



**Ministry of Health**

**P2 Urgent and Primary Care Centre Overview**

**UPCC Period Reporting (P2 2022/23, Apr 29 – May 26, 2022)**

## Urgent and Primary Care Centres DASHBOARD

P2 Data – Covering the Period from April 29 – May 26, 2022

### Notes

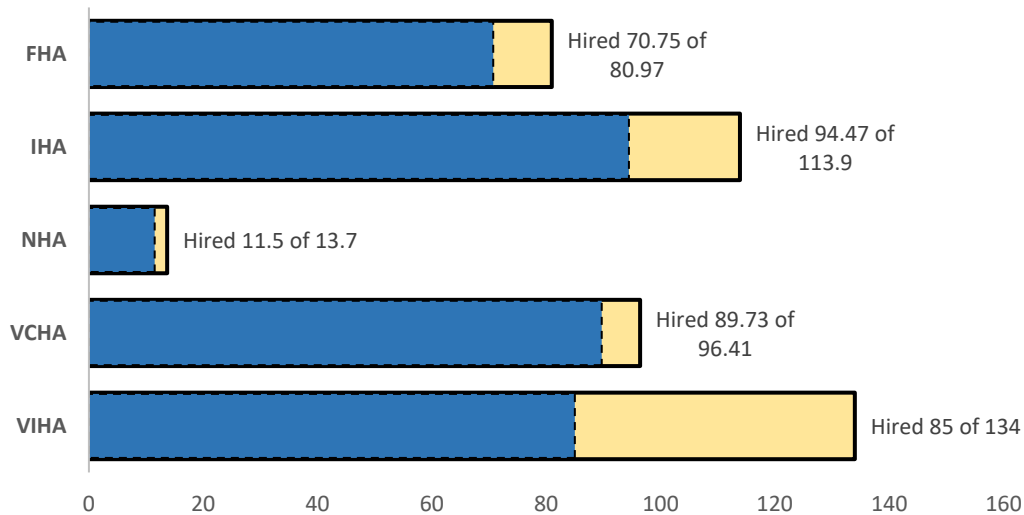
All data in this document are self-reported from the Health Authorities through a Ministry webform (and on email using Excel reports when they do not have access to the webform). The Ministry is working with partners to transition from this approach to using MoH administrative data and to improve quality of data on an ongoing basis. Errors and omissions may still occur.

Clinical Resources include Family Practitioners, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Allied Health (e.g., Social Workers, Physiotherapists, Clinical Counsellors), Clinical Pharmacists, and Indigenous Related Resources.

## Province Overview

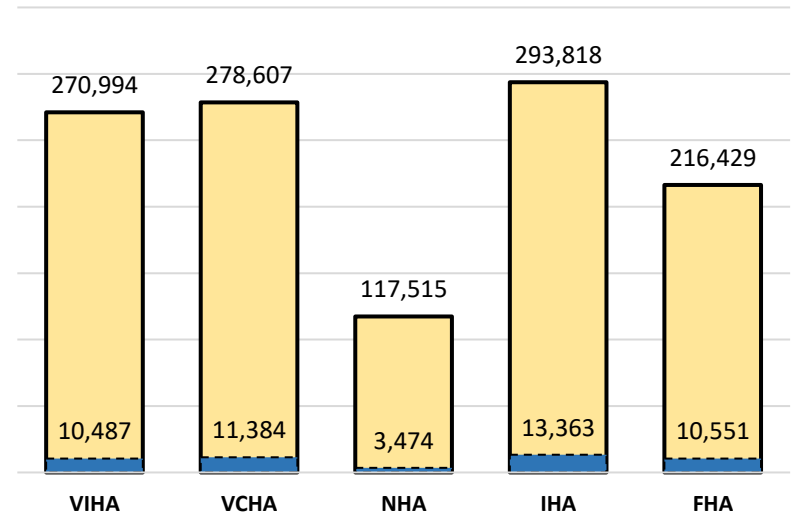
### Province Clinical Hiring Progress at P2 22/23

Approved Funded Clinical FTEs : 439      Hired Clinical FTEs to May 26, 2022 (P2) : 351.5



### Province Patient Visits P2 22/23

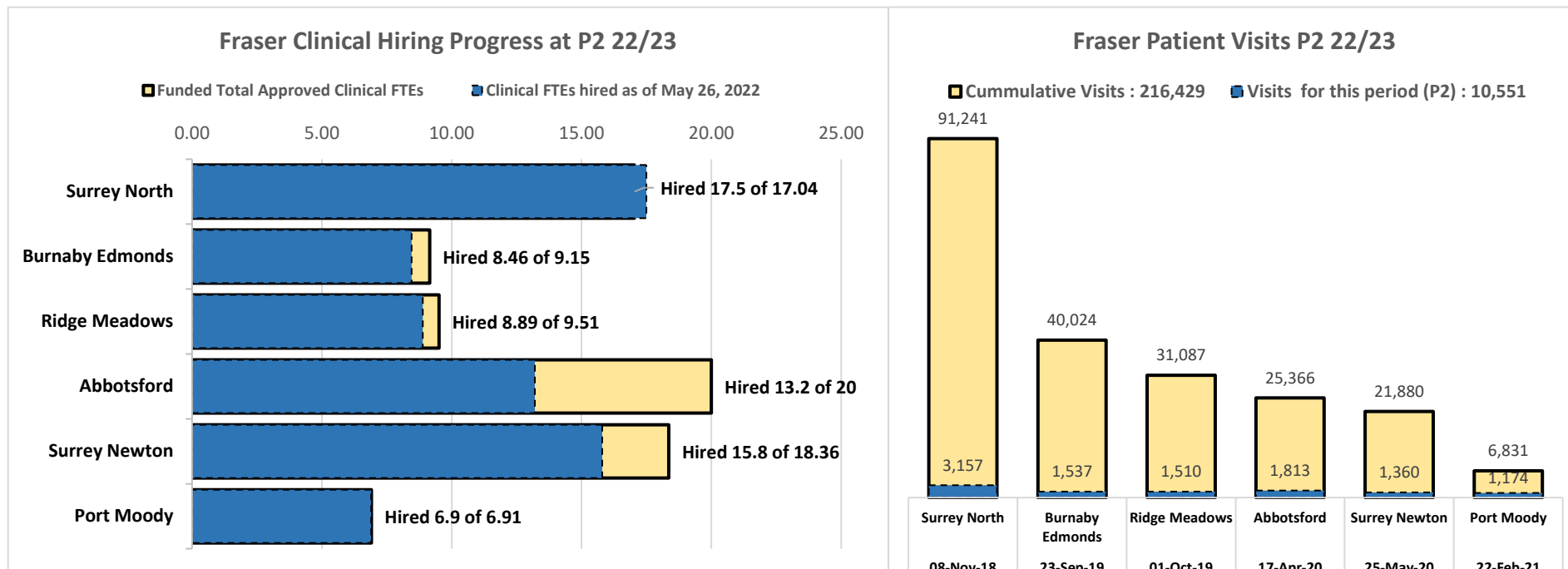
Cummulative Visits : 1,177,363      Visits for this period (P2) : 49,259



## Urgent and Primary Care Centres DASHBOARD

P2 Data – Covering the Period from April 29 – May 26, 2022

### Fraser



#### Notes

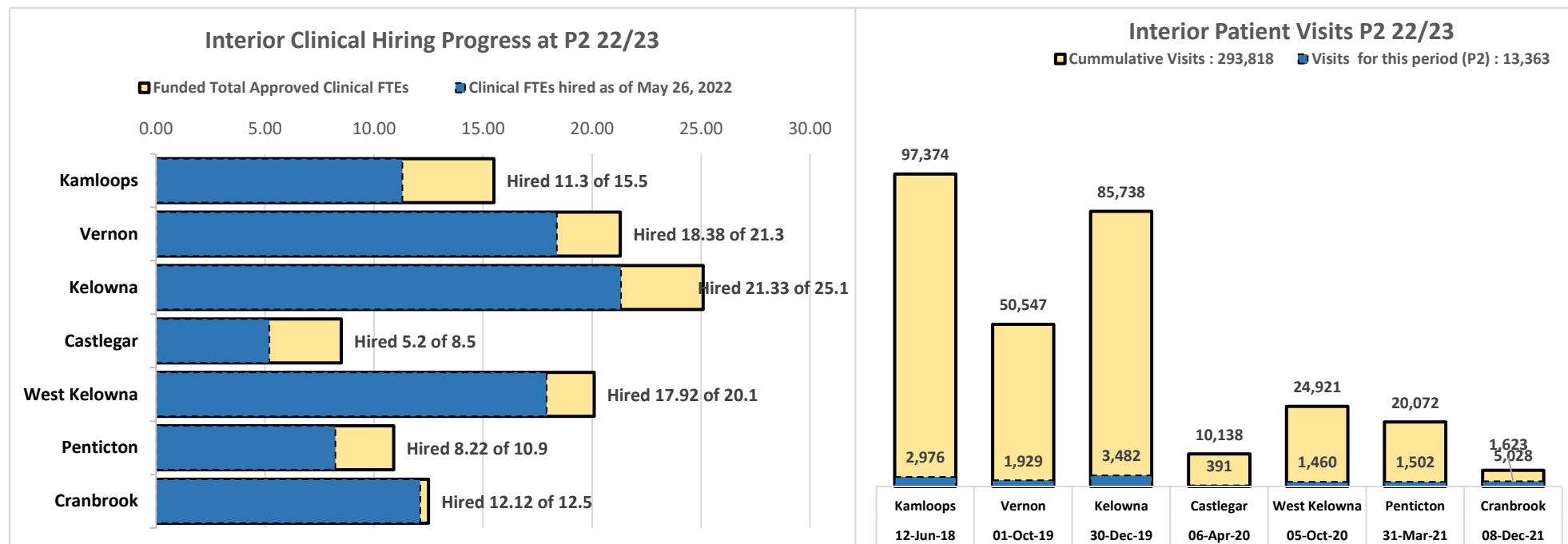
**Abbotsford:** Vacant positions include NP, pharmacist and 3.4 FPs. Site was converted to testing and some resources redeployed during COVID-19 response, which has delayed recruitment. Expect increase in FTEs reported for P3.

**Surrey Newton:** As of May 22, 2022 (P2) Surrey Newton only had a vacancy of 0.3FTE physician as they had a 0.5FTE longitudinal physician at that time. The 1.36FTE open positions for NP is comprised of 2 s. 22 leaves where the temporary positions have not been able to be filled.

## Urgent and Primary Care Centres DASHBOARD

P2 Data – Covering the Period from April 29 – May 26, 2022

### Interior



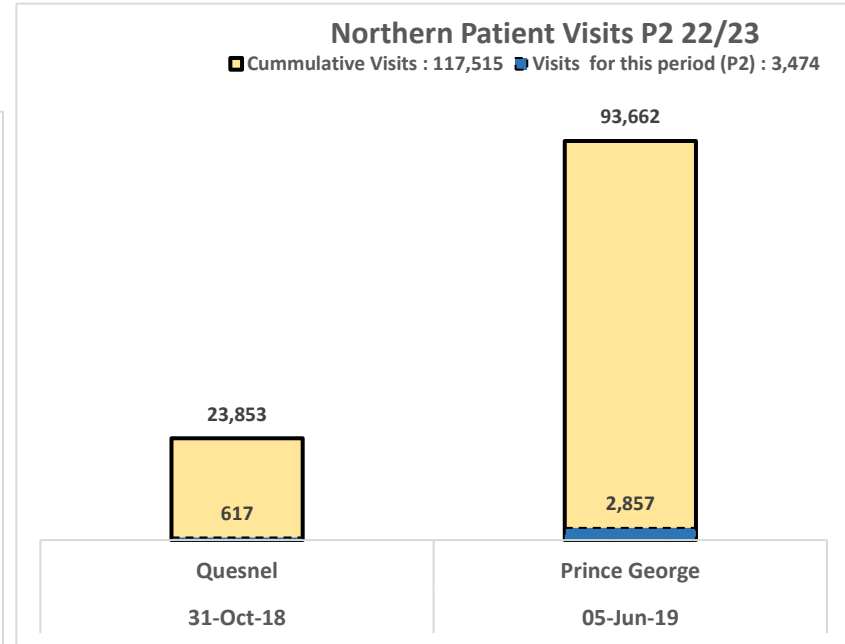
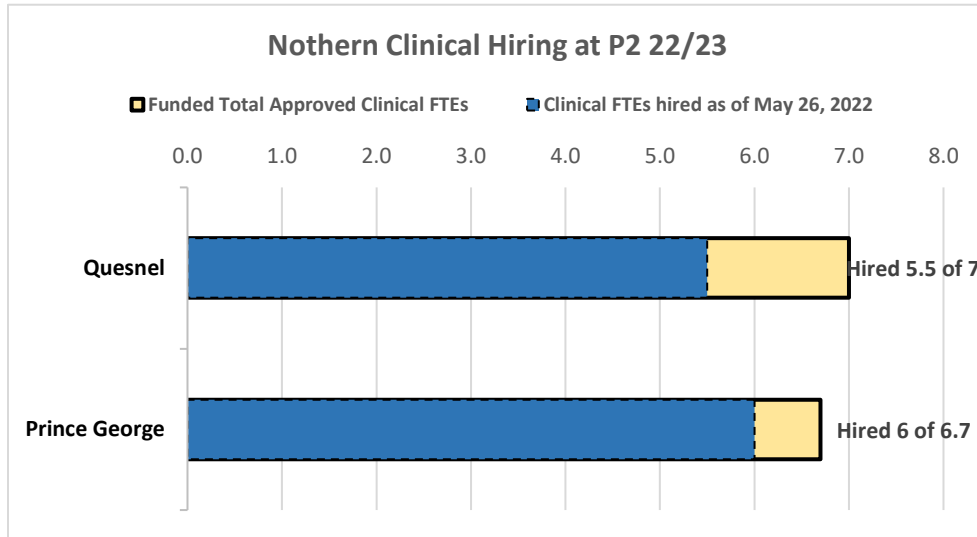
#### Notes

**Kamloops:** Kamloops has hired 3.3 of 3.3 FPs, 0.0 of 2.0 NPs, and 3.0 of 5.3 AHPs. RN FTEs are fully staffed.

# Urgent and Primary Care Centres DASHBOARD

P2 Data – Covering the Period from April 29 – May 26, 2022

## Northern



### Notes

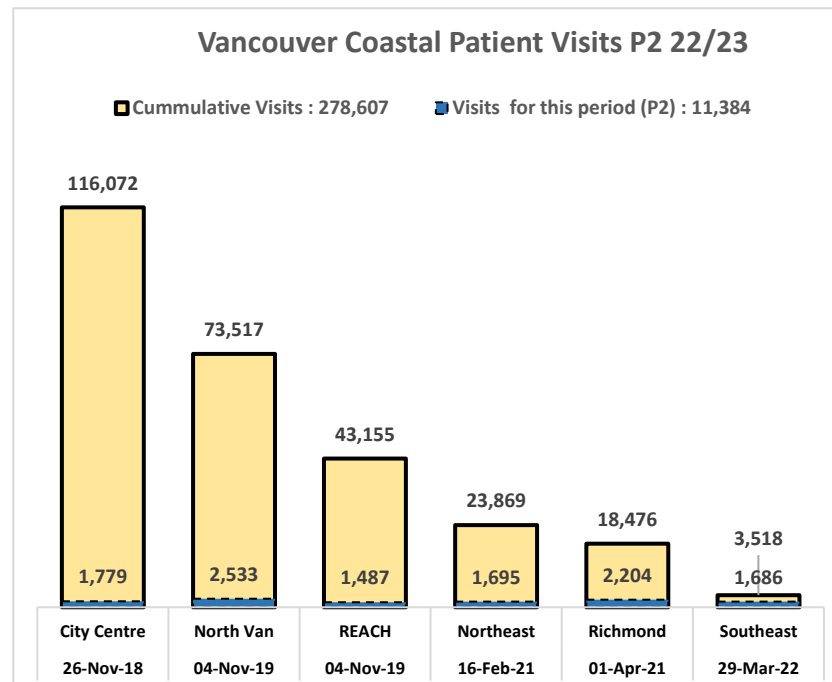
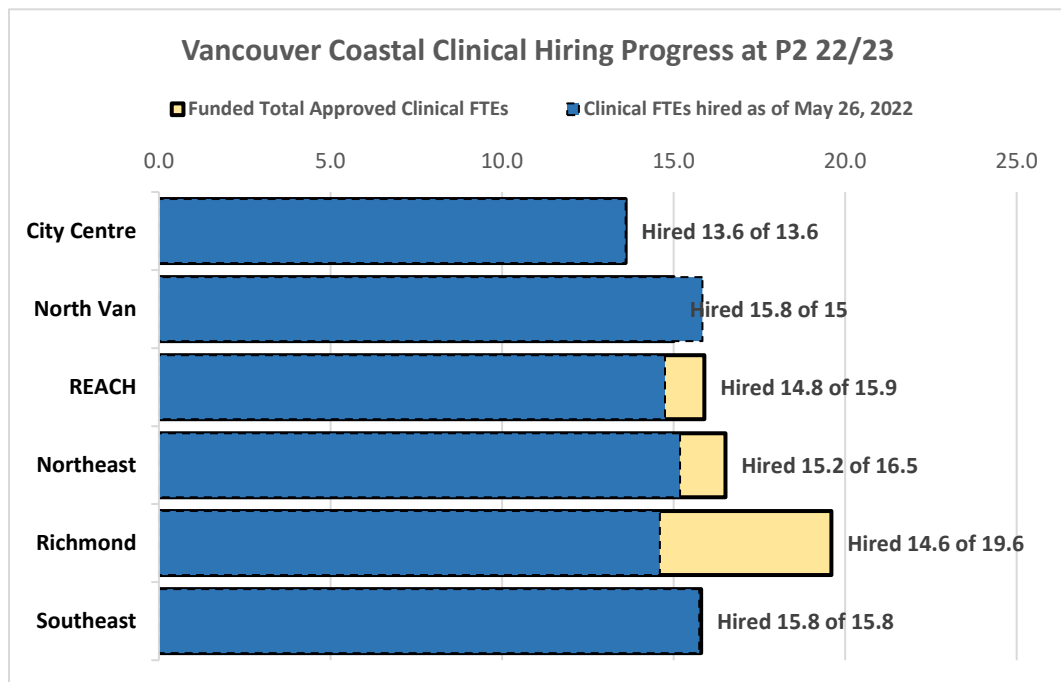
**Quesnel:** Difficulty hiring on NP position. MHSU and LPN positions are also in transition i.e., not yet working full hours

**Prince George:** Under-hiring numbers are a result of Lab Tech recruitment challenges.

## Urgent and Primary Care Centres DASHBOARD

P2 Data – Covering the Period from April 29 – May 26, 2022

### Vancouver Coastal



#### Notes

**City Centre:** UPCC services are being fully executed at 13.6 FTE. Funding letter addendum to be updated to reflect 13.6 FTEs required for full operations.

**Northeast:** Urgent care to start, longitudinal to follow later in 2022/23. 15.2 FTEs hired to date out of 16.5 for urgent services. An additional 8.79 FTEs for longitudinal services will be added later in 2022/23. Hiring target will be adjusted as further resources are added as longitudinal services are brought into operation.

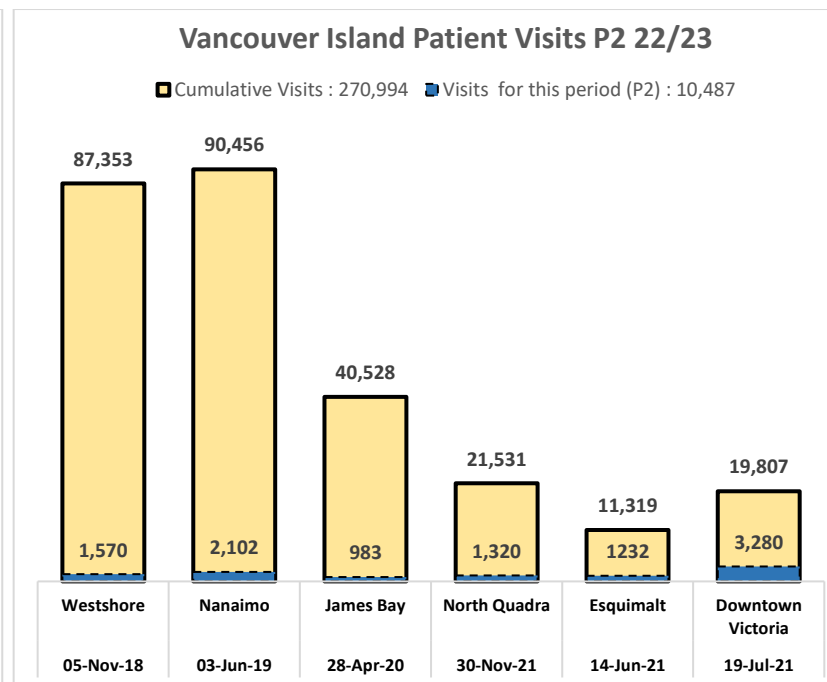
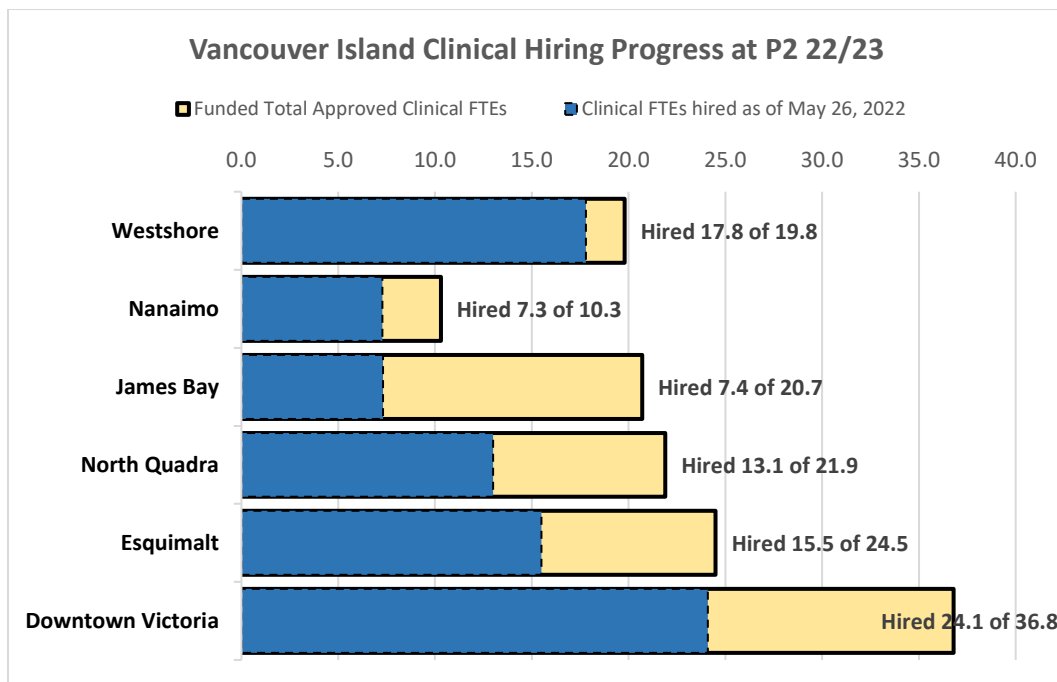
**Richmond:** Urgent care to start, longitudinal to follow later in 2022/23. 14.6 FTEs hired out of 19.6 FTEs for urgent services. An additional 14.1 FTEs for longitudinal services will be added later in 2022/23. Hiring target will be adjusted as further resources are added as longitudinal services are brought into operation.

**Southeast:** Urgent care to start, longitudinal to follow later in 2022/23. 15.8 FTEs target reflects urgent care target only. An additional 8.9 FTEs for longitudinal services will be added later in 2022/23. Hiring target will be adjusted as further resources are added as longitudinal services are brought into operation.

## Urgent and Primary Care Centres DASHBOARD

P2 Data – Covering the Period from April 29 – May 26, 2022

### Vancouver Island



#### Notes

**Westshore:** 6.15 FTE FP hired out of 7.2 FTEs approved. Remaining vacancies predominantly RNs

**Nanaimo Medical Arts:** FP services are provided through fee for service (FFS), and their activity is reported through Medical Service Plan billings - therefore not reflected in the FTEs hired or funded here. MoH has funded 1.75 FTE FP contract resources as well as sessional funding to support care coordination, team-based care and development of a new practice – these FTEs have not been executed and are under re-consideration.

**James Bay:** 2.5 FTE FP hired out of 9.94 MRP FTEs approved, due to FP departures in 2021. Additional 1.5 FTE FP signed on to start between June and September. Remaining vacancies are RNs and allied health. RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams.

**North Quadra:** 3.95 FTE FP and 0.9 FTE NP hired out of 10.89 FTE MRP approved. Remaining vacancies are RNs and allied health. RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams.

**Esquimalt:** 2.9 FTE FP hired out of 8.5 FTE MRP approved. RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams. Opened at permanent site in the last 6 months. Service will continue to expand as the site stabilizes and as MRP recruitment allows.

**Downtown Victoria:** 7.4 FTE FPs hired out of 13.9 FTE MRPs approved. An additional 1.4 FTE FP have been hired with start dates in the coming months. RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams. Opened at permanent site in the last 6 months. Service will continue to expand as the site stabilizes and as MRP recruitment allows. Funded Clinical FTEs does not include 10.5 FP FTEs for Established Family Practice Stabilization resources, representing community FPs moving their practices and panels into available space in the clinic.



**Ministry of Health**  
**P3 Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P3 2022/23, May 27 – Jun 23, 2022)



## Urgent and Primary Care Centres DASHBOARD

P3 Data – Covering the Period from May 27 – June 23, 2022

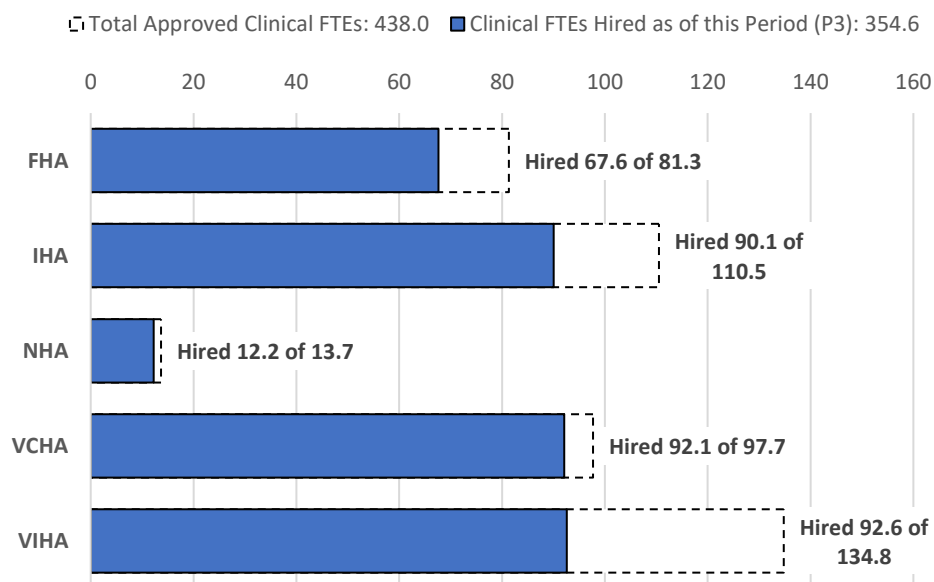
### Notes

All data in this document are self-reported from Health Authorities using Financial Period data; submitted to the Ministry via Excel. The Ministry is working with partners to transition from this approach to using MoH administrative data through the webform, and to improve quality of data on an ongoing basis. Manual errors and omissions may still occur while these tools are developed.

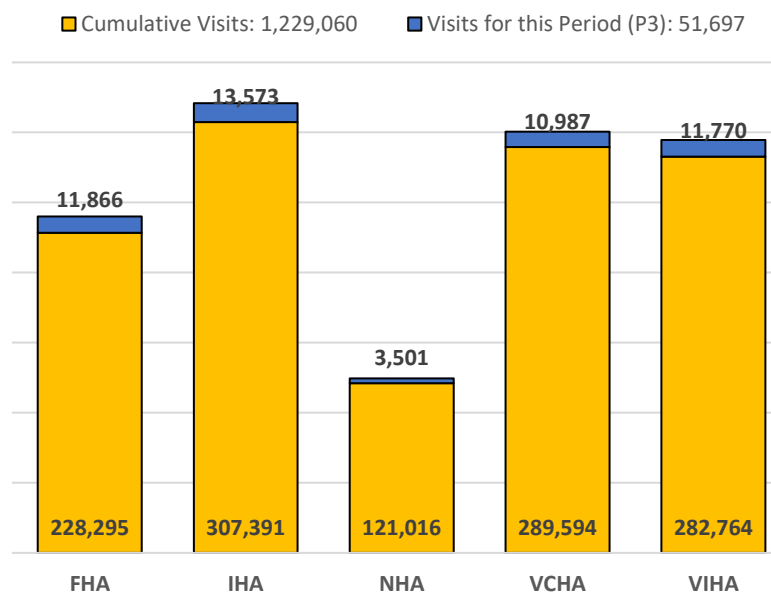
Clinical Resources include Family Practitioners, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Allied Health (e.g., Social Workers, Physiotherapists, Clinical Counsellors), Clinical Pharmacists, and Indigenous Related Resources.

## Province Overview

Province Clinical Hiring Progress at P3 22/23



Province Patient Visits at P3 22/23

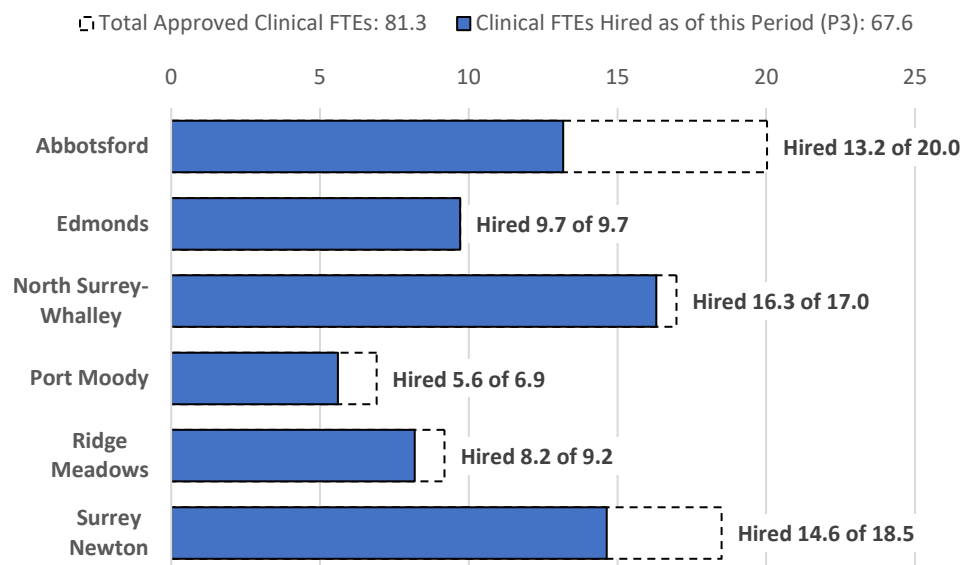


## Urgent and Primary Care Centres DASHBOARD

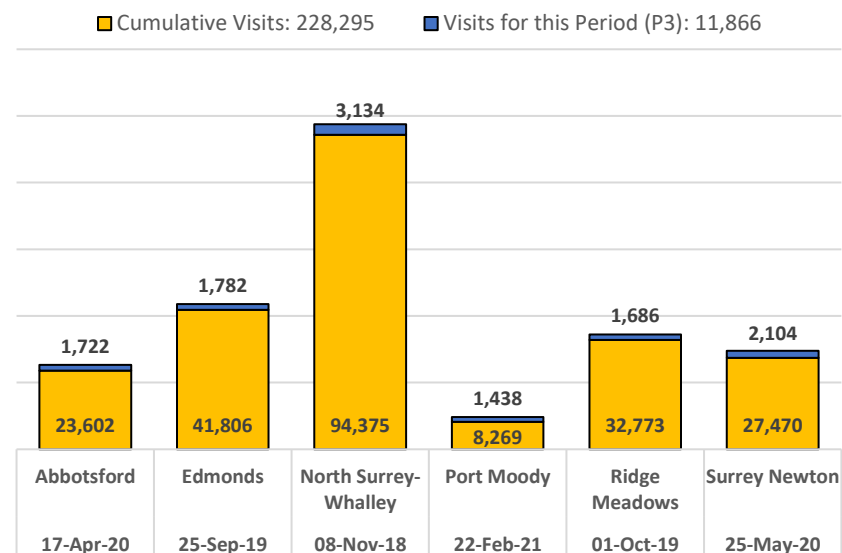
P3 Data – Covering the Period from May 27 – June 23, 2022

### Fraser

**Fraser Clinical Hiring Progress at P3 22/23**



**Fraser Patient Visits at P3 22/23**



#### Notes

**Edmonds** - No recruitment issues. UPCC has consistently filled 100% of physician shifts. Target for P3 updated to align with current hiring target approvals

**North Surrey Whalley** - Recruiting remaining 0.4 FTE of 1.0 pharmacist's position. FPs funded through a previous program has been removed since P2.

**Port Moody** - Total approved resources for Phase 1 are 6.9 FTEs. Phase Two UPCC approval letter issued July 28, 2022, for additional FTEs. Future reporting will include Phase Two additional resources.

