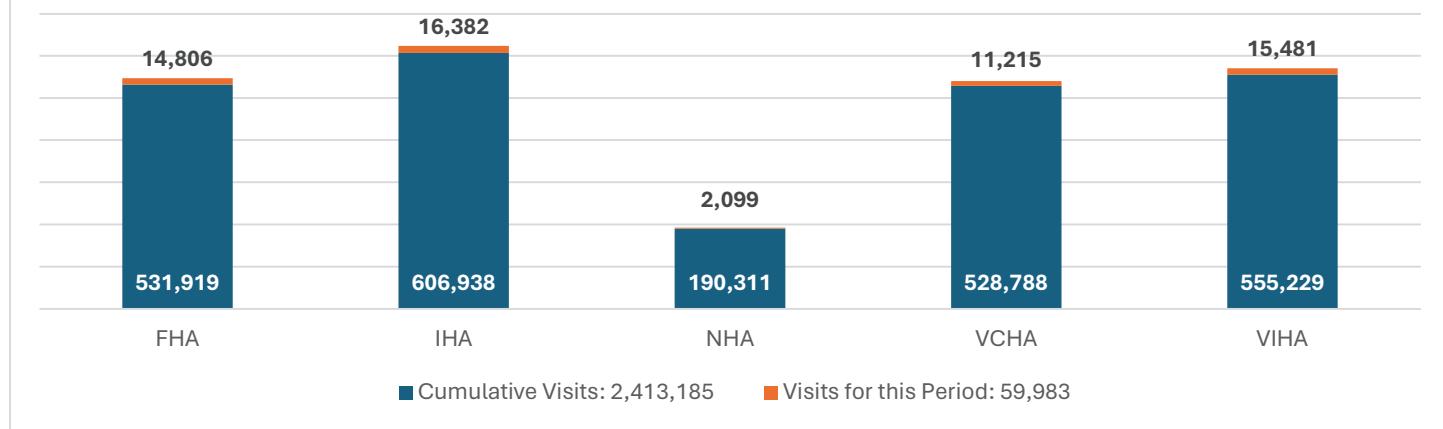
Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

### PATIENT VISITS AT A GLANCE

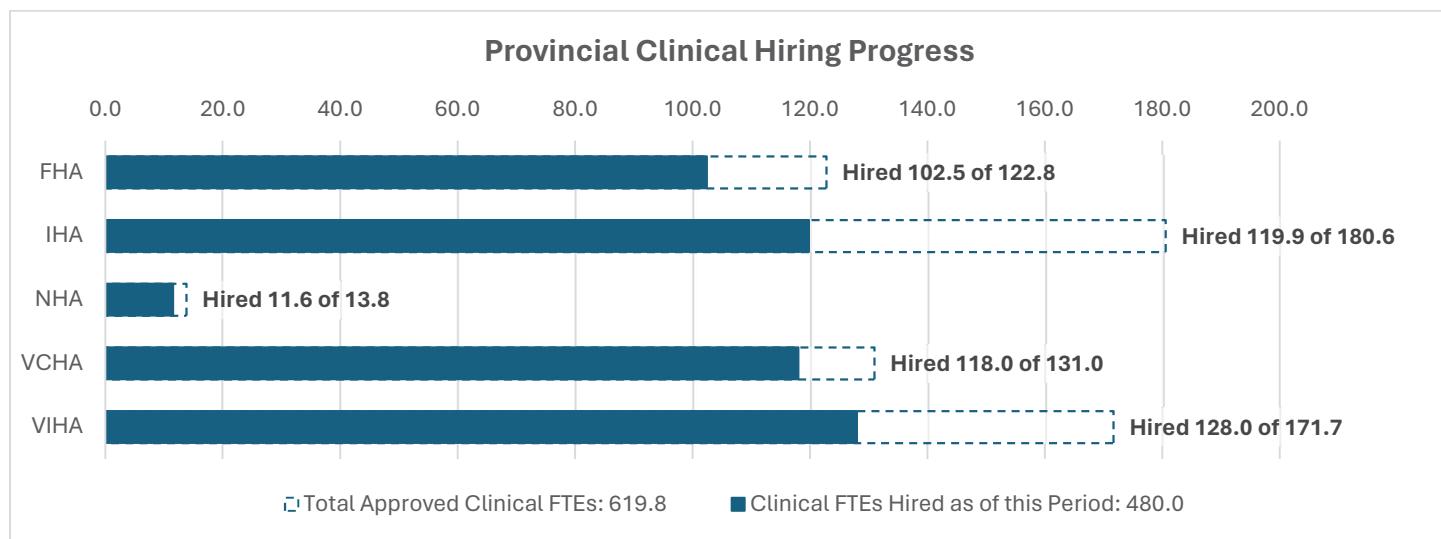
Since the first UPCC opened in 2018/19, there have been over 2.4 million patient visits across all UPCCs. For Period 11 of FY23/24 (January 5 to February 1, 2024), there have been 59,983 visits to all UPCCs.

Patient Visits at UPCCs by Region



### RECRUITMENT PROGRESS

As of Period 11 of FY23/24 (January 5 to February 1, 2024), **480** FTEs (**+13** FTEs from FY23/24 P10) have been recruited out of a total of 620 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the

**Detailed** Recruitment Table section.



## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
Surrey Whalley	November 8, 2018	137,070	16,196
Edmonds	September 23, 2019	71,992	9,902
Ridge Meadows	October 1, 2019	63,310	13,405
Abbotsford	April 17, 2020	63,529	16,881
Surrey Newton	May 25, 2020	66,580	15,774
Port Moody	February 22, 2021	74,135	33,504
Metrotown	November 1, 2022	40,497	27,992
<b>Interior</b>			
Kamloops South Shore	June 12, 2018	153,402	27,469
Vernon	October 1, 2019	89,819	15,311
Kelowna	December 30, 2019	171,072	43,365
Castlegar	April 6, 2020	19,672	4,841
West Kelowna	October 5, 2020	70,607	25,674
Penticton	March 31, 2021	50,211	12,026
Cranbrook	December 12, 2021	39,044	14,794
Ashcroft	September 27, 2022	8,354	5,824
Rutland	November 21, 2023	1,903	1,903
<b>Northern<sup>1</sup></b>			
Quesnel	October 31, 2018	34,165	3,853
Prince George	June 5, 2019	154,047	24,125
<b>Vancouver Coastal</b>			
Vancouver City Centre	November 26, 2018	153,506	17,200
North Vancouver	November 4, 2019	112,130	14,937
REACH	November 4, 2019	77,499	16,312
Northeast	February 16, 2021	61,841	16,559
Richmond City Centre	April 1, 2021	71,168	24,977
Southeast	March 29, 2022	41,429	17,802
<b>Vancouver Island</b>			
Westshore	November 5, 2018	120,080	13,571
Nanaimo	June 3, 2019	131,735	17,248
North Quadra	November 30, 2019	54,052	14,879
James Bay	April 28, 2020	69,507	13,125
Downtown Victoria	July 19, 2021	109,852	39,737
Esquimalt	December 6, 2021	34,494	9,969
Gorge Road	September 21, 2022	20,028	13,929
Comox Valley	April 1, 2023	438	438
<b>Grand Total</b>		<b>2,413,185</b>	<b>589,539</b>

## RECRUITMENT PROGRESS BY SITE

Name (PCNs by Year of Implementation)	Funding Letter Approval / UPCC Site Opening Date	Total FTEs Approved	Total FTEs Recruited			
			FY Goal	Actual	Change from Last Period	% Progress to FY Goal
<b>Fraser</b>						
Surrey Whalley	November 8, 2018	17.03	17.03	15.55	-0.05	91.3%

<sup>1</sup> As of Period 11, Central Interior Native Health Society (CINHS) initiative has been removed as a UPCC and added as a CHC due to them confirming their model of care aligns with that of a CHC rather than a UPCC.

Name (PCNs by Year of Implementation)	Funding Letter Approval / UPCC Site Opening Date	Total FTEs Approved	Total FTEs Recruited			
			FY Goal	Actual	Change from Last Period	% Progress to FY Goal
Edmonds	September 23, 2019	9.15	9.15	8.26	-0.04	90.3%
Ridge Meadows	October 1, 2019	9.51	9.51	7.87	-0.03	82.8%
Abbotsford	April 17, 2020	20.03	20.03	16.11	0.01	80.4%
Surrey Newton	May 25, 2020	18.45	18.45	16.33	-0.07	88.5%
Port Moody	February 22, 2021	25.46	25.46	19.15	-0.05	75.2%
Metrotown	November 1, 2022	23.17	23.17	19.21	0.01	82.9%
<b>Interior</b>						
Kamloops South Shore	June 12, 2018	19.44	19.44	13.51	0.01	69.5%
Vernon <sup>2</sup>	October 1, 2019	22.75	22.75	16.00	-1.58	70.3%
Kelowna	December 30, 2019	25.48	25.48	21.40	0.00	84.0%
Castlegar	April 6, 2020	9.89	9.89	6.19	-0.01	62.6%
West Kelowna	October 5, 2020	19.21	19.21	19.00	1.00	98.9%
Penticton	March 31, 2021	15.52	15.52	8.30	0.50	53.5%
Cranbrook	December 12, 2021	19.00	19.00	12.04	1.24	63.4%
Ashcroft <sup>3</sup>	September 27, 2022	18.39	18.39	7.22	0.92	39.3%
Rutland	September 27, 2022	30.89	30.89	16.20	0.30	52.4%
<b>Northern<sup>4</sup></b>						
Quesnel	October 31, 2018	7.02	7.02	6.18	-0.02	88.0%
Prince George	June 5, 2019	6.80	6.80	5.40	-1.00	79.4%
<b>Vancouver Coastal</b>						
Vancouver City Centre	November 26, 2018	20.89	20.89	21.16	1.46	101.3%
North Vancouver	November 4, 2019	14.95	14.95	18.49	0.59	123.7%
REACH	November 4, 2019	15.86	15.86	16.51	0.01	104.1%
Northeast <sup>5</sup>	February 16, 2021	25.29	25.29	18.13	0.13	71.7%
Richmond City Centre	April 1, 2021	31.60	31.60	25.21	0.71	79.8%
Southeast <sup>5</sup>	March 29, 2022	22.38	22.38	18.53	0.23	82.8%
<b>Vancouver Island</b>						
Westshore	November 5, 2018	15.64	15.64	12.20	0.00	78.0%
Nanaimo	June 3, 2019	18.87	18.87	10.70	0.00	56.7%
North Quadra	November 30, 2019	23.31	23.31	17.20	1.00	73.8%
James Bay	April 28, 2020	21.68	21.68	17.20	2.30	79.3%
Downtown Victoria	July 19, 2021	36.83	36.83	29.35	1.95	79.7%
Esquimalt	December 6, 2021	24.50	24.50	15.00	0.00	61.2%
Gorge Road	September 21, 2022	23.19	23.19	23.00	0.30	99.2%
Comox Valley <sup>6</sup>	April 1, 2023	7.65	7.65	3.36	3.36	43.9%
<b>Grand Total</b>		<b>619.83</b>	<b>619.83</b>	<b>479.96</b>	<b>13.18</b>	-

<sup>2</sup> In P10, Vernon UPCC's recruited AHP FTEs were double-counted and showed an additional increase of 3.7 AHP FTEs that did not occur. The actual decrease in recruited FTEs between P10 and P11 is 1.58 FTEs as they experienced several slight decreases across all positions (ranging from 0.02 to 0.75). Of the 1.58 FTE decrease, the largest was a loss of 0.75 FTE Intake Nurse (RN Level 3) for urgent care. Ongoing recruitment is a key priority for Vernon UPCC, and IHA's dedicated UPCC recruiter is assisting.

<sup>3</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>4</sup> As of Period 11, Central Interior Native Health Society (CINHS) initiative has been removed as a UPCC and added as a CHC due to them confirming their model of care aligns with that of a CHC rather than a UPCC.

<sup>5</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>6</sup> Comox Valley UPCC is currently in phase 2 of its implementation plan; therefore, their recruitment figures will be compared against their early draw approvals until their service model is finalized.

## DETAILED PATIENT VISITS TABLE

UPCC Name	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Patient Visits (UPCCs)												
				P1	P2	P3	P4	P5	P6	P7	P10	P10	P10	P11	P12	P13
<b>Fraser</b>																
Surrey Whalley	17,976	138,850	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807	1,758	1,780		
Edmonds	10,790	72,880	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757	928	888		
Ridge Meadows	15,060	64,965	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579	1,766	1,655		
Abbotsford	18,841	65,489	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797	2,217	1,960		
Surrey Newton	17,225	68,031	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398	1,522	1,451		
Port Moody	37,371	78,002	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972	4,031	3,867		
Metrotown	31,197	43,702	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198	3,086	3,205		
<b>Interior</b>																
Kamloops South Shore	30,257	156,190	125,933	2,078	2,335	2,577	2,690	3,039	3,009	2,899	2,858	3,184	2,704	2,884		
Vernon	17,916	92,424	74,508	1,609	1,636	1,608	1,541	1,489	1,524	1,637	1,397	1,610	1,815	2,050		
Kelowna	42,185	169,892	127,707	3,588	3,654	3,877	4,052	3,799	3,734	4,014	3,913	3,939	3,749	3,866		
Castlegar	4,983	19,814	14,831	333	455	506	471	531	418	432	447	480	482	428		
West Kelowna	20,927	65,860	44,933	1,674	1,766	1,862	1,783	1,869	1,662	1,916	1,877	2,022	2,122	2,374		
Penticton	12,949	51,134	38,185	1,205	1,241	1,330	1,215	1,204	1,215	1,080	1,051	1,100	1,100	1,208		
Cranbrook	15,678	39,928	24,250	1,428	1,495	1,562	1,436	1,344	1,381	1,289	1,442	1,453	1,312	1,536		
Ashcroft	5,979	8,509	2,530	460	435	527	471	482	544	509	594	668	587	702		
Rutland	3,187	3,187	-	-	-	-	-	-	-	-	-	676	1,177	1,334		
<b>Northern<sup>7</sup></b>																
Quesnel	4,373	34,685	30,312	396	380	382	380	303	354	360	403	452	443	520		
Prince George	25,704	155,626	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056	1,992	1,579		
<b>Vancouver Coastal</b>																
Vancouver City Centre	18,927	155,233	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757	1,607	1,727		
North Vancouver	16,547	113,740	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937	1,835	1,610		
REACH	18,101	79,288	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742	1,560	1,789		
Northeast	18,327	63,609	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656	1,715	1,768		
Richmond City Centre	27,504	73,695	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550	2,515	2,527		
Southeast	19,596	43,223	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851	1,859	1,794		
<b>Vancouver Island</b>																
Westshore	15,555	122,064	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506	1,163	1,984		
Nanaimo	19,198	133,685	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028	1,001	1,950		
North Quadra	16,705	55,878	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364	1,411	1,826		
James Bay	14,872	71,254	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493	1,408	1,747		
Downtown Victoria	44,134	114,249	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916	3,325	4,397		
Esquimalt	11,062	35,587	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116	942	824	1,093		
Gorge Road	15,975	22,074	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683	1,698	2,046		
Comox Valley	438	438	-	-	-	-	-	-	-	-	-	-	-	438		
<b>Total - UPCCs</b>	<b>589,539</b>	<b>2,413,185</b>	<b>1,823,646</b>	<b>50,363</b>	<b>53,164</b>	<b>54,275</b>	<b>52,590</b>	<b>52,505</b>	<b>51,457</b>	<b>52,165</b>	<b>52,752</b>	<b>55,573</b>	<b>54,712</b>	<b>59,983</b>	<b>-</b>	<b>-</b>

<sup>7</sup> As of Period 11, Central Interior Native Health Society (CINHS) initiative has been removed as a UPCC and added as a CHC due to them confirming their model of care aligns with that of a CHC rather than a UPCC.