**Ridge Meadows** - Urgent care resources only; longitudinal is included in Ridge Meadows' PCN. Baseline updated to align with current hiring target approvals and reflect longitudinal PCN resources (these are counted under PCN for this period, and moving forward)

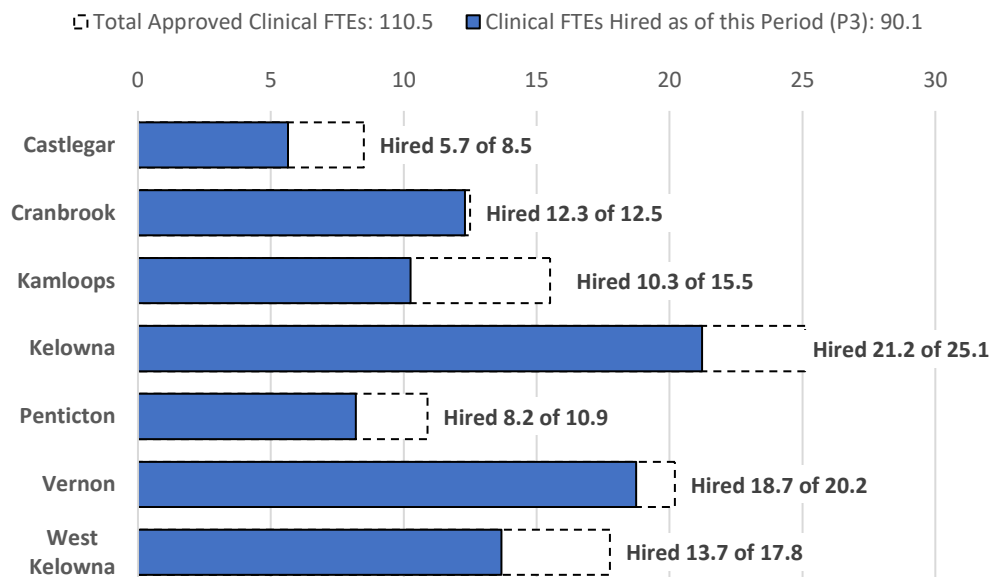
**Surrey Newton** - Recruiting for vacant nursing and FP positions.

## Urgent and Primary Care Centres DASHBOARD

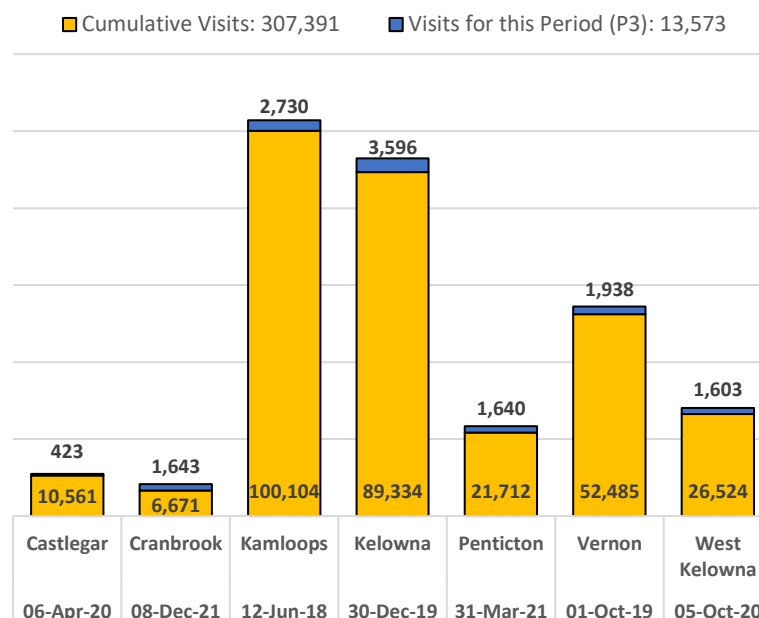
P3 Data – Covering the Period from May 27 – June 23, 2022

### Interior

#### Interior Clinical Hiring Progress at P3 22/23



#### Interior Patient Visits at P3 22/23



#### Notes

**Castlegar** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**Cranbrook** - FP services are provided through fee for service and are not reflected in this report as FTEs. Baseline updated to align with current hiring target approvals—P3 baselines required adjustment due to reliance on HA self-reported data for P2.

**Kamloops** - On track with hiring forecast for FY2022/23. Vacancies from P2 due to hiring turnover. FTEs are being actively recruited with a focus on NPs for the coming months.

**Penticton** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**Vernon** - Hiring target updated from P2, to align with current hiring target approvals—P3 baselines required manual adjustment to ensure longitudinal services are counted within PCN.

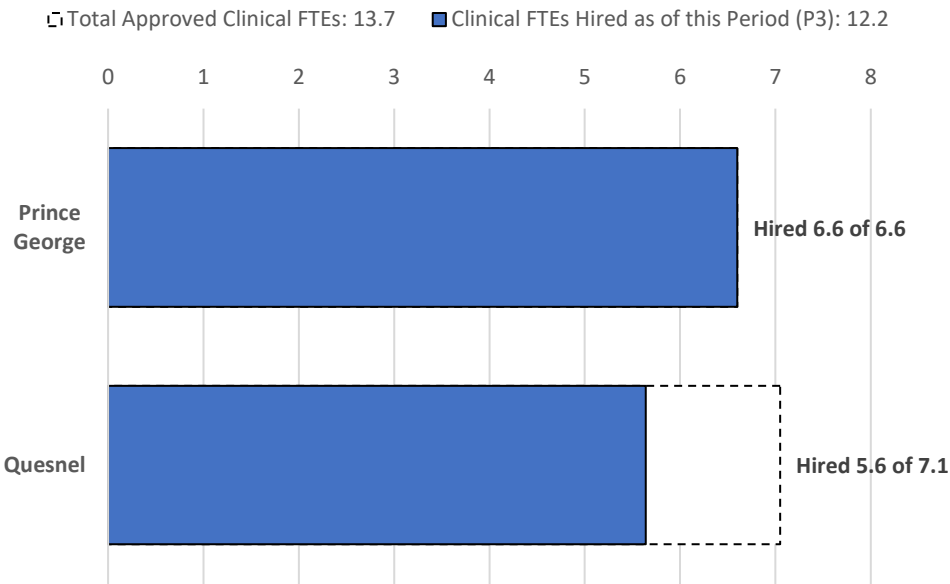
**West Kelowna** - The total FTEs approved have been modified to reflect FTE resources that are being funded through the Health Authority directly and not through PCN funding. Recruitment efforts are ongoing.

# Urgent and Primary Care Centres DASHBOARD

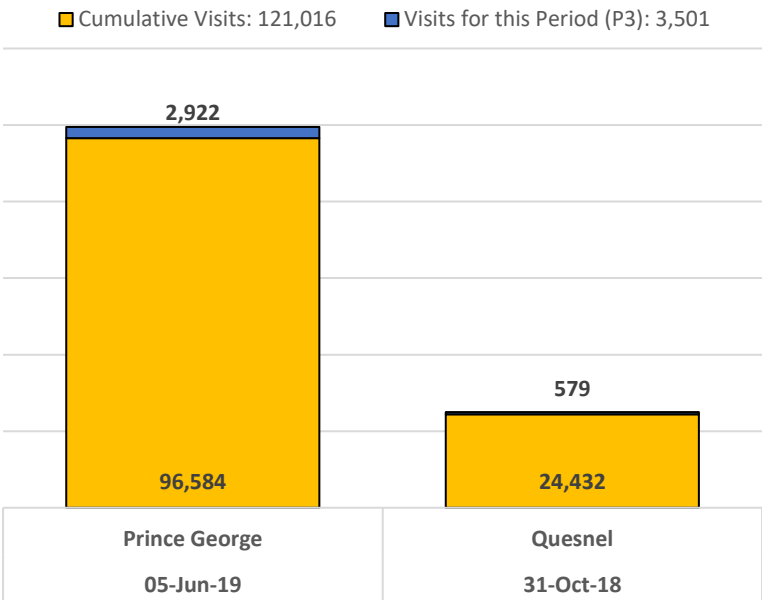
P3 Data – Covering the Period from May 27 – June 23, 2022

## Northern

Northern Clinical Hiring Progress at P3 22/23



Northern Patient Visits at P3 22/23



**Notes**

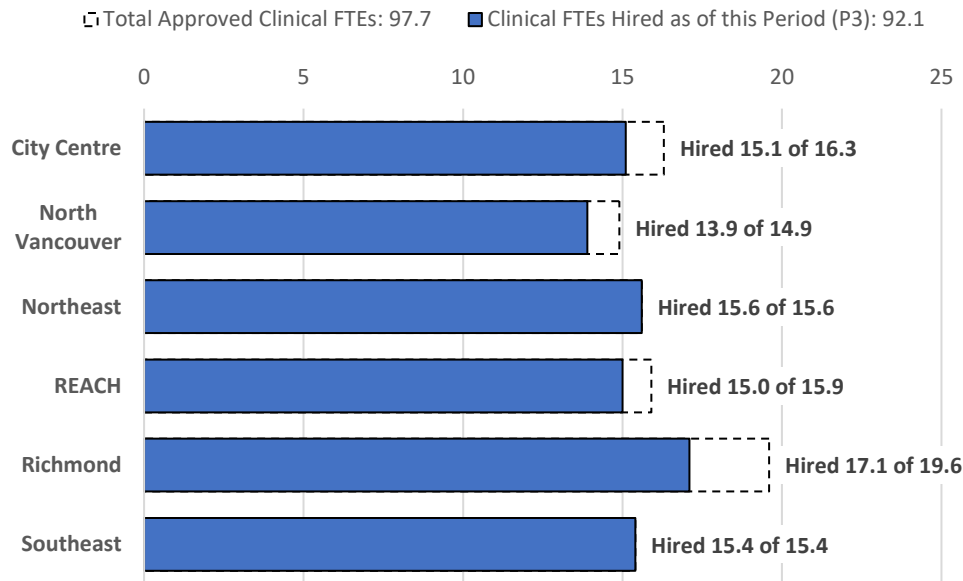
**Prince George:** FP services are provided through fee for service and are not reflected in this report as FTEs.  
**Quesnel:** Difficulty hiring on NP position. MHSU and LPN positions are also in transition i.e., not yet working full hours

## Urgent and Primary Care Centres DASHBOARD

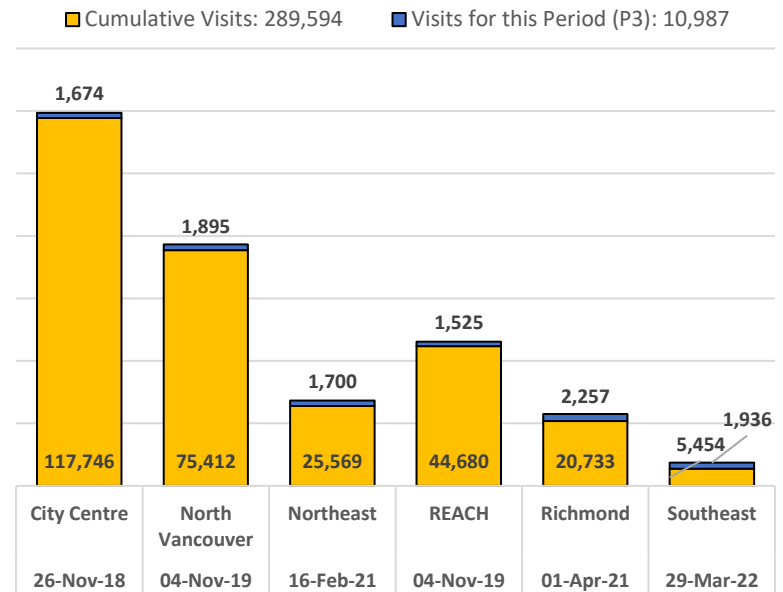
P3 Data – Covering the Period from May 27 – June 23, 2022

### Vancouver Coastal

**Vancouver Coastal Clinical Hiring Progress at P3 22/23**



**Vancouver Coastal Patient Visits at P3 22/23**



#### Notes

**City Centre** - Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added.

**North Vancouver** - Utilizing other funding sources for nurse practitioner pool due to high demand for this resource.

**Northeast** - Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added. Baseline updated to align with current hiring target approvals—P3 baselines required adjustment due to reliance on HA self-reported data for P2.

**Richmond** - Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added. Baseline updated to align with current hiring target approvals—P3 baselines required adjustment due to reliance on HA self-reported data for P2.

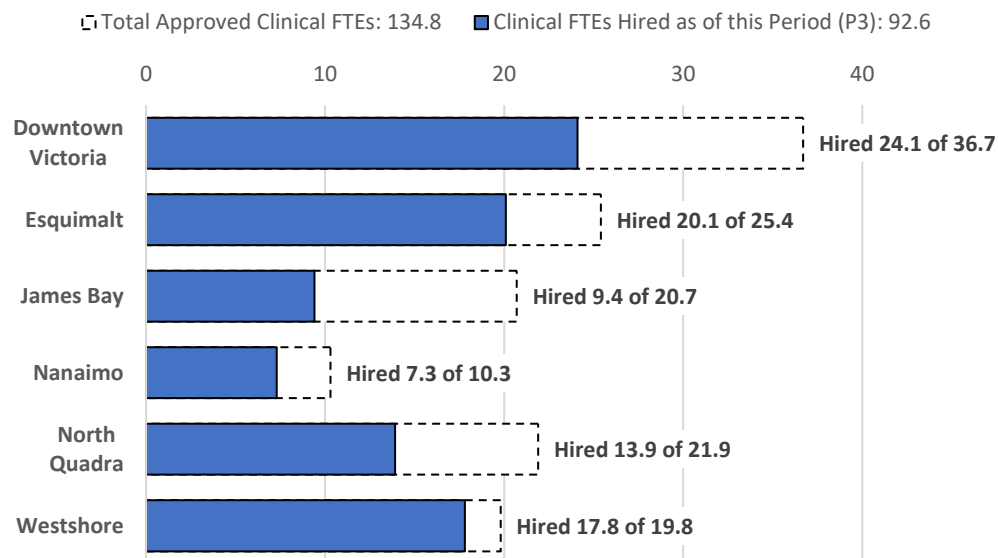
**Southeast** - Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added.

## Urgent and Primary Care Centres DASHBOARD

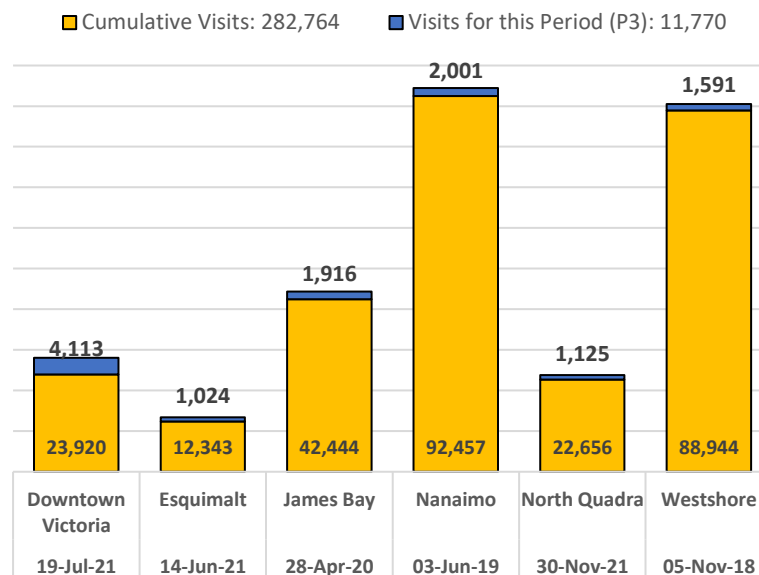
P3 Data – Covering the Period from May 27 – June 23, 2022

### Vancouver Island

**Vancouver Island Clinical Hiring Progress at P3 22/23**



**Vancouver Island Patient Visits at P3 22/23**



#### Notes

**Downtown Victoria** - RNs and other staff hired in ratios to number of FPs/NPs hired so as to create balanced teams. Service will continue to expand as MRP recruitment allows.

**Esquimalt** - RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams. Opened at permanent site for just over 6 months. Longitudinal care services began in May 2022 and services will continue to expand as MRP recruitment allows. FP hiring is also on track.

**James Bay** - Additional 1.4 FTE FP signed on to start between June and September – these will be reflected in future reports. Remaining vacancies are RNs and allied health. RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams.

**Nanaimo** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**North Quadra** - Remaining vacancies are predominantly FPs. In active recruitment

**Westshore** - Remaining vacancies predominantly RNs. In active recruitment.



**Ministry of Health**  
**P4 Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P4 2022/23, June 24 – July 21, 2022)

## Urgent and Primary Care Centres DASHBOARD

P4 Data – Covering the Period from June 24 – July 21, 2022

### Notes

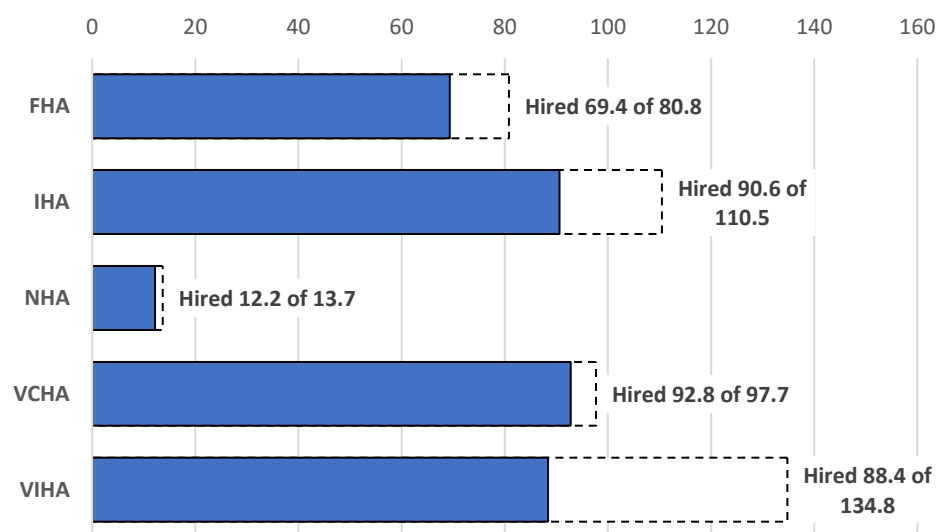
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## Province Overview

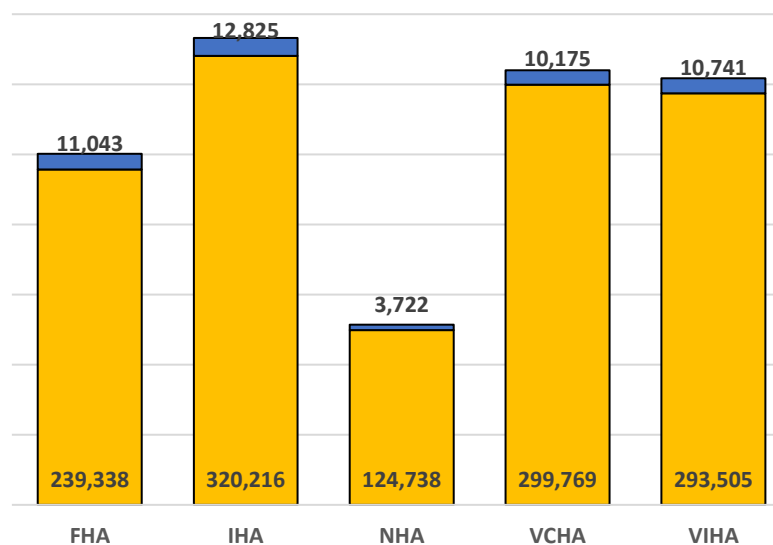
### Province Clinical Hiring Progress at P4 22/23

□ Total Approved Clinical FTEs: 437.5   ■ Clinical FTEs Hired as of this Period (P4): 353.4



### Province Patient Visits at P4 22/23

■ Cumulative Visits: 1,277,566   ■ Visits for this Period (P4): 48,506



\* Note: Island Health totals decreased from 92.6 FTEs in P3 to 88.4 FTEs in P4 due to a data correction for the Esquimalt UPCC.

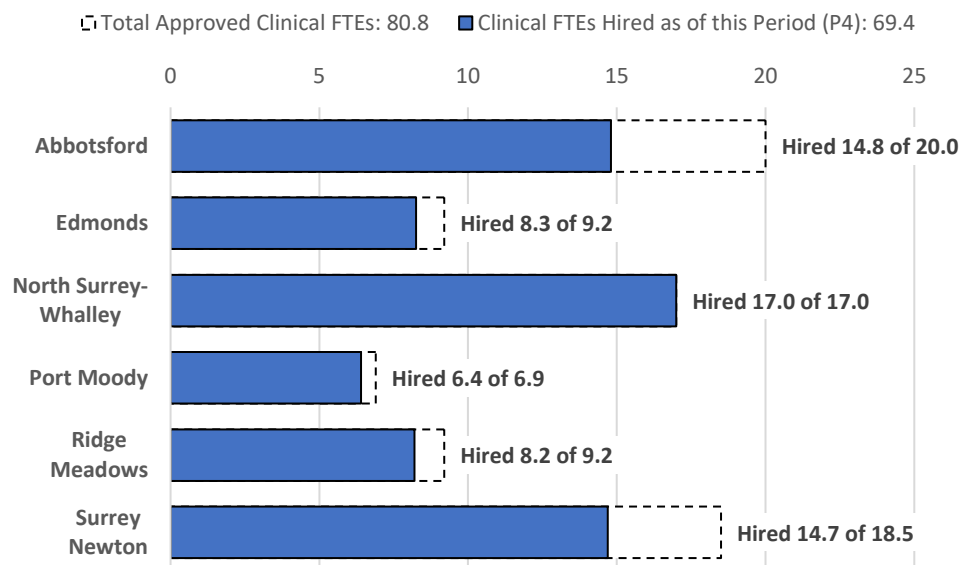


## Urgent and Primary Care Centres DASHBOARD

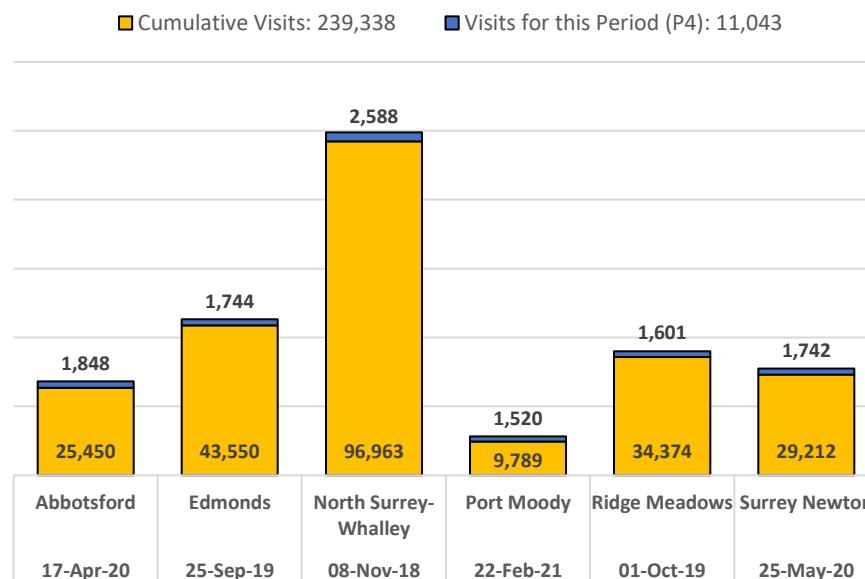
P4 Data – Covering the Period from June 24 – July 21, 2022

### Fraser

**Fraser Clinical Hiring Progress at P4 22/23**



**Fraser Patient Visits at P4 22/23**



#### Notes

**Abbotsford** - Ongoing physician recruitment for 3.2 FTE vacant FP and 1.3 FTE NP.

**Edmonds** - No recruitment issues. UPCC has consistently filled 100% of physician shifts.

**North Surrey Whalley** - Recruiting remaining 0.4 FTE of 1.0 pharmacist's position.

**Port Moody** - Recruitment for Phase 2 implementation has begun.

**Ridge Meadows** - Urgent care resources only; longitudinal is included in Ridge Meadows' PCN.

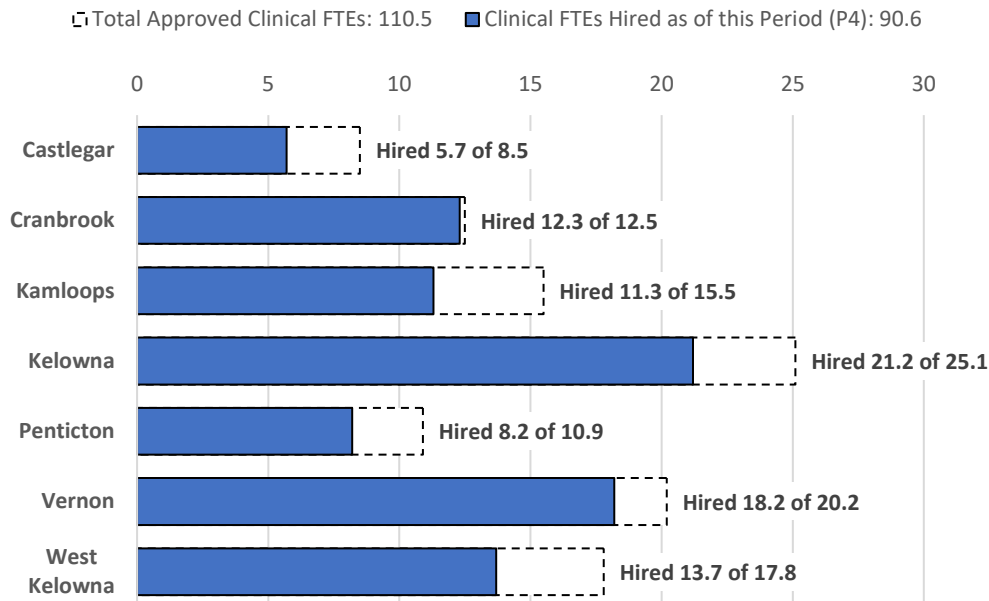
**Surrey Newton** - Recruiting for vacant nursing and FP positions.

## Urgent and Primary Care Centres DASHBOARD

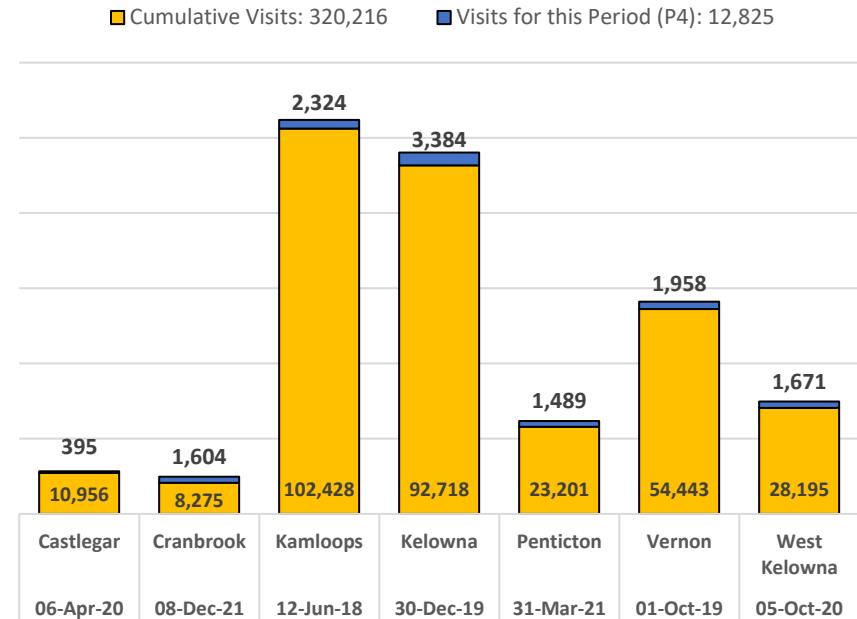
P4 Data – Covering the Period from June 24 – July 21, 2022

### Interior

**Interior Clinical Hiring Progress at P4 22/23**



**Interior Patient Visits at P4 22/23**



#### Notes

**Castlegar** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**Cranbrook** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**Kamloops** - On track with hiring forecast for FY2022/23. FTEs are being actively recruited with a focus on NPs for the coming months.

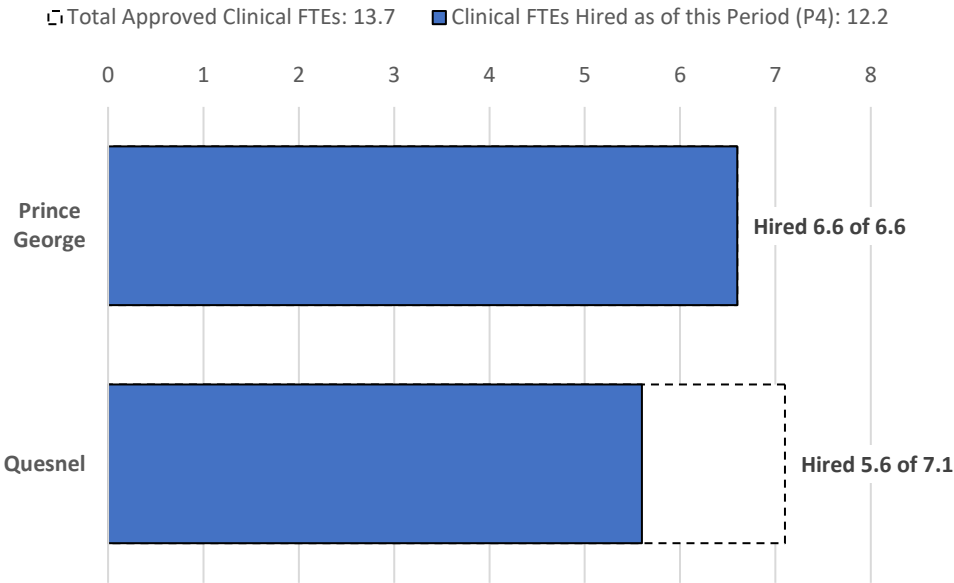
**Penticton** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**West Kelowna** - The total FTEs approved have been modified to reflect FTE resources that are being funded through the Health Authority directly and not through PCN funding. Recruitment efforts are ongoing.

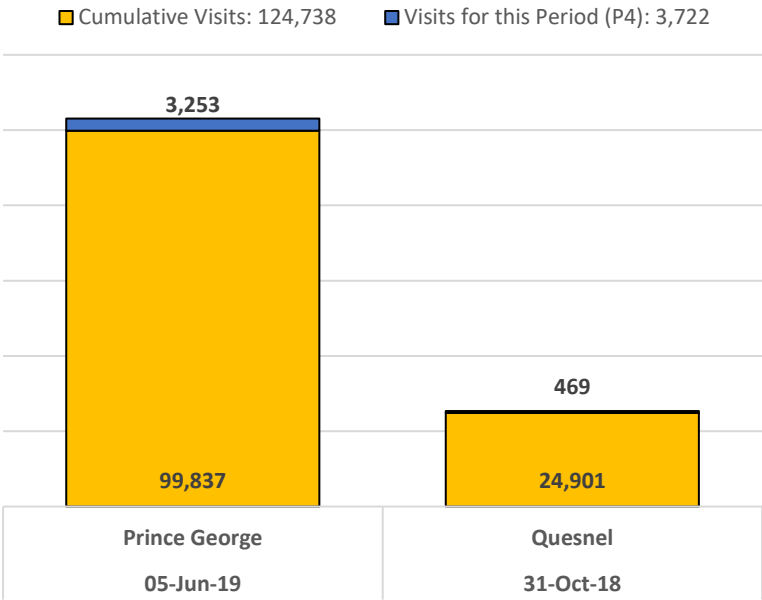
**Urgent and Primary Care Centres DASHBOARD**  
P4 Data – Covering the Period from June 24 – July 21, 2022

**Northern**

**Northern Clinical Hiring Progress at P4 22/23**



**Northern Patient Visits at P4 22/23**



**Notes**

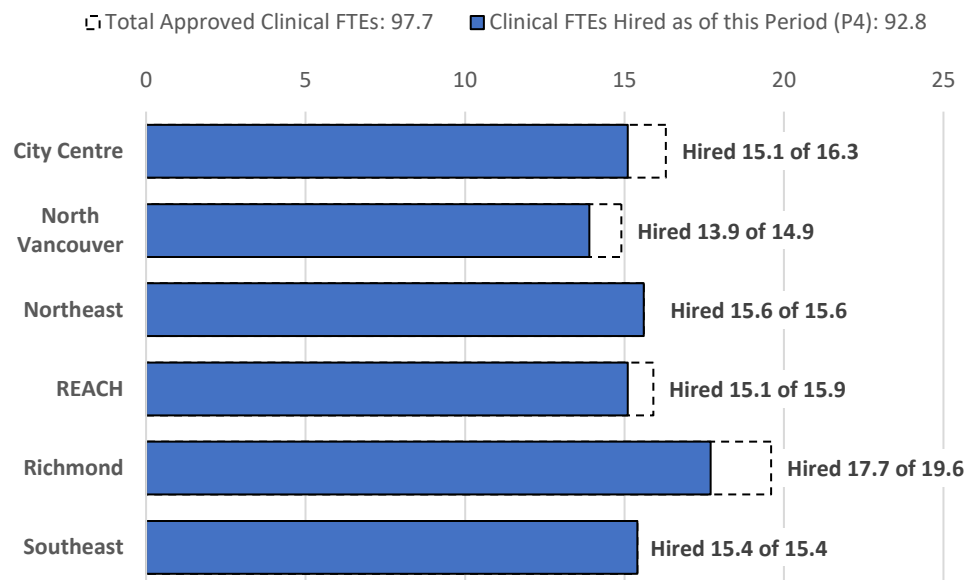
**Prince George:** FP services are provided through fee for service and are not reflected in this report as FTEs.

## Urgent and Primary Care Centres DASHBOARD

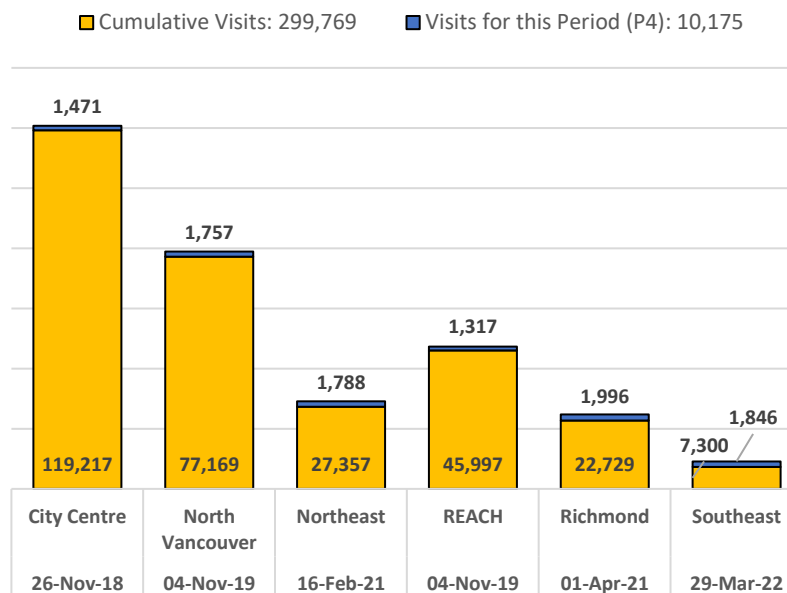
P4 Data – Covering the Period from June 24 – July 21, 2022

### Vancouver Coastal

**Vancouver Coastal Clinical Hiring Progress at P4 22/23**



**Vancouver Coastal Patient Visits at P4 22/23**



#### Notes

**City Centre** - Hiring target will be adjusted as further resources are added.

**North Vancouver** - Utilizing other funding sources for nurse practitioner pool due to high demand for this resource.

**Northeast** – Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added.

**Richmond** - Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added.

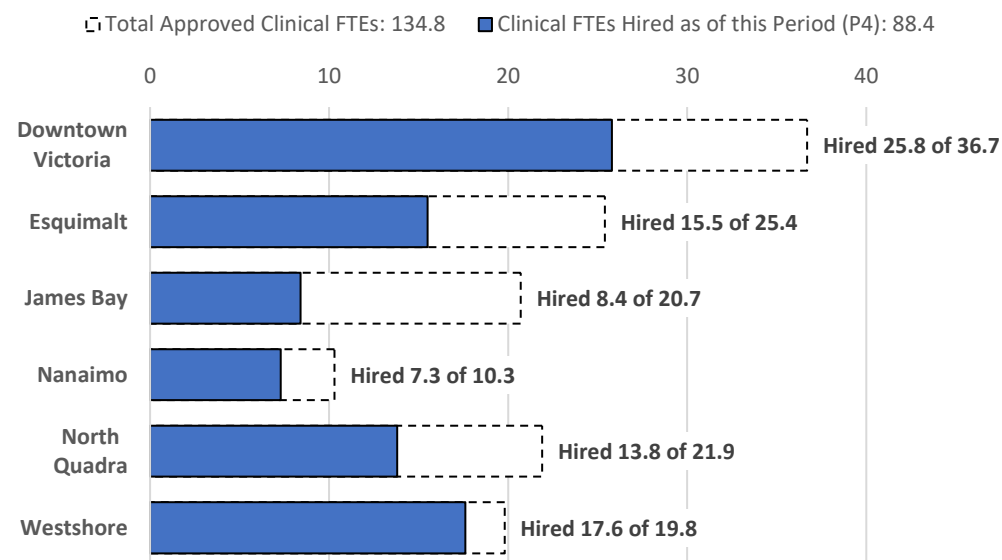
**Southeast** – Urgent care to start, longitudinal to follow later in 2022/23. Hiring target will be adjusted as further resources are added.

## Urgent and Primary Care Centres DASHBOARD

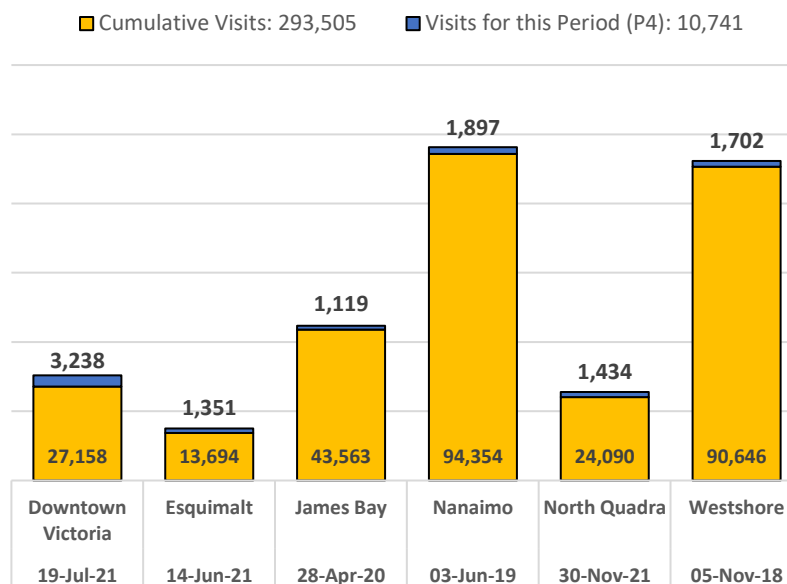
P4 Data – Covering the Period from June 24 – July 21, 2022

### Vancouver Island

#### Vancouver Island Clinical Hiring Progress at P4 22/23



#### Vancouver Island Patient Visits at P4 22/23



#### Notes

**General** - Island Health totals decreased from 92.6 FTEs in P3 to 88.4 FTEs in P4 due to a data correction for the Esquimalt UPCC.

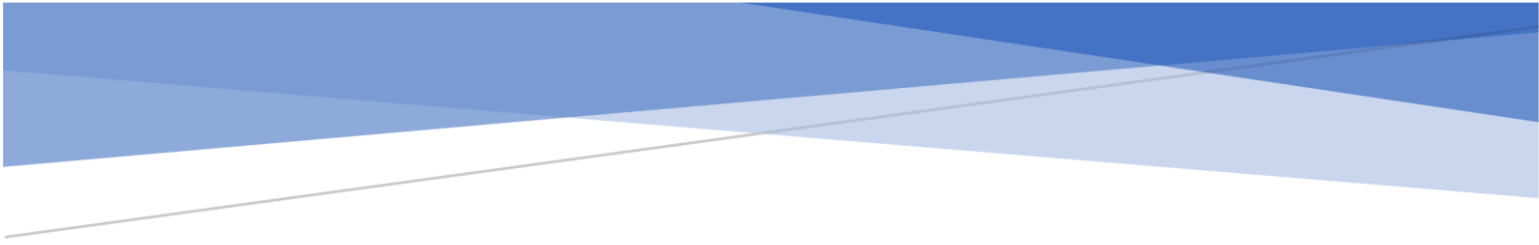
**Downtown Victoria** - RNs and other staff hired in ratios to number of FPs/NPs hired so as to create balanced teams. Service will continue to expand as MRP recruitment allows.

**Esquimalt** - RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams. Opened at permanent site for just over 6 months. Longitudinal care services began in May 2022 and services will continue to expand as MRP recruitment allows. Correction to FP FTE between P3 and P4 made. Hiring reported as of P4 onwards is accurate.

**James Bay** - Additional 1.4 FTE FP signed on to start between June and September – these will be reflected in future reports. Remaining vacancies are RNs and allied health. RNs and other staff hired in ratio to number of FPs/NPs hired so as to create balanced teams.

**Nanaimo** - FP services are provided through fee for service and are not reflected in this report as FTEs.

**North Quadra** - Remaining vacancies are predominantly FPs. In active recruitment



# URGENT AND PRIMARY CARE CENTRE DASHBOARD

## Operation & Planning Visits & Dashboard combined report



Ministry of  
Health

Results Management Office  
Primary Care Division

Last Updated: Apr 6, 2023

## TABLE OF CONTENTS

|                                                                   |          |
|-------------------------------------------------------------------|----------|
| <b>Contextual Information .....</b>                               | <b>1</b> |
| <b>Provincial Overview .....</b>                                  | <b>2</b> |
| Patient Visits To Date .....                                      | 2        |
| Recruitment.....                                                  | 2        |
| <b>Urgent &amp; Primary Care Centres by Health Authority.....</b> | <b>3</b> |
| Fraser Health Authority (FHA) .....                               | 3        |
| Interior Health Authority (IHA) .....                             | 4        |
| Northern Health Authority (NHA).....                              | 5        |
| Vancouver Coastal Health Authority (VCHA).....                    | 6        |
| Vancouver Island Health Authority (VIHA) .....                    | 7        |

## CONTEXTUAL INFORMATION

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on January 5, 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 January 5, 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

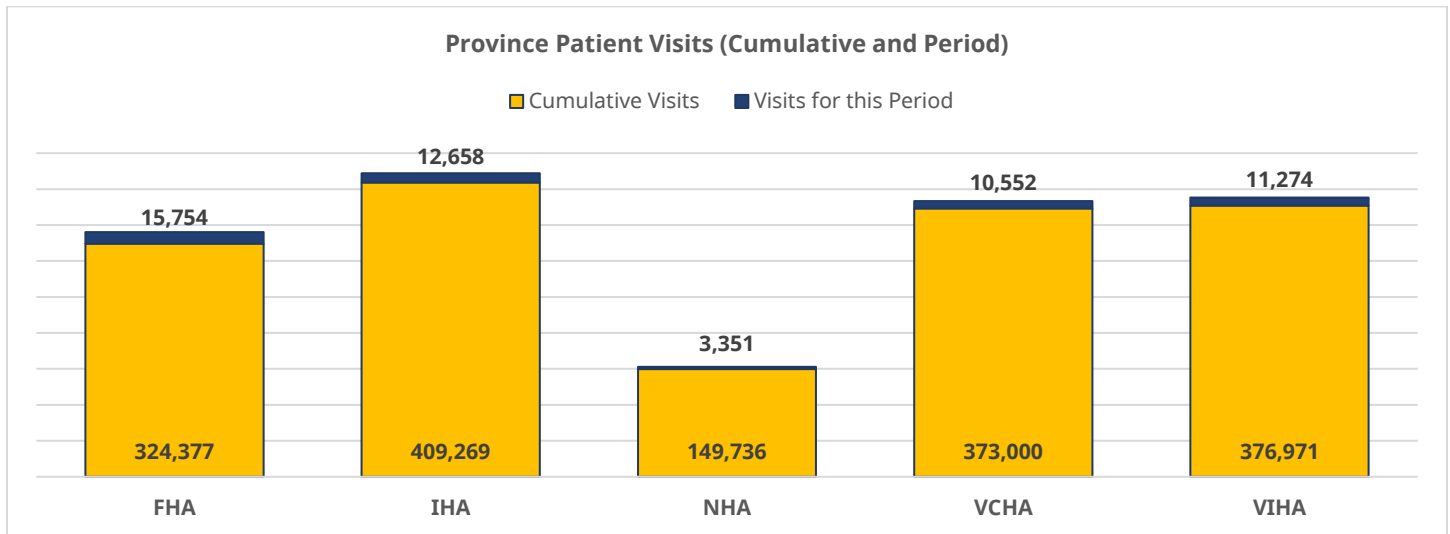
Important contextual considerations for specific sites are captured in numbered footnotes.



## PROVINCIAL OVERVIEW

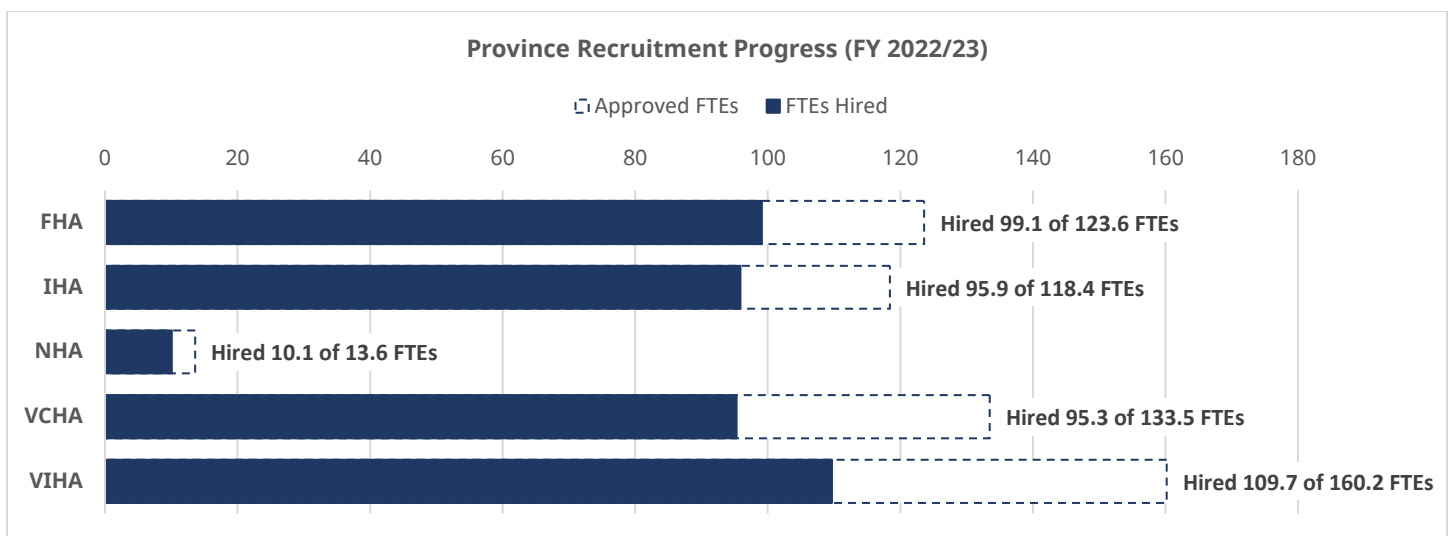
### PATIENT VISITS TO DATE

Since the first UPCC opened in 2018/19, there have been more than 1.63 million patient visits across all UPCCs. For FY2022/23, there have been 506,982 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.



### RECRUITMENT

As of Period 10 of FY22/23 (December 6, 2022, to January 5, 2023), **410 FTEs (+17 FTEs from P9)** have been recruited out of a total of 549 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.



URGENT & PRIMARY CARE CENTRES BY HEALTH AUTHORITY

FRASER HEALTH AUTHORITY (FHA)

PATIENT VISITS BY SITE

| UPCC Name            | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |
|----------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                      |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    |
| North Surrey-Whalley | November 8, 2018   | 113,795                         | 25,711                          | 2,638                                 | 3,157  | 3,134  | 2,588  | 2,354  | 2,381  | 2,246  | 2,437  | 2,444  | 2,332  |
| Burnaby Edmonds      | September 23, 2019 | 54,368                          | 15,881                          | 585                                   | 1,537  | 1,782  | 1,744  | 1,800  | 1,816  | 1,697  | 1,735  | 1,490  | 1,695  |
| Ridge Meadows        | October 1, 2019    | 44,241                          | 14,664                          | 1,763                                 | 1,510  | 1,686  | 1,601  | 1,355  | 1,451  | 1,236  | 1,186  | 1,370  | 1,506  |
| Abbotsford           | April 17, 2020     | 39,112                          | 18,592                          | 999                                   | 1,360  | 1,722  | 1,848  | 2,063  | 2,075  | 1,833  | 1,907  | 2,392  | 2,393  |
| Surrey Newton        | May 25, 2020       | 43,816                          | 20,263                          | 1,841                                 | 1,813  | 2,104  | 1,742  | 2,114  | 2,057  | 2,207  | 2,191  | 2,159  | 2,035  |
| Port Moody           | February 22, 2021  | 24,380                          | 18,723                          | 1,066                                 | 1,174  | 1,438  | 1,520  | 1,653  | 1,699  | 1,828  | 1,703  | 3,018  | 3,624  |
| Burnaby Metrotown    | November 1, 2022   | 4,665                           | 4,665                           | -                                     | -      | -      | -      | -      | -      | -      | 553    | 1,943  | 2,169  |
| Total                |                    | 324,377                         | 118,499                         | 8,892                                 | 10,551 | 11,866 | 11,043 | 11,339 | 11,479 | 11,047 | 11,712 | 14,816 | 15,754 |

RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| North Surrey-Whalley | November 8, 2018   | 17.1                   | 15.1            | 88%        | 4.0       | 4.0    | 2.2                | 1.7    | 5.7      | 4.6    | 4.2           | 4.0    | 1.0        | 0.8    | -                 | -      | -                                                    | -      |
| Burnaby Edmonds      | September 23, 2019 | 9.2                    | 8.3             | 90%        | 1.4       | 1.4    | -                  | -      | 4.2      | 4.0    | 3.6           | 2.9    | -          | -      | -                 | -      | -                                                    | -      |
| Ridge Meadows        | October 1, 2019    | 9.5                    | 9.5             | 100%       | 2.6       | 2.6    | -                  | -      | 3.9      | 3.9    | 3.0           | 3.0    | -          | -      | -                 | -      | -                                                    | -      |
| Abbotsford           | April 17, 2020     | 20.0                   | 17.0            | 85%        | 5.9       | 4.0    | 4.1                | 3.4    | 6.0      | 5.6    | 3.0           | 3.0    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Surrey Newton        | May 25, 2020       | 18.5                   | 14.8            | 80%        | 5.0       | 3.2    | 4.4                | 3.5    | 6.0      | 5.1    | 2.1           | 2.0    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Port Moody           | February 22, 2021  | 25.5                   | 18.1            | 71%        | 5.1       | 3.4    | 5.6                | 4.4    | 11.7     | 8.3    | 3.1           | 2.0    | -          | -      | -                 | -      | -                                                    | -      |
| Burnaby Metrotown    | November 1, 2022   | 23.8                   | 16.3            | 68%        | 5.2       | 2.0    | 3.5                | 3.2    | 10.0     | 8.6    | 4.1           | 1.5    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Total                |                    | 123.6                  | 99.1            | -          | 29.2      | 20.6   | 19.8               | 16.2   | 47.5     | 40.1   | 23.1          | 18.4   | 4.0        | 3.8    | -                 | -      | -                                                    | -      |

INTERIOR HEALTH AUTHORITY (IHA)

PATIENT VISITS BY SITE

| UPCC Name    | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |
|--------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|              |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    |
| Kamloops     | June 12, 2018      | 118,357                         | 23,959                          | 2,894                                 | 2,976  | 2,730  | 2,324  | 2,107  | 2,102  | 2,224  | 2,227  | 2,221  | 2,154  |
| Vernon       | October 1, 2019    | 67,709                          | 19,091                          | 1,882                                 | 1,929  | 1,938  | 1,958  | 1,721  | 1,920  | 1,866  | 2,001  | 1,933  | 1,943  |
| Kelowna      | December 30, 2019  | 116,581                         | 34,325                          | 3,539                                 | 3,482  | 3,596  | 3,384  | 3,402  | 3,404  | 3,461  | 3,236  | 3,501  | 3,320  |
| Castlegar    | April 6, 2020      | 13,666                          | 3,919                           | 373                                   | 391    | 423    | 395    | 411    | 458    | 369    | 416    | 377    | 306    |
| West Kelowna | October 5, 2020    | 39,775                          | 16,314                          | 1,394                                 | 1,460  | 1,603  | 1,671  | 1,666  | 1,616  | 1,657  | 1,682  | 1,870  | 1,695  |
| Penticton    | March 31, 2021     | 33,433                          | 14,863                          | 1,516                                 | 1,502  | 1,640  | 1,489  | 1,379  | 1,402  | 1,563  | 1,525  | 1,506  | 1,341  |
| Cranbrook    | December 12, 2021  | 18,825                          | 15,420                          | 1,282                                 | 1,623  | 1,643  | 1,604  | 1,489  | 1,595  | 1,596  | 1,604  | 1,567  | 1,417  |
| Ashcroft     | September 27, 2022 | 923                             | 923                             | -                                     | -      | -      | -      | -      | -      | -      | -      | 441    | 482    |
| Total        |                    | 409,269                         | 128,814                         | 12,880                                | 13,363 | 13,573 | 12,825 | 12,175 | 12,497 | 12,736 | 12,691 | 13,416 | 12,658 |

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 | Approved                                       | Actual |
| Kamloops     | June 12, 2018      | 15.5                | 9.1             | 59%        | 3.3       | 3.1    | 2.1                | 0.0    | 4.8      | 3.0    | 5.3           | 3.0    | -          | -      | -                 | -      | -                                              | -      |
| Vernon       | October 1, 2019    | 20.2                | 17.4            | 86%        | 2.3       | 2.4    | 4.4                | 4.1    | 8.1      | 7.7    | 5.4           | 3.2    | -          | -      | -                 | -      | -                                              | -      |
| Kelowna      | December 30, 2019  | 25.1                | 20.5            | 82%        | 5.3       | 5.2    | 2.7                | 2.4    | 9.9      | 8.6    | 7.2           | 4.3    | -          | -      | -                 | -      | -                                              | -      |
| Castlegar    | April 6, 2020      | 8.5                 | 5.7             | 67%        | FFS       | FFS    | -                  | -      | 3.2      | 2.7    | 5.3           | 3.0    | -          | -      | -                 | -      | -                                              | -      |
| West Kelowna | October 5, 2020    | 18.5                | 12.6            | 68%        | 1.4       | 1.1    | 2.9                | 2.6    | 5.4      | 4.5    | 7.8           | 3.4    | 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    | 0.0                | 0.0    | 3.9      | 3.9    | 0.0           | 0.0    | -          | -      | 1.0               | 1.0    | -                                              | -      |
| Total        |                    | 118.4               | 95.9            | -          | 15.8      | 15.3   | 15.8               | 12.8   | 43.5     | 38.6   | 41.3          | 27.2   | 1.0        | 1.0    | 1.0               | 1.0    | -                                              | -      |

NORTHERN HEALTH AUTHORITY (NHA)

PATIENT VISITS BY SITE

| UPCC Name     | Opening Date     | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |       |       |       |       |       |       |       |       |       |
|---------------|------------------|---------------------------------|---------------------------------|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|               |                  |                                 |                                 | P1                                    | P2    | P3    | P4    | P5    | P6    | P7    | P8    | P9    | P10   |
| Quesnel       | October 31, 2018 | 28,698                          | 5,462                           | 649                                   | 617   | 579   | 469   | 506   | 490   | 468   | 587   | 533   | 564   |
| Prince George | June 5, 2019     | 121,038                         | 30,233                          | 3,116                                 | 2,857 | 2,922 | 3,253 | 3,016 | 2,926 | 3,293 | 2,932 | 3,131 | 2,787 |
| Total         |                  | 149,736                         | 35,695                          | 3,765                                 | 3,474 | 3,501 | 3,722 | 3,522 | 3,416 | 3,761 | 3,519 | 3,664 | 3,351 |

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 | Approved                                       | Actual |
| Quesnel       | October 31, 2018 | 7.0                 | 4.7             | 67%        | 1.0       | 1.2    | 1.5                | 0.0    | 3.0      | 2.5    | 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    | -          | -      | -                 | -      | -                                              | -      |
| Total         |                  | 13.6                | 10.1            | -          | 1.0       | 1.2    | 2.7                | 0.0    | 4.8      | 4.3    | 5.1           | 4.6    | -          | -      | -                 | -      | -                                              | -      |

VANCOUVER COASTAL HEALTH AUTHORITY (VCHA)

PATIENT VISITS BY SITE

| UPCC Name       | Opening Date      | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |       |        |        |        |        |
|-----------------|-------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|-------|--------|--------|--------|--------|
|                 |                   |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6    | P7     | P8     | P9     | P10    |
| City Centre     | November 26, 2018 | 130,898                         | 16,605                          | 1,903                                 | 1,779  | 1,674  | 1,471  | 1,222  | 1,688 | 1,845  | 1,684  | 1,821  | 1,518  |
| North Vancouver | November 4, 2019  | 90,339                          | 19,355                          | 2,413                                 | 2,533  | 1,895  | 1,757  | 1,569  | 1,636 | 1,904  | 1,802  | 1,952  | 1,894  |
| REACH           | November 4, 2019  | 56,469                          | 14,801                          | 1,372                                 | 1,487  | 1,525  | 1,317  | 1,974  | 1,165 | 1,473  | 1,615  | 1,516  | 1,357  |
| Northeast       | February 16, 2021 | 39,647                          | 17,473                          | 2,081                                 | 1,695  | 1,700  | 1,788  | 1,595  | 1,675 | 2,007  | 1,583  | 1,739  | 1,610  |
| Richmond        | April 1, 2021     | 38,014                          | 21,742                          | 1,496                                 | 2,204  | 2,257  | 1,996  | 2,393  | 1,987 | 2,217  | 2,279  | 2,529  | 2,384  |
| Southeast       | March 29, 2022    | 17,633                          | 17,534                          | 1,832                                 | 1,686  | 1,936  | 1,846  | 1,629  | 1,653 | 1,498  | 1,835  | 1,830  | 1,789  |
| Total           |                   | 373,000                         | 107,510                         | 11,097                                | 11,384 | 10,987 | 10,175 | 10,382 | 9,804 | 10,944 | 10,798 | 11,387 | 10,552 |

RECRUITMENT BY SITE

| UPCC Name       | Opening Date      | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| City Centre     | November 26, 2018 | 20.9                   | 16.0            | 77%        | 4.3       | 5.6    | 3.3                | 2.7    | 10.0     | 7.7    | 3.3           | 0.0    | -          | -      | -                 | -      | -                                                    | -      |
| North Vancouver | November 4, 2019  | 15.0                   | 14.4            | 96%        | 4.1       | 3.4    | 1.7                | 1.9    | 7.2      | 7.9    | 2.0           | 1.2    | -          | -      | -                 | -      | -                                                    | -      |
| REACH           | November 4, 2019  | 16.2                   | 15.0            | 93%        | 3.3       | 4.8    | 2.9                | 2.1    | 8.0      | 6.6    | 1.5           | 1.5    | 0.5        | 0.0    | -                 | -      | -                                                    | -      |
| Northeast       | February 16, 2021 | 25.3                   | 16.1            | 64%        | 5.0       | 2.7    | 4.5                | 3.0    | 10.2     | 9.0    | 5.6           | 1.4    | -          | -      | -                 | -      | -                                                    | -      |
| Richmond        | April 1, 2021     | 33.7                   | 18.1            | 54%        | 9.1       | 5.0    | 5.2                | 1.6    | 14.6     | 11.0   | 4.8           | 0.5    | -          | -      | -                 | -      | -                                                    | -      |
| Southeast       | March 29, 2022    | 22.4                   | 15.7            | 70%        | 4.7       | 3.4    | 4.5                | 2.2    | 10.2     | 9.1    | 3.0           | 1.0    | -          | -      | -                 | -      | -                                                    | -      |
| Total           |                   | 133.5                  | 95.3            | -          | 30.5      | 24.9   | 22.1               | 13.5   | 60.2     | 51.3   | 20.2          | 5.6    | 0.5        | 0.0    | -                 | -      | -                                                    | -      |

VANCOUVER ISLAND HEALTH AUTHORITY (VIHA)

PATIENT VISITS BY SITE

| UPCC Name         | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |
|-------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                   |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    |
| Westshore         | November 5, 2018   | 101,912                         | 16,129                          | 1,591                                 | 1,654  | 1,591  | 1,702  | 1,605  | 1,672  | 1,675  | 1,761  | 1,505  | 1,373  |
| Nanaimo           | June 3, 2019       | 108,715                         | 20,361                          | 2,185                                 | 2,102  | 2,001  | 1,897  | 2,156  | 1,823  | 1,997  | 2,255  | 2,101  | 1,844  |
| North Quadra      | November 30, 2019  | 34,611                          | 14,400                          | 1,400                                 | 1,320  | 1,125  | 1,434  | 1,488  | 1,518  | 1,622  | 1,639  | 1,533  | 1,321  |
| James Bay         | April 28, 2020     | 52,463                          | 12,918                          | 874                                   | 983    | 1,916  | 1,119  | 1,698  | 1,305  | 1,237  | 1,370  | 1,293  | 1,123  |
| Downtown Victoria | July 19, 2021      | 54,978                          | 38,451                          | 3,392                                 | 3,280  | 4,113  | 3,238  | 3,546  | 4,043  | 3,589  | 4,606  | 4,471  | 4,173  |
| Esquimalt         | December 6, 2021   | 21,495                          | 11,408                          | 996                                   | 1,232  | 1,024  | 1,351  | 1,396  | 1,337  | 1,119  | 1,025  | 1,361  | 567    |
| Gorge Road        | September 21, 2022 | 2,797                           | 2,797                           | -                                     | -      | -      | -      | -      | -      | 467    | 609    | 848    | 873    |
| Total             |                    | 376,971                         | 116,464                         | 10,438                                | 10,571 | 11,770 | 10,741 | 11,889 | 11,698 | 11,706 | 13,265 | 13,112 | 11,274 |

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 | Approved                                       | Actual |
| Westshore         | November 5, 2018   | 19.8                | 14.9            | 75%        | 7.2       | 4.3    | 1.2                | 1.0    | 5.8      | 5.8    | 5.4           | 3.6    | 0.2        | 0.2    | -                 | -      | -                                              | -      |
| Nanaimo           | June 3, 2019       | 10.3                | 6.7             | 65%        | FFS       | FFS    | -                  | -      | 3.4      | 1.4    | 5.7           | 4.3    | 1.2        | 1.0    | -                 | -      | -                                              | -      |
| North Quadra      | November 30, 2019  | 23.3                | 15.9            | 68%        | 9.7       | 4.5    | 1.2                | 0.2    | 8.0      | 8.0    | 3.0           | 1.7    | -          | -      | -                 | -      | 1.4                                            | 1.5    |
| James Bay         | April 28, 2020     | 22.3                | 12.4            | 56%        | 6.6       | 4.0    | 3.3                | 0.0    | 8.4      | 6.4    | 2.3           | 1.0    | -          | -      | -                 | -      | 1.7                                            | 1.0    |
| Downtown Victoria | July 19, 2021      | 36.8                | 29.3            | 80%        | 11.5      | 9.1    | 2.3                | 0.0    | 15.5     | 14.4   | 5.8           | 4.2    | -          | -      | -                 | -      | 1.7                                            | 1.6    |
| Esquimalt         | December 6, 2021   | 24.5                | 18.1            | 74%        | 7.6       | 3.2    | 0.9                | 0.0    | 9.1      | 9.0    | 5.3           | 4.5    | -          | -      | -                 | -      | 1.6                                            | 1.4    |
| Gorge Road        | September 21, 2022 | 23.2                | 12.4            | 53%        | 6.2       | 2.9    | 3.1                | 1.6    | 8.7      | 5.6    | 3.5           | 1.0    | -          | -      | -                 | -      | 1.7                                            | 1.3    |
| Total             |                    | 160.2               | 109.7           | -          | 48.8      | 28.0   | 12.0               | 2.8    | 58.9     | 50.6   | 31.0          | 20.3   | 1.4        | 1.2    | -                 | -      | 8.1                                            | 6.8    |



# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2022/23 – Period 11 (Jan 6 to Feb 2)



Ministry of  
Health

Results Management Office  
Primary Care Division

Last Updated: May 26, 2023

## TABLE OF CONTENTS

|                                                                    |          |
|--------------------------------------------------------------------|----------|
| <b>Contextual Information .....</b>                                | <b>1</b> |
| <b>Provincial Overview .....</b>                                   | <b>2</b> |
| Patient Visits At A Glance.....                                    | 2        |
| Recruitment At A Glance.....                                       | 2        |
| Summary Tables .....                                               | 3        |
| <b>Urgent &amp; Primary Care Centres by Health Authority .....</b> | <b>5</b> |
| Fraser Health Authority (FHA) .....                                | 5        |
| Interior Health Authority (IHA) .....                              | 6        |
| Northern Health Authority (NHA).....                               | 7        |
| Vancouver Coastal Health Authority (VCHA).....                     | 8        |
| Vancouver Island Health Authority (VIHA) .....                     | 9        |



## CONTEXTUAL INFORMATION

*Data in this report reflect approved resources as well as recruitment and financial status information submitted to the Ministry of Health on February 2, 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 February 2, 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).