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

Name of UPCC	Total FTEs Approved	Total FTEs Recruited			Physician				Nurse Practitioner			Nursing			Other Clinical				Pharmacist				Indigenous Health				Non-Clinical (excl. Overhead & Change Mgmt.)		
		FY Goal	Actual	% Progress	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	
<b>Fraser</b>																													
Surrey Whalley	17.03	17.03	15.55	91.3%	3.95	3.95	3.90	2.17	2.17	1.40	7.87	7.87	7.65	2.00	2.00	2.00	1.04	1.04	0.60	-	-	-	-	-	-	-	-	-	
Edmonds	9.15	9.15	8.26	90.3%	1.35	1.35	1.35	-	-	-	4.22	4.22	3.99	3.58	3.58	2.92	-	-	-	-	-	-	-	-	-	-	-	-	-
Ridge Meadows	9.51	9.51	7.87	82.8%	2.60	2.60	2.60	-	-	-	3.89	3.89	3.69	3.02	3.02	1.58	-	-	-	-	-	-	-	-	-	-	-	-	-
Abbotsford	20.03	20.03	16.11	80.4%	5.91	5.91	3.94	4.12	4.12	3.36	5.96	5.96	5.01	3.04	3.04	2.80	1.00	1.00	1.00	-	-	-	-	-	-	-	-	-	-
Surrey Newton	18.45	18.45	16.33	88.5%	5.02	5.02	4.65	4.43	4.43	4.36	5.96	5.96	4.92	2.04	2.04	1.40	1.00	1.00	1.00	-	-	-	-	-	-	-	-	-	-
Port Moody	25.46	25.46	19.15	75.2%	5.08	5.08	3.40	5.58	5.58	5.60	11.67	11.67	7.65	3.13	3.13	2.50	-	-	-	-	-	-	-	-	-	-	-	-	-
Metrotown	23.17	23.17	19.21	82.9%	4.53	4.53	4.60	3.47	3.47	3.20	10.04	10.04	7.91	4.06	4.06	2.50	1.07	1.07	1.00	-	-	-	-	-	-	-	-	-	-
<b>Interior</b>																													
Kamloops South Shore	19.44	19.44	13.51	69.5%	4.81	4.81	3.31	2.00	2.00	0.10	7.25	7.25	6.10	5.38	5.38	4.00	-	-	-	-	-	-	-	-	-	-	-	-	
Vernon <sup>a</sup>	22.75	22.75	16.00	70.3%	2.30	2.30	1.70	4.42	4.42	2.70	10.65	10.65	7.30	5.38	5.38	4.30	-	-	-	-	-	-	-	-	-	-	-	-	
Kelowna	25.48	25.48	21.40	84.0%	6.16	6.16	5.50	2.69	2.69	2.30	11.85	11.85	8.60	4.78	4.78	5.00	-	-	-	-	-	-	-	-	-	-	-	-	
Castlegar	9.89	9.89	6.19	62.6%	FFS	FFS	FFS	1.40	1.40	0.00	3.22	3.22	2.63	5.27	5.27	3.56	-	-	-	-	-	-	-	-	-	-	-	-	
West Kelowna	19.21	19.21	19.00	98.9%	2.13	2.13	1.50	3.00	3.00	2.50	5.74	5.74	7.80	7.34	7.34	6.20	1.00	1.00	1.00	-	-	-	-	-	-	-	-	-	
Penticton	15.52	15.52	8.30	53.5%	3.75	3.75	1.60	2.08	2.08	1.00	5.55	5.55	4.70	4.14	4.14	4.14	1.00	-	-	-	-	-	-	-	-	-	-	-	
Cranbrook	19.00	19.00	12.04	63.4%	4.16	4.16	1.59	2.80	2.80	2.00	7.38	7.38	5.30	4.15	4.15	2.65	-	-	-	-	0.51	0.51	0.50	-	-	-	-	-	
Ashcroft <sup>b</sup>	18.39	18.39	7.22	39.3%	3.98	3.98	0.45	2.60	2.60	0.00	8.63	8.63	5.77	2.12	2.12	2.12	0.00	-	-	-	-	1.06	1.06	1.00	-	-	-	-	
Rutland	30.89	30.89	16.20	52.4%	5.49	5.49	0.30	5.51	5.51	2.10	13.10	13.10	9.80	6.79	6.79	4.00	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Northern<sup>10</sup></b>																													
Quesnel	7.02	7.02	6.18	88.0%	1.00	1.00	1.20	1.49	1.49	1.00	2.98	2.98	2.98	1.55	1.55	1.00	-	-	-	-	-	-	-	-	-	-	-	-	
Prince George	6.80	6.80	5.40	79.4%	FFS	FFS	FFS	1.40	1.40	0.00	1.80	1.80	1.80	3.60	3.60	3.60	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Vancouver Coastal</b>																													
Vancouver City Centre	20.89	20.89	21.16	101.3%	4.24	4.24	9.94	3.33	3.33	3.33	9.99	9.99	7.89	3.33	3.33	0.00	-	-	-	-	-	-	-	-	-	-	-	-	
North Vancouver	14.95	14.95	18.49	123.7%	4.13	4.13	5.28	1.68	1.68	3.27	7.14	7.14	8.95	2.00	2.00	0.99	-	-	-	-	-	-	-	-	-	-	-	-	
REACH	15.86	15.86	16.51	104.1%	3.32	3.32	4.24	2.62	2.62	2.65	7.92	7.92	7.93	1.50	1.50	1.29	0.50	0.50	0.40	-	-	-	-	-	-	-	-	-	-
Northeast <sup>11</sup>	25.29	25.29	18.13	71.7%	4.97	4.97	4.12	4.47	4.47	3.59	10.20	10.20	9.74	5.65	5.65	0.68	-	-	-	-	-	-	-	-	-	-	-	-	-
Richmond City Centre	31.60	31.60	25.21	79.8%	9.10	9.10	7.97	3.10	3.10	4.03	14.60	14.60	11.41	4.80	4.80	1.80	-	-	-	-	-	-	-	-	-	-	-	-	-
Southeast <sup>11</sup>	22.38	22.38	18.53	82.8%	4.66	4.66	4.87	4.47	4.47	3.01	10.20	10.20	9.98	3.05	3.05	0.67	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Vancouver Island</b>																													
Westshore	15.64	15.64	12.20	78.0%	7.20	7.20	3.00	1.20	1.20	1.00	5.81	5.81	5.81	5.80	5.80	1.20	1.20	2.40	0.23	0.23	0.00	-	-	-	-	-	-	-	-
Nanaimo	18.87	18.87	10.70	56.7%	1.75	1.75	0.00	2.00	2.00	3.00	8.36	8.36	2.40	5.08	5.08	4.30	1.68	1.68	1.00	-	-	-	-	-	-	-	-	-	-
North Quadra	23.31	23.31	17.20	73.8%	9.68	9.68	5.20	1.21	1.21	0.20	7.98	7.98	7.60	3.04	3.04	2.70	-	-	-	-	-	-	-	-	1.40	1.40	1.50	-	
James Bay	21.68	21.68	17.20	79.3%	7.20	7.20	6.20	2.10	2.10	0.00	8.42	8.42	8.00	2.31	2.31	2.00	-	-	-	-	-	-	-	-	1.65	1.65	1.00	-	
Downtown Victoria	36.83	36.83	29.35	79.7%	11.58	11.58	9.80	2.32	2.32	0.00	15.49	15.49	14.00	5.79	5.79	4.15	-	-	-	-	-	-	-	-	1.65	1.65	1.40	-	
Esquimalt	24.50	24.50	15.00	61.2%	7.60	7.60	1.70	0.90	0.90	0.00	9.10	9.10	8.20	5.30	5.30	3.70	-	-	-	-	-	-	-	-	1.60	1.60	1.40	-	
Gorge Road	23.19	23.19	23.00	99.2%	6.19	6.19	4.80	3.10	3.10	4.10	8.77	8.77	9.80	3.48	3.48	3.00	-	-	-	-	-	-	-	-	1.65	1.65	1.30	-	
Comox Valley <sup>12</sup>	7.65	7.65	3.36	43.9%	0.20	0.20	0.00	-	-	-	4.97	4.97	2.18	2.48	2.48	1.18	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total - UPCCs</b>	<b>619.83</b>	<b>619.83</b>	<b>479.96</b>	-	<b>144.04</b>	<b>144.04</b>	<b>108.71</b>	<b>81.66</b>	<b>81.66</b>	<b>59.80</b>	<b>256.71</b>	<b>256.71</b>	<b>217.48</b>	<b>120.38</b>	<b>120.38</b>	<b>79.87</b>	<b>7.52</b>	<b>7.52</b>	<b>6.00</b>	<b>1.57</b>	<b>1.57</b>	<b>1.50</b>	<b>7.95</b>	<b>7.95</b>	<b>6.60</b>				

<sup>a</sup> In P10, Vernon UPCC's recruited AHP FTEs were double-counted and showed an additional increase of 3.7 AHP FTEs that did not occur. The actual decrease in recruited FTEs between P10 and P11 is 1.58 FTEs as they experienced several slight decreases across all positions (ranging from 0.02 to 0.75). Of the 1.58 FTE decrease, the largest was a loss of 0.75 FTE Intake Nurse (RN Level 3) for urgent care. Ongoing recruitment is a key priority for Vernon UPCC, and IHA's dedicated UPCC recruiter is assisting.

<sup>b</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>10</sup> As of Period 11, Central Interior Native Health Society (CINHS) initiative has been removed as a UPCC and added as a CHC due to them confirming their model of care aligns with that of a CHC rather than a UPCC.

<sup>11</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>12</sup> Comox Valley UPCC is currently in phase 2 of its implementation plan; therefore, their recruitment figures will be compared against their early draw approvals until their service model is finalized.



# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 12 (Feb 2 – 29)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division

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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on February 29, 2024, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

Where initiatives are planning a phased implementation, or have reduced targets for the current year, for example due to operating in a temporary location, the Total FTE approved has been adjusted to reflect the target expectations for FY2023/24, with a ★ symbol added to the field to show this adjustment has been made. In period reports P10 and onwards, both the Service Plan approved totals and the FY expected totals will appear as separate entries with contextual information here updated accordingly.

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of February 29, 2024.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

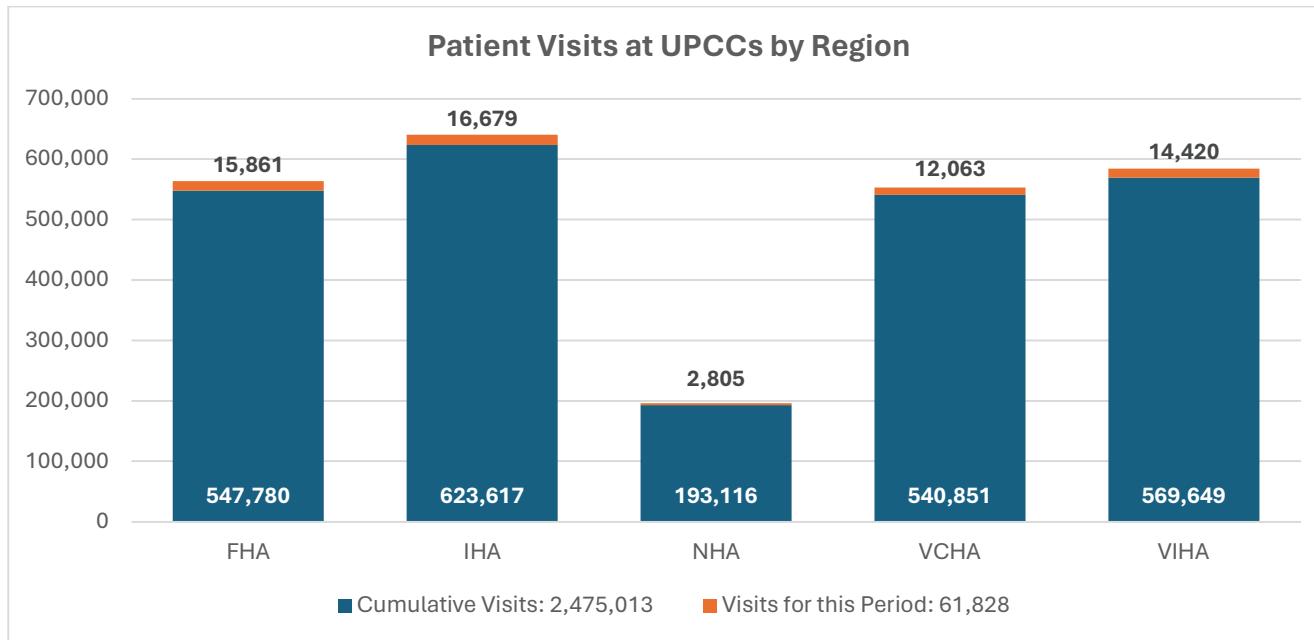
### FOOTNOTES

Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2.5 million patient visits across all UPCCs. For Period 12 of FY23/24 (February 2 to 29, 2024), there have been 61,828 visits to all UPCCs.



### RECRUITMENT PROGRESS

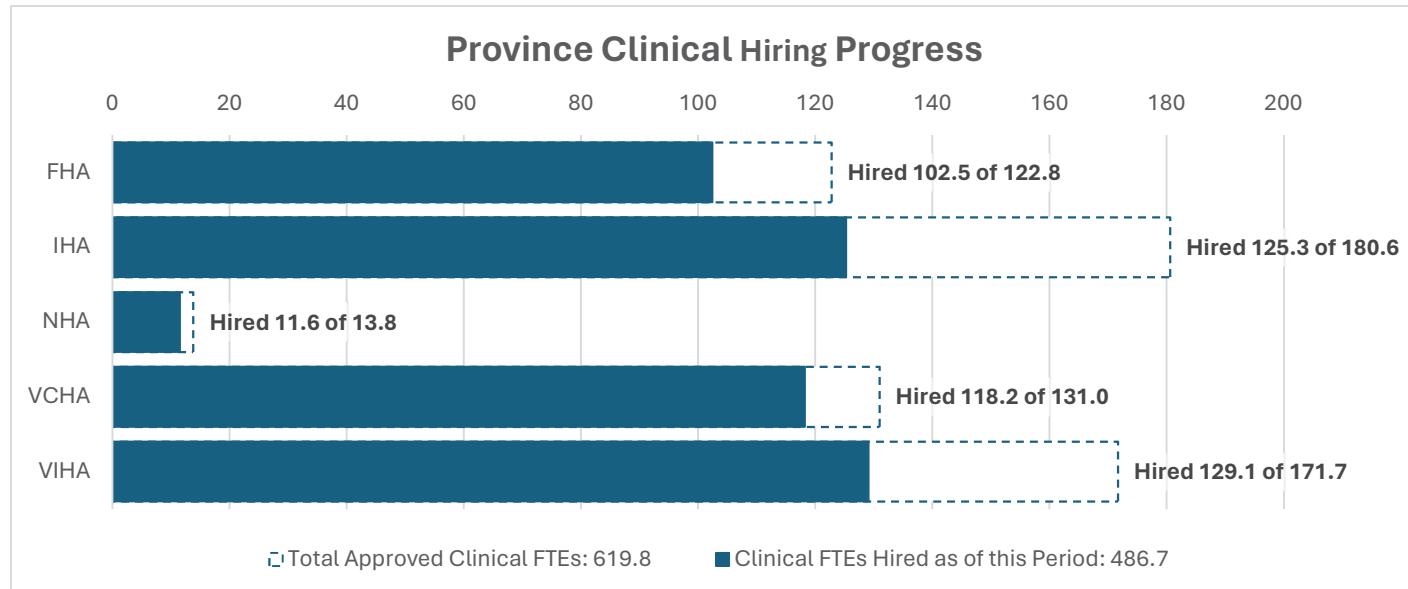
As of Period 12 of FY23/24 (February 2 to 29, 2024), **487 FTEs** (+7 FTEs from FY23/24 P11) have been recruited out of a total of 620 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Patient Visits Table**

Name of UPCC	Current FY Visit s	Repo rted Sinc e Open ing	Total Visit s from Previous Year s	Period											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
<b>Fraser</b>															
Abbotsford	20,9 51	67,5 99	46,6 48	1,44 4	1,69 6	1,70 4	1,53 8	1,55 8	1,70 9	1,64 9	1,56 9	1,79 7	2,21 7	1,96 0	2,11 0
Edmonds	11,7 46	73,8 36	62,0 90	1,11 1	1,16 9	1,13 3	1,04 3	970	938	955	898	757	928	888	956
Metrotown	34,8 70	47,3 75	12,5 05	1,95 8	2,70 0	2,81 8	2,79 9	2,67 6	2,81 3	2,91 1	3,03 3	3,19 8	3,08 6	3,20 5	3,67 3
North Surrey-Whalley	19,8 33	140, 707	120, 874	1,45 0	1,63 7	1,52 1	1,60 1	1,55 5	1,53 4	1,68 5	1,64 8	1,80 7	1,75 8	1,78 0	1,85 7
Port Moody	41,4 34	82,0 65	40,6 31	2,83 4	3,12 8	3,17 0	3,31 6	3,20 0	3,31 1	3,10 2	3,44 0	3,97 2	4,03 1	3,86 7	4,06 3

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Ridge Meadows	16,757	66,662	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579	1,766	1,655	1,697
Surrey Newton	18,730	69,536	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398	1,522	1,451	1,505
<b>Interior</b>															
Ashcroft	6,678	9,208	2,530	460	435	527	471	482	544	509	594	668	587	702	699
Castlegar	5,412	20,243	14,831	333	455	506	471	531	418	432	447	480	482	428	429
Cranbrook	17,130	41,380	24,250	1,428	1,495	1,562	1,436	1,344	1,381	1,289	1,442	1,453	1,312	1,536	1,452
Kamloops South Shore	33,206	159,139	125,933	2,078	2,335	2,577	2,690	3,039	3,009	2,899	2,858	3,184	2,704	2,884	2,949
Kelowna	46,135	173,842	127,707	3,588	3,654	3,877	4,052	3,799	3,734	4,014	3,913	3,939	3,749	3,866	3,950
Penticton	14,205	52,390	38,185	1,205	1,241	1,330	1,215	1,204	1,215	1,080	1,051	1,100	1,100	1,208	1,256
Rutland	4,693	4,693	-	-	-	-	-	-	-	-	-	676	1,177	1,334	1,506
Vernon	19,936	94,444	74,508	1,609	1,636	1,608	1,541	1,489	1,524	1,637	1,397	1,617	1,815	2,050	2,020
West Kelowna	23,345	68,278	44,933	1,674	1,766	1,862	1,783	1,869	1,662	1,916	1,877	2,022	2,122	2,374	2,418
<b>Northern</b>															
Prince George	28,057	157,979	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056	1,992	1,579	2,353
Quesnel	4,825	35,137	30,312	396	380	382	380	303	354	360	403	452	443	520	452
<b>Vancouver Coastal</b>															
North Vancouver	18,476	115,669	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937	1,835	1,610	1,929
Northeast	20,175	65,457	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656	1,715	1,768	1,848
REACH	19,859	81,046	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742	1,560	1,789	1,758
Richmond City Centre	30,379	76,570	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550	2,515	2,527	2,875
Southeast	21,475	45,102	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851	1,859	1,794	1,879
Vancouver City Centre	20,701	157,007	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757	1,607	1,727	1,774
<b>Vancouver Island</b>															
Comox Valley	1,040	1,040	-	-	-	-	-	-	-	-	-	-	-	438	602
Downtown Victoria	48,852	118,967	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916	3,325	4,397	4,718
Esquimalt	12,134	36,659	24,525	764	1,022	1,135	1,013	9663	1,133	1,054	1,116	942	824	1,093	1,072

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Gorge Road	17,7 43	23,8 42	6,09 9	1,18 9	1,10 5	1,13 8	1,13 8	1,29 8	1,54 8	1,48 9	1,64 3	1,68 3	1,69 8	2,04 6	1,76 8
James Bay	16,7 83	73,1 65	56,3 82	1,11 8	1,12 7	1,22 5	1,25 2	1,07 2	1,36 7	1,52 9	1,53 4	1,49 3	1,40 8	1,74 7	1,91 1
Nanaimo	20,1 98	134, 685	114, 487	1,59 3	1,54 4	1,58 1	1,54 2	2,63 9	1,74 7	1,65 8	1,91 5	2,02 8	1,00 1	1,95 0	1,00 0
North Quadra	18,2 54	57,4 27	39,1 73	1,58 1	1,68 4	1,78 6	1,46 7	1,45 6	1,45 8	1,33 4	1,33 8	1,36 4	1,41 1	1,82 6	1,54 9
Westshore	17,3 55	123, 864	106, 509	1,56 4	1,26 8	1,36 5	1,35 0	1,13 3	1,44 7	1,31 4	1,46 1	1,50 6	1,16 3	1,98 4	1,80 0
<b>Total - UPCCs</b>	<b>651, 367</b>	<b>2,47 5,01</b>	<b>1,82 3,64</b>	<b>50,3 63</b>	<b>53,1 64</b>	<b>54,2 75</b>	<b>52,5 90</b>	<b>52,5 05</b>	<b>51,4 57</b>	<b>52,1 65</b>	<b>52,7 52</b>	<b>55,5 73</b>	<b>54,7 12</b>	<b>59,9 83</b>	<b>61,8 28</b>

Detailed Recruitment Table section.



## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
Surrey Whalley	November 8, 2018	67,599	20,951
Edmonds	September 23, 2019	73,836	11,746
Ridge Meadows	October 1, 2019	47,375	34,870
Abbotsford	April 17, 2020	140,707	19,833
Surrey Newton	May 25, 2020	82,065	41,434
Port Moody	February 22, 2021	66,662	16,757
Metrotown	November 1, 2022	69,536	18,730
<b>Interior</b>			
Kamloops South Shore	June 12, 2018	9,208	6,678
Vernon	October 1, 2019	20,243	5,412
Kelowna	December 30, 2019	41,380	17,130
Castlegar	April 6, 2020	159,139	33,206
West Kelowna	October 5, 2020	173,842	46,135
Penticton	March 31, 2021	52,390	14,205
Cranbrook	December 12, 2021	4,693	4,693
Ashcroft	September 27, 2022	94,444	19,936
Rutland	November 21, 2023	68,278	23,345
<b>Northern</b>			
Quesnel	October 31, 2018	157,979	28,057
Prince George	June 5, 2019	35,137	4,825
<b>Vancouver Coastal</b>			
Vancouver City Centre	November 26, 2018	115,669	18,476
North Vancouver	November 4, 2019	65,457	20,175
REACH	November 4, 2019	81,046	19,859
Northeast	February 16, 2021	76,570	30,379
Richmond City Centre	April 1, 2021	45,102	21,475
Southeast	March 29, 2022	157,007	20,701
<b>Vancouver Island</b>			
Westshore	November 5, 2018	1,040	1,040
Nanaimo	June 3, 2019	118,967	48,852
North Quadra	November 30, 2019	36,659	12,134
James Bay	April 28, 2020	23,842	17,743
Downtown Victoria	July 19, 2021	73,165	16,783
Esquimalt	December 6, 2021	134,685	20,198
Gorge Road	September 21, 2022	57,427	18,254
Comox Valley	April 3, 2023	123,864	17,355
<b>Grand Total</b>		<b>2,475,013</b>	<b>651,367</b>

## RECRUITMENT PROGRESS BY SITE

Name	Site Opening Date	Total FTEs Approved	Total FTEs Recruited			
			FY Goal	Actual	Change from Last Period	% Progress to FY Goal
Kamloops South Shore	June 12, 2018	19.44	19.44	13.44	-0.07	69.1%
Quesnel	October 31, 2018	7.02	7.02	6.18	0.00	88.0%
Westshore	November 5, 2018	15.64	15.64	12.30	0.10	78.6%
Surrey Whalley	November 8, 2018	17.03	17.03	15.55	0.00	91.3%
Vancouver City Centre	November 26, 2018	20.89	20.89	21.05	-0.11	100.8%
Nanaimo	June 3, 2019	18.87	18.87	11.00	0.30	58.3%
Prince George	June 5, 2019	6.80	6.80	5.40	0.00	79.4%
Edmonds	September 23, 2019	9.15	9.15	8.26	0.00	90.3%
Ridge Meadows	October 1, 2019	9.51	9.51	7.87	0.00	82.8%
Vernon	October 1, 2019	22.75	22.75	16.08	0.08	70.7%
North Vancouver	November 4, 2019	14.95	14.95	18.04	-0.45	120.7%
REACH	November 4, 2019	15.86	15.86	17.17	0.66	108.3%
North Quadra	November 30, 2019	23.31	23.31	16.50	-0.70	70.8%
Kelowna	December 30, 2019	25.48	25.48	23.14	1.74	90.8%
Castlegar	April 6, 2020	9.89	9.89	6.19	0.00	62.6%
Abbotsford	April 17, 2020	20.03	20.03	16.11	0.00	80.4%
James Bay	April 28, 2020	21.68	21.68	17.50	0.30	80.7%
Surrey Newton	May 25, 2020	18.45	18.45	16.33	0.00	88.5%
West Kelowna	October 5, 2020	19.21	19.21	19.99	0.99	104.1%
Northeast <sup>1</sup>	February 16, 2021	25.29	25.29	17.88	-0.25	70.7%
Port Moody	February 22, 2021	25.46	25.46	19.15	0.00	75.2%
Penticton	March 31, 2021	15.52	15.52	8.52	0.22	54.9%
Richmond City Centre	April 1, 2021	31.60	31.60	25.55	0.34	80.9%
Downtown Victoria	July 19, 2021	36.83	36.83	30.75	1.40	83.5%
Esquimalt	December 6, 2021	24.50	24.50	14.60	-0.40	59.6%
Cranbrook	December 12, 2021	19.00	19.00	12.09	0.05	63.6%
Southeast <sup>2</sup>	March 29, 2022	22.38	22.38	18.54	0.01	82.8%
Gorge Road	September 21, 2022	23.19	23.19	22.20	-0.80	95.7%
Metrotown	November 1, 2022	23.17	23.17	19.21	0.00	82.9%
Ashcroft <sup>3</sup>	September 27, 2022	18.39	18.39	7.58	0.36	41.2%
Rutland	September 27, 2022	30.89	30.89	18.26	2.06	59.1%
Comox Valley <sup>4</sup>	April 1, 2023	7.65	7.65	4.26	0.90	55.7%
<b>Grand Total</b>		<b>619.83</b>	<b>619.83</b>	<b>486.69</b>	<b>6.73</b>	-

<sup>1</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>2</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours.

<sup>3</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>4</sup> Comox Valley UPCC is currently in phase 2 of its implementation plan; therefore, their recruitment figures will be compared against their early draw approvals until their service model is finalized.

## DETAILED PATIENT VISITS TABLE

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
<b>Fraser</b>															
Abbotsford	20,951	67,599	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797	2,217	1,960	2,110
Edmonds	11,746	73,836	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757	928	888	956
Metrotown	34,870	47,375	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198	3,086	3,205	3,673
North Surrey-Whalley	19,833	140,707	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807	1,758	1,780	1,857
Port Moody	41,434	82,065	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972	4,031	3,867	4,063
Ridge Meadows	16,757	66,662	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579	1,766	1,655	1,697
Surrey Newton	18,730	69,536	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398	1,522	1,451	1,505
<b>Interior</b>															
Ashcroft	6,678	9,208	2,530	460	435	527	471	482	544	509	594	668	587	702	699
Castlegar	5,412	20,243	14,831	333	455	506	471	531	418	432	447	480	482	428	429
Cranbrook	17,130	41,380	24,250	1,428	1,495	1,562	1,436	1,344	1,381	1,289	1,442	1,453	1,312	1,536	1,452
Kamloops South Shore	33,206	159,139	125,933	2,078	2,335	2,577	2,690	3,039	3,009	2,899	2,858	3,184	2,704	2,884	2,949
Kelowna	46,135	173,842	127,707	3,588	3,654	3,877	4,052	3,799	3,734	4,014	3,913	3,939	3,749	3,866	3,950
Penticton	14,205	52,390	38,185	1,205	1,241	1,330	1,215	1,204	1,215	1,080	1,051	1,100	1,100	1,208	1,256
Rutland	4,693	4,693	-	-	-	-	-	-	-	-	-	676	1,177	1,334	1,506
Vernon	19,936	94,444	74,508	1,609	1,636	1,608	1,541	1,489	1,524	1,637	1,397	1,610	1,815	2,050	2,020
West Kelowna	23,345	68,278	44,933	1,674	1,766	1,862	1,783	1,869	1,662	1,916	1,877	2,022	2,122	2,374	2,418
<b>Northern</b>															
Prince George	28,057	157,979	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056	1,992	1,579	2,353
Quesnel	4,825	35,137	30,312	396	380	382	380	303	354	360	403	452	443	520	452
<b>Vancouver Coastal</b>															
North Vancouver	18,476	115,669	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937	1,835	1,610	1,929
Northeast	20,175	65,457	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656	1,715	1,768	1,848
REACH	19,859	81,046	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742	1,560	1,789	1,758
Richmond City Centre	30,379	76,570	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550	2,515	2,527	2,875
Southeast	21,475	45,102	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851	1,859	1,794	1,879
Vancouver City Centre	20,701	157,007	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757	1,607	1,727	1,774
<b>Vancouver Island</b>															
Comox Valley	1,040	1,040	-	-	-	-	-	-	-	-	-	-	-	438	602
Downtown Victoria	48,852	118,967	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916	3,325	4,397	4,718
Esquimalt	12,134	36,659	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116	942	824	1,093	1,072

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period											
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12
Gorge Road	17,743	23,842	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683	1,698	2,046	1,768
James Bay	16,783	73,165	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493	1,408	1,747	1,911
Nanaimo	20,198	134,685	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028	1,001	1,950	1,000
North Quadra	18,254	57,427	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364	1,411	1,826	1,549
Westshore	17,355	123,864	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506	1,163	1,984	1,800
<b>Total - UPCCs</b>	<b>651,367</b>	<b>2,475,013</b>	<b>1,823,646</b>	<b>50,363</b>	<b>53,164</b>	<b>54,275</b>	<b>52,590</b>	<b>52,505</b>	<b>51,457</b>	<b>52,165</b>	<b>52,752</b>	<b>55,573</b>	<b>54,712</b>	<b>59,983</b>	<b>61,828</b>

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

Name of UPCC	Total FTEs Approved	Total FTEs Recruited			Physician			Other Clinical												Non-Clinical (excl. Overhead & Change Mgmt.)			
								Nurse Practitioner			Nursing			Allied Health			Pharmacist			Indigenous Health			
		FY Goal	Actual	% Progress	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	
<b>Fraser</b>																							
Abbotsford	20.03	20.03	16.11	80.4%	5.91	5.91	3.94	4.12	4.12	3.36	5.96	5.96	5.01	3.04	3.04	2.80	1.00	1.00	1.00	-	-	-	
Edmonds	9.15	9.15	8.26	90.3%	1.35	1.35	1.35	-	-	-	4.22	4.22	3.99	3.58	3.58	2.92	-	-	-	-	-	-	-
Metrotown	23.17	23.17	19.21	82.9%	4.53	4.53	4.60	3.47	3.47	3.20	10.04	10.04	7.91	4.06	4.06	2.50	1.07	1.07	1.00	-	-	-	-
North Surrey-Whalley	17.03	17.03	15.55	91.3%	3.95	3.95	3.90	2.17	2.17	1.40	7.87	7.87	7.65	2.00	2.00	2.00	1.04	1.04	0.60	-	-	-	-
Port Moody	25.46	25.46	19.15	75.2%	5.08	5.08	3.40	5.58	5.58	5.60	11.67	11.67	7.65	3.13	3.13	2.50	-	-	-	-	-	-	-
Ridge Meadows	9.51	9.51	7.87	82.8%	2.60	2.60	2.60	-	-	-	3.89	3.89	3.69	3.02	3.02	1.58	-	-	-	-	-	-	-
Surrey Newton	18.45	18.45	16.33	88.5%	5.02	5.02	4.65	4.43	4.43	4.36	5.96	5.96	4.92	2.04	2.04	1.40	1.00	1.00	1.00	-	-	-	-
<b>Interior</b>																							
Ashcroft	18.39	18.39	7.58	41.2%	3.98	3.98	0.81	2.60	2.60	0.00	8.63	8.63	5.77	2.12	2.12	0.00	-	-	-	1.06	1.06	1.00	-
Castlegar	9.89	9.89	6.19	62.6%	FFS	FFS	FFS	1.40	1.40	0.00	3.22	3.22	2.63	5.27	5.27	3.56	-	-	-	-	-	-	-
Cranbrook	19.00	19.00	12.09	63.6%	4.16	4.16	1.63	2.80	2.80	2.01	7.38	7.38	5.30	4.15	4.15	2.65	-	-	-	0.51	0.51	0.50	-
Kamloops South Shore	19.44	19.44	13.44	69.1%	4.81	4.81	3.34	2.00	2.00	0.10	7.25	7.25	6.10	5.38	5.38	3.90	-	-	-	-	-	-	-
Kelowna	25.48	25.48	23.14	90.8%	6.16	6.16	7.23	2.69	2.69	2.30	11.85	11.85	8.62	4.78	4.78	4.99	-	-	-	-	-	-	-
Penticton	15.52	15.52	8.52	54.9%	3.75	3.75	1.76	2.08	2.08	1.04	5.55	5.55	4.72	4.14	4.14	1.00	-	-	-	-	-	-	-
Rutland	30.89	30.89	18.26	59.1%	5.49	5.49	0.29	5.51	5.51	2.10	13.10	13.10	11.83	6.79	6.79	4.04	-	-	-	-	-	-	-
Vernon	22.75	22.75	16.08	70.7%	2.30	2.30	1.70	4.42	4.42	2.76	10.65	10.65	7.30	5.38	5.38	4.32	-	-	-	-	-	-	-
West Kelowna	19.21	19.21	19.99	104.1%	2.13	2.13	1.53	3.00	3.00	2.54	5.74	5.74	8.76	7.34	7.34	6.16	1.00	1.00	1.00	-	-	-	-
<b>Northern</b>																							
Prince George	6.80	6.80	5.40	79.4%	FFS	FFS	FFS	1.40	1.40	0.00	1.80	1.80	1.80	3.60	3.60	3.60	-	-	-	-	-	-	-

Detailed Recruitment Table

Urgent & Primary Care Centre Dashboard  
FY 2023/24 – Period 12 (Feb 2 – 29)

Name of UPCC	Total FTEs Approved	Total FTEs Recruited			Physician			Other Clinical																Non-Clinical (excl. Overhead & Change Mgmt.)		
					Nurse Practitioner		Nursing			Allied Health			Pharmacist			Indigenous Health										
		FY Goal	Actual	% Progress	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	
Quesnel	7.02	7.02	6.18	88.0%	1.00	1.00	1.20	1.49	1.49	1.00	2.98	2.98	2.98	1.55	1.55	1.00	-	-	-	-	-	-	-	-	-	
<b>Vancouver Coastal</b>																										
North Vancouver	14.95	14.95	18.04	120.7%	4.13	4.13	4.75	1.68	1.68	3.35	7.14	7.14	8.92	2.00	2.00	1.02	-	-	-	-	-	-	-	-	-	
Northeast	25.29	25.29	17.88	70.7%	4.97	4.97	3.81	4.47	4.47	3.62	10.20	10.20	9.76	5.65	5.65	0.69	-	-	-	-	-	-	-	-	-	
REACH	15.86	15.86	17.17	108.3%	3.32	3.32	4.86	2.62	2.62	2.64	7.92	7.92	7.95	1.50	1.50	1.29	0.50	0.50	0.43	-	-	-	-	-	-	
Richmond City Centre	31.60	31.60	25.55	80.9%	9.10	9.10	7.81	3.10	3.10	4.28	14.60	14.60	11.71	4.80	4.80	1.75	-	-	-	-	-	-	-	-	-	
Southeast	22.38	22.38	18.54	82.8%	4.66	4.66	4.71	4.47	4.47	3.13	10.20	10.20	10.00	3.05	3.05	0.70	-	-	-	-	-	-	-	-	-	
Vancouver City Centre	20.89	20.89	21.05	100.8%	4.24	4.24	9.05	3.33	3.33	3.33	9.99	9.99	8.67	3.33	3.33	0.00	-	-	-	-	-	-	-	-	-	
<b>Vancouver Island</b>																										
Comox Valley	7.65	7.65	4.26	55.7%	0.20	0.20	0.00	-	-	-	4.97	4.97	3.08	2.48	2.48	1.18	-	-	-	-	-	-	-	-	-	
Downtown Victoria	36.83	36.83	30.75	83.5%	11.58	11.58	11.20	2.32	2.32	0.00	15.49	15.49	14.00	5.79	5.79	4.15	-	-	-	-	-	-	-	1.65	1.65	
Esquimalt	24.50	24.50	14.60	59.6%	7.60	7.60	1.30	0.90	0.90	0.00	9.10	9.10	8.20	5.30	5.30	3.70	-	-	-	-	-	-	-	1.60	1.60	
Gorge Road	23.19	23.19	22.20	95.7%	6.19	6.19	3.80	3.10	3.10	4.10	8.77	8.77	9.80	3.48	3.48	3.00	-	-	-	-	-	-	-	1.65	1.65	
James Bay	21.68	21.68	17.50	80.7%	7.20	7.20	6.50	2.10	2.10	0.00	8.42	8.42	8.00	2.31	2.31	2.00	-	-	-	-	-	-	-	1.65	1.65	
Nanaimo	18.87	18.87	11.00	58.3%	1.75	1.75	1.00	2.00	2.00	3.00	8.36	8.36	1.70	5.08	5.08	4.30	1.68	1.68	1.00	-	-	-	-	-	-	
North Quadra	23.31	23.31	16.50	70.8%	9.68	9.68	4.50	1.21	1.21	0.20	7.98	7.98	7.60	3.04	3.04	2.70	-	-	-	-	-	-	-	1.40	1.40	
Westshore	15.64	15.64	12.30	78.6%	7.20	7.20	3.10	1.20	1.20	1.00	5.81	5.81	5.80	1.20	1.20	2.40	0.23	0.23	0.00	-	-	-	-	-	-	
<b>Total - UPCCs</b>	<b>619.83</b>	<b>619.83</b>	<b>486.69</b>	-	<b>144.04</b>	<b>144.04</b>	<b>110.32</b>	<b>81.66</b>	<b>81.66</b>	<b>60.42</b>	<b>256.71</b>	<b>256.71</b>	<b>221.82</b>	<b>120.38</b>	<b>120.38</b>	<b>79.80</b>	<b>7.52</b>	<b>7.52</b>	<b>6.03</b>	<b>1.57</b>	<b>1.57</b>	<b>1.50</b>	<b>7.95</b>	<b>7.95</b>	<b>6.80</b>	

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 13 (Mar 1 - 31)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division

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## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on March 31, 2024, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

Where initiatives are planning a phased implementation, or have reduced targets for the current year, for example due to operating in a temporary location, the Total FTE approved has been adjusted to reflect the target expectations for FY2023/24, with a ★ symbol added to the field to show this adjustment has been made. In period reports P10 and onwards, both the Service Plan approved totals and the FY expected totals will appear as separate entries with contextual information here updated accordingly.

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of March 31, 2024.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

### FOOTNOTES

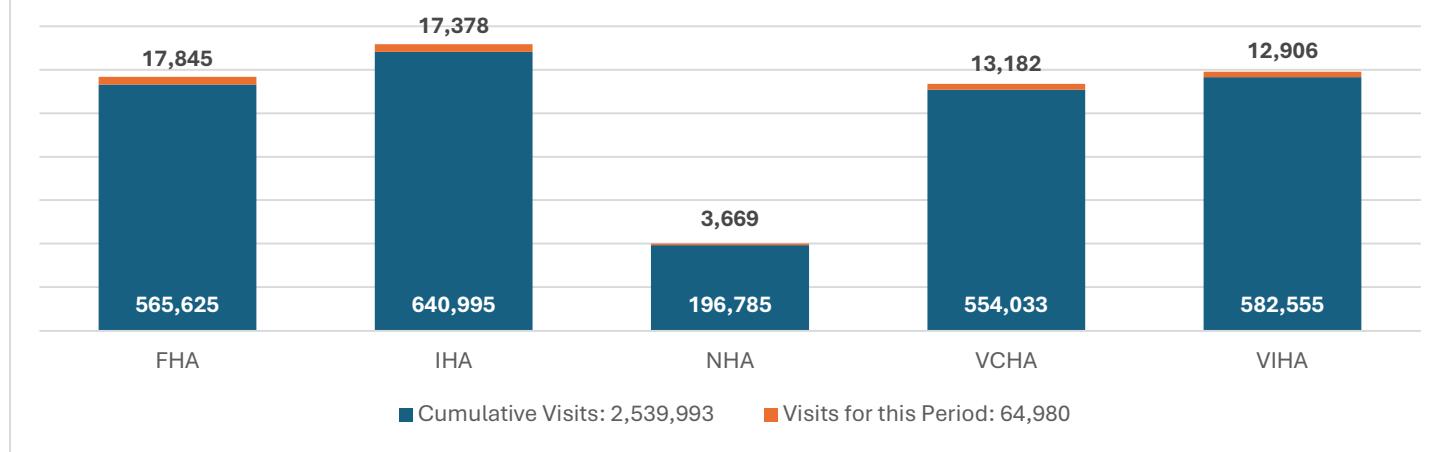
Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

## PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 2.5 million patient visits across all UPCCs. For Period 13 of FY23/24 (March 1 to 31, 2024), there have been 64,980 visits to all UPCCs.