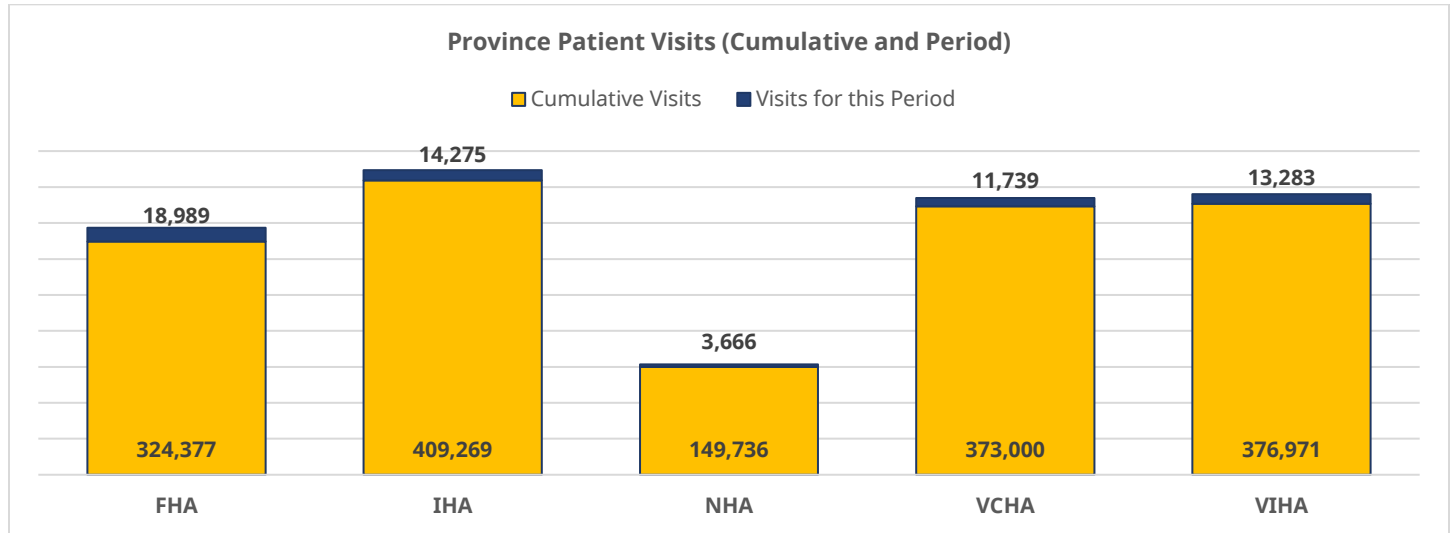
### FOOTNOTES

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

## PROVINCIAL OVERVIEW

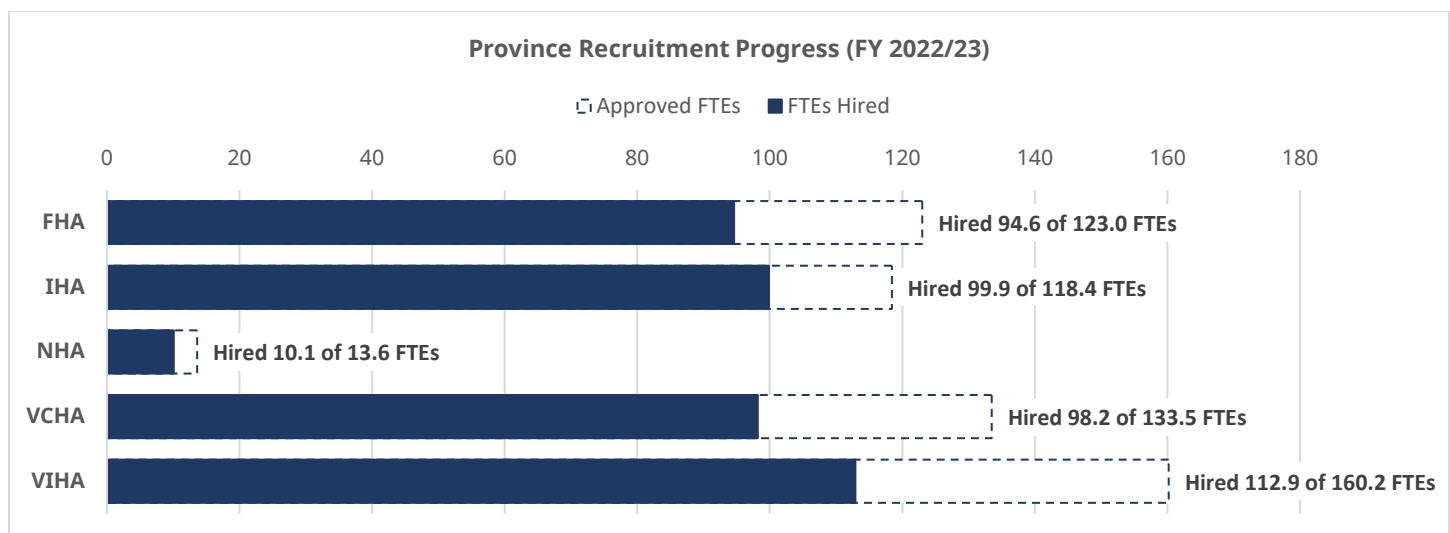
### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been almost 1.7 million patient visits across all UPCCs. For FY2022/23, there have been 568,934 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.



### RECRUITMENT AT A GLANCE

As of Period 11 of FY22/23 (January 6 to February 2, 2023), **416 FTEs (+6 FTEs from P9)** have been recruited out of a total of 549 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.



## SUMMARY TABLES

### PATIENT VISITS BY SITE

| UPCC Name                | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits |
|--------------------------|--------------------|---------------------------------|---------------------------------|
| <b>Fraser</b>            |                    |                                 |                                 |
| North Surrey-Whalley     | November 8, 2018   | 116,388                         | 28,304                          |
| Burnaby Edmonds          | September 23, 2019 | 56,894                          | 18,407                          |
| Ridge Meadows            | October 1, 2019    | 45,947                          | 16,370                          |
| Abbotsford               | April 17, 2020     | 41,691                          | 21,171                          |
| Surrey Newton            | May 25, 2020       | 46,218                          | 22,665                          |
| Port Moody               | February 22, 2021  | 28,936                          | 23,279                          |
| Burnaby Metrotown        | November 1, 2022   | 7,292                           | 7,292                           |
| <b>Interior</b>          |                    |                                 |                                 |
| Kamloops                 | June 12, 2018      | 120,987                         | 26,589                          |
| Vernon                   | October 1, 2019    | 69,943                          | 21,325                          |
| Kelowna                  | December 30, 2019  | 120,069                         | 37,813                          |
| Castlegar                | April 6, 2020      | 14,016                          | 4,269                           |
| West Kelowna             | October 5, 2020    | 41,446                          | 17,985                          |
| Penticton                | March 31, 2021     | 35,036                          | 16,466                          |
| Cranbrook                | December 12, 2021  | 20,564                          | 17,159                          |
| Ashcroft                 | September 27, 2022 | 1,483                           | 1,483                           |
| <b>Northern</b>          |                    |                                 |                                 |
| Quesnel                  | October 31, 2018   | 29,370                          | 6,134                           |
| Prince George            | June 5, 2019       | 124,032                         | 33,227                          |
| <b>Vancouver Coastal</b> |                    |                                 |                                 |
| City Centre              | November 26, 2018  | 132,690                         | 18,397                          |
| North Vancouver          | November 4, 2019   | 92,681                          | 21,697                          |
| REACH                    | November 4, 2019   | 57,972                          | 16,304                          |
| Northeast                | February 16, 2021  | 41,366                          | 19,192                          |
| Richmond                 | April 1, 2021      | 40,583                          | 24,311                          |
| Southeast                | March 29, 2022     | 19,447                          | 19,348                          |
| <b>Vancouver Island</b>  |                    |                                 |                                 |
| Westshore                | November 5, 2018   | 103,461                         | 17,678                          |
| Nanaimo                  | June 3, 2019       | 110,722                         | 22,368                          |
| North Quadra             | November 30, 2019  | 36,039                          | 15,828                          |
| James Bay                | April 28, 2020     | 53,549                          | 14,004                          |
| Downtown Victoria        | July 19, 2021      | 60,118                          | 43,591                          |
| Esquimalt                | December 6, 2021   | 22,513                          | 12,426                          |
| Gorge Road               | September 21, 2022 | 3,852                           | 3,852                           |
| <b>Total - UPCCs</b>     |                    | <b>1,695,305</b>                | <b>568,934</b>                  |

## RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs Approved | Total Recruited |            |
|----------------------|--------------------|---------------------|-----------------|------------|
|                      |                    |                     | FTEs            | % Progress |
| Fraser               |                    |                     |                 |            |
| North Surrey-Whalley | November 8, 2018   | 17.1                | 12.2            | 71%        |
| Burnaby Edmonds      | September 23, 2019 | 9.2                 | 8.3             | 90%        |
| Ridge Meadows        | October 1, 2019    | 9.5                 | 7.4             | 78%        |
| Abbotsford           | April 17, 2020     | 20.0                | 14.6            | 73%        |
| Surrey Newton        | May 25, 2020       | 18.5                | 16.2            | 88%        |
| Port Moody           | February 22, 2021  | 25.5                | 18.4            | 72%        |
| Burnaby Metrotown    | November 1, 2022   | 23.2                | 17.5            | 75%        |
| Interior             |                    |                     |                 |            |
| Kamloops             | June 12, 2018      | 15.5                | 9.3             | 60%        |
| Vernon               | October 1, 2019    | 20.2                | 19.9            | 99%        |
| Kelowna              | December 30, 2019  | 25.1                | 20.2            | 80%        |
| Castlegar            | April 6, 2020      | 8.5                 | 6.3             | 74%        |
| West Kelowna         | October 5, 2020    | 18.5                | 13.6            | 74%        |
| 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%       |
| Northern             |                    |                     |                 |            |
| Quesnel              | October 31, 2018   | 7.0                 | 4.7             | 67%        |
| Prince George        | June 5, 2019       | 6.6                 | 5.4             | 82%        |
| Vancouver Coastal    |                    |                     |                 |            |
| City Centre          | November 26, 2018  | 20.9                | 16.0            | 77%        |
| North Vancouver      | November 4, 2019   | 15.0                | 14.4            | 96%        |
| REACH                | November 4, 2019   | 16.2                | 15.0            | 93%        |
| Northeast            | February 16, 2021  | 25.3                | 17.9            | 71%        |
| Richmond             | April 1, 2021      | 33.7                | 18.7            | 55%        |
| Southeast            | March 29, 2022     | 22.4                | 16.2            | 72%        |
| Vancouver Island     |                    |                     |                 |            |
| Westshore            | November 5, 2018   | 19.8                | 15.9            | 80%        |
| Nanaimo              | June 3, 2019       | 10.3                | 6.7             | 65%        |
| North Quadra         | November 30, 2019  | 23.3                | 16.1            | 69%        |
| James Bay            | April 28, 2020     | 22.3                | 13.0            | 58%        |
| Downtown Victoria    | July 19, 2021      | 36.8                | 30.2            | 82%        |
| Esquimalt            | December 6, 2021   | 24.5                | 16.9            | 69%        |
| Gorge Road           | September 21, 2022 | 23.2                | 14.1            | 61%        |
| Total - UPCCs        |                    | 548.7               | 415.7           | -          |

URGENT & PRIMARY CARE CENTRES BY HEALTH AUTHORITY

FRASER HEALTH AUTHORITY (FHA)

PATIENT VISITS BY SITE

| UPCC Name            | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |
|----------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                      |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    |
| North Surrey-Whalley | November 8, 2018   | 116,388                         | 28,304                          | 2,638                                 | 3,157  | 3,134  | 2,588  | 2,354  | 2,381  | 2,246  | 2,437  | 2,444  | 2,332  | 2,593  |
| Burnaby Edmonds      | September 23, 2019 | 56,894                          | 18,407                          | 585                                   | 1,537  | 1,782  | 1,744  | 1,800  | 1,816  | 1,697  | 1,735  | 1,490  | 1,695  | 2,526  |
| Ridge Meadows        | October 1, 2019    | 45,947                          | 16,370                          | 1,763                                 | 1,510  | 1,686  | 1,601  | 1,355  | 1,451  | 1,236  | 1,186  | 1,370  | 1,506  | 1,706  |
| Abbotsford           | April 17, 2020     | 41,691                          | 21,171                          | 999                                   | 1,360  | 1,722  | 1,848  | 2,063  | 2,075  | 1,833  | 1,907  | 2,392  | 2,393  | 2,579  |
| Surrey Newton        | May 25, 2020       | 46,218                          | 22,665                          | 1,841                                 | 1,813  | 2,104  | 1,742  | 2,114  | 2,057  | 2,207  | 2,191  | 2,159  | 2,035  | 2,402  |
| Port Moody           | February 22, 2021  | 28,936                          | 23,279                          | 1,066                                 | 1,174  | 1,438  | 1,520  | 1,653  | 1,699  | 1,828  | 1,703  | 3,018  | 3,624  | 4,556  |
| Burnaby Metrotown    | November 1, 2022   | 7,292                           | 7,292                           | -                                     | -      | -      | -      | -      | -      | -      | 553    | 1,943  | 2,169  | 2,627  |
| Total                |                    | 343,366                         | 137,488                         | 8,892                                 | 10,551 | 11,866 | 11,043 | 11,339 | 11,479 | 11,047 | 11,712 | 14,816 | 15,754 | 18,989 |

RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| North Surrey-Whalley | November 8, 2018   | 17.1                   | 12.2            | 71%        | 4.0       | 3.2    | 2.2                | 1.3    | 5.7      | 5.1    | 4.2           | 2.0    | 1.0        | 0.6    | -                 | -      | -                                                    | -      |
| Burnaby Edmonds      | September 23, 2019 | 9.2                    | 8.3             | 90%        | 1.4       | 1.4    | -                  | -      | 4.2      | 4.0    | 3.6           | 2.9    | -          | -      | -                 | -      | -                                                    | -      |
| Ridge Meadows        | October 1, 2019    | 9.5                    | 7.4             | 78%        | 2.6       | 2.6    | -                  | -      | 3.9      | 3.2    | 3.0           | 1.6    | -          | -      | -                 | -      | -                                                    | -      |
| Abbotsford           | April 17, 2020     | 20.0                   | 14.6            | 73%        | 5.9       | 3.2    | 4.1                | 3.4    | 6.0      | 5.0    | 3.0           | 2.0    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Surrey Newton        | May 25, 2020       | 18.5                   | 16.2            | 88%        | 5.0       | 4.4    | 4.4                | 4.4    | 6.0      | 5.0    | 2.1           | 1.4    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Port Moody           | February 22, 2021  | 25.5                   | 18.4            | 72%        | 5.1       | 3.4    | 5.6                | 4.7    | 11.7     | 8.3    | 3.1           | 2.0    | -          | -      | -                 | -      | -                                                    | -      |
| Burnaby Metrotown    | November 1, 2022   | 23.2                   | 17.5            | 75%        | 4.5       | 2.2    | 3.5                | 3.2    | 10.0     | 8.6    | 4.1           | 2.5    | 1.1        | 1.0    | -                 | -      | -                                                    | -      |
| Total                |                    | 123.0                  | 94.6            | -          | 28.5      | 20.4   | 19.8               | 17.0   | 47.5     | 39.2   | 23.1          | 14.4   | 4.1        | 3.6    | -                 | -      | -                                                    | -      |

INTERIOR HEALTH AUTHORITY (IHA)

PATIENT VISITS BY SITE

| UPCC Name    | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |
|--------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|              |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    |
| Kamloops     | June 12, 2018      | 120,987                         | 26,589                          | 2,894                                 | 2,976  | 2,730  | 2,324  | 2,107  | 2,102  | 2,224  | 2,227  | 2,221  | 2,154  | 2,630  |
| Vernon       | October 1, 2019    | 69,943                          | 21,325                          | 1,882                                 | 1,929  | 1,938  | 1,958  | 1,721  | 1,920  | 1,866  | 2,001  | 1,933  | 1,943  | 2,234  |
| Kelowna      | December 30, 2019  | 120,069                         | 37,813                          | 3,539                                 | 3,482  | 3,596  | 3,384  | 3,402  | 3,404  | 3,461  | 3,236  | 3,501  | 3,320  | 3,488  |
| Castlegar    | April 6, 2020      | 14,016                          | 4,269                           | 373                                   | 391    | 423    | 395    | 411    | 458    | 369    | 416    | 377    | 306    | 350    |
| West Kelowna | October 5, 2020    | 41,446                          | 17,985                          | 1,394                                 | 1,460  | 1,603  | 1,671  | 1,666  | 1,616  | 1,657  | 1,682  | 1,870  | 1,695  | 1,671  |
| Penticton    | March 31, 2021     | 35,036                          | 16,466                          | 1,516                                 | 1,502  | 1,640  | 1,489  | 1,379  | 1,402  | 1,563  | 1,525  | 1,506  | 1,341  | 1,603  |
| Cranbrook    | December 12, 2021  | 20,564                          | 17,159                          | 1,282                                 | 1,623  | 1,643  | 1,604  | 1,489  | 1,595  | 1,596  | 1,604  | 1,567  | 1,417  | 1,739  |
| Ashcroft     | September 27, 2022 | 1,483                           | 1,483                           | -                                     | -      | -      | -      | -      | -      | -      | -      | 441    | 482    | 560    |
| Total        |                    | 423,544                         | 143,089                         | 12,880                                | 13,363 | 13,573 | 12,825 | 12,175 | 12,497 | 12,736 | 12,691 | 13,416 | 12,658 | 14,275 |

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 | Approved                                       | Actual |
| Kamloops     | June 12, 2018      | 15.5                | 9.3             | 60%        | 3.3       | 3.3    | 2.1                | 0.0    | 4.8      | 3.0    | 5.3           | 3.0    | -          | -      | -                 | -      | -                                              | -      |
| Vernon       | October 1, 2019    | 20.2                | 19.9            | 99%        | 2.3       | 2.6    | 4.4                | 5.2    | 8.1      | 7.8    | 5.4           | 4.3    | -          | -      | -                 | -      | -                                              | -      |
| Kelowna      | December 30, 2019  | 25.1                | 20.2            | 80%        | 5.3       | 5.2    | 2.7                | 2.6    | 9.9      | 8.6    | 7.2           | 3.8    | -          | -      | -                 | -      | -                                              | -      |
| Castlegar    | April 6, 2020      | 8.5                 | 6.3             | 74%        | FFS       | FFS    | -                  | -      | 3.2      | 2.7    | 5.3           | 3.6    | -          | -      | -                 | -      | -                                              | -      |
| West Kelowna | October 5, 2020    | 18.5                | 13.6            | 74%        | 1.4       | 1.4    | 2.9                | 3.0    | 5.4      | 4.5    | 7.8           | 3.7    | 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    | 0.0                | 0.0    | 3.9      | 3.9    | 0.0           | 0.0    | -          | -      | 1.0               | 1.0    | -                                              | -      |
| Total        |                    | 118.4               | 99.9            | -          | 15.8      | 16.0   | 15.8               | 14.5   | 43.5     | 38.7   | 41.3          | 28.7   | 1.0        | 1.0    | 1.0               | 1.0    | -                                              | -      |

NORTHERN HEALTH AUTHORITY (NHA)

PATIENT VISITS BY SITE

| UPCC Name     | Opening Date     | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |       |       |       |       |       |       |       |       |       |       |
|---------------|------------------|---------------------------------|---------------------------------|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|               |                  |                                 |                                 | P1                                    | P2    | P3    | P4    | P5    | P6    | P7    | P8    | P9    | P10   | P11   |
| Quesnel       | October 31, 2018 | 29,370                          | 6,134                           | 649                                   | 617   | 579   | 469   | 506   | 490   | 468   | 587   | 533   | 564   | 672   |
| Prince George | June 5, 2019     | 124,032                         | 33,227                          | 3,116                                 | 2,857 | 2,922 | 3,253 | 3,016 | 2,926 | 3,293 | 2,932 | 3,131 | 2,787 | 2,994 |
| Total         |                  | 153,402                         | 39,361                          | 3,765                                 | 3,474 | 3,501 | 3,722 | 3,522 | 3,416 | 3,761 | 3,519 | 3,664 | 3,351 | 3,666 |

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 | Approved                                       | Actual |
| Quesnel       | October 31, 2018 | 7.0                 | 4.7             | 67%        | 1.0       | 1.2    | 1.5                | 0.0    | 3.0      | 2.5    | 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    | -          | -      | -                 | -      | -                                              | -      |
| Total         |                  | 13.6                | 10.1            | -          | 1.0       | 1.2    | 2.7                | 0.0    | 4.8      | 4.3    | 5.1           | 4.6    | -          | -      | -                 | -      | -                                              | -      |

VANCOUVER COASTAL HEALTH AUTHORITY (VCHA)

PATIENT VISITS BY SITE

| UPCC Name       | Opening Date      | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |       |        |        |        |        |        |
|-----------------|-------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|
|                 |                   |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6    | P7     | P8     | P9     | P10    | P11    |
| City Centre     | November 26, 2018 | 132,690                         | 18,397                          | 1,903                                 | 1,779  | 1,674  | 1,471  | 1,222  | 1,688 | 1,845  | 1,684  | 1,821  | 1,518  | 1,792  |
| North Vancouver | November 4, 2019  | 92,681                          | 21,697                          | 2,413                                 | 2,533  | 1,895  | 1,757  | 1,569  | 1,636 | 1,904  | 1,802  | 1,952  | 1,894  | 2,342  |
| REACH           | November 4, 2019  | 57,972                          | 16,304                          | 1,372                                 | 1,487  | 1,525  | 1,317  | 1,974  | 1,165 | 1,473  | 1,615  | 1,516  | 1,357  | 1,503  |
| Northeast       | February 16, 2021 | 41,366                          | 19,192                          | 2,081                                 | 1,695  | 1,700  | 1,788  | 1,595  | 1,675 | 2,007  | 1,583  | 1,739  | 1,610  | 1,719  |
| Richmond        | April 1, 2021     | 40,583                          | 24,311                          | 1,496                                 | 2,204  | 2,257  | 1,996  | 2,393  | 1,987 | 2,217  | 2,279  | 2,529  | 2,384  | 2,569  |
| Southeast       | March 29, 2022    | 19,447                          | 19,348                          | 1,832                                 | 1,686  | 1,936  | 1,846  | 1,629  | 1,653 | 1,498  | 1,835  | 1,830  | 1,789  | 1,814  |
| Total           |                   | 384,739                         | 119,249                         | 11,097                                | 11,384 | 10,987 | 10,175 | 10,382 | 9,804 | 10,944 | 10,798 | 11,387 | 10,552 | 11,739 |

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 | Approved                                       | Actual |
| City Centre     | November 26, 2018 | 20.9                | 16.0            | 77%        | 4.3       | 5.6    | 3.3                | 2.7    | 10.0     | 7.7    | 3.3           | 0.0    | -          | -      | -                 | -      | -                                              | -      |
| North Vancouver | November 4, 2019  | 15.0                | 14.4            | 96%        | 4.1       | 3.4    | 1.7                | 1.9    | 7.2      | 7.9    | 2.0           | 1.2    | -          | -      | -                 | -      | -                                              | -      |
| REACH           | November 4, 2019  | 16.2                | 15.0            | 93%        | 3.3       | 4.8    | 2.9                | 2.1    | 8.0      | 6.6    | 1.5           | 1.5    | 0.5        | 0.0    | -                 | -      | -                                              | -      |
| Northeast       | February 16, 2021 | 25.3                | 17.9            | 71%        | 5.0       | 3.4    | 4.5                | 3.1    | 10.2     | 10.0   | 5.6           | 1.4    | -          | -      | -                 | -      | -                                              | -      |
| Richmond        | April 1, 2021     | 33.7                | 18.7            | 55%        | 9.1       | 5.2    | 5.2                | 1.7    | 14.6     | 11.0   | 4.8           | 0.8    | -          | -      | -                 | -      | -                                              | -      |
| Southeast       | March 29, 2022    | 22.4                | 16.2            | 72%        | 4.7       | 3.6    | 4.5                | 2.2    | 10.2     | 9.4    | 3.0           | 1.0    | -          | -      | -                 | -      | -                                              | -      |
| Total           |                   | 133.5               | 98.2            | -          | 30.5      | 26.0   | 22.1               | 13.7   | 60.2     | 52.6   | 20.2          | 5.9    | 0.5        | 0.0    | -                 | -      | -                                              | -      |



VANCOUVER ISLAND HEALTH AUTHORITY (VIHA)

PATIENT VISITS BY SITE

| UPCC Name         | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |
|-------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                   |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    |
| Westshore         | November 5, 2018   | 103,461                         | 17,678                          | 1,591                                 | 1,654  | 1,591  | 1,702  | 1,605  | 1,672  | 1,675  | 1,761  | 1,505  | 1,373  | 1,549  |
| Nanaimo           | June 3, 2019       | 110,722                         | 22,368                          | 2,185                                 | 2,102  | 2,001  | 1,897  | 2,156  | 1,823  | 1,997  | 2,255  | 2,101  | 1,844  | 2,007  |
| North Quadra      | November 30, 2019  | 36,039                          | 15,828                          | 1,400                                 | 1,320  | 1,125  | 1,434  | 1,488  | 1,518  | 1,622  | 1,639  | 1,533  | 1,321  | 1,428  |
| James Bay         | April 28, 2020     | 53,549                          | 14,004                          | 874                                   | 983    | 1,916  | 1,119  | 1,698  | 1,305  | 1,237  | 1,370  | 1,293  | 1,123  | 1,086  |
| Downtown Victoria | July 19, 2021      | 60,118                          | 43,591                          | 3,392                                 | 3,280  | 4,113  | 3,238  | 3,546  | 4,043  | 3,589  | 4,606  | 4,471  | 4,173  | 5,140  |
| Esquimalt         | December 6, 2021   | 22,513                          | 12,426                          | 996                                   | 1,232  | 1,024  | 1,351  | 1,396  | 1,337  | 1,119  | 1,025  | 1,361  | 567    | 1,018  |
| Gorge Road        | September 21, 2022 | 3,852                           | 3,852                           | -                                     | -      | -      | -      | -      | -      | 467    | 609    | 848    | 873    | 1,055  |
| Total             |                    | 390,254                         | 129,747                         | 10,438                                | 10,571 | 11,770 | 10,741 | 11,889 | 11,698 | 11,706 | 13,265 | 13,112 | 11,274 | 13,283 |

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 | Approved                                       | Actual |
| Westshore         | November 5, 2018   | 19.8                | 15.9            | 80%        | 7.2       | 4.5    | 1.2                | 1.0    | 5.8      | 5.8    | 5.4           | 4.6    | 0.2        | 0.0    | -                 | -      | -                                              | -      |
| Nanaimo           | June 3, 2019       | 10.3                | 6.7             | 65%        | FFS       | FFS    | -                  | -      | 3.4      | 1.4    | 5.7           | 4.3    | 1.2        | 1.0    | -                 | -      | -                                              | -      |
| North Quadra      | November 30, 2019  | 23.3                | 16.1            | 69%        | 9.7       | 4.7    | 1.2                | 0.2    | 8.0      | 8.0    | 3.0           | 1.7    | -          | -      | -                 | -      | 1.4                                            | 1.5    |
| James Bay         | April 28, 2020     | 22.3                | 13.0            | 58%        | 6.6       | 4.6    | 3.3                | 0.0    | 8.4      | 6.4    | 2.3           | 1.0    | -          | -      | -                 | -      | 1.7                                            | 1.0    |
| Downtown Victoria | July 19, 2021      | 36.8                | 30.2            | 82%        | 11.5      | 10.2   | 2.3                | 0.0    | 15.5     | 14.5   | 5.8           | 4.1    | -          | -      | -                 | -      | 1.7                                            | 1.4    |
| Esquimalt         | December 6, 2021   | 24.5                | 16.9            | 69%        | 7.6       | 2.0    | 0.9                | 0.0    | 9.1      | 9.0    | 5.3           | 4.5    | -          | -      | -                 | -      | 1.6                                            | 1.4    |
| Gorge Road        | September 21, 2022 | 23.2                | 14.1            | 61%        | 6.2       | 3.1    | 3.1                | 1.6    | 8.7      | 7.1    | 3.5           | 1.0    | -          | -      | -                 | -      | 1.7                                            | 1.3    |
| Total             |                    | 160.2               | 112.9           | -          | 48.8      | 29.1   | 12.0               | 2.8    | 58.9     | 52.2   | 31.0          | 21.2   | 1.4        | 1.0    | -                 | -      | 8.1                                            | 6.6    |



# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2022/23 – Period 13 (Mar 4 to 31)



Ministry of  
Health

Results Management Office  
Primary Care Division

Last Updated: Jun 16, 2023

## TABLE OF CONTENTS

|                                                              |          |
|--------------------------------------------------------------|----------|
| <b>Contextual Information</b>                                | <b>1</b> |
| <b>Provincial Overview</b>                                   | <b>2</b> |
| Patient Visits At A Glance                                   | 2        |
| Recruitment At A Glance                                      | 2        |
| Summary Tables                                               | 3        |
| <b>Urgent &amp; Primary Care Centres by Health Authority</b> | <b>5</b> |
| Fraser Health Authority (FHA)                                | 5        |
| Interior Health Authority (IHA)                              | 6        |
| Northern Health Authority (NHA)                              | 7        |
| Vancouver Coastal Health Authority (VCHA)                    | 8        |
| Vancouver Island Health Authority (VIHA)                     | 9        |

## 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 31, 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 31, 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).

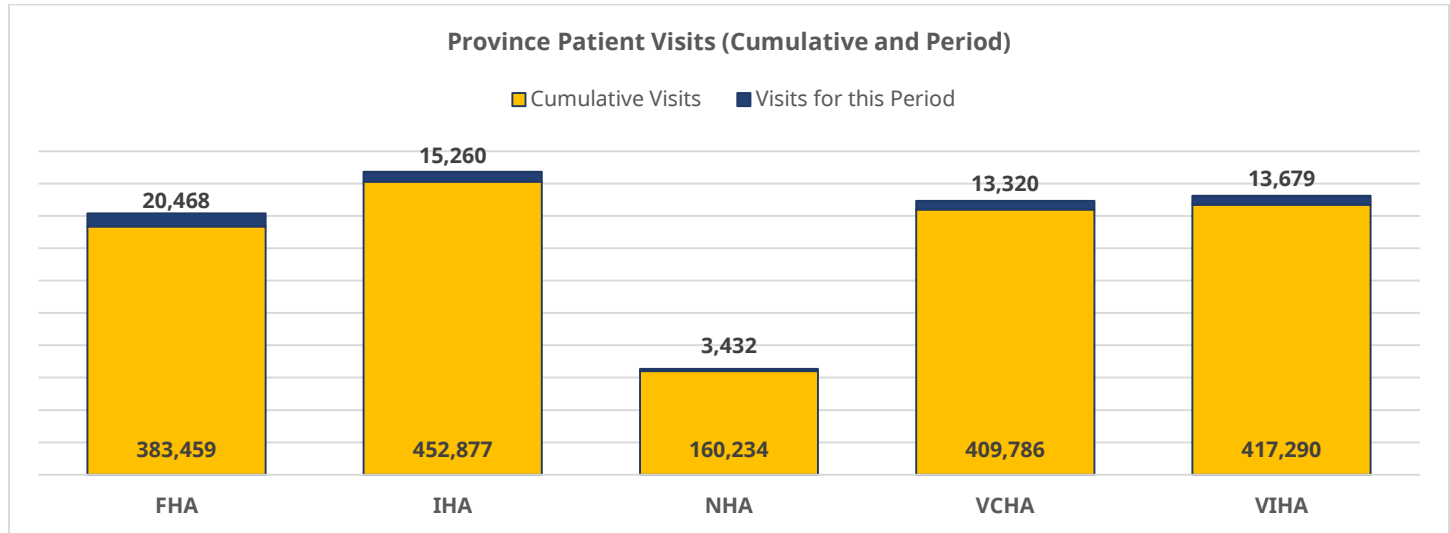
### FOOTNOTES

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

## PROVINCIAL OVERVIEW

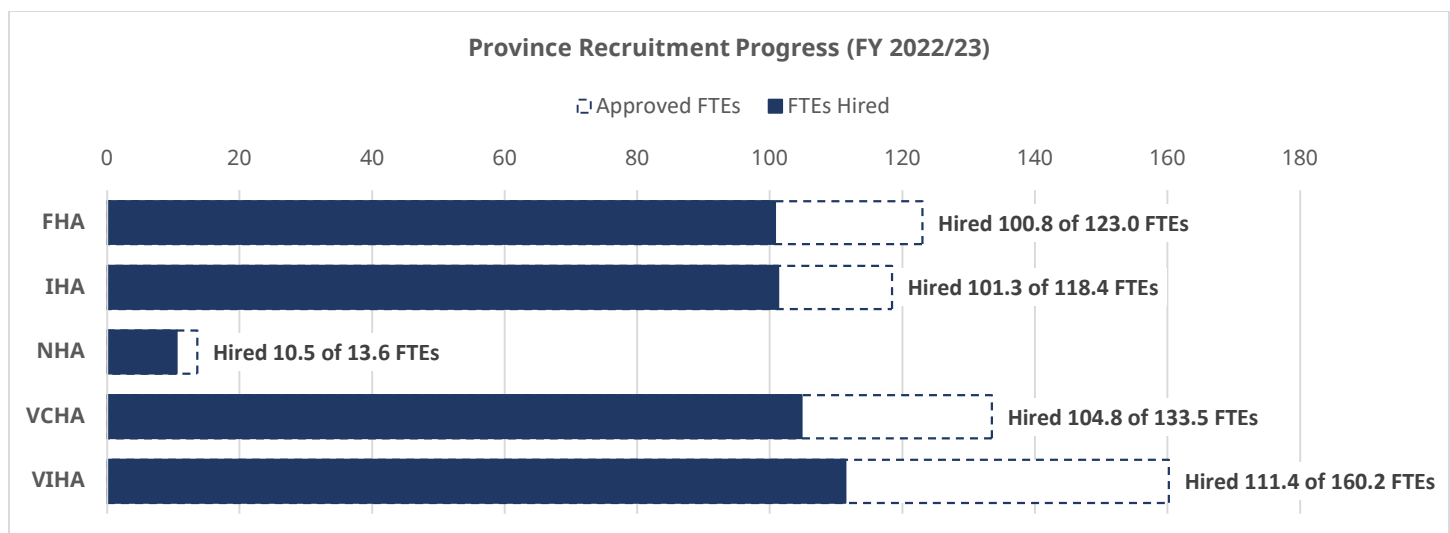
### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been over 1.8 million patient visits across all UPCCs. For FY2022/23, there have been 697,275 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.



### RECRUITMENT AT A GLANCE

As of Period 13 of FY22/23 (March 4 to 31, 2023), **429 FTEs (+2 FTEs from P12)** have been recruited out of a total of 549 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.



## SUMMARY TABLES

### PATIENT VISITS BY SITE

| UPCC Name                | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits |
|--------------------------|--------------------|---------------------------------|---------------------------------|
| <b>Fraser</b>            |                    |                                 |                                 |
| North Surrey-Whalley     | November 8, 2018   | 120,874                         | 32,790                          |
| Burnaby Edmonds          | September 23, 2019 | 62,090                          | 23,603                          |
| Ridge Meadows            | October 1, 2019    | 49,905                          | 20,328                          |
| Abbotsford               | April 17, 2020     | 46,648                          | 26,128                          |
| Surrey Newton            | May 25, 2020       | 50,806                          | 27,253                          |
| Port Moody               | February 22, 2021  | 40,631                          | 34,974                          |
| Burnaby Metrotown        | November 1, 2022   | 12,505                          | 12,505                          |
| <b>Interior</b>          |                    |                                 |                                 |
| Kamloops                 | June 12, 2018      | 125,933                         | 31,535                          |
| Vernon                   | October 1, 2019    | 74,508                          | 25,890                          |
| Kelowna                  | December 30, 2019  | 127,707                         | 45,451                          |
| Castlegar                | April 6, 2020      | 14,831                          | 5,084                           |
| West Kelowna             | October 5, 2020    | 44,933                          | 21,472                          |
| Penticton                | March 31, 2021     | 38,185                          | 19,615                          |
| Cranbrook                | December 12, 2021  | 24,250                          | 20,845                          |
| Ashcroft                 | September 27, 2022 | 2,530                           | 2,530                           |
| <b>Northern</b>          |                    |                                 |                                 |
| Quesnel                  | October 31, 2018   | 30,312                          | 7,076                           |
| Prince George            | June 5, 2019       | 129,922                         | 39,117                          |
| <b>Vancouver Coastal</b> |                    |                                 |                                 |
| City Centre              | November 26, 2018  | 136,306                         | 22,013                          |
| North Vancouver          | November 4, 2019   | 97,193                          | 26,209                          |
| REACH                    | November 4, 2019   | 61,187                          | 19,519                          |
| Northeast                | February 16, 2021  | 45,282                          | 23,108                          |
| Richmond                 | April 1, 2021      | 46,191                          | 29,919                          |
| Southeast                | March 29, 2022     | 23,627                          | 23,528                          |
| <b>Vancouver Island</b>  |                    |                                 |                                 |
| Westshore                | November 5, 2018   | 106,509                         | 20,726                          |
| Nanaimo                  | June 3, 2019       | 114,487                         | 26,133                          |
| North Quadra             | November 30, 2019  | 39,173                          | 18,962                          |
| James Bay                | April 28, 2020     | 56,382                          | 16,837                          |
| Downtown Victoria        | July 19, 2021      | 70,115                          | 53,588                          |
| Esquimalt                | December 6, 2021   | 24,525                          | 14,438                          |
| Gorge Road               | September 21, 2022 | 6,099                           | 6,099                           |
| <b>Total - UPCCs</b>     |                    | <b>1,823,646</b>                | <b>697,275</b>                  |

## RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs Approved | Total Recruited |            |
|----------------------|--------------------|---------------------|-----------------|------------|
|                      |                    |                     | FTEs            | % Progress |
| Fraser               |                    |                     |                 |            |
| North Surrey-Whalley | November 8, 2018   | 17.1                | 15.3            | 89%        |
| Burnaby Edmonds      | September 23, 2019 | 9.2                 | 7.6             | 83%        |
| Ridge Meadows        | October 1, 2019    | 9.5                 | 7.4             | 78%        |
| Abbotsford           | April 17, 2020     | 20.0                | 15.6            | 78%        |
| Surrey Newton        | May 25, 2020       | 18.5                | 16.2            | 88%        |
| Port Moody           | February 22, 2021  | 25.5                | 19.4            | 76%        |
| Burnaby Metrotown    | November 1, 2022   | 23.2                | 19.3            | 83%        |
| Interior             |                    |                     |                 |            |
| Kamloops             | June 12, 2018      | 15.5                | 11.6            | 75%        |
| Vernon               | October 1, 2019    | 20.2                | 20.4            | 101%       |
| Kelowna              | December 30, 2019  | 25.1                | 18.7            | 75%        |
| Castlegar            | April 6, 2020      | 8.5                 | 5.6             | 66%        |
| West Kelowna         | October 5, 2020    | 18.5                | 14.4            | 78%        |
| 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%       |
| Northern             |                    |                     |                 |            |
| Quesnel              | October 31, 2018   | 7.0                 | 4.9             | 70%        |
| Prince George        | June 5, 2019       | 6.6                 | 5.6             | 85%        |
| Vancouver Coastal    |                    |                     |                 |            |
| City Centre          | November 26, 2018  | 20.9                | 14.6            | 70%        |
| North Vancouver      | November 4, 2019   | 15.0                | 17.1            | 114%       |
| REACH                | November 4, 2019   | 16.2                | 15.6            | 96%        |
| Northeast            | February 16, 2021  | 25.3                | 19.3            | 76%        |
| Richmond             | April 1, 2021      | 33.7                | 20.4            | 61%        |
| Southeast            | March 29, 2022     | 22.4                | 17.8            | 79%        |
| Vancouver Island     |                    |                     |                 |            |
| Westshore            | November 5, 2018   | 19.8                | 16.1            | 81%        |
| Nanaimo              | June 3, 2019       | 10.3                | 6.7             | 65%        |
| North Quadra         | November 30, 2019  | 23.3                | 16.8            | 72%        |
| James Bay            | April 28, 2020     | 22.3                | 11.2            | 50%        |
| Downtown Victoria    | July 19, 2021      | 36.8                | 28.1            | 76%        |
| Esquimalt            | December 6, 2021   | 24.5                | 16.9            | 69%        |
| Gorge Road           | September 21, 2022 | 23.2                | 15.6            | 67%        |
| Total - UPCCs        |                    | 548.7               | 428.8           | -          |

URGENT & PRIMARY CARE CENTRES BY HEALTH AUTHORITY

FRASER HEALTH AUTHORITY (FHA)

PATIENT VISITS BY SITE

| UPCC Name            | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |        |        |
|----------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                      |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P12    | P12    | P13    |
| North Surrey-Whalley | November 8, 2018   | 120,874                         | 32,790                          | 2,638                                 | 3,157  | 3,134  | 2,588  | 2,354  | 2,381  | 2,246  | 2,437  | 2,444  | 2,332  | 2,593  | 2,243  | 2,243  |
| Burnaby Edmonds      | September 23, 2019 | 62,090                          | 23,603                          | 585                                   | 1,537  | 1,782  | 1,744  | 1,800  | 1,816  | 1,697  | 1,735  | 1,490  | 1,695  | 2,526  | 2,700  | 2,496  |
| Ridge Meadows        | October 1, 2019    | 49,905                          | 20,328                          | 1,763                                 | 1,510  | 1,686  | 1,601  | 1,355  | 1,451  | 1,236  | 1,186  | 1,370  | 1,506  | 1,706  | 1,937  | 2,021  |
| Abbotsford           | April 17, 2020     | 46,648                          | 26,128                          | 999                                   | 1,360  | 1,722  | 1,848  | 2,063  | 2,075  | 1,833  | 1,907  | 2,392  | 2,393  | 2,579  | 2,495  | 2,462  |
| Surrey Newton        | May 25, 2020       | 50,806                          | 27,253                          | 1,841                                 | 1,813  | 2,104  | 1,742  | 2,114  | 2,057  | 2,207  | 2,191  | 2,159  | 2,035  | 2,402  | 2,294  | 2,294  |
| Port Moody           | February 22, 2021  | 40,631                          | 34,974                          | 1,066                                 | 1,174  | 1,438  | 1,520  | 1,653  | 1,699  | 1,828  | 1,703  | 3,018  | 3,624  | 4,556  | 5,433  | 6,262  |
| Burnaby Metrotown    | November 1, 2022   | 12,505                          | 12,505                          | -                                     | -      | -      | -      | -      | -      | -      | 553    | 1,943  | 2,169  | 2,627  | 2,523  | 2,690  |
| Total                |                    | 383,459                         | 177,581                         | 8,892                                 | 10,551 | 11,866 | 11,043 | 11,339 | 11,479 | 11,047 | 11,712 | 14,816 | 15,754 | 18,989 | 19,625 | 20,468 |

RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| North Surrey-Whalley | November 8, 2018   | 17.1                   | 15.3            | 89%        | 4.0       | 3.6    | 2.2                | 1.3    | 5.7      | 5.4    | 4.2           | 4.0    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Burnaby Edmonds      | September 23, 2019 | 9.2                    | 7.6             | 83%        | 1.4       | 1.4    | -                  | -      | 4.2      | 4.0    | 3.6           | 2.2    | -          | -      | -                 | -      | -                                                    | -      |
| Ridge Meadows        | October 1, 2019    | 9.5                    | 7.4             | 78%        | 2.6       | 2.6    | -                  | -      | 3.9      | 2.2    | 3.0           | 2.6    | -          | -      | -                 | -      | -                                                    | -      |
| 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       | 18.5                   | 16.2            | 88%        | 5.0       | 4.4    | 4.4                | 4.4    | 6.0      | 5.0    | 2.1           | 1.4    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Port Moody           | February 22, 2021  | 25.5                   | 19.4            | 76%        | 5.1       | 3.4    | 5.6                | 4.7    | 11.7     | 9.3    | 3.1           | 2.0    | -          | -      | -                 | -      | -                                                    | -      |
| Burnaby Metrotown    | November 1, 2022   | 23.2                   | 19.3            | 83%        | 4.5       | 4.0    | 3.5                | 3.2    | 10.0     | 8.6    | 4.1           | 2.5    | 1.1        | 1.0    | -                 | -      | -                                                    | -      |
| Total                |                    | 123.0                  | 100.8           | -          | 28.5      | 22.6   | 19.8               | 17.0   | 47.5     | 39.5   | 23.1          | 17.7   | 4.1        | 4.0    | -                 | -      | -                                                    | -      |



INTERIOR HEALTH AUTHORITY (IHA)

PATIENT VISITS BY SITE

| UPCC Name    | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |        |        |
|--------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|              |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P12    | P12    | P13    |
| Kamloops     | June 12, 2018      | 125,933                         | 31,535                          | 2,894                                 | 2,976  | 2,730  | 2,324  | 2,107  | 2,102  | 2,224  | 2,227  | 2,221  | 2,154  | 2,630  | 2,257  | 2,689  |
| Vernon       | October 1, 2019    | 74,508                          | 25,890                          | 1,882                                 | 1,929  | 1,938  | 1,958  | 1,721  | 1,920  | 1,866  | 2,001  | 1,933  | 1,943  | 2,234  | 2,206  | 2,359  |
| Kelowna      | December 30, 2019  | 127,707                         | 45,451                          | 3,539                                 | 3,482  | 3,596  | 3,384  | 3,402  | 3,404  | 3,461  | 3,236  | 3,501  | 3,320  | 3,488  | 3,679  | 3,959  |
| Castlegar    | April 6, 2020      | 14,831                          | 5,084                           | 373                                   | 391    | 423    | 395    | 411    | 458    | 369    | 416    | 377    | 306    | 350    | 395    | 420    |
| West Kelowna | October 5, 2020    | 44,933                          | 21,472                          | 1,394                                 | 1,460  | 1,603  | 1,671  | 1,666  | 1,616  | 1,657  | 1,682  | 1,870  | 1,695  | 1,671  | 1,647  | 1,840  |
| Penticton    | March 31, 2021     | 38,185                          | 19,615                          | 1,516                                 | 1,502  | 1,640  | 1,489  | 1,379  | 1,402  | 1,563  | 1,525  | 1,506  | 1,341  | 1,603  | 1,566  | 1,583  |
| Cranbrook    | December 12, 2021  | 24,250                          | 20,845                          | 1,282                                 | 1,623  | 1,643  | 1,604  | 1,489  | 1,595  | 1,596  | 1,604  | 1,567  | 1,417  | 1,739  | 1,811  | 1,875  |
| Ashcroft     | September 27, 2022 | 2,530                           | 2,530                           | -                                     | -      | -      | -      | -      | -      | -      | -      | 441    | 482    | 560    | 512    | 535    |
| Total        |                    | 452,877                         | 172,422                         | 12,880                                | 13,363 | 13,573 | 12,825 | 12,175 | 12,497 | 12,736 | 12,691 | 13,416 | 12,658 | 14,275 | 14,073 | 15,260 |

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 | Approved                                       | Actual |
| Kamloops     | June 12, 2018      | 15.5                | 11.6            | 75%        | 3.3       | 3.3    | 2.1                | 0.0    | 4.8      | 4.3    | 5.3           | 4.0    | -          | -      | -                 | -      | -                                              | -      |
| Vernon       | October 1, 2019    | 20.2                | 20.4            | 101%       | 2.3       | 2.6    | 4.4                | 5.2    | 8.1      | 8.3    | 5.4           | 4.3    | -          | -      | -                 | -      | -                                              | -      |
| Kelowna      | December 30, 2019  | 25.1                | 18.7            | 75%        | 5.3       | 6.0    | 2.7                | 0.3    | 9.9      | 8.6    | 7.2           | 3.8    | -          | -      | -                 | -      | -                                              | -      |
| Castlegar    | April 6, 2020      | 8.5                 | 5.6             | 66%        | FFS       | FFS    | -                  | -      | 3.2      | 2.7    | 5.3           | 2.9    | -          | -      | -                 | -      | -                                              | -      |
| West Kelowna | October 5, 2020    | 18.5                | 14.4            | 78%        | 1.4       | 1.4    | 2.9                | 3.0    | 5.4      | 4.5    | 7.8           | 4.5    | 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    | 0.0                | 0.0    | 3.9      | 3.9    | 0.0           | 0.0    | -          | -      | 1.0               | 1.0    | -                                              | -      |
| Total        |                    | 118.4               | 101.3           | -          | 15.8      | 16.8   | 15.8               | 12.2   | 43.5     | 40.5   | 41.3          | 29.8   | 1.0        | 1.0    | 1.0               | 1.0    | -                                              | -      |

NORTHERN HEALTH AUTHORITY (NHA)

PATIENT VISITS BY SITE

| UPCC Name     | Opening Date     | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |       |       |       |       |       |       |       |       |       |       |       |       |
|---------------|------------------|---------------------------------|---------------------------------|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|               |                  |                                 |                                 | P1                                    | P2    | P3    | P4    | P5    | P6    | P7    | P8    | P9    | P10   | P12   | P12   | P13   |
| Quesnel       | October 31, 2018 | 30,312                          | 7,076                           | 649                                   | 617   | 579   | 469   | 506   | 490   | 468   | 587   | 533   | 564   | 672   | 527   | 415   |
| Prince George | June 5, 2019     | 129,922                         | 39,117                          | 3,116                                 | 2,857 | 2,922 | 3,253 | 3,016 | 2,926 | 3,293 | 2,932 | 3,131 | 2,787 | 2,994 | 2,873 | 3,017 |
| Total         |                  | 160,234                         | 46,193                          | 3,765                                 | 3,474 | 3,501 | 3,722 | 3,522 | 3,416 | 3,761 | 3,519 | 3,664 | 3,351 | 3,666 | 3,400 | 3,432 |

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 | Approved                                       | Actual |
| Quesnel       | October 31, 2018 | 7.0                 | 4.9             | 70%        | 1.0       | 1.2    | 1.5                | 0.5    | 3.0      | 2.5    | 1.5           | 0.7    | -          | -      | -                 | -      | -                                              | -      |
| Prince George | June 5, 2019     | 6.6                 | 5.6             | 85%        | FFS       | FFS    | 1.2                | 0.0    | 1.8      | 1.8    | 3.6           | 3.8    | -          | -      | -                 | -      | -                                              | -      |
| Total         |                  | 13.6                | 10.5            | -          | 1.0       | 1.2    | 2.7                | 0.5    | 4.8      | 4.3    | 5.1           | 4.5    | -          | -      | -                 | -      | -                                              | -      |

VANCOUVER COASTAL HEALTH AUTHORITY (VCHA)

PATIENT VISITS BY SITE

| UPCC Name       | Opening Date      | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |       |        |        |        |        |        |        |        |
|-----------------|-------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|
|                 |                   |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6    | P7     | P8     | P9     | P10    | P12    | P12    | P13    |
| City Centre     | November 26, 2018 | 136,306                         | 22,013                          | 1,903                                 | 1,779  | 1,674  | 1,471  | 1,222  | 1,688 | 1,845  | 1,684  | 1,821  | 1,518  | 1,792  | 1,723  | 1,893  |
| North Vancouver | November 4, 2019  | 97,193                          | 26,209                          | 2,413                                 | 2,533  | 1,895  | 1,757  | 1,569  | 1,636 | 1,904  | 1,802  | 1,952  | 1,894  | 2,342  | 2,264  | 2,248  |
| REACH           | November 4, 2019  | 61,187                          | 19,519                          | 1,372                                 | 1,487  | 1,525  | 1,317  | 1,974  | 1,165 | 1,473  | 1,615  | 1,516  | 1,357  | 1,503  | 1,550  | 1,665  |
| Northeast       | February 16, 2021 | 45,282                          | 23,108                          | 2,081                                 | 1,695  | 1,700  | 1,788  | 1,595  | 1,675 | 2,007  | 1,583  | 1,739  | 1,610  | 1,719  | 1,756  | 2,160  |
| Richmond        | April 1, 2021     | 46,191                          | 29,919                          | 1,496                                 | 2,204  | 2,257  | 1,996  | 2,393  | 1,987 | 2,217  | 2,279  | 2,529  | 2,384  | 2,569  | 2,635  | 2,973  |
| Southeast       | March 29, 2022    | 23,627                          | 23,528                          | 1,832                                 | 1,686  | 1,936  | 1,846  | 1,629  | 1,653 | 1,498  | 1,835  | 1,830  | 1,789  | 1,814  | 1,799  | 2,381  |
| Total           |                   | 409,786                         | 144,296                         | 11,097                                | 11,384 | 10,987 | 10,175 | 10,382 | 9,804 | 10,944 | 10,798 | 11,387 | 10,552 | 11,739 | 11,727 | 13,320 |

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 | 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                | 17.1            | 114%       | 4.1       | 4.1    | 1.7                | 4.1    | 7.2      | 7.7    | 2.0           | 1.2    | -          | -      | -                 | -      | -                                              | -      |
| 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                | 19.3            | 76%        | 5.0       | 3.5    | 4.5                | 3.9    | 10.2     | 10.4   | 5.6           | 1.5    | -          | -      | -                 | -      | -                                              | -      |
| Richmond        | April 1, 2021     | 33.7                | 20.4            | 61%        | 9.1       | 5.6    | 5.2                | 2.4    | 14.6     | 11.3   | 4.8           | 1.1    | -          | -      | -                 | -      | -                                              | -      |
| Southeast       | March 29, 2022    | 22.4                | 17.8            | 79%        | 4.7       | 3.7    | 4.5                | 2.8    | 10.2     | 10.2   | 3.0           | 1.1    | -          | -      | -                 | -      | -                                              | -      |
| Total           |                   | 133.5               | 104.8           | -          | 30.5      | 25.9   | 22.1               | 18.1   | 60.2     | 54.1   | 20.2          | 6.3    | 0.5        | 0.4    | -                 | -      | -                                              | -      |

VANCOUVER ISLAND HEALTH AUTHORITY (VIHA)

PATIENT VISITS BY SITE

| UPCC Name         | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |        |        |
|-------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                   |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P12    | P12    | P13    |
| Westshore         | November 5, 2018   | 106,509                         | 20,726                          | 1,591                                 | 1,654  | 1,591  | 1,702  | 1,605  | 1,672  | 1,675  | 1,761  | 1,505  | 1,373  | 1,549  | 1,389  | 1,659  |
| Nanaimo           | June 3, 2019       | 114,487                         | 26,133                          | 2,185                                 | 2,102  | 2,001  | 1,897  | 2,156  | 1,823  | 1,997  | 2,255  | 2,101  | 1,844  | 2,007  | 1,980  | 1,785  |
| North Quadra      | November 30, 2019  | 39,173                          | 18,962                          | 1,400                                 | 1,320  | 1,125  | 1,434  | 1,488  | 1,518  | 1,622  | 1,639  | 1,533  | 1,321  | 1,428  | 1,503  | 1,631  |
| James Bay         | April 28, 2020     | 56,382                          | 16,837                          | 874                                   | 983    | 1,916  | 1,119  | 1,698  | 1,305  | 1,237  | 1,370  | 1,293  | 1,123  | 1,086  | 1,493  | 1,340  |
| Downtown Victoria | July 19, 2021      | 70,115                          | 53,588                          | 3,392                                 | 3,280  | 4,113  | 3,238  | 3,546  | 4,043  | 3,589  | 4,606  | 4,471  | 4,173  | 5,140  | 4,914  | 5,083  |
| Esquimalt         | December 6, 2021   | 24,525                          | 14,438                          | 996                                   | 1,232  | 1,024  | 1,351  | 1,396  | 1,337  | 1,119  | 1,025  | 1,361  | 567    | 1,018  | 976    | 1,036  |
| Gorge Road        | September 21, 2022 | 6,099                           | 6,099                           | -                                     | -      | -      | -      | -      | -      | 467    | 609    | 848    | 873    | 1,055  | 1,102  | 1,145  |
| Total             |                    | 417,290                         | 156,783                         | 10,438                                | 10,571 | 11,770 | 10,741 | 11,889 | 11,698 | 11,706 | 13,265 | 13,112 | 11,274 | 13,283 | 13,357 | 13,679 |

RECRUITMENT BY SITE

| UPCC Name         | Opening Date       | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| Westshore         | November 5, 2018   | 19.8                   | 16.1            | 81%        | 7.2       | 4.5    | 1.2                | 1.0    | 5.8      | 5.8    | 5.4           | 4.6    | 0.2        | 0.2    | -                 | -      | -                                                    | -      |
| Nanaimo           | June 3, 2019       | 10.3                   | 6.7             | 65%        | FFS       | FFS    | -                  | -      | 3.4      | 1.4    | 5.7           | 4.3    | 1.2        | 1.0    | -                 | -      | -                                                    | -      |
| North Quadra      | November 30, 2019  | 23.3                   | 16.8            | 72%        | 9.7       | 5.1    | 1.2                | 0.2    | 8.0      | 8.0    | 3.0           | 2.0    | -          | -      | -                 | -      | 1.4                                                  | 1.5    |
| James Bay         | April 28, 2020     | 22.3                   | 11.2            | 50%        | 6.6       | 2.8    | 3.3                | 0.0    | 8.4      | 6.4    | 2.3           | 1.0    | -          | -      | -                 | -      | 1.7                                                  | 1.0    |
| Downtown Victoria | July 19, 2021      | 36.8                   | 28.1            | 76%        | 11.5      | 9.7    | 2.3                | 0.0    | 15.5     | 12.8   | 5.8           | 4.2    | -          | -      | -                 | -      | 1.7                                                  | 1.4    |
| Esquimalt         | December 6, 2021   | 24.5                   | 16.9            | 69%        | 7.6       | 2.0    | 0.9                | 0.0    | 9.1      | 9.0    | 5.3           | 4.5    | -          | -      | -                 | -      | 1.6                                                  | 1.4    |
| Gorge Road        | September 21, 2022 | 23.2                   | 15.6            | 67%        | 6.2       | 2.8    | 3.1                | 1.6    | 8.7      | 7.9    | 3.5           | 2.0    | -          | -      | -                 | -      | 1.7                                                  | 1.3    |
| Total             |                    | 160.2                  | 111.4           | -          | 48.8      | 26.9   | 12.0               | 2.8    | 58.9     | 51.3   | 31.0          | 22.6   | 1.4        | 1.2    | -                 | -      | 8.1                                                  | 6.6    |



**Ministry of Health**  
**Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P7 2022/23, September 16 – October 13, 2022)

## Urgent and Primary Care Centres DASHBOARD

P7 Data – Covering the Period from September 16 – October 13, 2022

### Notes

All data in this document are self-reported from Health Authorities using Financial Period data; submitted to the Ministry via Excel. The Ministry is working with partners to transition from this approach to using MoH administrative data through the webform, and to improve quality of data on an ongoing basis. Manual errors and omissions may still occur while these tools are developed.

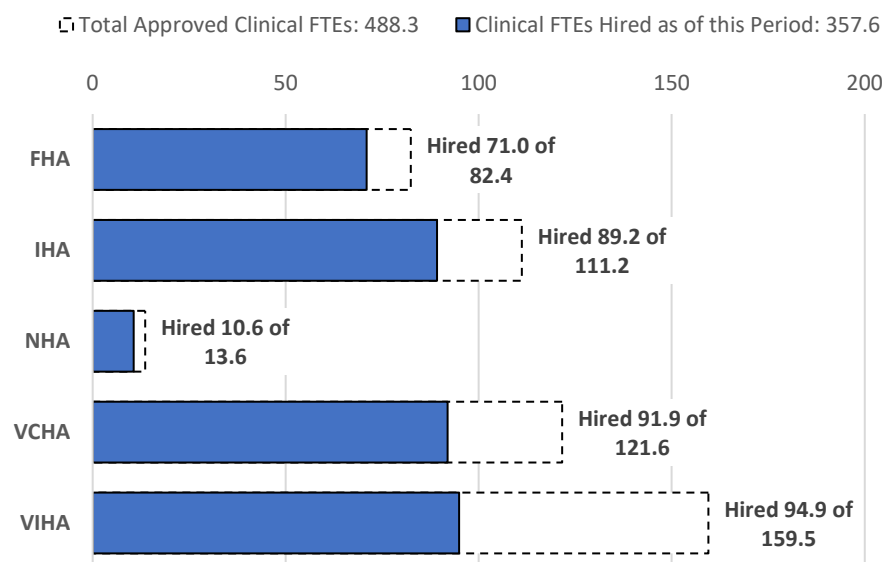
Clinical Resources include Family Practitioners, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Allied Health (e.g., Social Workers, Physiotherapists, Clinical Counsellors), Clinical Pharmacists, and Indigenous Related Resources.

## Province Overview

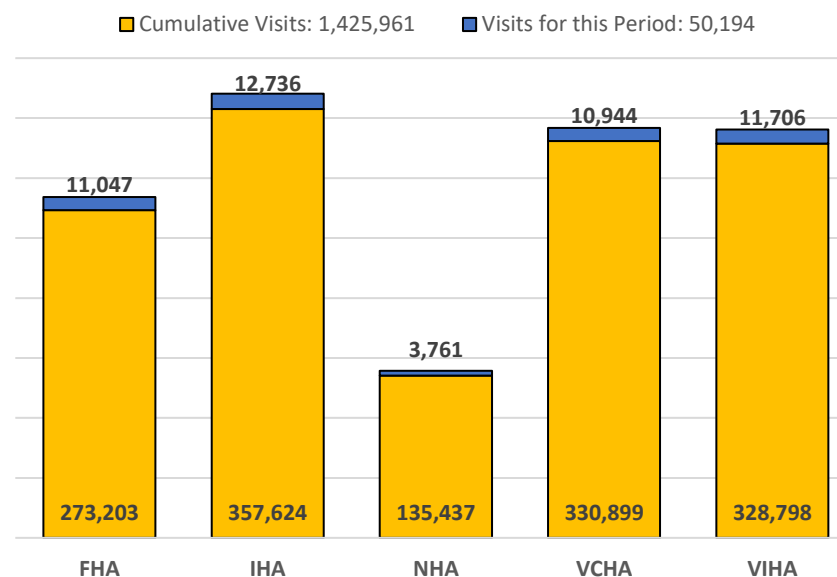
Since the first UPCC opened, there have been more than 1.4 million visits to all UPCCs.

Since April 1 2022, for FY2022/23, there have been 297,857 visits to all UPCCs.

**Province Clinical Hiring Progress (FY 22/23)**



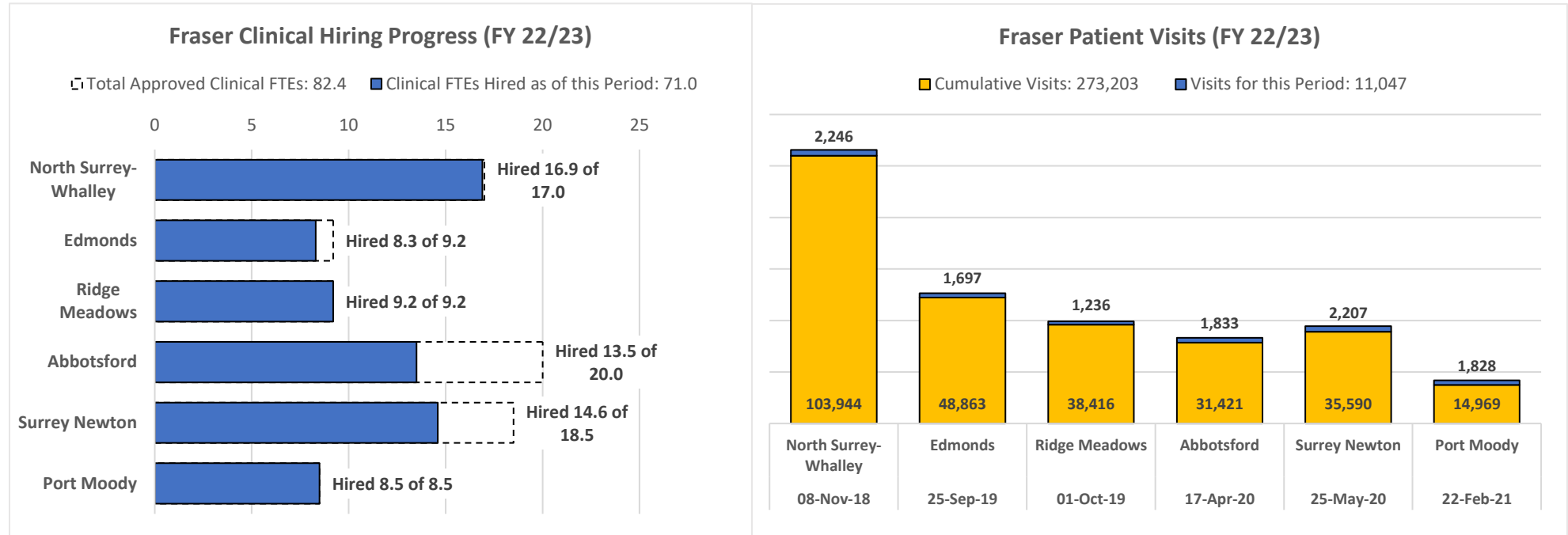
**Province Patient Visits (FY 22/23)**



# Urgent and Primary Care Centres DASHBOARD

P7 Data – Covering the Period from September 16 – October 13, 2022

## Fraser



### Notes

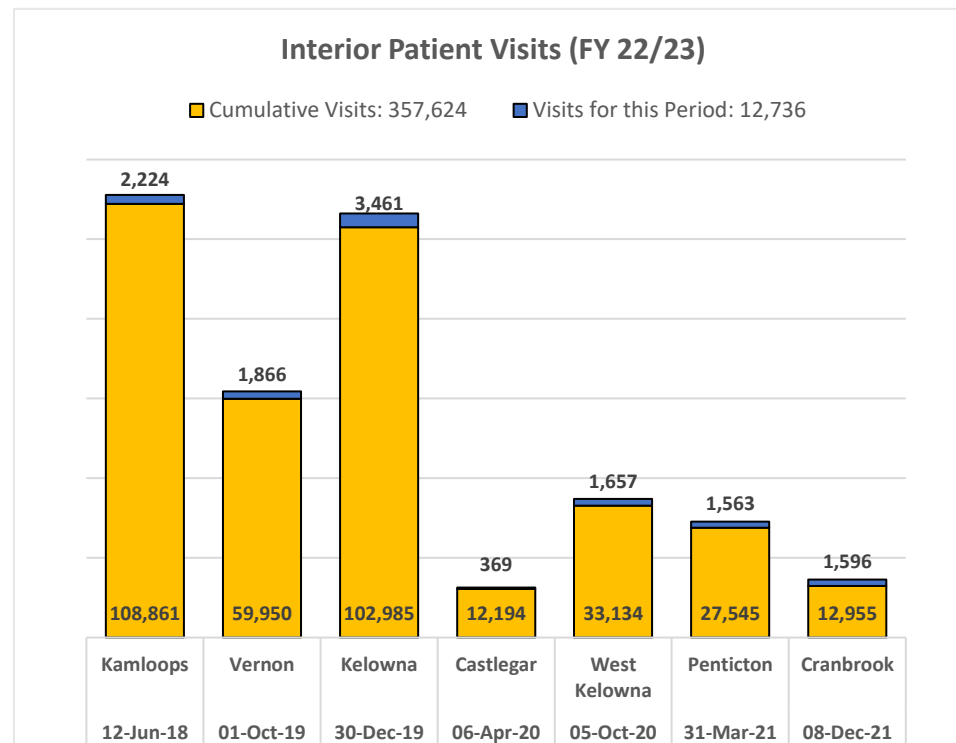
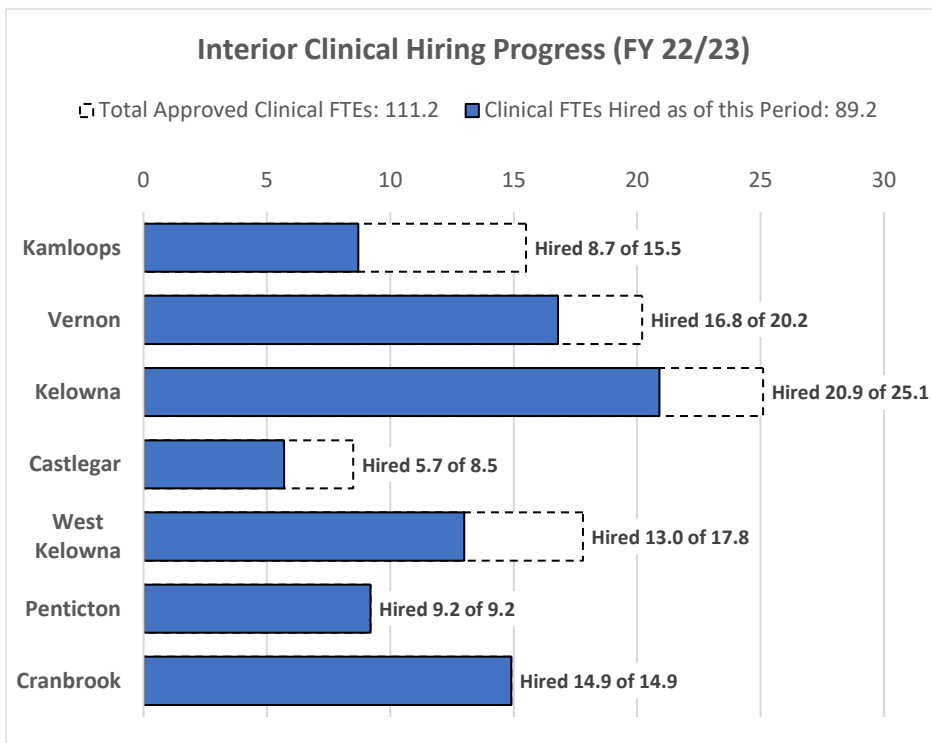
**Abbotsford** - FP contract to start in P8. Working to address FP recruitment challenges through Health Match BC postings, Medical Director outreach to DoFP, Acute Care Sites, and residence practicum pathways. FHA NP leadership engaged to address NP recruitment challenges.