## Patient Visits at UPCCs by Region



## RECRUITMENT PROGRESS

As of Period 13 of FY23/24 (March 1 to 31, 2024), **495 FTEs** (+8 FTEs from FY23/24 P12) have been recruited out of a total of 615 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Patient Visits Table**

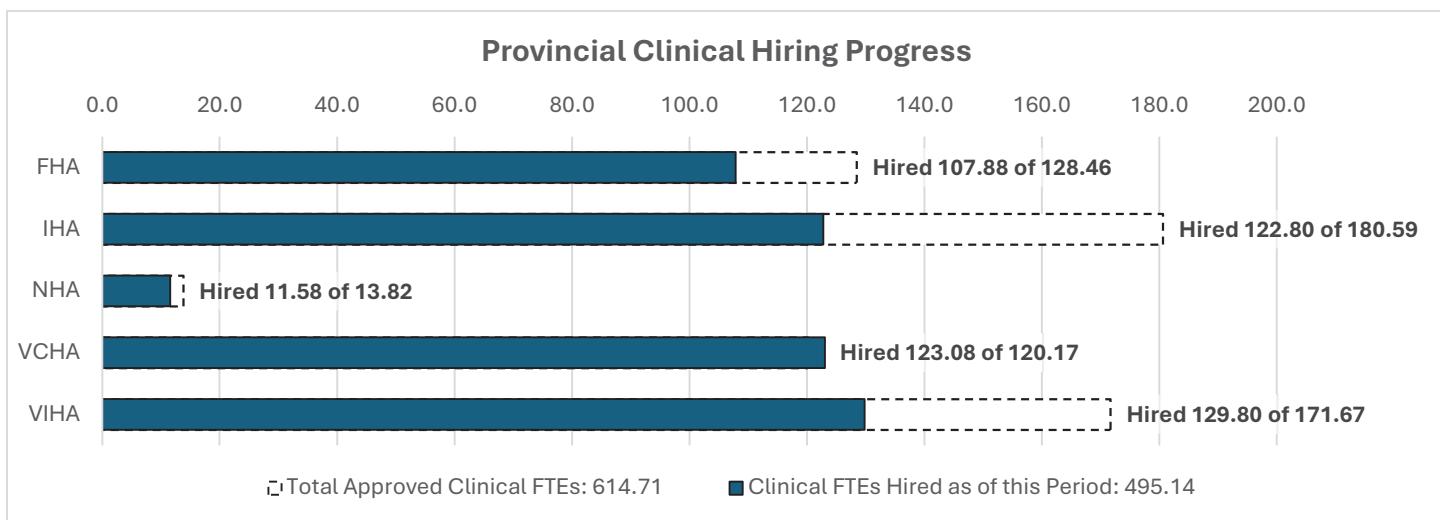
Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	
<b>Fraser</b>																
Abbotsford	23,377	70,025	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797	2,217	1,960	2,110	
Edmonds	12,803	74,893	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757	928	888	956	1,057
Langley	139	139	-	-	-	-	-	-	-	-	-	-	-	-	-	139
Metrotown	38,950	51,455	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198	3,086	3,205	3,673	4,080
North Surrey-Whalley	21,556	142,430	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807	1,758	1,780	1,857	1,723
Port Moody	46,078	86,709	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972	4,031	3,867	4,063	4,644
Ridge Meadows	18,958	68,863	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579	1,766	1,655	1,697	2,201



Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P12	P13	
Surrey Newton	20,305	71,111	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398	1,522	1,451	1,505	1,575
<b>Interior</b>																
Ashcroft	7,532	10,062	2,530	460	435	527	471	482	544	509	594	668	587	702	699	854
Castlegar	5,930	20,761	14,831	333	455	506	471	531	418	432	447	480	482	428	429	518
Cranbrook	18,655	42,905	24,250	1,428	1,495	1,562	1,436	1,344	1,381	1,289	1,442	1,453	1,312	1,536	1,452	1,525
Kamloops South Shore	36,384	162,317	125,933	2,078	2,335	2,577	2,690	3,039	3,009	2,899	2,858	3,184	2,704	2,884	2,949	3,178
Kelowna	50,233	177,940	127,707	3,588	3,654	3,877	4,052	3,799	3,734	4,014	3,913	3,939	3,749	3,866	3,950	4,098
Penticton	15,430	53,615	38,185	1,205	1,241	1,330	1,215	1,204	1,215	1,080	1,051	1,100	1,100	1,208	1,256	1,225
Rutland	6,296	6,296	-	-	-	-	-	-	-	-	-	676	1,177	1,334	1,506	1,603
Vernon	21,765	96,273	74,508	1,609	1,636	1,608	1,541	1,489	1,524	1,637	1,397	1,610	1,815	2,050	2,020	1,829
West Kelowna	25,894	70,827	44,933	1,674	1,766	1,862	1,783	1,869	1,662	1,916	1,877	2,022	2,122	2,374	2,418	2,549
<b>Northern</b>																
Prince George	31,113	161,035	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056	1,992	1,579	2,353	3,056
Quesnel	5,438	35,750	30,312	396	380	382	380	303	354	360	403	452	443	520	452	613
<b>Vancouver Coastal</b>																
North Vancouver	20,582	117,775	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937	1,835	1,610	1,929	2,106
Northeast	22,211	67,493	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656	1,715	1,768	1,848	2,036
REACH	21,624	82,811	61,187	1,521	1,561	1,745	1,641	1,706	1,557	1,637	1,637	1,744	1,562	1,789	1,758	1,765
Richmond City Centre	33,544	79,735	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550	2,515	2,527	2,875	3,165
Southeast	23,499	47,126	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851	1,859	1,794	1,879	2,024
Vancouver City Centre	22,787	159,093	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757	1,607	1,727	1,774	2,086
<b>Vancouver Island</b>																
Comox Valley	1,795	1,795	-	-	-	-	-	-	-	-	-	-	-	438	602	755
Downtown Victoria	52,961	123,076	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916	3,325	4,397	4,718	4,109
Esquimalt	13,125	37,650	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116	942	824	1,093	1,072	991

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P12	P13	
Gorge Road	19,803	25,902	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683	1,698	2,046	1,768	2,060
James Bay	18,520	74,902	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493	1,408	1,747	1,911	1,737
Nanaimo	21,000	135,487	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028	1,001	1,950	1,000	802
North Quadra	19,496	58,669	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364	1,411	1,826	1,549	1,242
Westshore	18,564	125,073	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506	1,163	1,984	1,800	1,209
<b>Total - UPCCs</b>	<b>716,347</b>	<b>2,539,993</b>	<b>1,823,646</b>	<b>50,363</b>	<b>53,164</b>	<b>54,275</b>	<b>52,590</b>	<b>52,505</b>	<b>51,457</b>	<b>52,165</b>	<b>52,752</b>	<b>55,573</b>	<b>54,712</b>	<b>59,983</b>	<b>61,828</b>	<b>64,980</b>

Detailed Recruitment Table section.



## PATIENT VISITS BY SITE

UPCC Name	Opening Date	Cumulative Visits Since Opening	Total FY 2023/24 Patient Visits
<b>Fraser</b>			
Abbotsford	April 17, 2020	70,025	23,377
Edmonds	September 23, 2019	74,893	12,803
Langley	March 20, 2024	139	139
Metrotown	November 1, 2022	51,455	38,950
North Surrey-Whalley	November 8, 2018	142,430	21,556
Port Moody	February 22, 2021	86,709	46,078
Ridge Meadows	October 1, 2019	68,863	18,958
Surrey Newton	May 25, 2020	71,111	20,305
<b>Interior</b>			
Ashcroft	September 27, 2022	10,062	7,532
Castlegar	April 6, 2020	20,761	5,930
Cranbrook	December 12, 2021	42,905	18,655
Kamloops South Shore	June 12, 2018	162,317	36,384
Kelowna	December 30, 2019	177,940	50,233
Penticton	March 31, 2021	53,615	15,430
Rutland	November 21, 2023	6,296	6,296
Vernon	October 1, 2019	96,273	21,765
West Kelowna	October 5, 2020	70,827	25,894
<b>Northern</b>			
Prince George	June 5, 2019	161,035	31,113
Quesnel	October 31, 2018	35,750	5,438
<b>Vancouver Coastal</b>			
North Vancouver	November 4, 2019	117,775	20,582
Northeast	February 16, 2021	67,493	22,211
REACH	November 4, 2019	82,811	21,624
Richmond City Centre	April 1, 2021	79,735	33,544
Southeast	March 29, 2022	47,126	23,499
Vancouver City Centre	November 26, 2018	159,093	22,787
<b>Vancouver Island</b>			
Comox	April 1, 2023	1,795	1,795
Downtown Victoria	July 19, 2021	123,076	52,961
Esquimalt	December 6, 2021	37,650	13,125
Gorge Road	September 21, 2022	25,902	19,803
James Bay	April 28, 2020	74,902	18,520
Nanaimo Medical Arts	June 3, 2019	135,487	21,000
North Quadra	November 30, 2019	58,669	19,496
Westshore	November 5, 2018	125,073	18,564
<b>Grand Total</b>		<b>2,539,993</b>	<b>716,347</b>

## RECRUITMENT PROGRESS BY SITE

Name	Site Opening Date	Total FTEs Approved	Total FTEs Recruited			
			FY Goal	Actual	Change from Last Period	% Progress to FY Goal
Kamloops South Shore	June 12, 2018	19.44	19.44	13.27	-0.17	68.3%
Quesnel	October 31, 2018	7.02	7.02	6.18	0.00	88.0%
Westshore	November 5, 2018	15.64	15.64	12.70	0.40	81.2%
Surrey Whalley	November 8, 2018	17.03	17.03	15.55	0.00	91.3%
Vancouver City Centre	November 26, 2018	20.89	20.89	21.40	0.35	102.4%
Nanaimo Medical Art <sup>1</sup>	June 3, 2019	18.87	18.87	10.39	-0.61	55.1%
Prince George	June 5, 2019	6.80	6.80	5.40	0.00	79.4%
Edmonds	September 23, 2019	9.15	9.15	8.26	0.00	90.3%
Ridge Meadows	October 1, 2019	9.51	9.51	7.87	0.00	82.8%
Vernon	October 1, 2019	22.75	22.75	16.07	-0.01	70.6%
North Vancouver	November 4, 2019	14.95	14.95	18.89	0.85	126.4%
REACH	November 4, 2019	15.86	15.86	18.97	1.80	119.6%
North Quadra	November 30, 2019	23.31	23.31	16.80	0.30	72.1%
Kelowna <sup>2</sup>	December 30, 2019	25.48	25.48	21.61	-1.53	84.8%
Castlegar	April 6, 2020	9.89	9.89	6.19	0.00	62.6%
Abbotsford	April 17, 2020	20.03	20.03	15.72	-0.39	78.5%
James Bay	April 28, 2020	21.68	21.68	17.20	-0.30	79.3%
Surrey Newton	May 25, 2020	18.45	18.45	16.33	0.00	88.5%
West Kelowna	October 5, 2020	19.21	19.21	19.29	-0.70	100.4%
Northeast	February 16, 2021	22.54	22.54	18.23	0.35	80.9%
Port Moody	February 22, 2021	25.46	25.46	19.15	0.00	75.2%
Penticton	March 31, 2021	15.52	15.52	8.78	0.26	56.6%
Richmond City Centre	April 1, 2021	23.60	23.60	26.70	1.15	113.1%
Downtown Victoria <sup>3</sup>	July 19, 2021	36.83	36.83	29.55	-1.20	80.2%
Esquimalt	December 6, 2021	24.50	24.50	14.90	0.30	60.8%
Cranbrook	December 12, 2021	19.00	19.00	11.97	-0.12	63.0%
Southeast	March 29, 2022	22.33	22.33	18.89	0.35	84.6%
Gorge Road	September 21, 2022	23.19	23.19	24.00	1.80	103.5%
Metrotown	November 1, 2022	23.17	23.17	19.21	0.00	82.9%
Ashcroft <sup>4</sup>	September 27, 2022	18.39	18.39	7.67	0.09	41.7%
Rutland	November 21, 2023	30.91	30.91	17.95	-0.31	58.1%
Comox <sup>5</sup>	April 1, 2023	7.65	7.65	4.26	0.00	55.7%
Langley	March 20, 2024	5.66	5.66	5.79	5.79	102.3%
<b>Grand Total</b>		<b>614.71</b>	<b>614.71</b>	<b>495.14</b>	<b>8.45</b>	-

<sup>1</sup> Change request undergoing review to realign the UPCC resources for Nanaimo Medical Arts to better align FTEs with community needs and improve recruitment potential for resources.

<sup>2</sup> Kelowna UPCC indicated that their P12 report contained a typo showing 1.53 more FP FTEs than what was actually hired. This has been corrected as of P13—no resources were lost.

<sup>3</sup> The 1.20 FTE decrease for Downtown Victoria UPCC was due to the calculation of actual hours worked for FPs in P13. No resources were lost.

<sup>4</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>5</sup> Comox UPCC is currently in phase 2 of its implementation plan; therefore, their recruitment figures will be compared against their early draw approvals until their service model is finalized.

## DETAILED PATIENT VISITS TABLE

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
<b>Fraser</b>																
Abbotsford	23,377	70,025	46,648	1,444	1,696	1,704	1,538	1,558	1,709	1,649	1,569	1,797	2,217	1,960	2,110	2,426
Edmonds	12,803	74,893	62,090	1,111	1,169	1,133	1,043	970	938	955	898	757	928	888	956	1,057
Langley	139	139	-	-	-	-	-	-	-	-	-	-	-	-	-	139
Metrotown	38,950	51,455	12,505	1,958	2,700	2,818	2,799	2,676	2,813	2,911	3,033	3,198	3,086	3,205	3,673	4,080
North Surrey-Whalley	21,556	142,430	120,874	1,450	1,637	1,521	1,601	1,555	1,534	1,685	1,648	1,807	1,758	1,780	1,857	1,723
Port Moody	46,078	86,709	40,631	2,834	3,128	3,170	3,316	3,200	3,311	3,102	3,440	3,972	4,031	3,867	4,063	4,644
Ridge Meadows	18,958	68,863	49,905	1,159	1,257	1,348	1,321	1,174	1,323	1,196	1,282	1,579	1,766	1,655	1,697	2,201
Surrey Newton	20,305	71,111	50,806	1,560	1,627	1,728	1,757	1,725	1,580	1,390	1,487	1,398	1,522	1,451	1,505	1,575
<b>Interior</b>																
Ashcroft	7,532	10,062	2,530	460	435	527	471	482	544	509	594	668	587	702	699	854
Castlegar	5,930	20,761	14,831	333	455	506	471	531	418	432	447	480	482	428	429	518
Cranbrook	18,655	42,905	24,250	1,428	1,495	1,562	1,436	1,344	1,381	1,289	1,442	1,453	1,312	1,536	1,452	1,525
Kamloops South Shore	36,384	162,317	125,933	2,078	2,335	2,577	2,690	3,039	3,009	2,899	2,858	3,184	2,704	2,884	2,949	3,178
Kelowna	50,233	177,940	127,707	3,588	3,654	3,877	4,052	3,799	3,734	4,014	3,913	3,939	3,749	3,866	3,950	4,098
Penticton	15,430	53,615	38,185	1,205	1,241	1,330	1,215	1,204	1,215	1,080	1,051	1,100	1,100	1,208	1,256	1,225
Rutland	6,296	6,296	-	-	-	-	-	-	-	-	-	676	1,177	1,334	1,506	1,603
Vernon	21,765	96,273	74,508	1,609	1,636	1,608	1,541	1,489	1,524	1,637	1,397	1,610	1,815	2,050	2,020	1,829
West Kelowna	25,894	70,827	44,933	1,674	1,766	1,862	1,783	1,869	1,662	1,916	1,877	2,022	2,122	2,374	2,418	2,549
<b>Northern</b>																
Prince George	31,113	161,035	129,922	3,108	2,699	2,523	2,344	2,635	2,320	2,398	2,050	2,056	1,992	1,579	2,353	3,056
Quesnel	5,438	35,750	30,312	396	380	382	380	303	354	360	403	452	443	520	452	613
<b>Vancouver Coastal</b>																
North Vancouver	20,582	117,775	97,193	1,704	1,827	1,745	1,446	1,479	1,254	1,434	1,276	937	1,835	1,610	1,929	2,106
Northeast	22,211	67,493	45,282	1,674	1,871	1,755	1,701	1,505	1,540	1,616	1,526	1,656	1,715	1,768	1,848	2,036
REACH	21,624	82,811	61,187	1,521	1,569	1,745	1,641	1,706	1,557	1,637	1,634	1,742	1,560	1,789	1,758	1,765
Richmond City Centre	33,544	79,735	46,191	2,454	2,813	2,747	2,605	2,533	1,839	2,523	2,398	2,550	2,515	2,527	2,875	3,165
Southeast	23,499	47,126	23,627	1,837	1,915	1,787	1,835	1,556	1,569	1,729	1,864	1,851	1,859	1,794	1,879	2,024
Vancouver City Centre	22,787	159,093	136,306	1,840	1,919	1,808	1,641	1,608	1,732	1,633	1,655	1,757	1,607	1,727	1,774	2,086
<b>Vancouver Island</b>																
Comox Valley	1,795	1,795	-	-	-	-	-	-	-	-	-	-	-	438	602	755

Name of UPCC	Current FY Visits	Reported Since Opening	Total Visits from Previous Years	Period												
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Downtown Victoria	52,961	123,076	70,115	4,129	4,190	4,282	4,201	4,001	3,897	3,793	4,003	3,916	3,325	4,397	4,718	4,109
Esquimalt	13,125	37,650	24,525	764	1,022	1,135	1,013	966	1,133	1,054	1,116	942	824	1,093	1,072	991
Gorge Road	19,803	25,902	6,099	1,189	1,105	1,138	1,138	1,298	1,548	1,489	1,643	1,683	1,698	2,046	1,768	2,060
James Bay	18,520	74,902	56,382	1,118	1,127	1,225	1,252	1,072	1,367	1,529	1,534	1,493	1,408	1,747	1,911	1,737
Nanaimo	21,000	135,487	114,487	1,593	1,544	1,581	1,542	2,639	1,747	1,658	1,915	2,028	1,001	1,950	1,000	802
North Quadra	19,496	58,669	39,173	1,581	1,684	1,786	1,467	1,456	1,458	1,334	1,338	1,364	1,411	1,826	1,549	1,242
Westshore	18,564	125,073	106,509	1,564	1,268	1,365	1,350	1,133	1,447	1,314	1,461	1,506	1,163	1,984	1,800	1,209
<b>Total - UPCCs</b>	<b>716,347</b>	<b>2,539,993</b>	<b>1,823,646</b>	<b>50,363</b>	<b>53,164</b>	<b>54,275</b>	<b>52,590</b>	<b>52,505</b>	<b>51,457</b>	<b>52,165</b>	<b>52,752</b>	<b>55,573</b>	<b>54,712</b>	<b>59,983</b>	<b>61,828</b>	<b>64,980</b>

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

Name of UPCC	Total FTEs Approved	Total FTEs Recruited			Physician			Other Clinical												Non-Clinical (excl. Overhead & Change Mgmt.)		
		FY Goal	Actual	% Progress	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual	Approved	FY Goal	Actual			
<b>Fraser</b>																						
Abbotsford	20.03	20.03	15.72	78.5%	5.91	5.91	3.20	4.12	4.12	3.36	5.96	5.96	5.36	3.04	3.04	2.80	1.00	1.00	1.00	-	-	-
Edmonds	9.15	9.15	8.26	90.3%	1.35	1.35	-	-	-	-	4.22	4.22	3.99	3.58	3.58	2.92	-	-	-	-	-	-
Langley	5.66	5.66	5.79	102.3%	1.72	1.72	0.00	-	-	-	3.94	3.94	5.79	-	-	-	-	-	-	-	-	-
Metrotown	23.17	23.17	19.21	82.9%	4.53	4.53	4.60	3.47	3.47	3.20	10.04	10.04	7.91	4.06	4.06	2.50	1.07	1.07	1.00	-	-	-
North Surrey-Whalley	17.03	17.03	15.55	91.3%	3.95	3.95	3.90	2.17	2.17	1.40	7.87	7.87	7.65	2.00	2.00	2.00	1.04	1.04	0.60	-	-	-
Port Moody	25.46	25.46	19.15	75.2%	5.08	5.08	3.40	5.58	5.58	5.60	11.67	11.67	7.65	3.13	3.13	2.50	-	-	-	-	-	-
Ridge Meadows	9.51	9.51	7.87	82.8%	2.60	2.60	2.60	-	-	-	3.89	3.89	3.69	3.02	3.02	1.58	-	-	-	-	-	-
Surrey Newton	18.45	18.45	16.33	88.5%	5.02	5.02	4.65	4.43	4.43	4.36	5.96	5.96	4.92	2.04	2.04	1.40	1.00	1.00	1.00	-	-	-
<b>Interior</b>																						
Ashcroft	18.39	18.39	7.67	41.7%	3.98	3.98	0.90	2.60	2.60	0.00	8.63	8.63	5.77	2.12	2.12	0.00	-	-	-	1.06	1.06	1.00
Castlegar	9.89	9.89	6.19	62.6%	FFS	FFS	1.40	1.40	0.00	3.22	3.22	2.63	5.27	5.27	3.56	-	-	-	-	-	-	-
Crabrook	19.00	19.00	11.97	63.0%	4.16	4.16	1.59	2.80	2.80	1.93	7.38	7.38	5.30	4.15	4.15	2.65	-	-	-	0.51	0.51	0.50
Kamloops South Shore	19.44	19.44	13.27	68.3%	4.81	4.81	3.42	2.00	2.00	0.10	7.25	7.25	6.10	5.38	5.38	3.65	-	-	-	-	-	-
Kelowna	25.48	25.48	21.61	84.8%	6.16	6.16	5.72	2.69	2.69	2.28	11.85	11.85	8.62	4.78	4.78	4.99	-	-	-	-	-	-
Penticton	15.52	15.52	8.78	56.6%	3.75	3.75	2.00	2.08	2.08	1.06	5.55	5.55	4.72	4.14	4.14	1.00	-	-	-	-	-	-
Rutland	30.91	30.91	17.95	58.1%	5.49	5.49	0.45	5.51	5.51	2.10	13.12	13.12	11.83	6.79	6.79	3.57	-	-	-	-	-	-

## Detailed Recruitment Table

 Urgent & Primary Care Centre Dashboard  
FY 2023/24 – Period 13 (Mar 1 - 31)

Name of UPCC	Total FTEs Approved	Total FTEs Recruited			Physician			Other Clinical																Non-Clinical(excl. Overhead & Change Mgmt.)			
					Approved		FY Goal	Approved		FY Goal	Actual		Approved	FY Goal	Actual		Approved	FY Goal	Actual		Approved	FY Goal	Actual				
		FY Goal	Actual	% Progress	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	FY Goal	Actual	
Vernon	22.75	22.75	16.07	70.6%	2.30	2.30	1.79	4.42	4.42	2.66	10.65	10.65	7.30	5.38	5.38	4.32	-	-	-	-	-	-	-	-	-	-	
West Kelowna	19.21	19.21	19.29	100.4%	2.13	2.13	1.69	3.00	3.00	2.56	5.74	5.74	7.88	7.34	7.34	6.16	1.00	1.00	1.00	-	-	-	-	-	-	-	
<b>Northern</b>																											
Prince George	6.80	6.80	5.40	79.4%	FFS	FFS	FFS	1.40	1.40	0.00	1.80	1.80	1.80	3.60	3.60	3.60	-	-	-	-	-	-	-	-	-	-	
Quesnel	7.02	7.02	6.18	88.0%	1.00	1.00	1.20	1.49	1.49	1.00	2.98	2.98	2.98	1.55	1.55	1.00	-	-	-	-	-	-	-	-	-	-	
<b>Vancouver Coastal</b>																											
North Vancouver	14.95	14.95	18.89	126.4%	4.13	4.13	5.54	1.68	1.68	3.43	7.14	7.14	8.88	2.00	2.00	1.04	-	-	-	-	-	-	-	-	-	-	
Northeast	22.54	22.54	18.23	80.9%	4.97	4.97	4.07	3.07	3.07	3.62	12.85	12.85	9.82	1.65	1.65	0.72	-	-	-	-	-	-	-	-	-	-	
REACH	15.86	15.86	18.97	119.6%	3.32	3.32	5.56	2.62	2.62	2.88	7.92	7.92	8.69	1.50	1.50	1.41	0.50	0.50	0.43	-	-	-	-	-	-	-	-
Richmond City Centre	23.60	23.60	26.70	113.1%	9.10	9.10	8.59	3.10	3.10	4.45	8.50	8.50	11.91	2.90	2.90	1.75	-	-	-	-	-	-	-	-	-	-	
Southeast	22.33	22.33	18.89	84.6%	4.66	4.66	5.00	3.07	3.07	3.22	12.95	12.95	9.94	1.65	1.65	0.73	-	-	-	-	-	-	-	-	-	-	
Vancouver City Centre	20.89	20.89	21.40	102.4%	4.24	4.24	9.40	3.33	3.33	3.33	9.99	9.99	8.67	3.33	3.33	0.00	-	-	-	-	-	-	-	-	-	-	
<b>Vancouver Island</b>																											
Comox	7.65	7.65	4.26	55.7%	0.20	0.20	0.00	-	-	-	4.97	4.97	3.08	2.48	2.48	1.18	-	-	-	-	-	-	-	-	-	-	
Downtown Victoria	36.83	36.83	29.55	80.2%	11.58	11.58	10.00	2.32	2.32	0.00	15.49	15.49	14.00	5.79	5.79	4.15	-	-	-	-	-	-	-	1.65	1.65	1.40	
Esquimalt	24.50	24.50	14.90	60.8%	7.60	7.60	1.60	0.90	0.90	0.00	9.10	9.10	8.20	5.30	5.30	3.70	-	-	-	-	-	-	-	1.60	1.60	1.40	
Gorge Road	23.19	23.19	24.00	103.5%	6.19	6.19	5.60	3.10	3.10	4.10	8.77	8.77	9.80	3.48	3.48	3.00	-	-	-	-	-	-	-	1.65	1.65	1.50	
James Bay	21.68	21.68	17.20	79.3%	7.20	7.20	6.20	2.10	2.10	0.00	8.42	8.42	8.00	2.31	2.31	2.00	-	-	-	-	-	-	-	1.65	1.65	1.00	
Nanaimo	18.87	18.87	10.39	55.1%	1.75	1.75	0.00	2.00	2.00	3.00	8.36	8.36	2.09	5.08	5.08	4.30	1.68	1.68	1.00	-	-	-	-	-	-	-	
North Quadra	23.31	23.31	16.80	72.1%	9.68	9.68	4.30	1.21	1.21	0.70	7.98	7.98	7.60	3.04	3.04	2.70	-	-	-	-	-	-	-	1.40	1.40	1.50	
Westshore	15.64	15.64	12.70	81.2%	7.20	7.20	3.50	1.20	1.20	1.00	5.81	5.81	5.80	1.20	1.20	2.40	0.23	0.23	0.00	-	-	-	-	-	-	-	
<b>Total - UPCCs</b>	<b>614.71</b>	<b>614.71</b>	<b>495.14</b>	-	<b>145.76</b>	<b>145.76</b>	<b>111.82</b>	<b>78.86</b>	<b>78.86</b>	<b>61.34</b>	<b>259.97</b>	<b>259.97</b>	<b>228.37</b>	<b>113.08</b>	<b>113.08</b>	<b>79.28</b>	<b>7.52</b>	<b>7.52</b>	<b>6.03</b>	<b>1.57</b>	<b>1.57</b>	<b>1.50</b>	<b>7.95</b>	<b>7.95</b>	<b>6.80</b>		

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 4 (Jun 23 to Jul 20)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division

Last Updated: Apr 29, 2025



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## 2023/24 SERVICE MEASURE UPDATE

As of Period 4 of FY 2023/24, the period reporting templates for Urgent & Primary Care Centres' (UPCCs) services were updated to reflect new service measures and key performance indicators (KPIs) as approved by the Primary Care Division's Assistant Deputy Minister.

The new measures and KPIs are as follows:

Service Measure	Key Performance Indicator (KPI)	Definition
Access	<b>Unique Patients - Cumulative Since Opening</b>	Since opening, the total number of patients who have accessed care at the UPCC one or more times, reported each period.
	<b>Unique Patients - Within Fiscal Year</b>	From the start of the fiscal year, the total number of patients who have accessed care at the UPCC one or more times, reported each period.
Patient Volumes	<b>Patient Visits</b>	Within the fiscal period, the cumulative number of patients receiving clinical care* per day in a UPCC.
	<i>Patient visits for patients attached to the UPCC</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients attached to the UPCC.</i>
	<i>Patient visits for unattached patients</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients who report being unattached.</i>
	<i>Patient visits for patients who are attached but not to the UPCC</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients who report being attached, but not to the UPCC.</i>
Team-Based Care Service	<b>Patient Encounters</b>	Within the fiscal period, the cumulative number of healthcare providers <sup>†</sup> (i.e., FP, NP, nursing, allied health) seen by patients while receiving care at the UPCC within each patient visit.
	<i>Patient encounters occurring outside regular business hours</i>	<i>Within the fiscal period, the cumulative number of patient encounters provided after 5 pm M-F, weekends, and holidays.</i>
	<i>Patient encounters delivered virtually</i>	<i>Within the fiscal period, the cumulative number of patient encounters provided virtually (i.e., direct patient care provided at a distance using telephone, videoconferencing, text, etc.), but does not include indirect patient care.</i>
Attachment	<b>Attachment to UPCC</b>	Total number of patients currently and permanently attached to the UPCC for longitudinal primary care. Does not include temporary attachments where a UPCC is providing interim primary care support while a patient waits for permanent attachment.
Recruitment	<b>Recruitment Progress</b>	Total number of clinical resource FTEs recruited at the UPCC compared with the baseline approved FTEs as part of their service plan.

While communities undergo change management to report on these new indicators, some data points may be missing and/or inaccurate, which will be flagged in this report as they appear. In addition, this report has been modified to include additional information about the adoption of the new KPIs in general, including what data the communities are able to provide as well as any challenges they experience in retrieving it.

\* Clinical care is defined as patient care provided by healthcare providers including physicians, nurse practitioners, nurses, or allied health care providers.

<sup>†</sup> Healthcare Provider is defined as a healthcare practitioner including physicians, nurse practitioners, nurses, or allied health care providers.



## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on July 20, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of July 20, 2023.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

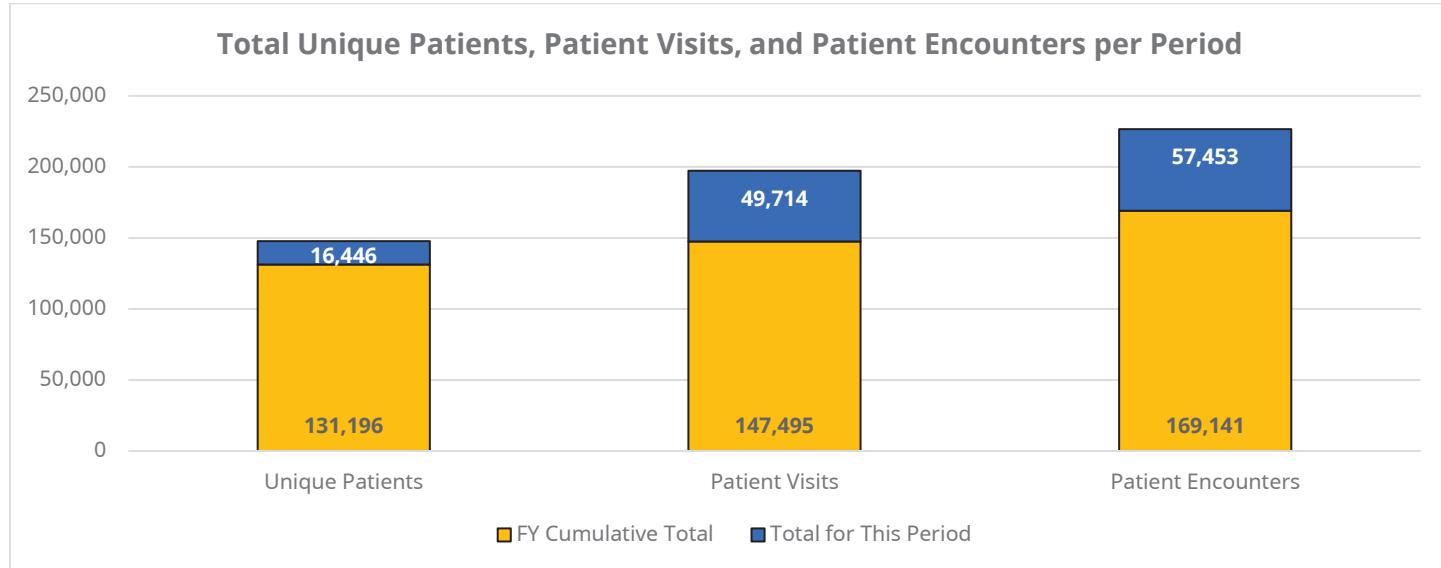
### FOOTNOTES

Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

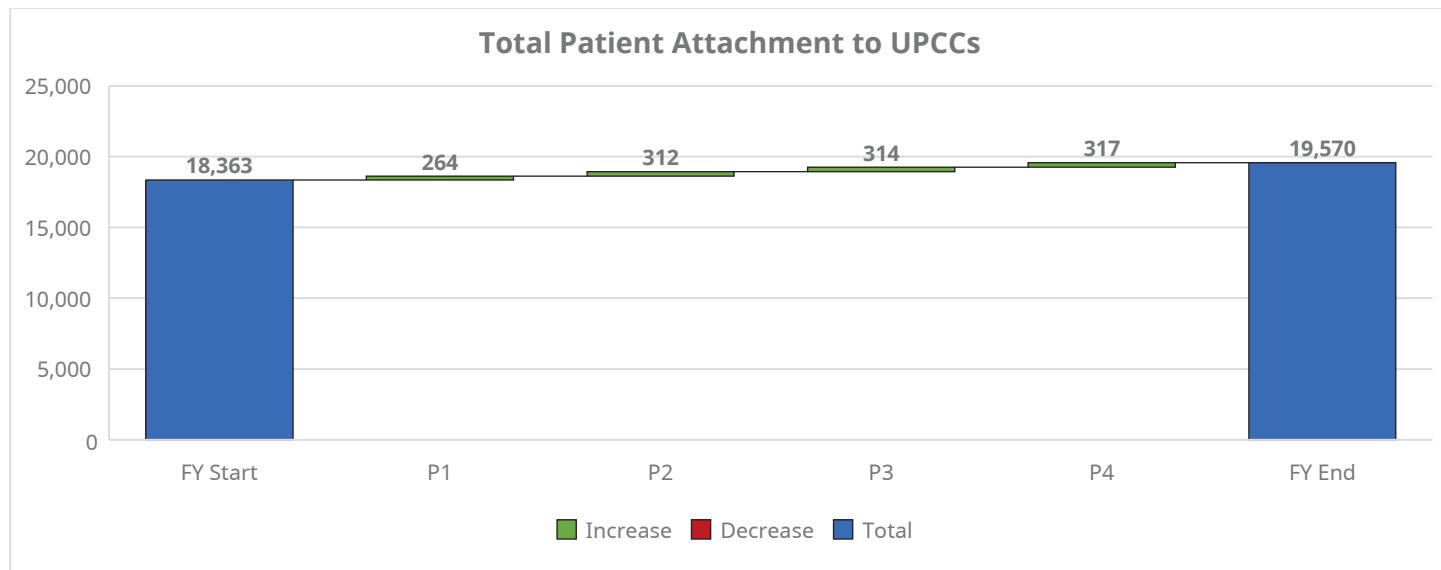
## UNIQUE PATIENTS, PATIENT VISITS, AND PATIENT ENCOUNTERS

Since the first UPCC opened in 2018/19, there have been over 2 million patient visits across all UPCCs. For Period 4 of FY23/24 (June 23 to July 20, 2023), there have been 49,714 visits to all UPCCs—this total is lower than previous periods' due to some sites submitting partial data or did not submit data in Period 4.



## PATIENT ATTACHMENT

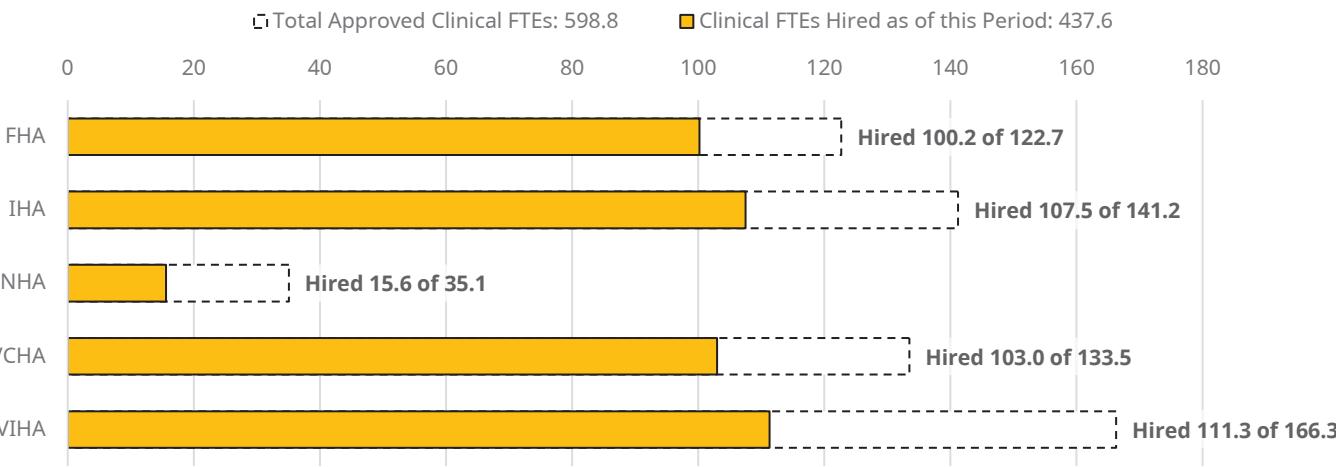
Around half of all UPCCs across BC have been approved for longitudinal care resources to attach patients; however, this figure may significantly decrease over the next few periods as UPCCs in the Vancouver Coastal Health Authority (VCHA) are pending approval to transfer their longitudinal care resources to urgent care. Consequentially, the attachment figures presented here may be significantly lower than expected as VCHA did not provide any attachment data for their UPCCs in Period 4.



## RECRUITMENT PROGRESS

As of Period 4 of FY23/24 (June 23 to July 20, 2023), **437.6 FTEs** (-9.8 FTEs from P3) have been recruited out of a total of 598.8 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Recruitment Table** section.