**Port Moody** - Updated baseline as UPCC is commencing with longitudinal and mixed stream hiring.

## Urgent and Primary Care Centres DASHBOARD

P7 Data – Covering the Period from September 16 – October 13, 2022

### Interior



#### Notes

**West Kelowna** – Attrition of 1.4 FTE AHP from the previous reporting period, The Health Authority is actively recruiting for social workers, RN and physiotherapist positions. The projection for P9 is that these newly vacant positions will be filled.

**Kamloops UPCC** – Vacancies remain in nursing, social workers, and physiotherapist positions, which the Health Authority is actively recruiting for. The UPCC are forecasting they will have a total of 14.0 FTEs hired by the end of fiscal year.

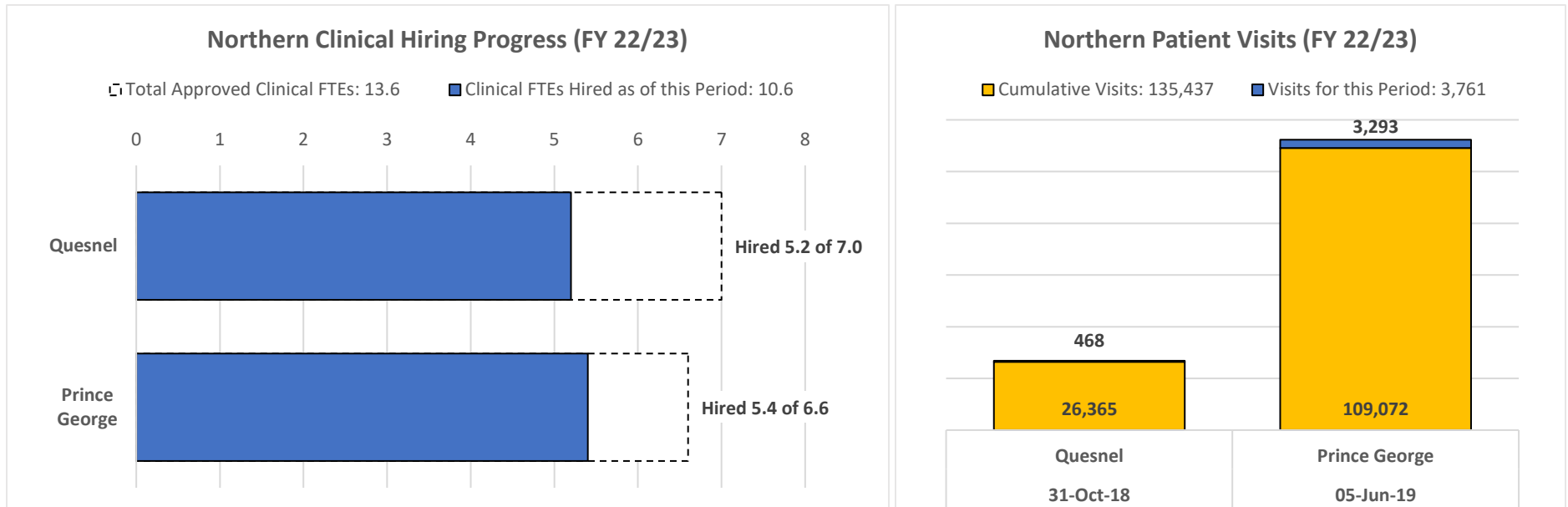
**Castlegar UPCC** – Vacancies remain in RN Level 3 and RN level 4, 1.0 FTE social worker and 1.0 FTE physiotherapist positions, which the Health Authority is actively recruiting for. These are not new vacancies. Overall, the total number of FTEs hired are remaining stable across reporting periods.



# Urgent and Primary Care Centres DASHBOARD

P7 Data – Covering the Period from September 16 – October 13, 2022

## Northern



\* Launched in phases. Full scale opening date was 03-Sept-19.

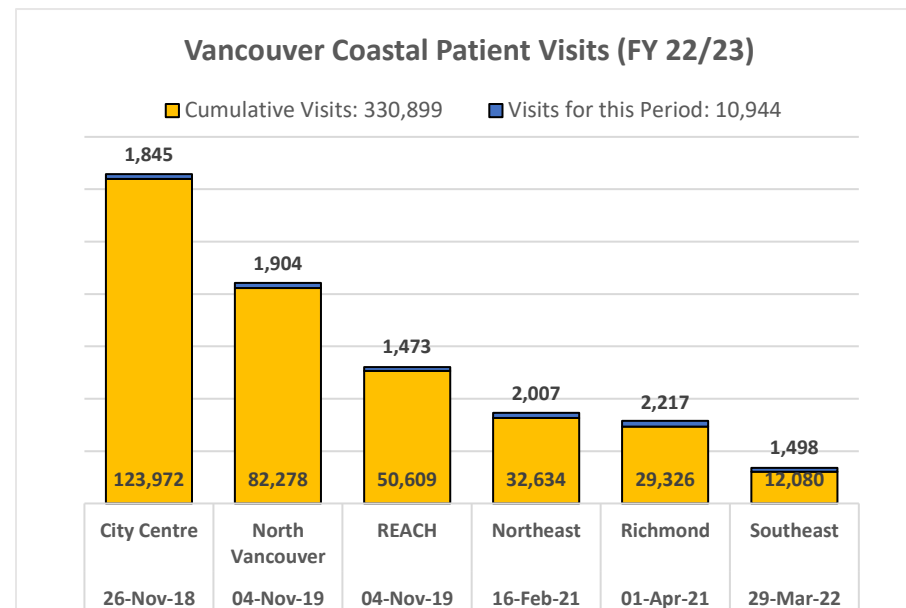
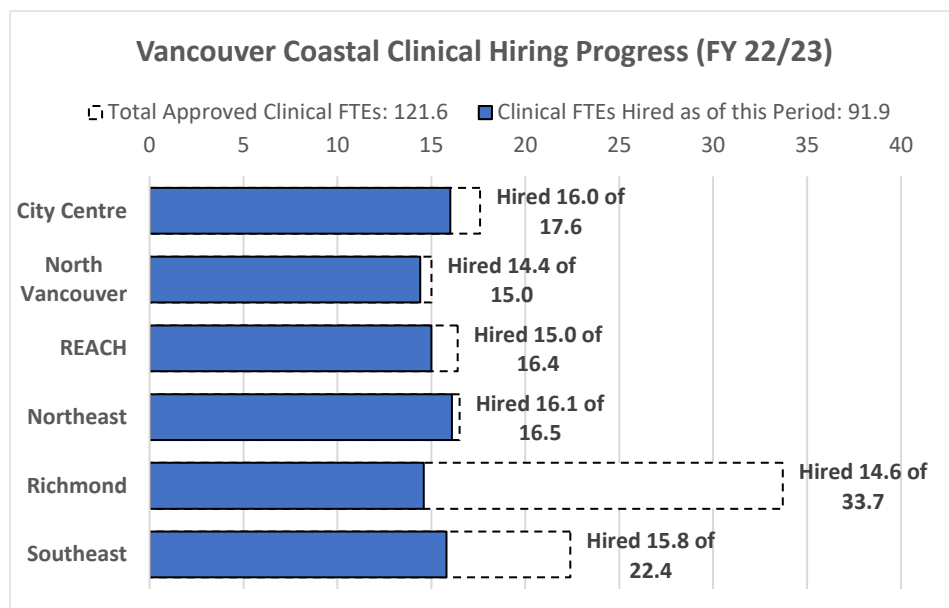
### Notes

All recruitment on schedule.

# Urgent and Primary Care Centres DASHBOARD

P7 Data – Covering the Period from September 16 – October 13, 2022

## Vancouver Coastal



\* Launched in phases. REACH full scale opening date was 28-Feb-20. Richmond full scale opening date was 25-Apr-22.

### Notes

**City Centre** - Slight over-hiring of FP approved to offset lower NP and RN staffing.

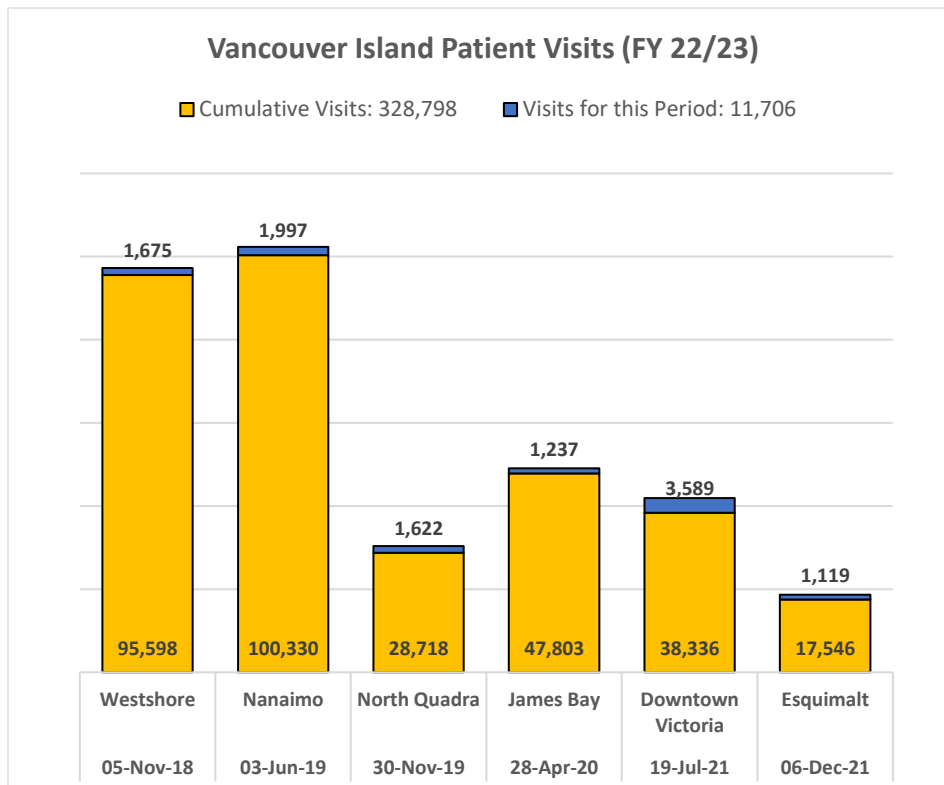
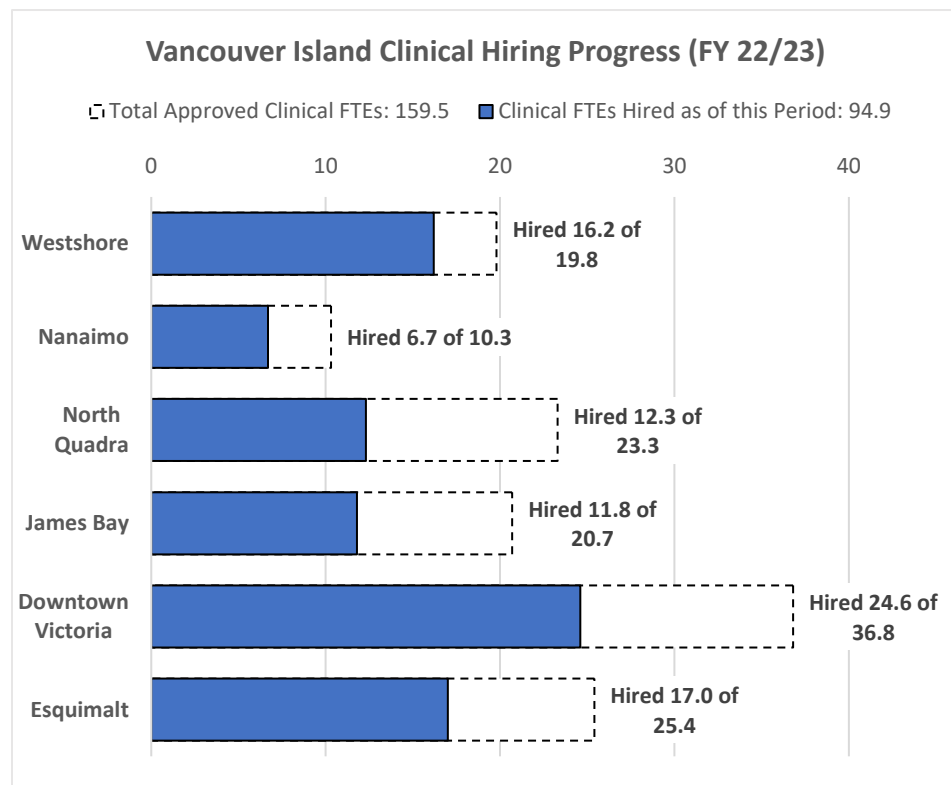
**North Vancouver** - Baseline updated due to minor rounding adjustment (+0.1). Slight over-hiring of NPs and RNs approved to offset lower FP staffing.

**REACH** - Baseline FTEs (+0.5) updated to reflect current approved resource allocations

# Urgent and Primary Care Centres DASHBOARD

P7 Data – Covering the Period from September 16 – October 13, 2022

## Vancouver Island



\* Launched in phases. Nanaimo full scale opening date was 03-Sept-19. Esquimalt full scale opening date was 06-12-21.

### Notes

**Westshore** - Actively recruiting for FP vacancy – anticipating new hires by P8

**Nanaimo** – FP services are provided through fee for service and not reflected in this report as FTEs.

**North Quadra** - UPCC is increasing PCP UC shift availability to two full lines mornings and two full lines afternoons.

**James Bay** - Plans are underway to reopen an attachment list ~10 per week and reopen PCP urgent care coverage ~4 hours a day.

**Downtown Victoria** - A community FP has recently transitioned to the site with an established panel of patients.

**Gorge Road** - Successful first period of operations; GUPCC Physician LOA signed. FP UC shifts are covered, and NP hiring is expected to grow in the next period.



**Ministry of Health**  
**Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P5 2022/23, July 22 – August 18, 2022)

## Urgent and Primary Care Centres DASHBOARD

P5 Data – Covering the Period from July 22 – August 18, 2022

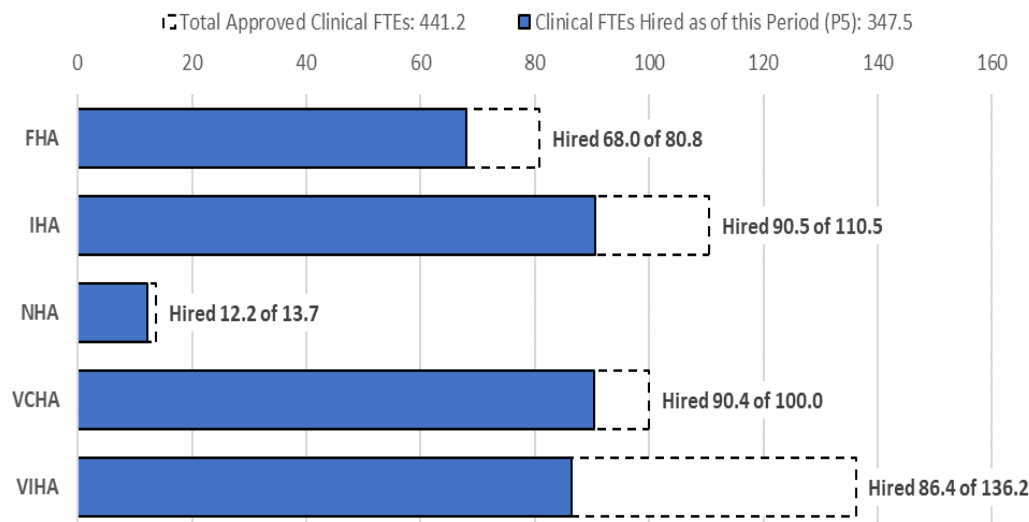
### Notes

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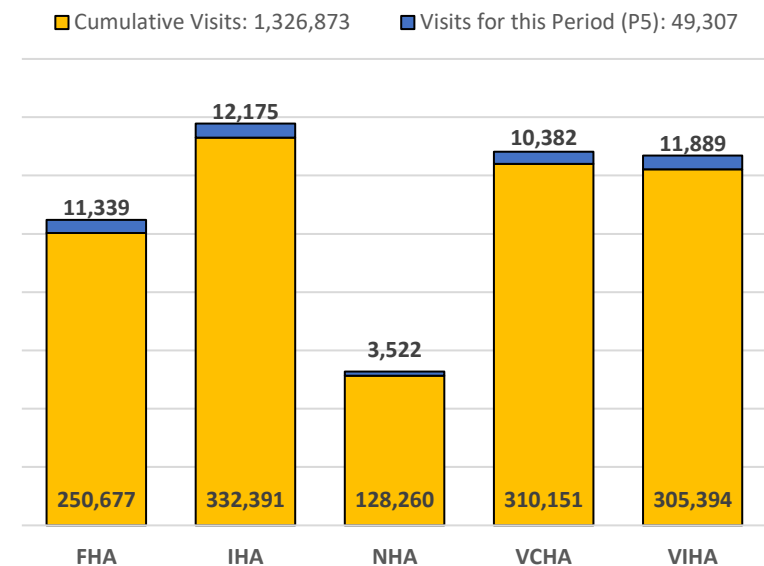
Clinical Resources include Family Practitioners, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Allied Health (e.g., Social Workers, Physiotherapists, Clinical Counsellors), Clinical Pharmacists, and Indigenous Related Resources.

## Province Overview

Province Clinical Hiring Progress (FY 22/23)



Province Patient Visits (FY 22/23)

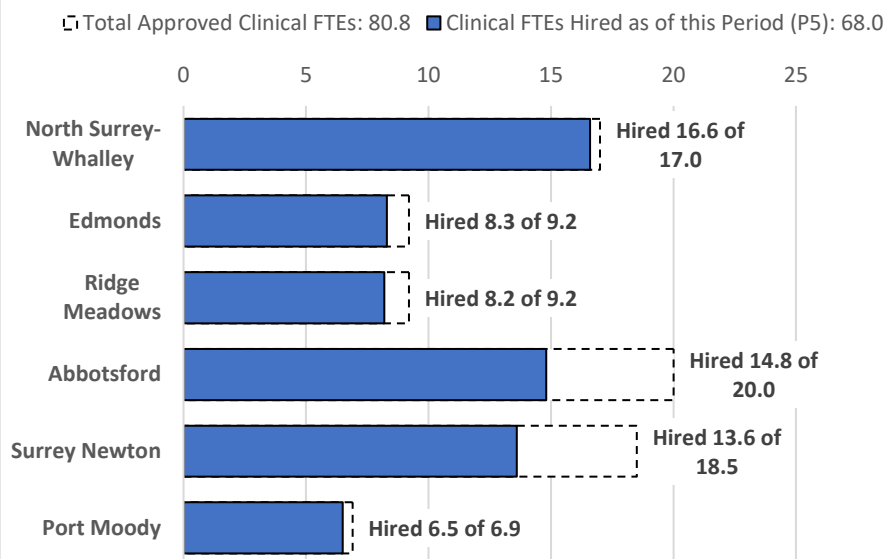


## Urgent and Primary Care Centres DASHBOARD

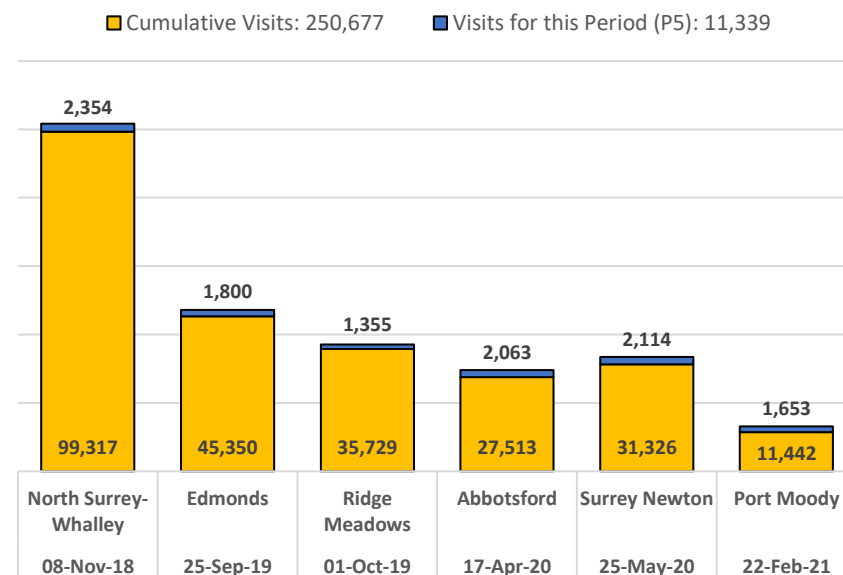
P5 Data – Covering the Period from July 22 – August 18, 2022

### Fraser

**Fraser Clinical Hiring Progress (FY 22/23)**



**Fraser Patient Visits (FY 22/23)**



#### Notes

**North Surrey Whalley** (November 2018)- Recruiting active for the remaining 0.4 FTE of 1.0 pharmacist's position.

**Ridge Meadows** (October 2019)- Urgent care resources only; longitudinal is included in Ridge Meadows' PCN.

**Abbotsford** (April 2020) - Efforts are focusing on recruitment for 3.2 FTE vacant FP and 1.3 FTE NP positions.

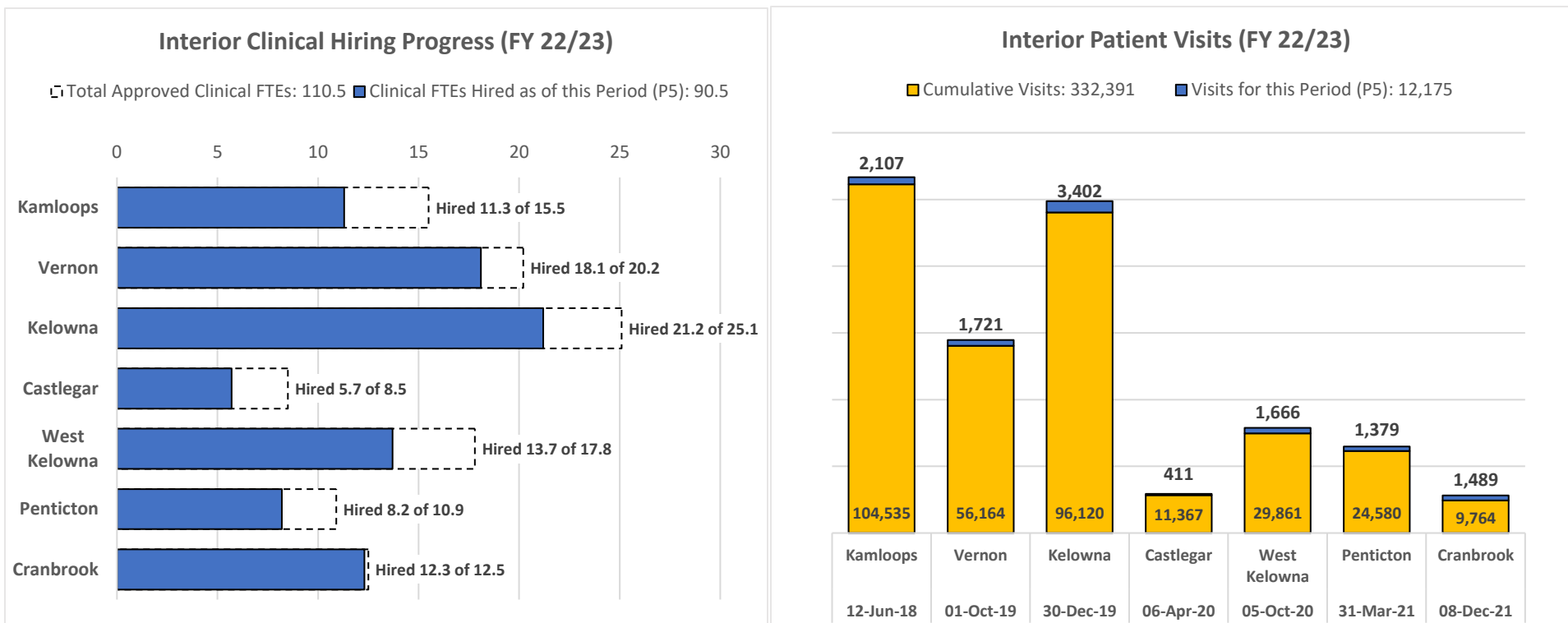
**Surrey Newton** May 2020) - 2 NPs on s. 22 leave expected to return fall 2022. Forecasting full recruitment by end of FY.

**Port Moody** (February 2021) - Slight reduction in number of nurses hired (0.6 FTE) from P4 due to attrition.

## Urgent and Primary Care Centres DASHBOARD

P5 Data – Covering the Period from July 22 – August 18, 2022

### Interior



#### Notes

**Kamloops** (June 2018) -Current IHA posting confirms active recruitment efforts with NP and Allied Health Professional (physiotherapist vacancy).

**Vernon** (October 2019) - RMRP recruiting has been effective, and nurses are at full complement; active recruitment is specific to AHPs.

**Kelowna** (December 2019)- The UPCC has seen a recent departure of AHPs. Recruitment efforts are focused on filling the AHP positions (e.g. Social Worker)

**Castlegar** (April 2020) - FP services are provided through fee for service and are not reflected in this report as FTEs. Current postings (for RN, various admin, SW) listed on IHA website, open until Jan 2023, or until filled.

**West Kelowna** (October 2020) - Recent AHP departures earlier in the year; IHA is actively recruiting in the Central Okanagan. Recruiting in MRPs has seen recent success.

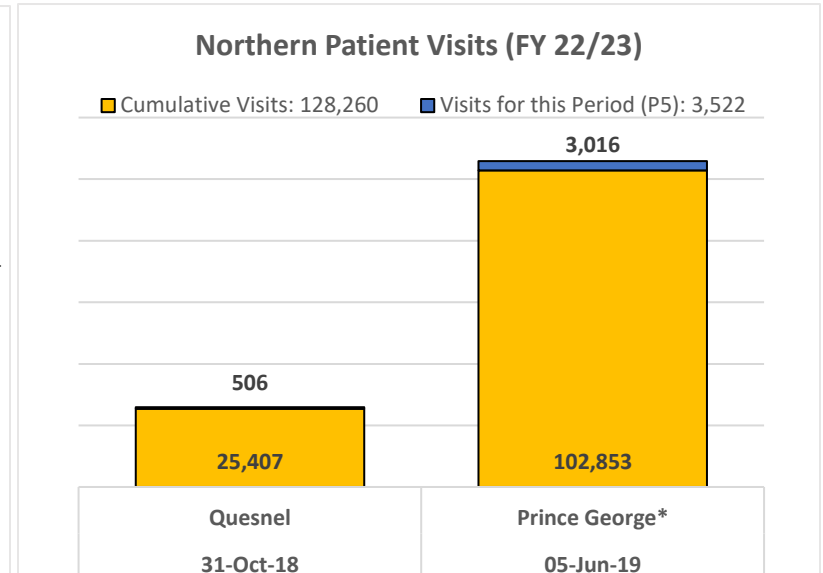
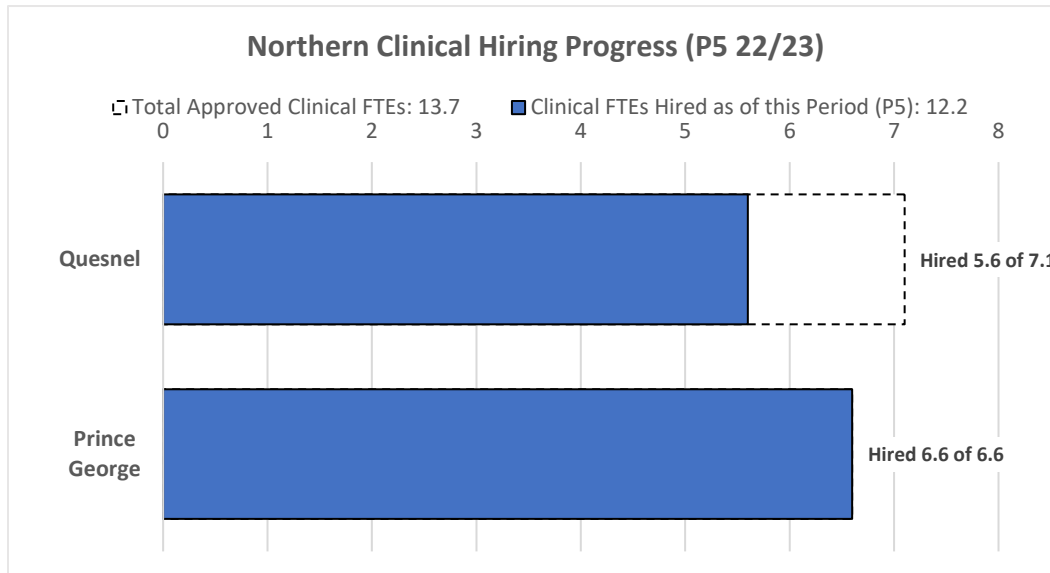
**Penticton** (March 2021) - FP services are provided through fee for service and are not reflected in this report as FTEs. Recent RN departures, several active job postings confirm recruitment by IHA (posting will remain advertised until filled).

**Cranbrook** (December 2021) - FP services are provided through fee for service and are not reflected in this report as FTEs.

# Urgent and Primary Care Centres DASHBOARD

P5 Data – Covering the Period from July 22 – August 18, 2022

## Northern



\* Launched in phases. Full scale opening date was 03-Sept-19.

### Notes

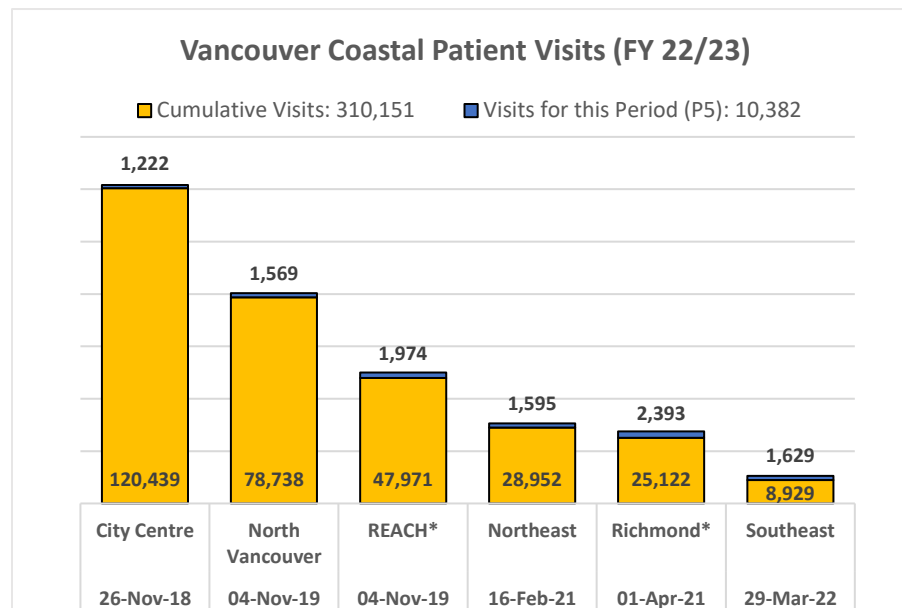
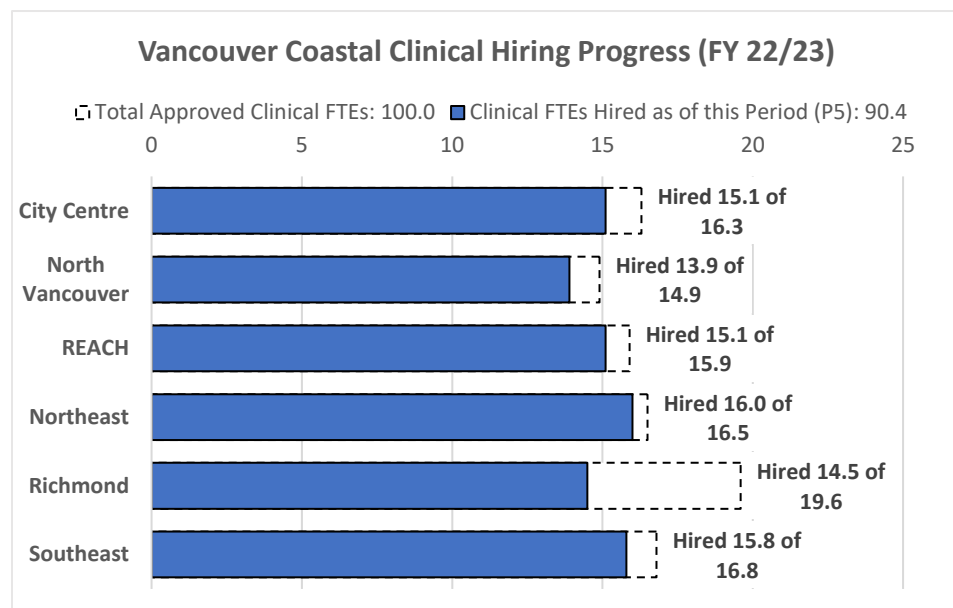
**Prince George** (June 2019): FP services are provided through fee for service and are not reflected in this report as FTEs.