### Recruitment Progress at UPCCs



## RECRUITMENT PROGRESS BY SITE

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.0	15.6	0.0	92%
Edmonds	September 23, 2019	9.1	7.6	0.1	84%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	15.6	0.0	78%
Surrey Newton	May 25, 2020	18.4	16.4	0.0	89%
Port Moody	February 22, 2021	25.5	17.9	-0.8	70%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore	June 12, 2018	20.3	13.0	-1.0	64%
Vernon	October 1, 2019	20.1	20.4	1.6	101%
Kelowna	December 30, 2019	25.9	21.2	0.7	82%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna	October 5, 2020	20.9	16.1	0.0	77%
Penticton	March 31, 2021	9.2	9.2	0.0	100%
Cranbrook	December 12, 2021	17.9	14.9	0.0	83%
Ashcroft	September 27, 2022	18.4	6.5	0.0	35%



Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Northern</b>					
Quesnel	October 31, 2018	7.0	6.0	0.0	86%
Prince George	June 5, 2019	6.6	5.4	0.0	82%
Central Interior Native Health Society (Hybrid)	April 4, 2023	21.5	4.2	1.2	20%
<b>Vancouver Coastal</b>					
Vancouver City Centre	November 26, 2018	20.9	14.6	0.0	70%
North Vancouver	November 4, 2019	15.0	15.0	0.0	100%
REACH	November 4, 2019	16.2	15.6	0.0	96%
Northeast	February 16, 2021	25.3	17.2	-0.5	68%
Richmond City Centre	April 1, 2021	33.7	22.8	0.3	68%
Southeast	March 29, 2022	22.4	17.8	-0.6	79%
<b>Vancouver Island</b>					
Westshore <sup>‡</sup>	November 5, 2018	19.8	11.9	-3.2	60%
Nanaimo <sup>§</sup>	June 3, 2019	17.0	7.7	-5.1	45%
North Quadra	November 30, 2019	23.3	17.0	-0.7	73%
James Bay	April 28, 2020	21.7	13.2	-0.4	61%
Downtown Victoria	July 19, 2021	36.8	30.1	-0.4	82%
Esquimalt	December 6, 2021	24.5	14.8	-0.9	60%
Gorge Road	September 21, 2022	23.2	16.6	-0.1	72%
<b>Grand Total</b>		<b>598.8</b>	<b>437.6</b>	<b>-9.8</b>	

<sup>‡</sup> The decrease in Westshore UPCC's hired FTEs are due to the pending transfer of some allied health providers to the PCN.<sup>§</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

## 2023/24 SERVICE MEASURE REPORTING CHANGES

## PROGRESS UPDATE

While Fraser and Interior have been able to provide data for most of the new service measures in Period 4, the other health authorities were only able to provide partial data sets and/or none at all. In addition, health authorities advised they faced challenges with EMRs at contracted sites with data retrieval; however, they are engaged in discussions with these sites and vendors to establish how the data can be captured and reported. Detailed tables by health authority and the individual UPCC sites will be provided separately as excel files.

## SUBMISSION STATUS BY SITE

Key:

- ✓ = Able to provide all data
- ~ = Able to provide partial data (i.e., provided data for total patient visits but not a breakdown of attachment status for those visits)
- ✗ = Unable to provide any data

Site Name	Service Measure				
	Submission Status	Access	Patient Volumes	Team-Based Care Service	Attachment
<b>Fraser</b>					
Surrey Whalley	✓	✓	~	✓	✓
Edmonds	✓	~	~	~	✗
Ridge Meadows	✓	✓	~	✓	✓
Abbotsford	✓	✓	~	✓	✓
Surrey Newton	✓	✓	~	✓	✓
Port Moody	✓	✓	~	✓	✓
Metrotown	✓	✓	~	✓	✓
<b>Interior</b>					
Kamloops South Shore	✓	✓	✓	✓	✓
Vernon	✓	✓	✓	✓	✓
Kelowna	✓	✓	✓	✓	✓
Castlegar	✓	✓	~	✓	✗
West Kelowna	✓	✓	✓	✓	✓
Penticton	✓	✓	✓	✓	✓
Cranbrook	✓	✓	~	✓	✗
Ashcroft	✓	✓	~	✓	✗
<b>Northern</b>					
Quesnel	✓	✓	✓	✓	✓
Prince George	✗	✗	✗	✗	✗
Central Interior Native Health Society (Hybrid)	✗	✗	✗	✗	✗
<b>Vancouver Coastal</b>					
Vancouver City Centre	✓	✗	~	~	✗
North Vancouver	✓	✗	~	~	✗

Site Name	Service Measure					Attachment
	Submission Status	Access	Patient Volumes	Team-Based Care Service		
REACH	✓	✗	✗	~	✗	✗
Northeast	✓	✓	~	✓	✗	✗
Richmond City Centre	✓	✓	~	✓	✗	✗
Southeast	✓	✓	~	✓	✗	✗
<b>Vancouver Island</b>						
Westshore	✓	✗	~	✗	✓	✓
Nanaimo	✓	✗	~	✗	✗	✗
North Quadra	✓	✗	~	✗	✓	✓
James Bay	✓	✗	~	✗	✓	✓
Downtown Victoria	✓	✗	~	✗	✓	✓
Esquimalt	✓	✗	~	✗	✓	✓
Gorge Road	✓	✗	~	✗	✓	✓

### PATIENT VOLUME & ENCOUNTERS COMPARISON WITH PERIOD 3

When comparing the old data sets with the new reports for P1-3 of FY 2023/24, variances were found largely due to data cleaning and communities refining data queries based on more robust definitions of the KPIs. Although decreases in numbers are cancelled out as of Period 4 (49,714 visits),

Site Name	Patient Visits (P1-3)				Average Visits per Period
	Old Submission	New Submission	Variance		
<b>Fraser**</b>					
Surrey Whalley	6,139	4,348	-1,791	1,449	
Edmonds	6,440	3,413	-3,027	1,138	
Ridge Meadows	6,622	3,764	-2,858	1,255	
Abbotsford	7,185	4,844	-2,341	1,615	
Surrey Newton	6,967	4,567	-2,400	1,522	
Port Moody	19,601	8,991	-10,610	2,997	
Metrotown	11,258	7,411	-3,847	2,470	
<b>Interior</b>					
Kamloops South Shore	7,021	7,021	0	2,340	
Vernon	4,705	4,689	-16	1,563	
Kelowna	12,354	12,300	-54	4,100	
Castlegar	1,395	1,378	-17	459	
West Kelowna	7,494	7,492	-2	2,497	
Penticton	4,122	3,913	-209	1,304	

\*\* Since the new KPIs were introduced to communities, the Fraser Health Authority (FHA) advised their previously reported numbers for UPCC patient visits were actually patient encounters under the new definitions; therefore, FHA's previous years' patient visit numbers will be referred to as "patient encounters" moving forward. Previous years' patient visit data for the other health authorities remain unchanged; however, there may be differences between data sets as communities adopt the new reporting requirements and refine data collection queries.



Site Name	Patient Visits (P1-3)			
	Old Submission	New Submission	Variance	Average Visits per Period
Cranbrook	5,433	4,650	-783	1,550
Ashcroft	1,470	1,470	0	490
<b>Northern</b>				
Quesnel	1,269	1,158	-111	386
Prince George	7,910	Not submitted	-	-
Central Interior Native Health Society (Hybrid)	81	Not submitted	-	-
<b>Vancouver Coastal</b>				
Vancouver City Centre	5,813	5,567	-246	1,856
North Vancouver	6,221	5,276	-945	1,759
REACH	4,769	4,835	66	1,612
Northeast	6,048	5,300	-748	1,767
Richmond City Centre	9,053	8,014	-1,039	2,671
Southeast	6,237	5,539	-698	1,846
<b>Vancouver Island</b>				
Westshore	4,434	4,197	-237	1,399
Nanaimo	4,718	4,718	0	1,573
North Quadra	5,320	5,051	-269	1,684
James Bay	4,501	3,470	-1,031	1,157
Downtown Victoria	14,665	12,601	-2,064	4,200
Esquimalt	3,631	2,921	-710	974
Gorge Road	3,727	3,432	-295	1,144
<b>Total</b>	<b>196,603</b>	<b>152,330</b>	<b>-44,273</b>	<b>50,777</b>

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

	Opening/ Approval Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead & Change Mgmt.)		
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	
<b>Fraser</b>																	
Surrey Whalley	November 8, 2018	17.0	15.6	92%	3.9	3.9	2.2	1.4	5.7	5.7	4.2	4.0	1.0	0.6	-	-	-
Edmonds	September 23, 2019	9.1	7.6	84%	1.3	1.4	-	-	4.2	4.0	3.6	2.2	-	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.6	78%	5.9	3.2	4.1	3.4	6.0	5.0	3.0	3.0	1.0	1.0	-	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-
Port Moody	February 22, 2021	25.5	17.9	70%	5.1	3.4	5.6	5.6	11.6	6.9	3.2	2.0	-	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-	-
<b>Interior</b>																	
Kamloops South Shore	June 12, 2018	20.3	13.0	64%	5.8	4.8	2.0	0.1	7.2	4.4	5.3	3.7	-	-	-	-	-
Vernon	October 1, 2019	20.1	20.4	101%	2.3	2.6	4.4	5.2	6.7	8.3	6.7	4.3	-	-	-	-	-
Kelowna	December 30, 2019	25.9	21.2	82%	6.1	6.0	2.7	2.6	9.9	8.6	7.2	4.0	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-
West Kelowna	October 5, 2020	20.9	16.1	77%	1.4	1.4	3.0	3.0	7.0	5.9	8.5	4.8	1.0	1.0	-	-	-
Penticton	March 31, 2021	9.2	9.2	100%	1.0	1.0	2.0	2.0	3.2	3.2	3.0	3.0	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	14.9	83%	4.2	0.9	2.8	1.7	6.2	5.0	4.2	7.3	-	-	0.5	0.0	-
Ashcroft	September 27, 2022	18.4	6.5	35%	4.0	1.6	2.6	0.0	8.6	3.9	2.7	0.0	-	-	0.5	1.0	-
<b>Northern</b>																	
Quesnel	October 31, 2018	7.0	6.0	86%	1.0	1.2	1.5	0.8	3.0	3.0	1.5	1.0	-	-	-	-	-
Prince George	June 5, 2019	6.6	5.4	82%	FFS	FFS	1.2	0.0	1.8	1.8	3.6	3.6	-	-	-	-	-
Central Interior Native Health Society (Hybrid)	April 4, 2023	21.5	4.2	20%	3.2	0.0	2.0	0.0	5.6	1.0	5.7	1.2	-	-	4.0	2.0	1.0
<b>Vancouver Coastal</b>																	
Vancouver City Centre	November 26, 2018	20.9	14.6	70%	4.3	5.7	3.3	2.2	10.0	6.7	3.3	0.0	-	-	-	-	-
North Vancouver	November 4, 2019	15.0	15.0	100%	4.1	4.1	1.7	1.7	7.2	7.2	2.0	2.0	-	-	-	-	-
REACH	November 4, 2019	16.2	15.6	96%	3.3	3.3	2.9	2.7	8.0	7.8	1.5	1.4	0.5	0.4	-	-	-

	Opening/ Approval Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
Northeast	February 16, 2021	25.3	17.2	68%	5.0	3.5	4.5	4.5	10.2	8.2	5.6	1.0	-	-	-	-	-	-
Richmond City Centre	April 1, 2021	33.7	22.8	68%	9.1	6.5	5.2	2.9	14.6	11.4	4.8	2.0	-	-	-	-	-	-
Southeast	March 29, 2022	22.4	17.8	79%	4.7	4.4	4.5	2.6	10.2	9.8	3.0	1.0	-	-	-	-	-	-
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	11.9	60%	7.2	4.1	1.2	1.0	5.8	5.8	5.4	1.0	0.2	0.0	-	-	-	-
Nanaimo	June 3, 2019	17.0	7.7	45%	1.8	0.0	-	-	8.4	2.4	5.1	4.3	1.7	1.0	-	-	-	-
North Quadra	November 30, 2019	23.3	17.0	73%	9.7	4.6	1.2	0.2	8.0	8.0	3.0	2.7	-	-	-	-	1.4	1.5
James Bay	April 28, 2020	21.7	13.2	61%	7.2	4.8	2.1	0.0	8.4	6.4	2.3	1.0	-	-	-	-	1.7	1.0
Downtown Victoria	July 19, 2021	36.8	30.1	82%	11.5	10.1	2.3	0.0	15.5	14.4	5.8	4.2	-	-	-	-	1.7	1.4
Esquimalt	December 6, 2021	24.5	14.8	60%	7.6	1.5	0.9	0.0	9.1	8.4	5.3	3.5	-	-	-	-	1.6	1.4
Gorge Road	September 21, 2022	23.2	16.6	72%	6.2	2.1	3.1	1.6	8.7	8.6	3.5	3.0	-	-	-	-	1.7	1.3
<b>Total</b>		<b>598.8</b>	<b>437.6</b>	-	<b>139.0</b>	<b>98.0</b>	<b>76.9</b>	<b>52.8</b>	<b>233.9</b>	<b>190.9</b>	<b>127.4</b>	<b>80.3</b>	<b>7.5</b>	<b>6.0</b>	<b>5.0</b>	<b>3.0</b>	<b>9.1</b>	<b>6.6</b>

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 6 (August 18 - September  
14)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division

Last Updated: Apr 29, 2025



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## 2023/24 SERVICE MEASURE UPDATE

As of Period 4 of FY 2023/24, the period reporting templates for Urgent & Primary Care Centres' (UPCCs) services were updated to reflect new service measures and key performance indicators (KPIs) as approved by the Primary Care Division's Assistant Deputy Minister.

The new measures and KPIs are as follows:

Service Measure	Key Performance Indicator (KPI)	Definition
Access	<b>Unique Patients - Cumulative Since Opening</b>	Since opening, the total number of patients who have accessed care at the UPCC one or more times, reported each period.
	<b>Unique Patients - Within Fiscal Year</b>	From the start of the fiscal year, the total number of patients who have accessed care at the UPCC one or more times, reported each period.
Patient Volumes	<b>Patient Visits</b>	Within the fiscal period, the cumulative number of patients receiving clinical care* per day in a UPCC.
	<i>Patient visits for patients attached to the UPCC</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients attached to the UPCC.</i>
	<i>Patient visits for unattached patients</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients who report being unattached.</i>
	<i>Patient visits for patients who are attached but not to the UPCC</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients who report being attached, but not to the UPCC.</i>
Team-Based Care Service	<b>Patient Encounters</b>	Within the fiscal period, the cumulative number of healthcare providers <sup>†</sup> (i.e., FP, NP, nursing, allied health) seen by patients while receiving care at the UPCC within each patient visit.
	<i>Patient encounters occurring outside regular business hours</i>	<i>Within the fiscal period, the cumulative number of patient encounters provided after 5 pm M-F, weekends, and holidays.</i>
	<i>Patient encounters delivered virtually</i>	<i>Within the fiscal period, the cumulative number of patient encounters provided virtually (i.e., direct patient care provided at a distance using telephone, videoconferencing, text, etc.), but does not include indirect patient care.</i>
Attachment	<b>Attachment to UPCC</b>	Total number of patients currently and permanently attached to the UPCC for longitudinal primary care. Does not include temporary attachments where a UPCC is providing interim primary care support while a patient waits for permanent attachment.
Recruitment	<b>Recruitment Progress</b>	Total number of clinical resource FTEs recruited at the UPCC compared with the baseline approved FTEs as part of their service plan.

While communities undergo change management to report on these new indicators, some data points may be missing and/or inaccurate, which will be flagged in this report as they appear. In addition, this report has been modified to include additional information about the adoption of the new KPIs in general, including what data the communities are able to provide as well as any challenges they experience in retrieving it.

\* Clinical care is defined as patient care provided by healthcare providers including physicians, nurse practitioners, nurses, or allied health care providers.

<sup>†</sup> Healthcare Provider is defined as a healthcare practitioner including physicians, nurse practitioners, nurses, or allied health care providers.



## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on September 14, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of September 14, 2023.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

### FOOTNOTES

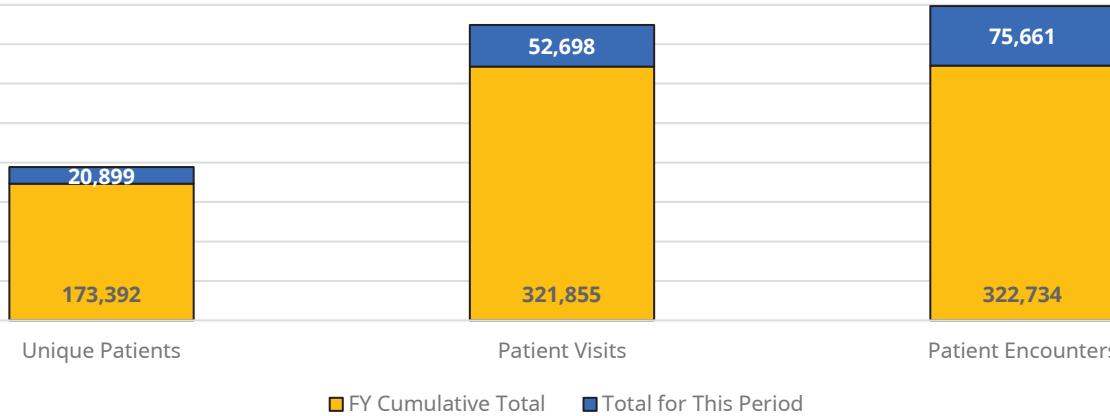
Important contextual considerations for specific sites are captured in numbered footnotes.

## PROVINCIAL OVERVIEW

## UNIQUE PATIENTS, PATIENT VISITS, AND PATIENT ENCOUNTERS

Since the first UPCC opened in 2018/19, there have been over 2.1 million patient visits across all UPCCs. For Period 6 of FY23/24 (August 18 to September 14, 2023), there have been 52,698 visits to all UPCCs.

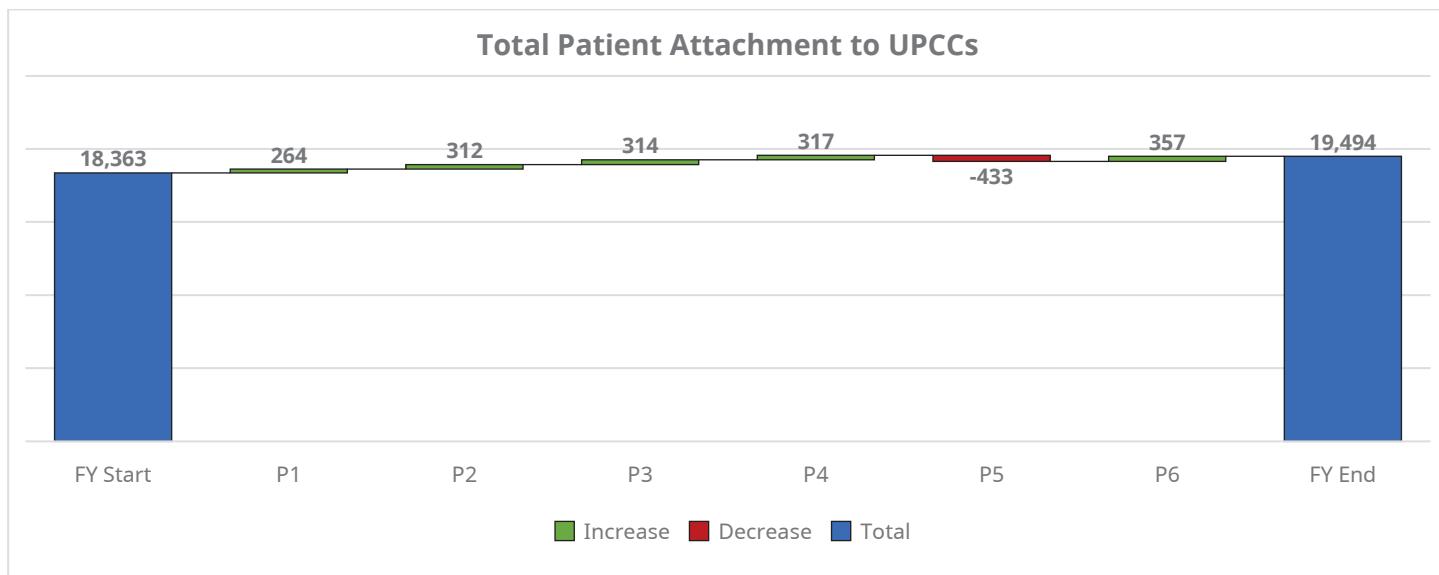
## Total Unique Patients, Patient Visits, and Patient Encounters per Period



## PATIENT ATTACHMENT

Around half of all UPCCs across BC have been approved for longitudinal care resources to attach patients; however, this figure may significantly decrease over the next few periods as UPCCs in the Vancouver Coastal Health Authority (VCHA) are pending approval to transfer their longitudinal care resources to urgent care. Consequentially, the attachment figures presented here may be significantly lower than expected as VCHA did not provide any attachment data for their UPCCs in Period 6.

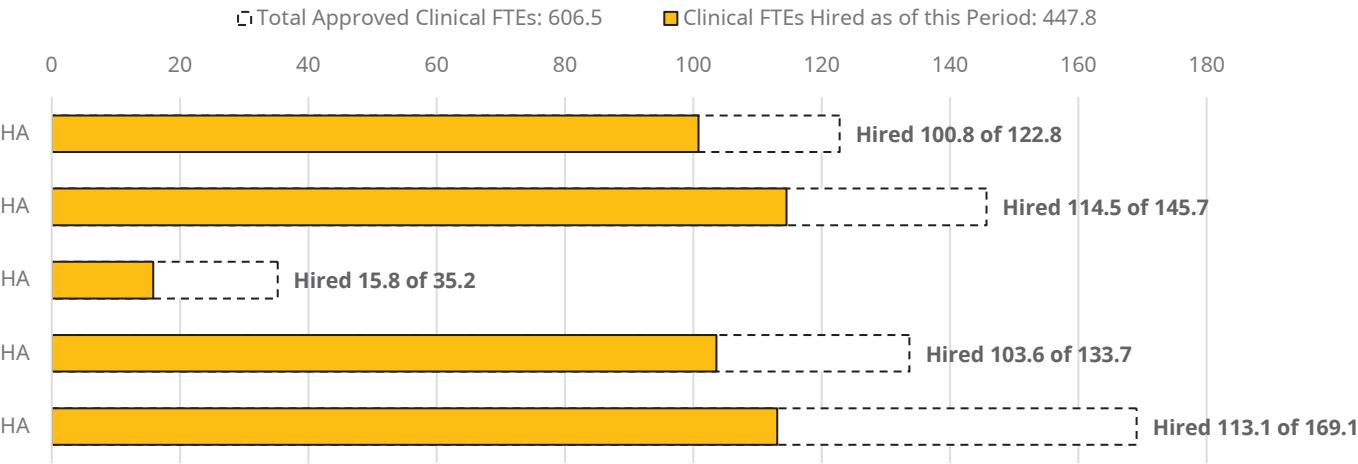
## Total Patient Attachment to UPCCs



## RECRUITMENT PROGRESS

As of Period 6 of FY23/24 (August 18 to September 14, 2023), **448 FTEs** (+7 FTEs from P4) have been recruited out of a total of 607 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Recruitment Table** section.

### Province Clinical Hiring Progress



## RECRUITMENT PROGRESS BY SITE

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.1	15.6	0.0	91%
Edmonds	September 23, 2019	9.1	7.6	0.0	84%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	15.4	0.0	77%
Surrey Newton	May 25, 2020	18.4	16.4	0.0	89%
Port Moody	February 22, 2021	25.5	18.7	0.8	73%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore	June 12, 2018	20.5	14.0	0.3	68%
Vernon	October 1, 2019	20.2	20.3	0.4	100%
Kelowna	December 30, 2019	26.0	21.6	0.4	83%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna	October 5, 2020	18.6	16.5	1.0	89%
Penticton	March 31, 2021	15.6	11.4	-1.6	73%
Cranbrook	December 12, 2021	17.9	14.8	-0.2	83%
Ashcroft	September 27, 2022	18.4	9.7	4.2	53%



Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Northern</b>					
Quesnel	October 31, 2018	7.1	6.2	0.2	87%
Prince George	June 5, 2019	6.6	5.4	0.0	82%
Central Interior Native Health Society (Hybrid)	April 4, 2023	21.5	4.2	0.0	20%
<b>Vancouver Coastal</b>					
Vancouver City Centre	November 26, 2018	20.9	14.6	0.0	70%
North Vancouver	November 4, 2019	15.0	15.0	0.0	100%
REACH	November 4, 2019	16.2	15.6	0.0	96%
Northeast	February 16, 2021	25.4	17.9	0.0	70%
Richmond City Centre	April 1, 2021	33.7	23.1	0.3	69%
Southeast	March 29, 2022	22.5	17.4	-0.2	77%
<b>Vancouver Island</b>					
Westshore	November 5, 2018	19.8	11.7	0.6	59%
Nanaimo <sup>‡</sup>	June 3, 2019	19.0	8.3	0.6	44%
North Quadra	November 30, 2019	23.3	17.2	0.0	74%
James Bay	April 28, 2020	22.3	13.2	0.0	59%
Downtown Victoria	July 19, 2021	36.9	29.3	-0.8	79%
Esquimalt	December 6, 2021	24.5	15.2	0.5	62%
Gorge Road	September 21, 2022	23.3	18.2	0.8	78%
<b>Grand Total</b>		<b>606.5</b>	<b>447.8</b>	<b>7.3</b>	-

<sup>‡</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

## 2023/24 SERVICE MEASURE REPORTING CHANGES

### PROGRESS UPDATE

Compared to Period 5, the Fraser, Interior, and Vancouver Island Health Authorities have been able to provide data for most (if not all) of the new service measures in Period 6. However, Northern and Vancouver Coastal were only able to provide partial data sets and/or none at all, largely due to them facing challenges with EMRs at contracted sites with data retrieval. The health authorities are engaged in discussions with these sites and vendors to establish how the data can be captured and reported. Detailed tables by health authority and the individual UPCC sites will be provided separately as excel files.

### SUBMISSION STATUS BY SITE

✓ = Able to provide all data

~ = Able to provide partial data (i.e., provided data for total patient visits but not a breakdown of attachment status for those visits)

✗ = Unable to provide any data

Site Name	Service Measure				
	Submission Status	Access	Patient Volumes	Team-Based Care Service	Attachment
<b>Fraser</b>					
Surrey Whalley	✓	✓	✓	✓	✓
Edmonds	✓	✓	✓	✓	✓
Ridge Meadows	✓	✓	✓	✓	✓
Abbotsford	✓	✓	✓	✓	✓
Surrey Newton	✓	✓	✓	✓	✓
Port Moody	✓	✓	✓	✓	✓
Metrotown	✓	✓	✓	✓	✓
<b>Interior</b>					
Kamloops South Shore	✓	✓	✓	✓	✓
Vernon	✓	✓	✓	✓	✓
Kelowna	✓	✓	✓	✓	✓
Castlegar	✓	✓	~	✓	✗
West Kelowna	✓	✓	✓	✓	✓
Penticton	✓	✓	✓	✓	✓
Cranbrook	✓	✓	~	✓	✗
Ashcroft	✓	✓	~	✓	✗
<b>Northern</b>					
Quesnel	✓	✓	✓	✓	✓
Prince George	✓	✓	~	✓	✓
Central Interior Native Health Society (Hybrid) <sup>§</sup>	✗	✗	✗	✗	✗
<b>Vancouver Coastal</b>					
Vancouver City Centre	✓	✗	~	✗	✗

<sup>§</sup> Central Interior Native Health Society continues to report using a template with the previous service measures; however, NHA advised that they are expected to start using the new template as of P7.



Site Name	Service Measure					Attachment
	Submission Status	Access	Patient Volumes	Team-Based Care Service		
North Vancouver	✓	✗	~	~	✗	
REACH	✓	✗	~	~	✗	
Northeast	✓	✓	✓	✓	✗	
Richmond City Centre	✓	✓	✓	✓	✗	
Southeast	✓	✓	✓	✓	✗	
<b>Vancouver Island</b>						
Westshore	✓	✓	✓	~	✓	
Nanaimo	✓	✓	✓	~	✓	
North Quadra	✓	✓	✓	~	~	
James Bay	✓	✓	✓	~	✓	
Downtown Victoria	✓	✓	✓	~	✓	
Esquimalt	✓	✓	✓	~	✓	
Gorge Road	✓	✓	✓	~	✓	

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

	Opening/ Approval Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
			FTEs	% Progress	Approved	Actual	Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
							Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
<b>Fraser</b>																		
Surrey Whalley	November 8, 2018	17.1	15.6	91%	4.0	3.9	2.2	1.4	7.9	7.7	2.0	2.0	1.0	0.6	-	-	-	-
Edmonds	September 23, 2019	9.1	7.6	84%	1.3	1.4	-	-	4.2	4.0	3.6	2.2	-	-	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.4	77%	5.9	3.2	4.1	3.4	6.0	5.0	3.0	2.8	1.0	1.0	-	-	-	-
Surrey Newton	May 25, 2020	18.4	16.4	89%	5.0	4.7	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-	-
Port Moody	February 22, 2021	25.5	18.7	73%	5.1	3.4	5.6	5.6	11.7	7.7	3.1	2.0	-	-	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-	-	-
<b>Interior</b>																		
Kamloops South Shore	June 12, 2018	20.5	14.0	68%	5.8	4.8	2.0	0.1	7.3	6.1	5.4	3.0	-	-	-	-	-	-
Vernon	October 1, 2019	20.2	20.3	100%	2.3	2.6	4.4	5.2	8.1	8.7	5.4	3.8	-	-	-	-	-	-
Kelowna	December 30, 2019	26.0	21.6	83%	6.2	6.0	2.7	2.6	9.9	8.6	7.2	4.4	-	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-	-
West Kelowna	October 5, 2020	18.6	16.5	89%	1.4	1.4	3.0	3.0	5.4	5.9	7.8	5.2	1.0	1.0	-	-	-	-
Penticton	March 31, 2021	15.6	11.4	73%	3.8	3.7	2.1	1.5	5.6	4.7	4.1	1.5	-	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	14.8	83%	4.2	4.4	2.8	2.8	6.2	5.0	4.2	1.7	-	-	0.5	0.9	-	-
Ashcroft	September 27, 2022	18.4	9.7	53%	4.0	3.9	2.6	0.0	8.6	5.8	2.1	0.0	-	-	1.1	0.0	-	-
<b>Northern</b>																		
Quesnel	October 31, 2018	7.1	6.2	87%	1.0	1.2	1.5	1.0	3.0	3.0	1.6	1.0	-	-	-	-	-	-
Prince George	June 5, 2019	6.6	5.4	82%	FFS	FFS	1.2	0.0	1.8	1.8	3.6	3.6	-	-	-	-	-	-
Central Interior Native Health Society (Hybrid)	April 4, 2023	21.5	4.2	20%	3.2	0.0	2.0	0.0	4.6	1.0	5.7	1.2	-	-	5.0	2.0	1.0	0.0
<b>Vancouver Coastal</b>																		
Vancouver City Centre	November 26, 2018	20.9	14.6	70%	4.3	5.7	3.3	2.2	10.0	6.7	3.3	0.0	-	-	-	-	-	-
North Vancouver	November 4, 2019	15.0	15.0	100%	4.1	4.1	1.7	1.7	7.2	7.2	2.0	2.0	-	-	-	-	-	-
REACH	November 4, 2019	16.2	15.6	96%	3.3	3.3	2.9	2.7	8.0	7.8	1.5	1.4	0.5	0.4	-	-	-	-

	Opening/ Approval Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical										Non-Clinical (excl. Overhead & Change Mgmt.)	
							Nurse Practitioner		Nursing		Allied Health		Pharmacist		Indigenous Health			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual
Northeast	February 16, 2021	25.4	17.9	70%	5.0	4.4	4.5	3.3	10.2	9.4	5.7	0.8	-	-	-	-	-	-
Richmond City Centre	April 1, 2021	33.7	23.1	69%	9.1	6.8	5.2	3.0	14.6	11.3	4.8	2.0	-	-	-	-	-	-
Southeast	March 29, 2022	22.5	17.4	77%	4.7	4.5	4.5	2.1	10.2	9.8	3.1	1.0	-	-	-	-	-	-
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	11.7	59%	7.2	3.9	1.2	1.0	5.8	5.8	5.4	1.0	0.2	0.0	-	-	-	-
Nanaimo**	June 3, 2019	19.0	8.3	44%	1.8	0.0	2.0	0.6	8.4	2.4	5.1	4.3	1.7	1.0	-	-	-	-
North Quadra	November 30, 2019	23.3	17.2	74%	9.7	4.8	1.2	0.2	8.0	8.0	3.0	2.7	-	-	-	-	1.4	1.5
James Bay	April 28, 2020	22.3	13.2	59%	6.6	4.8	3.3	0.0	8.4	6.4	2.3	1.0	-	-	-	-	1.7	1.0
Downtown Victoria	July 19, 2021	36.9	29.3	79%	11.6	8.7	2.3	0.0	15.5	15.0	5.8	4.2	-	-	-	-	1.7	1.4
Esquimalt	December 6, 2021	24.5	15.2	62%	7.6	1.8	0.9	0.0	9.1	8.4	5.3	3.6	-	-	-	-	1.6	1.4
Gorge Road	September 21, 2022	23.3	18.2	78%	6.2	3.7	3.1	1.6	8.8	8.6	3.5	3.0	-	-	-	-	1.7	1.3
<b>Total</b>		<b>606.5</b>	<b>447.8</b>	-	<b>141.5</b>	<b>108.3</b>	<b>80.2</b>	<b>52.6</b>	<b>237.6</b>	<b>200.9</b>	<b>124.0</b>	<b>70.5</b>	<b>7.5</b>	<b>6.0</b>	<b>6.6</b>	<b>2.9</b>	<b>9.1</b>	<b>6.6</b>

\*\* Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2023/24 – Period 7 (Sept 15 - Oct 12)



Ministry of  
Health

Divisional Services Branch  
Primary Care Division



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## 2023/24 SERVICE MEASURE UPDATE

As of Period 4 of FY 2023/24, the period reporting templates for Urgent & Primary Care Centres' (UPCCs) services were updated to reflect new service measures and key performance indicators (KPIs) as approved by the Primary Care Division's Assistant Deputy Minister.

The new measures and KPIs are as follows:

Service Measure	Key Performance Indicator (KPI)	Definition
Access	<b>Unique Patients - Cumulative Since Opening</b>	Since opening, the total number of patients who have accessed care at the UPCC one or more times, reported each period.
	<b>Unique Patients - Within Fiscal Year</b>	From the start of the fiscal year, the total number of patients who have accessed care at the UPCC one or more times, reported each period.
Patient Volumes	<b>Patient Visits</b>	Within the fiscal period, the cumulative number of patients receiving clinical care* per day in a UPCC.
	<i>Patient visits for patients attached to the UPCC</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients attached to the UPCC.</i>
	<i>Patient visits for unattached patients</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients who report being unattached.</i>
	<i>Patient visits for patients who are attached but not to the UPCC</i>	<i>Within the fiscal period, the cumulative number of patient visits provided to patients who report being attached, but not to the UPCC.</i>
Team-Based Care Service	<b>Patient Encounters</b>	Within the fiscal period, the cumulative number of healthcare providers <sup>†</sup> (i.e., FP, NP, nursing, allied health) seen by patients while receiving care at the UPCC within each patient visit.
	<i>Patient encounters occurring outside regular business hours</i>	<i>Within the fiscal period, the cumulative number of patient encounters provided after 5 pm M-F, weekends, and holidays.</i>
	<i>Patient encounters delivered virtually</i>	<i>Within the fiscal period, the cumulative number of patient encounters provided virtually (i.e., direct patient care provided at a distance using telephone, videoconferencing, text, etc.), but does not include indirect patient care.</i>
Attachment	<b>Attachment to UPCC</b>	Total number of patients currently and permanently attached to the UPCC for longitudinal primary care. Does not include temporary attachments where a UPCC is providing interim primary care support while a patient waits for permanent attachment.
Recruitment	<b>Recruitment Progress</b>	Total number of clinical resource FTEs recruited at the UPCC compared with the baseline approved FTEs as part of their service plan.

While communities undergo change management to report on these new indicators, some data points may be missing and/or inaccurate, which will be flagged in this report as they appear. In addition, this report has been modified to include additional information about the adoption of the new KPIs in general, including what data the communities are able to provide as well as any challenges they experience in retrieving it.

\* Clinical care is defined as patient care provided by healthcare providers including physicians, nurse practitioners, nurses, or allied health care providers.

<sup>†</sup> Healthcare Provider is defined as a healthcare practitioner including physicians, nurse practitioners, nurses, or allied health care providers.



## CONTEXT

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on October 12, 2023, and is subject to change dependent on any retrospective adjustments to reporting submitted to the Ministry.*

### TARGETS AND EXPECTATIONS

The recruitment targets identified in this report represent full-implementation totals for Urgent & Primary Care Centres (UPCCs).

### SOURCE DATA

This report was compiled using period reporting templates submitted by each health authority. The information in these templates is then cross-referenced with human resources information submitted to the Ministry through a separate webform. Supplementary information is then obtained from health authorities where variances between these sources occur.

### DATA ANALYSIS

As this is a high-level overview report, most data have been rounded to exclude decimals beyond the first decimal place, meaning the grand total may appear different than the sum of the rows (e.g., 0.22 rounds to 0.2 but  $3 * 0.22 = 0.66$ , which rounds to 0.7). Note that the grand totals are calculated using the non-rounded figures and are correct. Baseline approved budgets have been updated from previous reports to reflect FY 2023/24 Funding Transfer Agreements and any approved Change Requests and are accurate as of October 12, 2023.

### DATA KEY

Dashes (-) indicate where no resources have been approved. Zeroes (0.0) indicate that no hires have been made to-date. Community Health Worker (CHW) FTEs are included in the Allied Health FTEs' column. Non-clinical FTEs include CHC Executive/Senior Directors, Nursing Assistants and Unit Aides, and exclude resources covered by overhead and/or change management funding (e.g., medical office assistants, change managers).

### FOOTNOTES

Important contextual considerations for specific sites are captured in numbered footnotes.

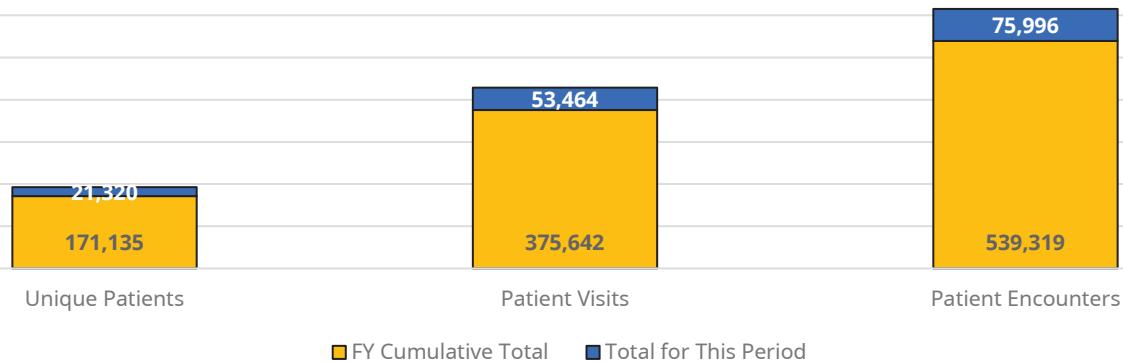
## PROVINCIAL OVERVIEW

## UNIQUE PATIENTS, PATIENT VISITS, AND PATIENT ENCOUNTERS

Since the first UPCC opened in 2018/19, there have been over 2.2 million patient visits across all UPCCs. For Period 7 of FY23/24 (September 15 to October 12, 2023), there have been 53,464 visits to all UPCCs.