## Urgent and Primary Care Centres DASHBOARD

P5 Data – Covering the Period from July 22 – August 18, 2022

### Vancouver Coastal



\* Launched in phases. REACH full scale opening date was 28-Feb-20. Richmond full scale opening date was 25-Apr-22.

#### Notes

**City Centre** (November 2018)- Hiring target will be adjusted as further resources are added.

**REACH** (November 2019)- Strong core team with good staff retention overall. Small hiring fluctuation are a result of locum or temporary staff to fill vacant posts.

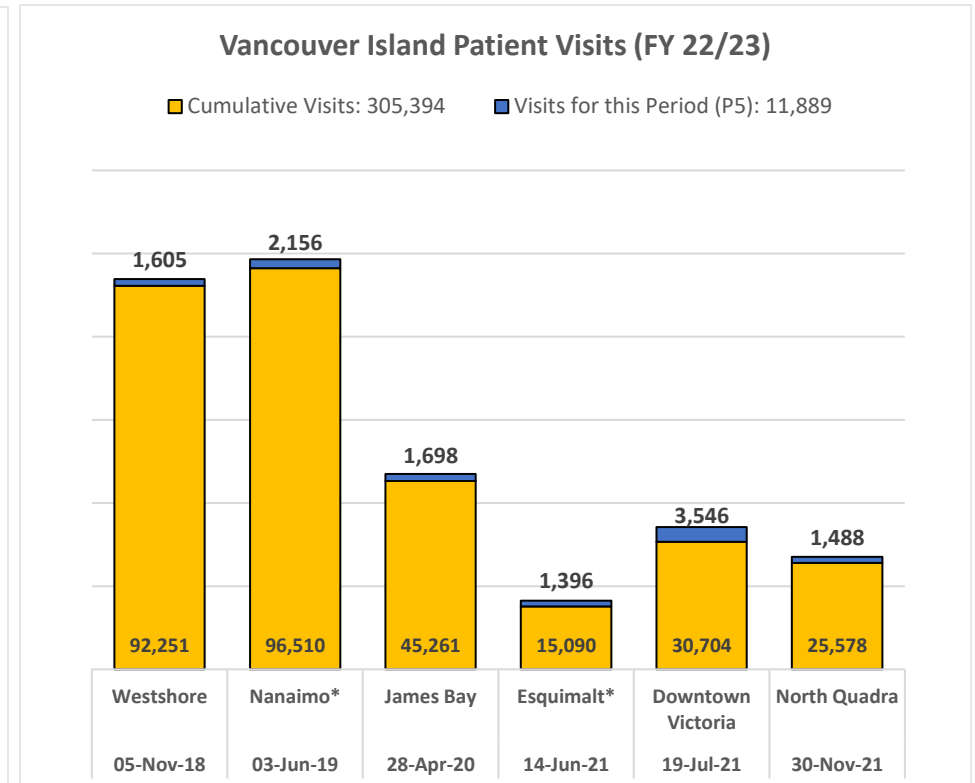
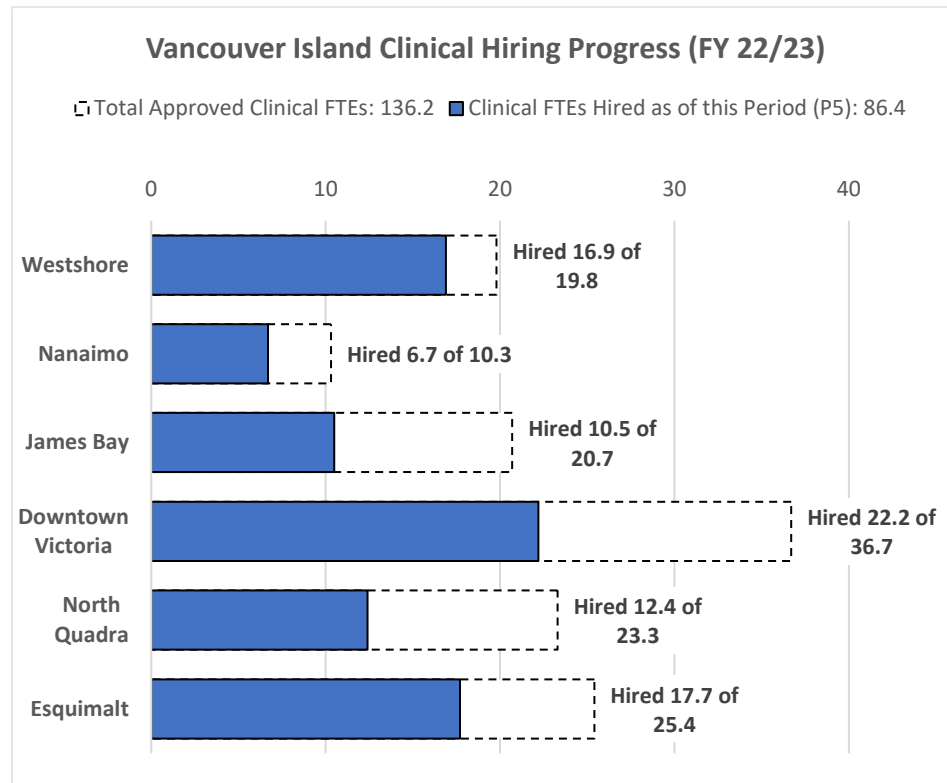
**Northeast** (February 2021) – Increased utilization of nursing resources to offset vacancy in physician resourcing.

**Southeast** (March 2022) – Daily variation in staff availability is reflected in FTE numbers for P5. Active recruitment in progress.

## Urgent and Primary Care Centres DASHBOARD

P5 Data – Covering the Period from July 22 – August 18, 2022

### Vancouver Island



\* Launched in phases. Nanaimo full scale opening date was 03-Sept-19. Esquimalt full scale opening date was 06-12-21.

#### Notes

**Nanaimo** (June 2019) - FP services are provided through fee for service and are not reflected in this report as FTEs.

**Downtown Victoria** (July 2021) - Reduction of 1.0 FTE physician and 2.5 nurses from P4 due to attrition. Anticipating higher FTEs hired for P6 and P7 reports and moving forward.



**Ministry of Health**  
**Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P6 2022/23, August 19 – September 15, 2022)

## Urgent and Primary Care Centres DASHBOARD

P6 Data – Covering the Period from August 19 – September 15, 2022

### Notes

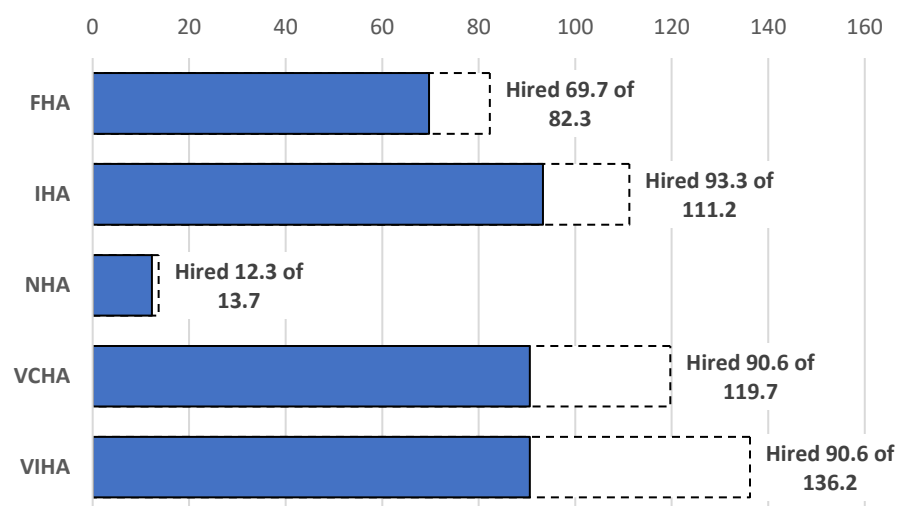
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Clinical Resources include Family Practitioners, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Allied Health (e.g., Social Workers, Physiotherapists, Clinical Counsellors), Clinical Pharmacists, and Indigenous Related Resources.

## Province Overview

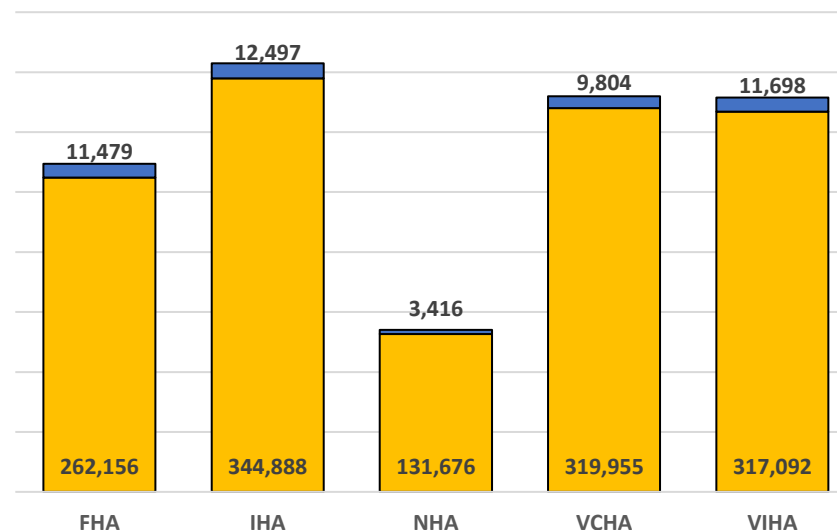
### Province Clinical Hiring Progress (FY 22/23)

□ Total Approved Clinical FTEs: 463.1   ■ Clinical FTEs Hired as of this Period (P6): 356.5



### Province Patient Visits (FY 22/23)

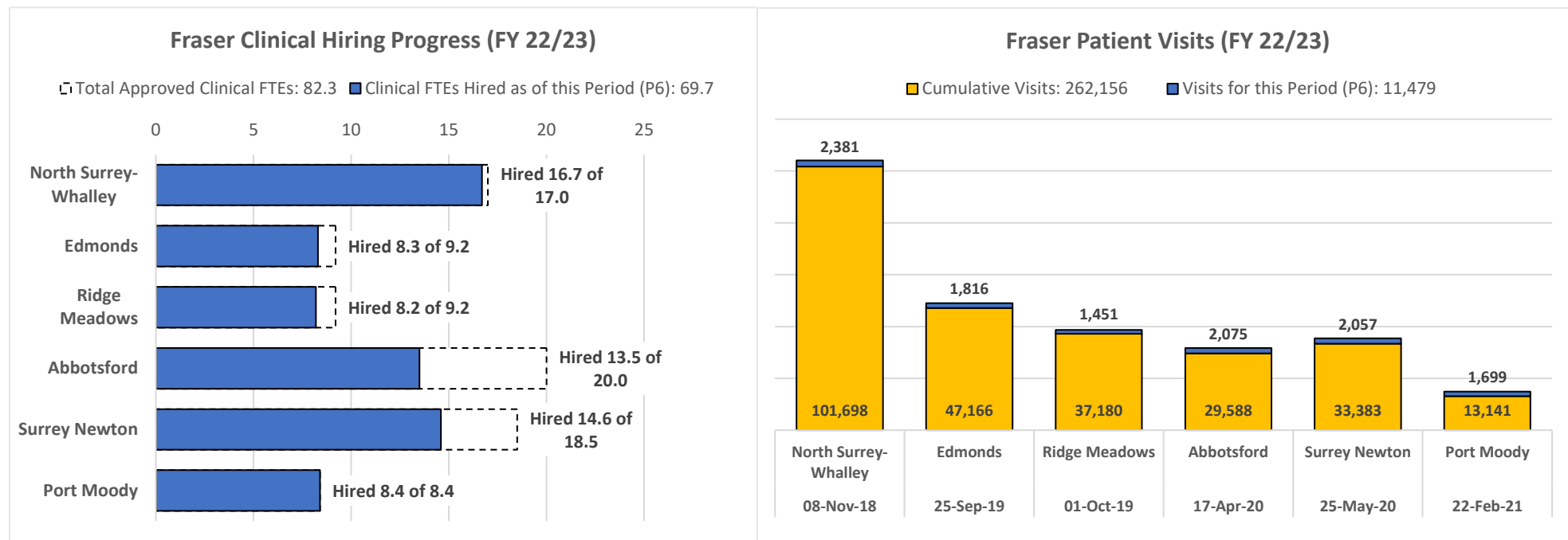
■ Cumulative Visits: 1,375,767   ■ Visits for this Period (P6): 48,894



## Urgent and Primary Care Centres DASHBOARD

P6 Data – Covering the Period from August 19 – September 15, 2022

### Fraser



#### Notes

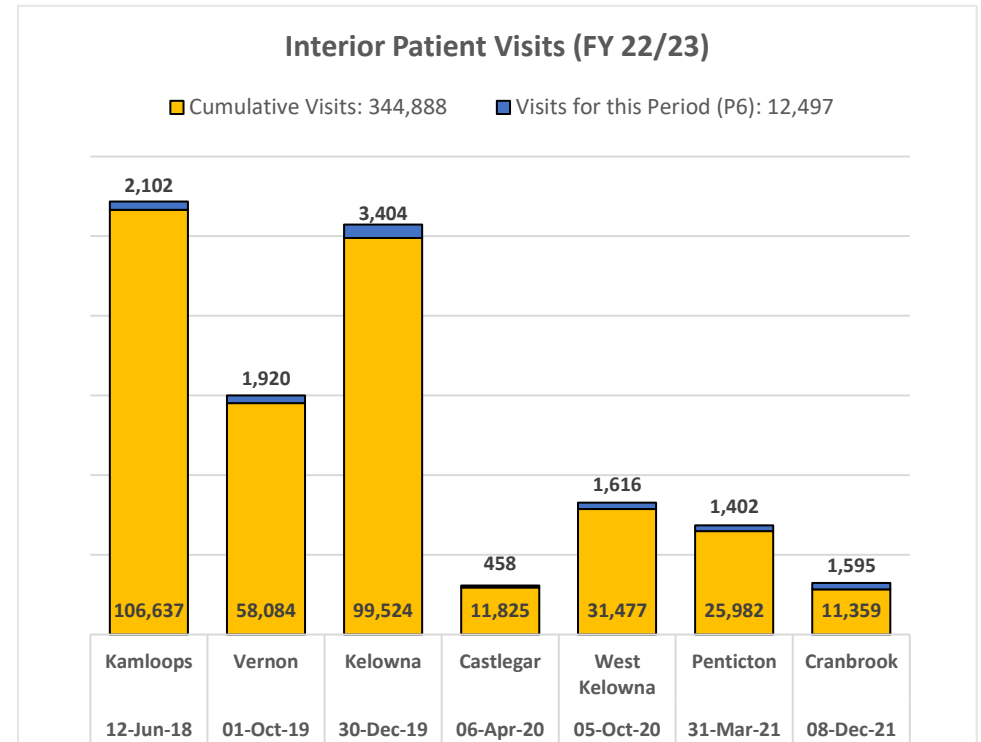
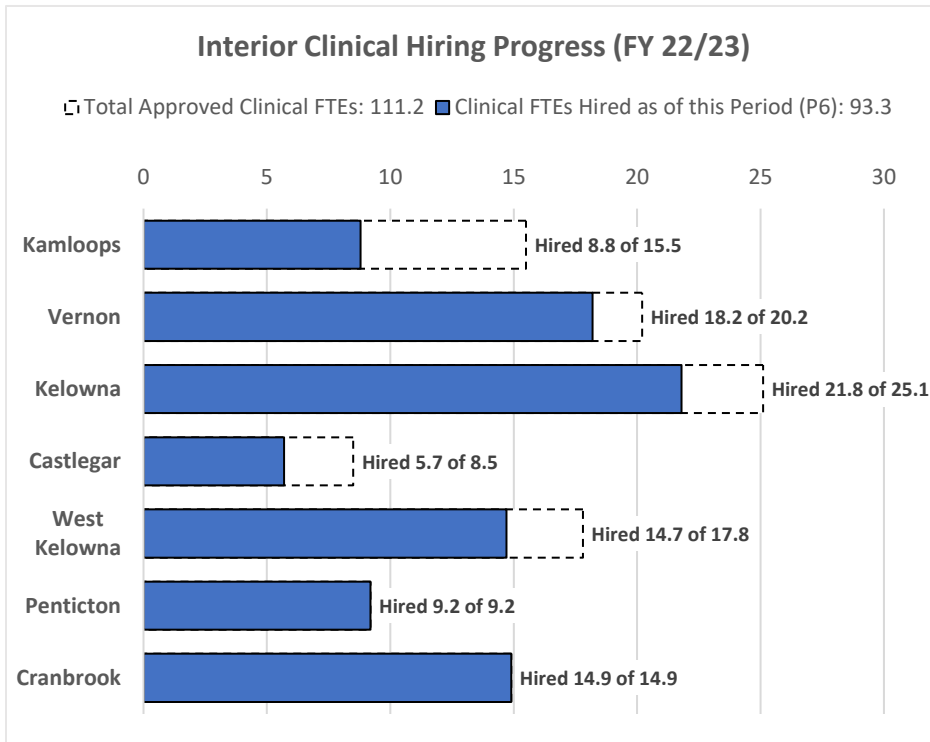
**Abbotsford** - FP contract to start in P8. Working to address FP recruitment challenges through Health Match BC postings, Medical Director outreach to DoFP, Acute Care Sites, and residence practicum pathways. FHA NP leadership engaged to address NP recruitment challenges. Currently recruiting through advertising, word of mouth and student mentorship outreach. Lost dietician due to s. 22

**Port Moody** - Updated baseline as UPCC is commencing with longitudinal and mixed stream hiring.

# Urgent and Primary Care Centres DASHBOARD

P6 Data – Covering the Period from August 19 – September 15, 2022

## Interior



### Notes

**Cranbrook** - Baseline FTE reflects actual hiring. Approved FTE count will be updated when full Service Plan is approved – currently under final review.

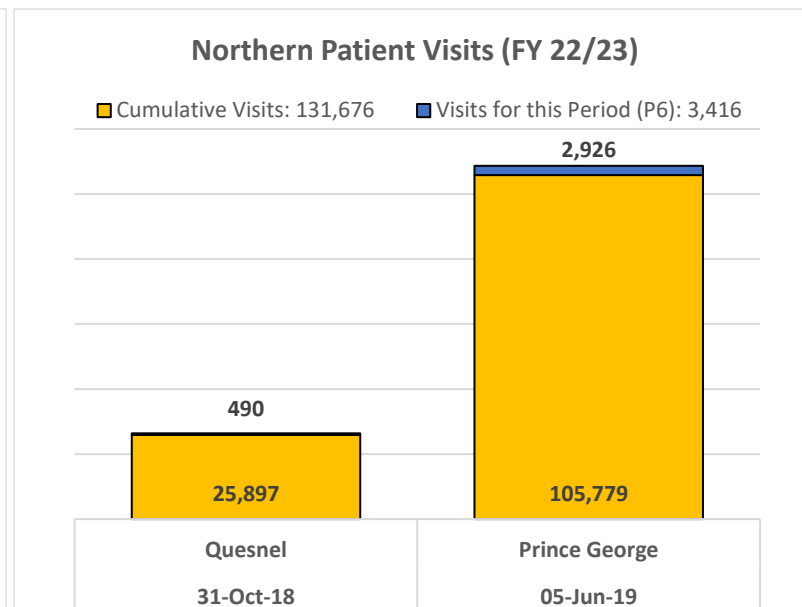
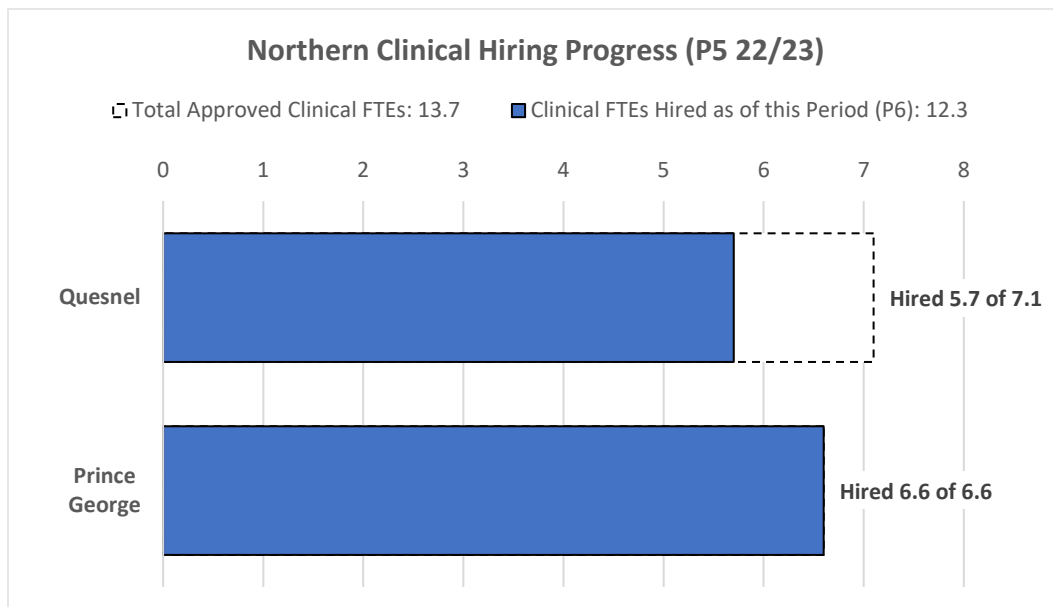
**Kamloops** - Recent AHP departures. Recruiting is focussed on AHPs/LPNs, expect an FTE increase in P7.

**Penticton** - Baseline FTE reflects actual hiring. Approved FTE count will be updated when full Service Plan is approved – currently under final review.

# Urgent and Primary Care Centres DASHBOARD

P6 Data – Covering the Period from August 19 – September 15, 2022

## Northern



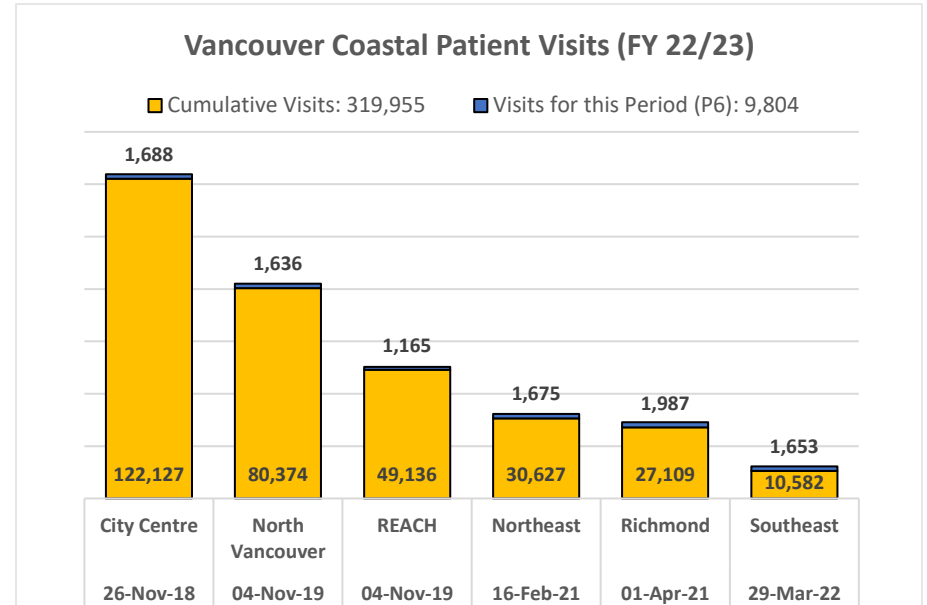
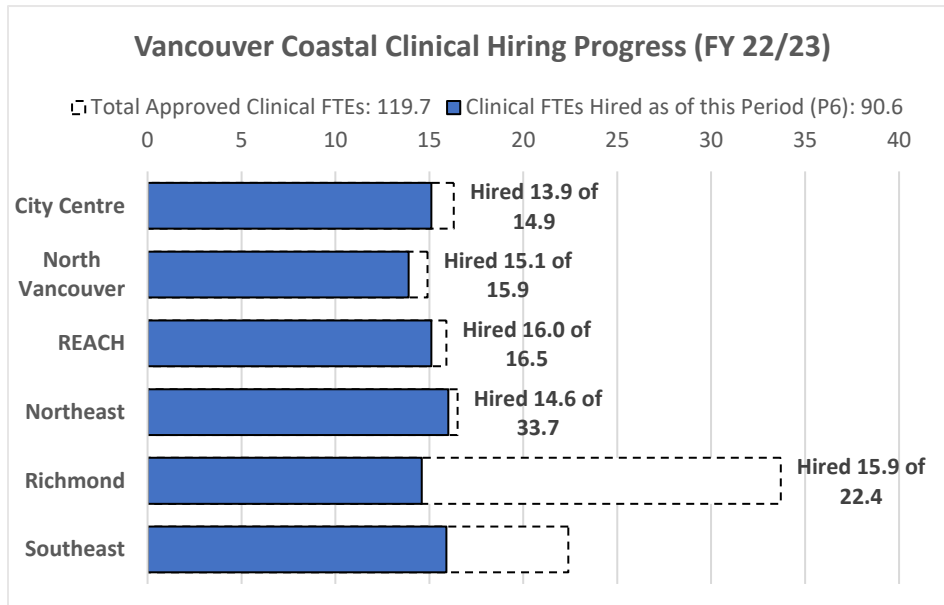
\* Launched in phases. Full scale opening date was 03-Sept-19.

### Notes

# Urgent and Primary Care Centres DASHBOARD

P6 Data – Covering the Period from August 19 – September 15, 2022

## Vancouver Coastal



\* Launched in phases. REACH full scale opening date was 28-Feb-20. Richmond full scale opening date was 25-Apr-22.

### Notes

**Richmond** - Updated baseline as UPCC is just commencing with longitudinal and mixed stream hiring. Current hiring is 0 FTEs in longitudinal care, 13.6 FTEs in urgent care, and 1 FTE in mixed stream resources.

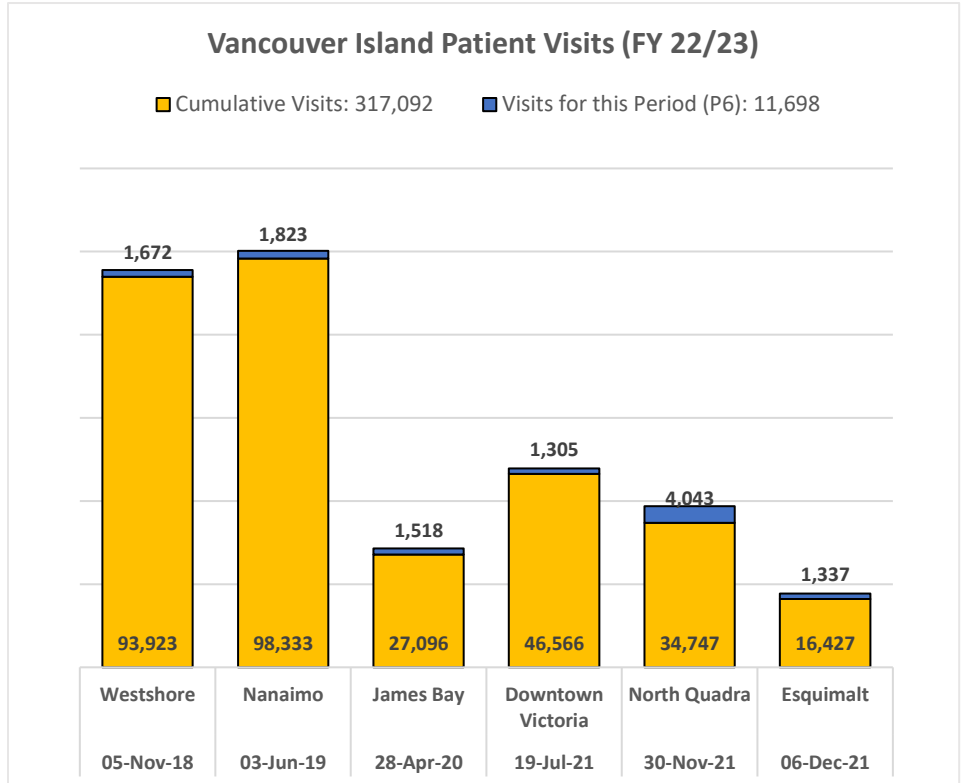
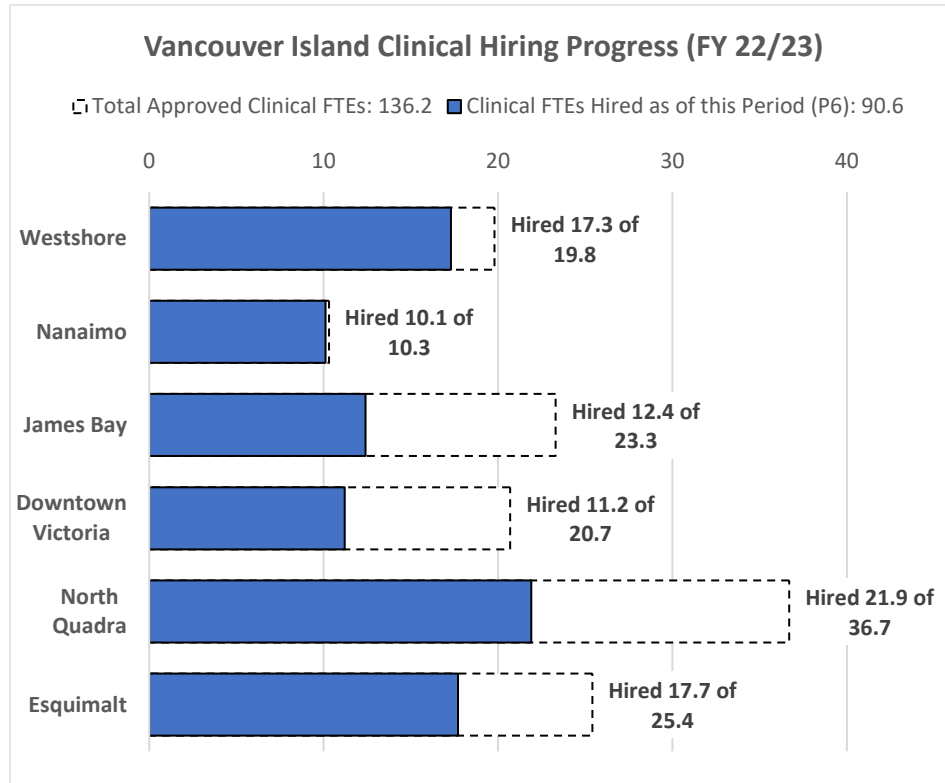
**Southeast** – Updated baseline as UPCC just commencing with longitudinal and mixed stream hiring. Current hiring is 0 FTEs in longitudinal care, 14.9 FTEs in urgent care, and 1 FTE in mixed stream resources.



# Urgent and Primary Care Centres DASHBOARD

P6 Data – Covering the Period from August 19 – September 15, 2022

## Vancouver Island



\* Launched in phases. Nanaimo full scale opening date was 03-Sept-19. Esquimalt full scale opening date was 06-12-21.