As UPCCs continue undergoing change management to report on the new service measures, the "FY Cumulative Total" data point in the chart below may adjust as data accuracy is improved and UPCCs correct past data provided in previous period reports. Therefore, the cumulative totals should not be compared between each period's dashboard reports as they do not necessarily increase by the data reported under "Total for this Period".

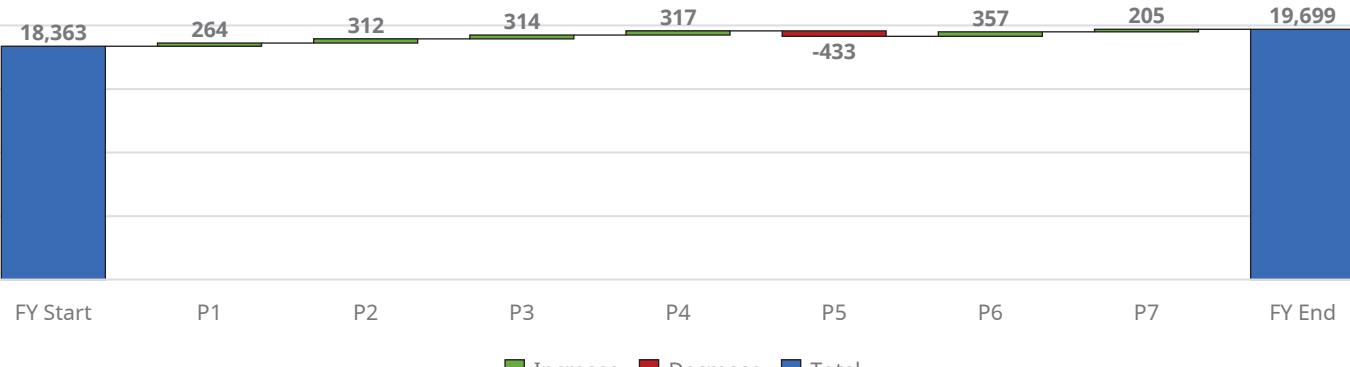
## Total Unique Patients, Patient Visits, and Patient Encounters per Period



## PATIENT ATTACHMENT

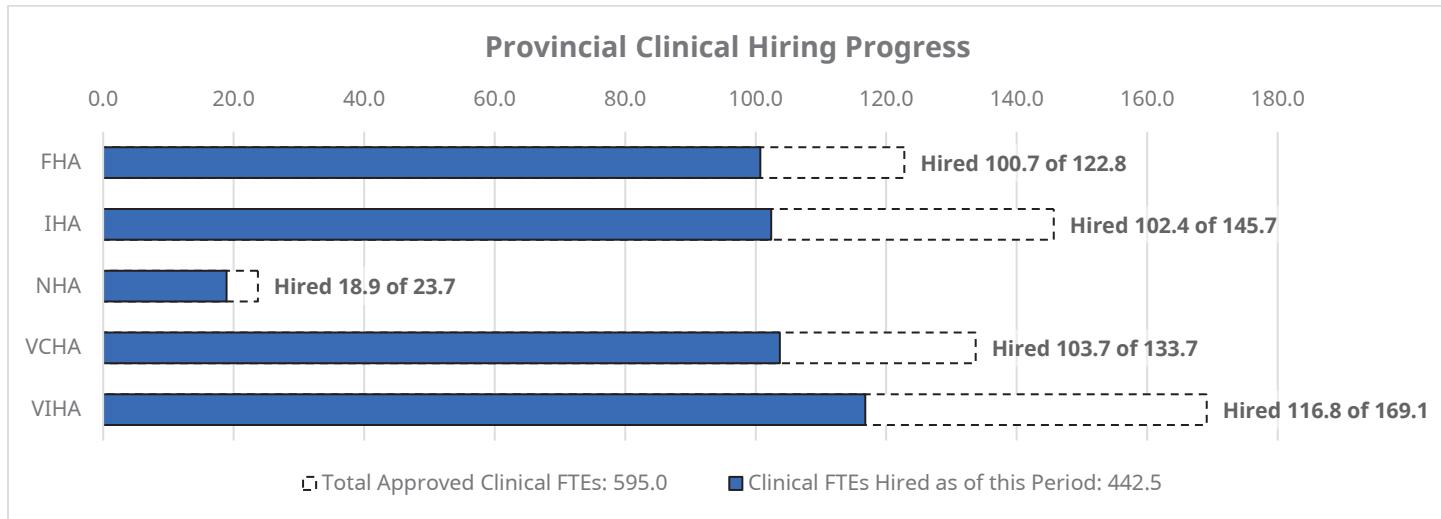
Around half of all UPCCs across BC have been approved for longitudinal care resources to attach patients; however, this figure may significantly decrease in the future as UPCCs in the Vancouver Coastal Health Authority (VCHA) are pending approval to transfer their longitudinal care resources to urgent care. Consequentially, the attachment figures presented here may be significantly lower than expected as VCHA have not provide any attachment data for their UPCCs.

## Total Patient Attachment to UPCCs



## RECRUITMENT PROGRESS

As of Period 7 of FY23/24 (September 15 to October 12, 2023), **443 FTEs (-5 FTEs from FY23/24 P6)** have been recruited out of a total of 607 FTEs approved. Detailed breakdowns of FTEs recruited into various resource categories (physicians, nurse practitioners, nursing, allied health, Indigenous providers, and non-clinical) are provided for each individual UPCC (including hybrid initiatives) in the **Detailed Recruitment Table** section.



## RECRUITMENT PROGRESS BY SITE

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
<b>Fraser</b>					
Surrey Whalley	November 8, 2018	17.1	15.6	0.0	91%
Edmonds	September 23, 2019	9.1	7.6	0.0	84%
Ridge Meadows	October 1, 2019	9.5	7.9	0.0	83%
Abbotsford	April 17, 2020	20.0	15.4	0.0	77%
Surrey Newton	May 25, 2020	18.4	16.3	-0.1	89%
Port Moody	February 22, 2021	25.5	18.7	0.0	73%
Metrotown	November 1, 2022	23.2	19.2	0.0	83%
<b>Interior</b>					
Kamloops South Shore	June 12, 2018	20.5	14.6	0.6	71%
Vernon	October 1, 2019	20.2	17.0	-3.3	84%
Kelowna	December 30, 2019	26.0	21.3	-0.3	82%
Castlegar	April 6, 2020	8.5	6.2	0.0	73%
West Kelowna	October 5, 2020	18.6	16.7	0.2	90%
Penticton	March 31, 2021	15.6	9.2	-2.2	59%
Cranbrook	December 12, 2021	17.9	11.1	-3.7	62%

Site Name	Opening Date	Total FTEs Approved	Total Recruited		
			FTEs	Change from Previous Period	% Progress
Ashcroft <sup>†</sup>	September 27, 2022	18.4	6.3	-3.4	34%
<b>Northern</b>					
Quesnel	October 31, 2018	7.1	6.2	0.0	87%
Prince George	June 5, 2019	6.6	6.4	1.0	97%
Central Interior Native Health Society (Hybrid) <sup>§</sup>	April 4, 2023	10.0	6.3	2.1	63%
<b>Vancouver Coastal</b>					
Vancouver City Centre <sup>**</sup>	November 26, 2018	20.9	14.6	0.0	70%
North Vancouver	November 4, 2019	15.0	15.0	0.0	100%
REACH	November 4, 2019	16.2	15.6	0.0	96%
Northeast <sup>††</sup>	February 16, 2021	25.4	17.9	0.0	70%
Richmond City Centre <sup>‡‡</sup>	April 1, 2021	33.7	23.1	0.0	69%
Southeast <sup>††</sup>	March 29, 2022	22.5	17.5	0.1	78%
<b>Vancouver Island</b>					
Westshore	November 5, 2018	19.8	11.7	0.0	59%
Nanaimo <sup>§§</sup>	June 3, 2019	19.0	9.7	1.4	51%
North Quadra	November 30, 2019	23.3	16.6	0.0	71%
James Bay	April 28, 2020	22.3	13.9	0.7	62%
Downtown Victoria	July 19, 2021	36.9	28.8	-0.5	78%
Esquimalt	December 6, 2021	24.5	15.4	0.2	63%
Gorge Road	September 21, 2022	23.3	20.7	2.5	89%
<b>Grand Total</b>		<b>595.0</b>	<b>442.5</b>	<b>-5.3</b>	-

<sup>†</sup> With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

<sup>§</sup> Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47%) of their total approved FTE allocation due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

<sup>\*\*</sup> This HA has taken over this previously contracted facility and maintained most of its existing staffing. Expect new hires and re-location over the next few months.

<sup>††</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours. CR in process.

<sup>‡‡</sup> Experiencing difficulty with space restraints and also filling shifts. VCH incentivizing ER staff to rotate through the UPCC.

<sup>§§</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.

## 2023/24 SERVICE MEASURE REPORTING CHANGES

### PROGRESS UPDATE

Northern and Vancouver Coastal are only able to provide partial data sets and/or none at all, largely due to them facing challenges with EMRs at contracted sites with data retrieval. The health authorities are engaged in discussions with these sites and vendors to establish how the data can be captured and reported. Detailed tables by health authority and the individual UPCC sites will be provided separately as excel files.

### SUBMISSION STATUS BY SITE

✓ = Able to provide all data

~ = Able to provide partial data (i.e., provided data for total patient visits but not a breakdown of attachment status for those visits)

✗ = Unable to provide any data

N/A = Not applicable (i.e., UPCC does not attach patients as it does not offer longitudinal care)

Site Name	Service Measure				
	Submission Status	Access	Patient Volumes	Team-Based Care Service	Attachment
<b>Fraser</b>					
Surrey Whalley	✓	✓	✓	✓	✓
Edmonds	✓	✓	✓	✓	N/A
Ridge Meadows	✓	✓	✓	✓	N/A
Abbotsford	✓	✓	✓	✓	✓
Surrey Newton	✓	✓	✓	✓	✓
Port Moody	✓	✓	✓	✓	✓
Metrotown	✓	✓	✓	✓	✓
<b>Interior</b>					
Kamloops South Shore	✓	✓	✓	✓	✓
Vernon	✓	✓	✓	✓	✓
Kelowna	✓	✓	✓	✓	✓
Castlegar	✓	✓	~	✓	N/A
West Kelowna	✓	✓	✓	✓	✓
Penticton	✓	✓	✓	✓	✓
Cranbrook	✓	✓	✓	✓	N/A
Ashcroft	✓	✓	✓	✓	N/A
<b>Northern</b>					
Quesnel	✓	✓	✓	✓	N/A
Prince George	✓	✓	✓	✓	N/A
Central Interior Native Health Society (Hybrid)	✓	✗	✓	✓	✗
<b>Vancouver Coastal</b>					
Vancouver City Centre	✓	✗	~	✗	N/A
North Vancouver	✓	✗	~	~	N/A
REACH	✓	✗	~	~	N/A
Northeast	✓	✓	✓	✓	✗



Site Name	Service Measure				
	Submission Status	Access	Patient Volumes	Team-Based Care Service	Attachment
Richmond City Centre	✓	✓	✓	✓	✗
Southeast	✓	✓	✓	✓	✗
<b>Vancouver Island</b>					
Westshore	✓	✓	✓	✓	✓
Nanaimo	✓	✓	✓	✓	N/A
North Quadra	✓	✓	✓	✓	✓
James Bay	✓	✓	✓	✓	✓
Downtown Victoria	✓	✓	✓	✓	✓
Esquimalt	✓	✓	✓	✓	✓
Gorge Road	✓	✓	✓	✓	✓

## DETAILED RECRUITMENT TABLE

Many UPCCs use large casual pools, locums, and other staffing arrangements to provide full coverage for their extended hours of operation where regular (full- and part-time) staff have not yet been recruited.

	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead)			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
<b>Fraser</b>																		
Surrey Whalley	November 8, 2018	17.1	15.6	91%	4.0	3.9	2.2	1.4	7.9	7.7	2.0	2.0	1.0	0.6	-	-	-	-
Edmonds	September 23, 2019	9.1	7.6	84%	1.3	1.4	-	-	4.2	4.0	3.6	2.2	-	-	-	-	-	-
Ridge Meadows	October 1, 2019	9.5	7.9	83%	2.6	2.6	-	-	3.9	3.7	3.0	1.6	-	-	-	-	-	-
Abbotsford	April 17, 2020	20.0	15.4	77%	5.9	3.2	4.1	3.4	6.0	5.0	3.0	2.8	1.0	1.0	-	-	-	-
Surrey Newton	May 25, 2020	18.4	16.3	89%	5.0	4.6	4.4	4.4	6.0	4.9	2.0	1.4	1.0	1.0	-	-	-	-
Port Moody	February 22, 2021	25.5	18.7	73%	5.1	3.4	5.6	5.6	11.7	7.7	3.1	2.0	-	-	-	-	-	-
Metrotown	November 1, 2022	23.2	19.2	83%	4.5	4.6	3.5	3.2	10.0	7.9	4.1	2.5	1.1	1.0	-	-	-	-
<b>Interior</b>																		
Kamloops South Shore	June 12, 2018	20.5	14.6	71%	5.8	4.4	2.0	0.1	7.3	6.1	5.4	4.0	-	-	-	-	-	-
Vernon	October 1, 2019	20.2	17.0	84%	2.3	1.8	4.4	2.7	8.1	8.7	5.4	3.8	-	-	-	-	-	-
Kelowna	December 30, 2019	26.0	21.3	82%	6.2	5.6	2.7	2.1	9.9	8.6	7.2	5.0	-	-	-	-	-	-
Castlegar	April 6, 2020	8.5	6.2	73%	FFS	FFS	-	-	3.2	2.6	5.3	3.6	-	-	-	-	-	-
West Kelowna	October 5, 2020	18.6	16.7	90%	1.4	1.4	3.0	2.2	5.4	6.9	7.8	5.2	1.0	1.0	-	-	-	-
Penticton	March 31, 2021	15.6	9.2	59%	3.8	1.6	2.1	0.9	5.6	4.7	4.1	2.0	-	-	-	-	-	-
Cranbrook	December 12, 2021	17.9	11.1	62%	4.2	1.6	2.8	1.9	6.2	5.0	4.2	1.7	-	-	0.5	0.9	-	-
Ashcroft***	September 27, 2022	18.4	6.3	34%	4.0	0.5	2.6	0.0	8.6	5.8	2.1	0.0	-	-	1.1	0.0	-	-
<b>Northern</b>																		
Quesnel	October 31, 2018	7.1	6.2	87%	1.0	1.2	1.5	1.0	3.0	3.0	1.6	1.0	-	-	-	-	-	-
Prince George	June 5, 2019	6.6	6.4	97%	FFS	FFS	1.2	1.0	1.8	1.8	3.6	3.6	-	-	-	-	-	-
Central Interior Native Health Society (Hybrid)***	April 4, 2023	21.5	6.3	29%	3.2	0.0	2.0	0.0	4.6	2.0	5.7	2.3	-	-	5.0	2.0	1.0	0.0

\*\*\* With Ashcroft's rurality and limited HHR Supply, this UPCC site is continuing experiencing challenges with recruiting multiple positions. IHA has now hired a dedicated recruiter for their UPCCs. Ashcroft UPCC is continuing to provide services, for now, utilizing virtual care for patients requiring a FP/NP.

\*\*\* Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47%) of their total approved FTE allocation due to limited space at the site. A capital request to expand the space to accommodate more than 10.0 FTEs is pending approval.

	Opening Date	Total FTEs Approved	Total Recruited		Physician		Other Clinical								Non-Clinical (excl. Overhead)			
			FTEs	% Progress	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual	Approved	Actual		
<b>Vancouver Coastal</b>																		
Vancouver City Centre <sup>##</sup>	November 26, 2018	20.9	14.6	70%	4.3	5.7	3.3	2.2	10.0	6.7	3.3	0.0	-	-	-	-	-	
North Vancouver	November 4, 2019	15.0	15.0	100%	4.1	4.1	1.7	1.7	7.2	7.2	2.0	2.0	-	-	-	-	-	
REACH	November 4, 2019	16.2	15.6	96%	3.3	3.3	2.9	2.7	8.0	7.8	1.5	1.4	0.5	0.4	-	-	-	
Northeast <sup>##</sup>	February 16, 2021	25.4	17.9	70%	5.0	4.3	4.5	3.3	10.2	9.5	5.7	0.8	-	-	-	-	-	
Richmond City Centre <sup>***</sup>	April 1, 2021	33.7	23.1	69%	9.1	6.8	5.2	3.0	14.6	11.3	4.8	2.0	-	-	-	-	-	
Southeast <sup>##</sup>	March 29, 2022	22.5	17.5	78%	4.7	4.5	4.5	2.1	10.2	9.9	3.1	1.0	-	-	-	-	-	
<b>Vancouver Island</b>																		
Westshore	November 5, 2018	19.8	11.7	59%	7.2	3.5	1.2	1.0	5.8	5.8	5.4	1.4	0.2	0.0	-	-	-	
Nanaimo <sup>****</sup>	June 3, 2019	19.0	9.7	51%	1.8	0.0	2.0	2.0	8.4	2.4	5.1	4.3	1.7	1.0	-	-	-	
North Quadra	November 30, 2019	23.3	16.6	71%	9.7	4.2	1.2	0.2	8.0	8.0	3.0	2.7	-	-	-	-	1.4	
James Bay	April 28, 2020	22.3	13.9	62%	6.6	4.7	3.3	0.0	8.4	7.2	2.3	1.0	-	-	-	-	1.0	
Downtown Victoria	July 19, 2021	36.9	28.8	78%	11.6	8.2	2.3	0.0	15.5	15.0	5.8	4.2	-	-	-	-	1.4	
Esquimalt	December 6, 2021	24.5	15.4	63%	7.6	2.0	0.9	0.0	9.1	8.4	5.3	3.6	-	-	-	-	1.4	
Gorge Road	September 21, 2022	23.3	20.7	89%	6.2	3.7	3.1	4.1	8.8	8.6	3.5	3.0	-	-	-	-	1.3	
<b>Total</b>		<b>595.0</b>	<b>442.5</b>	-	<b>139.3</b>	<b>96.8</b>	<b>79.2</b>	<b>52.2</b>	<b>235.0</b>	<b>203.9</b>	<b>121.3</b>	<b>74.1</b>	<b>7.5</b>	<b>6.0</b>	<b>3.6</b>	<b>2.9</b>	<b>9.1</b>	<b>6.6</b>

<sup>##</sup> This HA has taken over this previously contracted facility and maintained most of its existing staffing. Expect new hires and re-location over the next few months.

<sup>##</sup> Converting reserved/unhired longitudinal care FTEs to urgent care to expand hours. CR in process.

<sup>\*\*\*</sup> Experiencing difficulty with space restraints and also filling shifts. VCH incentivizing ER staff to rotate through the UPCC.

<sup>\*\*\*\*</sup> Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) – FTE count may alter over the next period when contract renewal is confirmed.