### Notes

**Westshore** - Actively recruiting for FP vacancy – anticipating new hires by P7/P8



**Ministry of Health**  
**Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P8 2022/23, October 14 – November 10, 2022)

## Urgent and Primary Care Centres DASHBOARD

P8 Data – Covering the Period from October 14 – November 10, 2022

### Notes

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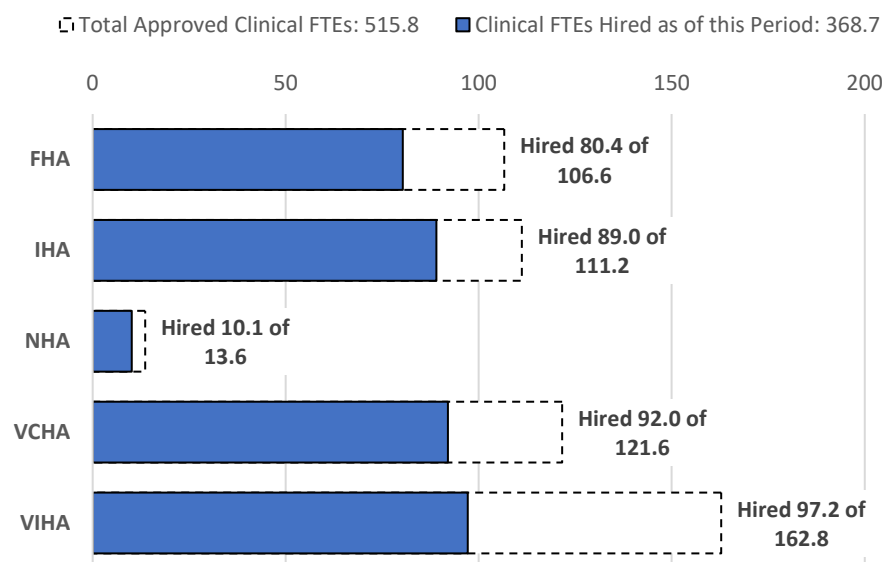
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## Province Overview

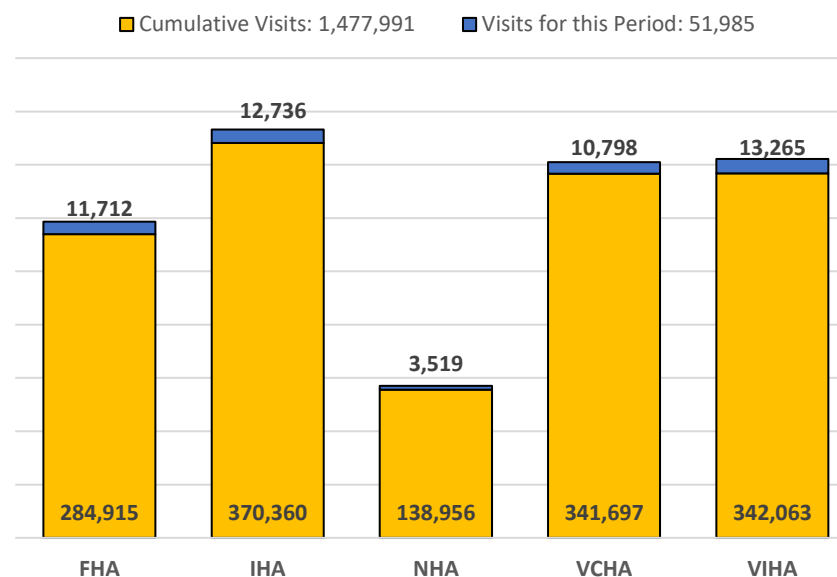
Since the first UPCC opened, there have been more than 1.47 million visits to all UPCCs.

Since April 1 2022, for FY2022/23, there have been 348,051 visits to all UPCCs.

**Province Clinical Hiring Progress (FY 22/23)**



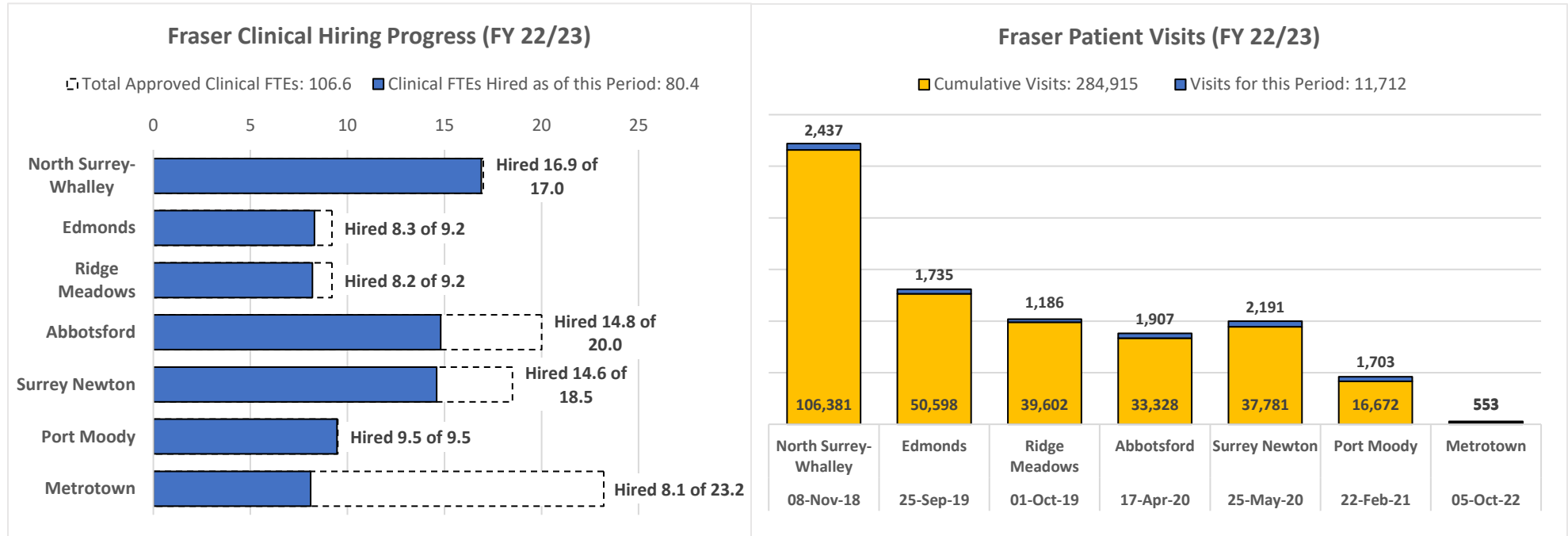
**Province Patient Visits (FY 22/23)**



## Urgent and Primary Care Centres DASHBOARD

P8 Data – Covering the Period from October 14 – November 10, 2022

### Fraser



#### Notes

**(Burnaby) Edmonds** – Updated baselines for Nursing and AHP due to reconciliation of FTE breakdowns and approved financials.

**Port Moody** – Updated baseline as UPCC is continuing with longitudinal and mixed stream hiring.

**Metrotown** – Opened October 3, 2022

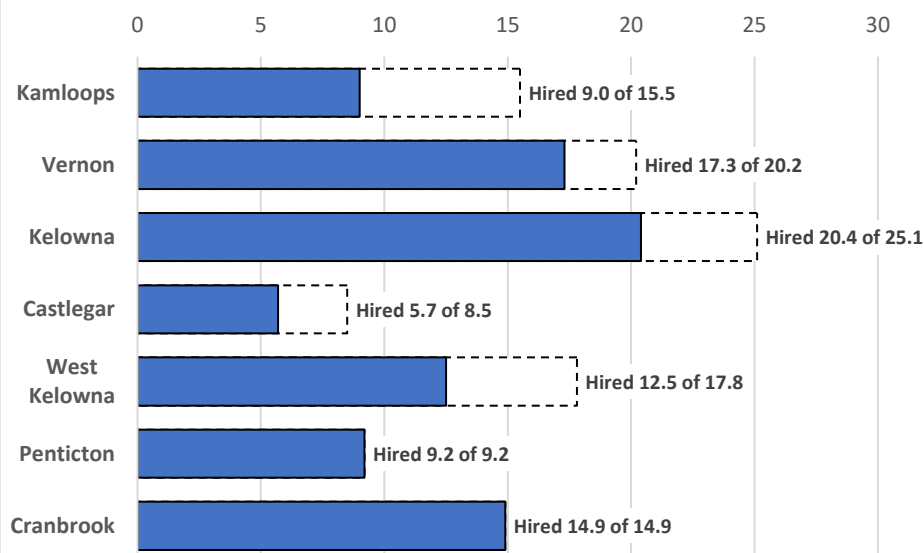
## Urgent and Primary Care Centres DASHBOARD

P8 Data – Covering the Period from October 14 – November 10, 2022

### Interior

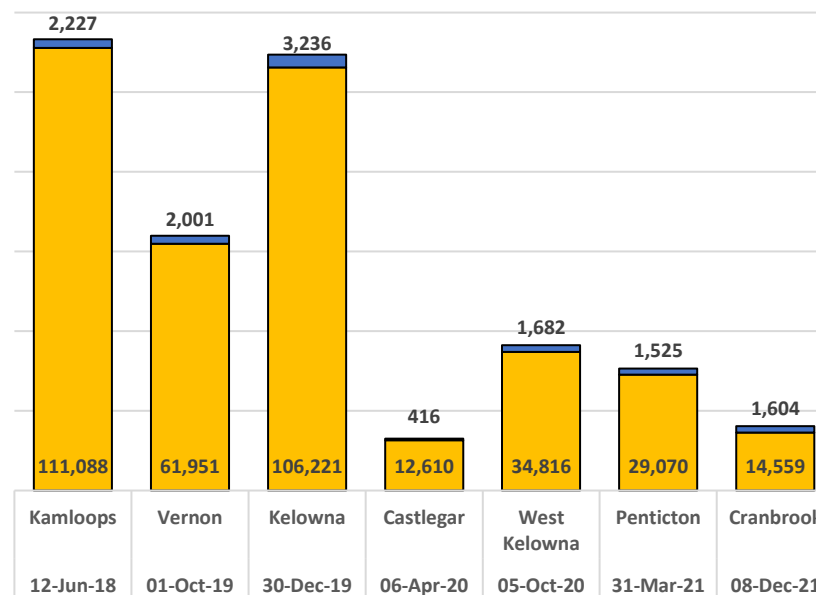
**Interior Clinical Hiring Progress (FY 22/23)**

□ Total Approved Clinical FTEs: 111.2   ■ Clinical FTEs Hired as of this Period: 89.0



**Interior Patient Visits (FY 22/23)**

■ Cumulative Visits: 370,315   ■ Visits for this Period: 12,691



#### Notes

**Kamloops** – The health authority is actively recruiting for vacant positions and the UPCC are forecasting they will have a total of 14.0 FTEs hired by the end of fiscal year.

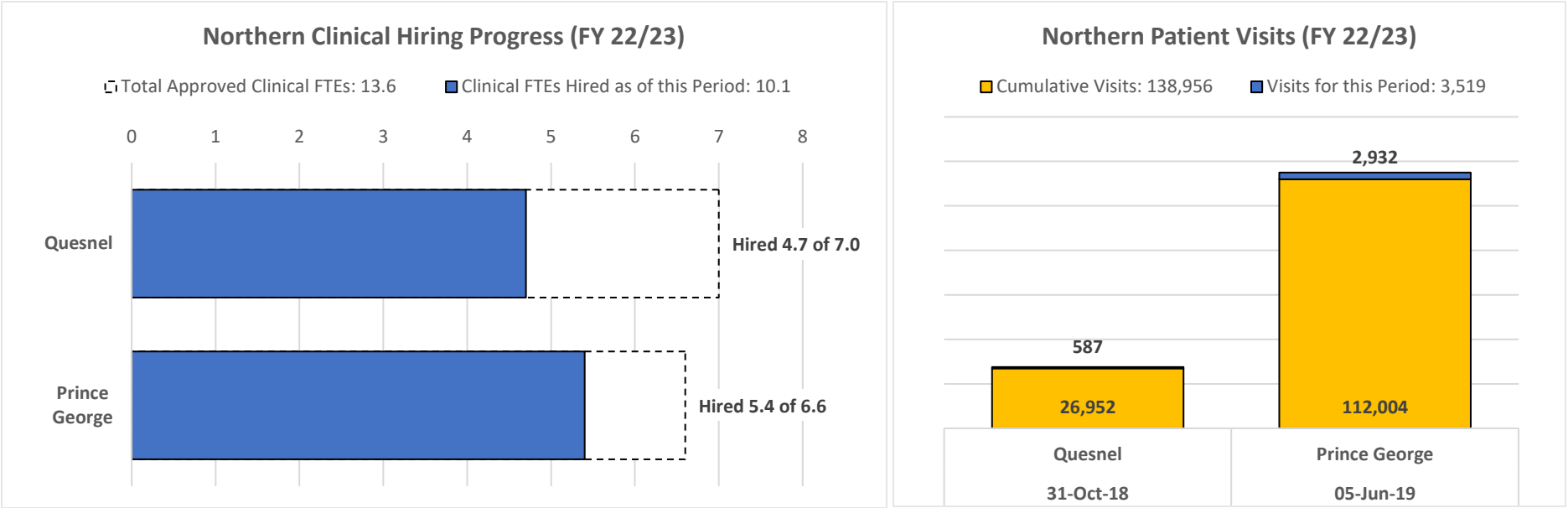
**Castlegar** – Vacancies remain in RN Level 3 and RN level 4, 1.0 FTE social worker and 1.0 FTE physiotherapist positions, the Health Authority is actively recruiting.

**West Kelowna** – Attrition of 1.4 FTE AHP from the previous reporting period, The Health Authority is actively recruiting for social workers, RN, and physiotherapist positions. The projection for P9 is that these newly vacant positions will be filled.

# Urgent and Primary Care Centres DASHBOARD

P8 Data – Covering the Period from October 14 – November 10, 2022

## Northern



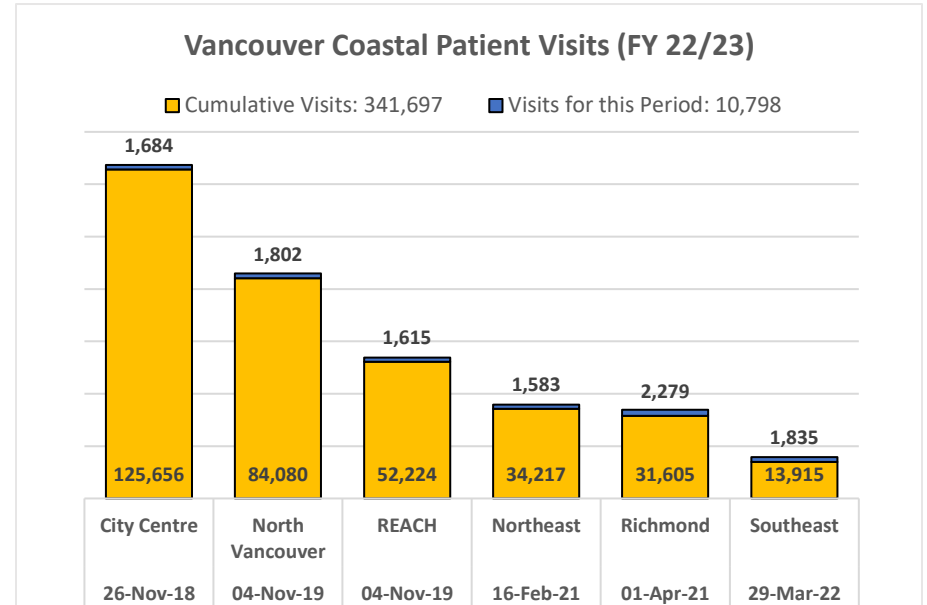
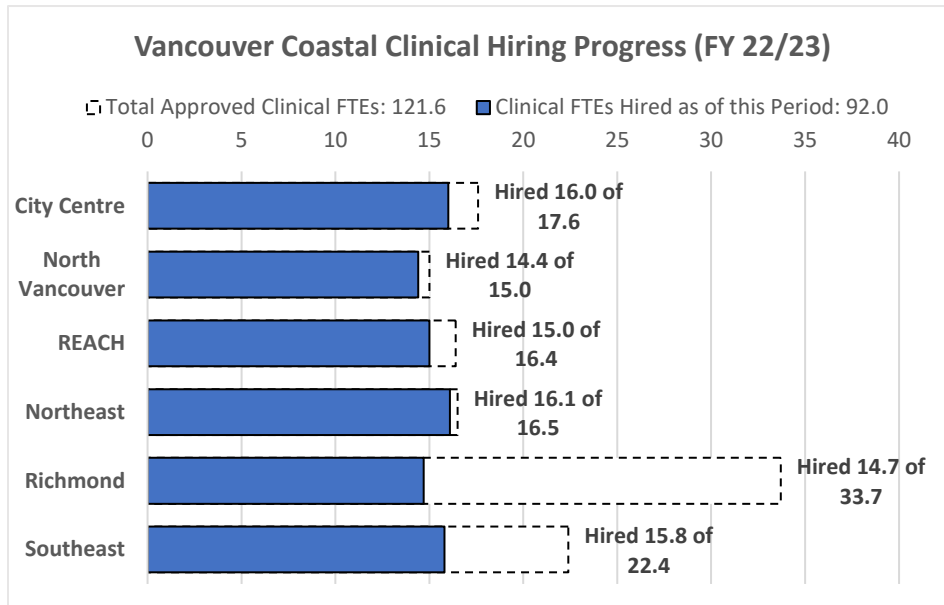
\* Launched in phases. Full scale opening date was 03-Sept-19.

### Notes

# Urgent and Primary Care Centres DASHBOARD

P8 Data – Covering the Period from October 14 – November 10, 2022

## Vancouver Coastal



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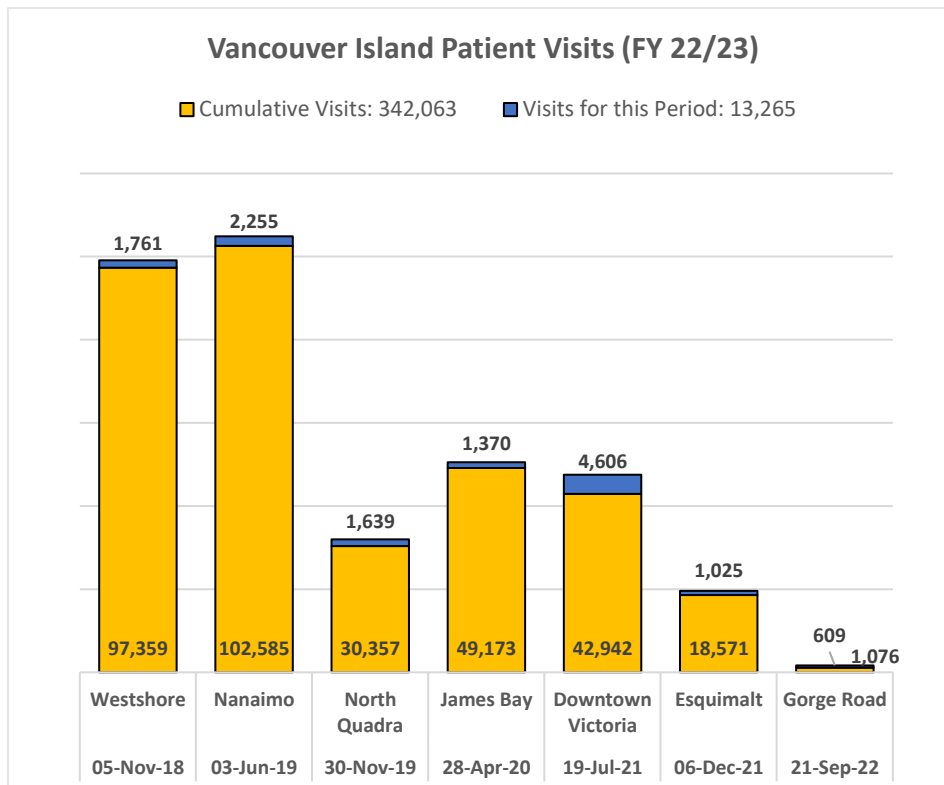
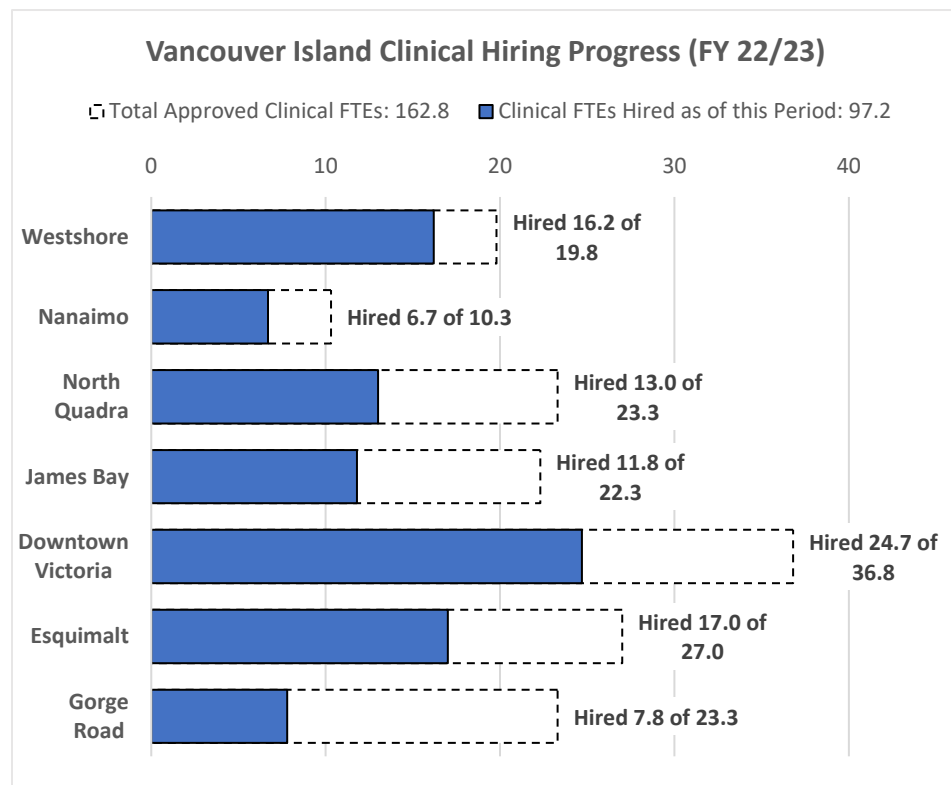
### Notes

City Centre, North Vancouver, and REACH – Using P7 recruitment data until first biannual financial report is received. Will update for next period.

## Urgent and Primary Care Centres DASHBOARD

P8 Data – Covering the Period from October 14 – November 10, 2022

### Vancouver Island



\* Launched in phases. Nanaimo full scale opening date was 03-Sept-19. Esquimalt full scale opening date was 06-12-21.

#### Notes

**Westshore** – Actively recruiting for FP vacancy – anticipating new hires by P10

**Nanaimo** – FP services are provided through fee for service and not reflected in this report as FTEs.

**James Bay** – Plans are underway to reopen an attachment list ~10 per week and reopen PCP urgent care coverage ~4 hours a day.

**Gorge Road** – Successful first period of operations; GUPCC Physician LOA signed. FP UC shifts are covered, and NP hiring is expected to grow in P9 and P10.





**Ministry of Health**  
**Urgent and Primary Care Centre Overview**  
UPCC Period Reporting (P9 2022/23, November 11 – December 8, 2022)

## Urgent and Primary Care Centres DASHBOARD

P9 Data – Covering the Period from November 11 – December 8, 2022

### Notes

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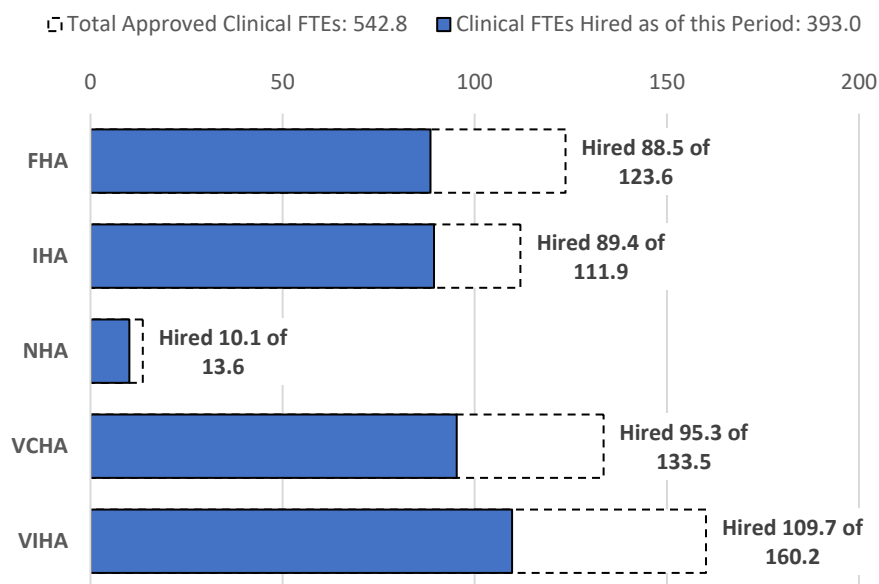
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## Province Overview

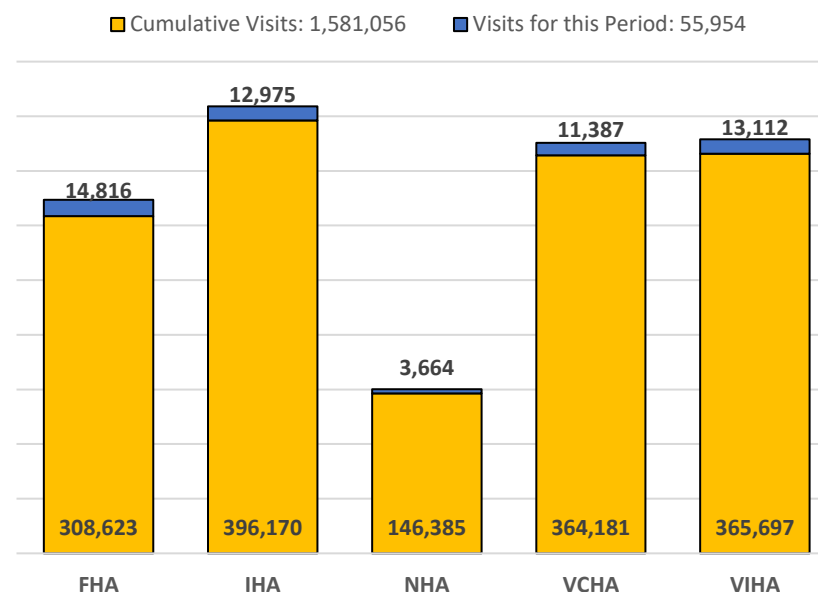
Since the first UPCC opened, there have been more than 1.58 million visits to all UPCCs.

Since April 1, 2022, for FY2022/23, there have been 452,952 visits to all UPCCs.

**Province Clinical Hiring Progress (FY 22/23)**



**Province Patient Visits (FY 22/23)**

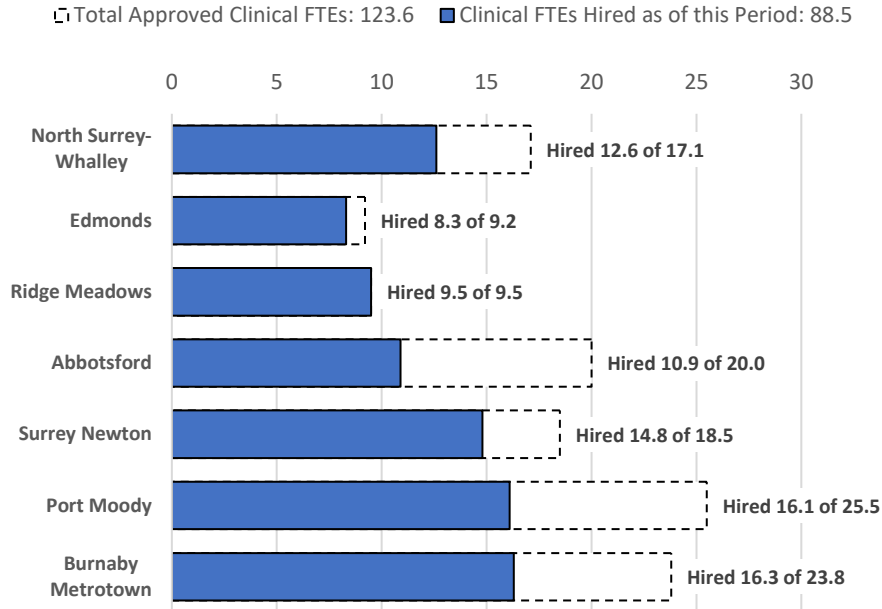


# Urgent and Primary Care Centres DASHBOARD

P9 Data – Covering the Period from November 11 – December 8, 2022

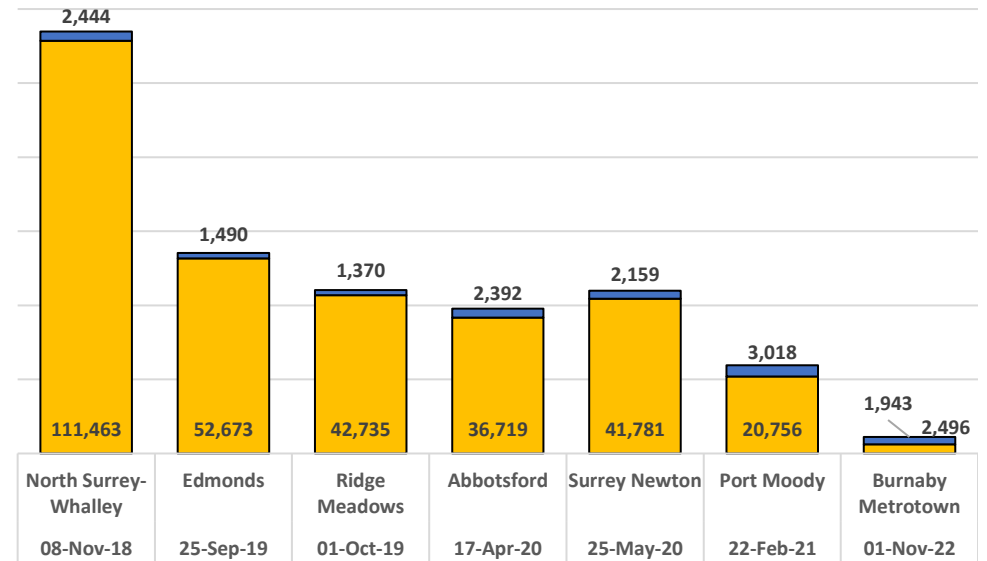
## Fraser

Fraser Clinical Hiring Progress (FY 22/23)



Fraser Patient Visits (FY 22/23)

■ Cumulative Visits: 308,623 ■ Visits for this Period: 14,816



### At a Glance:

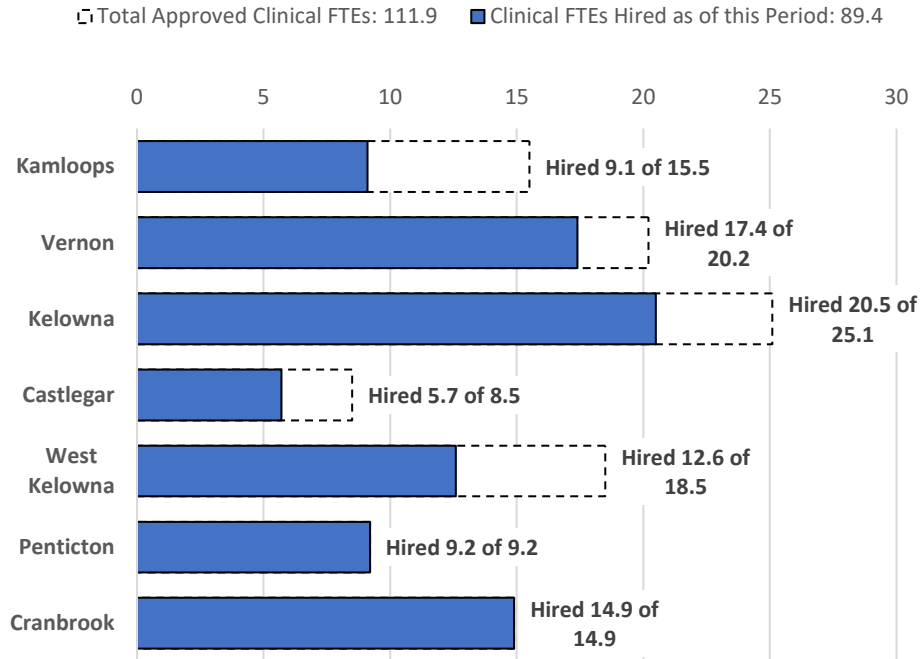
|                      | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and Change<br>Mgmt.) |        |
|----------------------|------------------------|-----------------|------------|-----------|--------|--------------------|--------|----------|--------|---------------|--------|------------|--------|-------------------|--------|------------------------------------------------------|--------|
|                      |                        |                 |            |           |        | Nurse Practitioner |        | Nursing  |        | Allied Health |        | Pharmacist |        | Indigenous Health |        |                                                      |        |
|                      |                        | FTEs            | % Progress | Approved  | Actual | Approved           | Actual | Approved | Actual | Approved      | Actual | Approved   | Actual | Approved          | Actual | Approved                                             | Actual |
| Fraser               |                        |                 |            |           |        |                    |        |          |        |               |        |            |        |                   |        |                                                      |        |
| North Surrey-Whalley | 17.1                   | 12.6            | 74%        | 4.0       | 3.2    | 2.2                | 1.7    | 5.7      | 5.1    | 4.2           | 2.0    | 1.0        | 0.6    | -                 | -      | -                                                    | -      |
| Burnaby Edmonds      | 9.2                    | 8.3             | 90%        | 1.4       | 1.4    | -                  | -      | 4.2      | 4.0    | 3.6           | 2.9    | -          | -      | -                 | -      | -                                                    | -      |
| Ridge Meadows        | 9.5                    | 9.5             | 100%       | 2.6       | 2.6    | -                  | -      | 3.9      | 3.9    | 3.0           | 3.0    | -          | -      | -                 | -      | -                                                    | -      |
| Abbotsford           | 20.0                   | 10.9            | 55%        | 5.9       | 2.7    | 4.1                | 2.6    | 6.0      | 4.4    | 3.0           | 1.2    | 1.0        | 0.0    | -                 | -      | -                                                    | -      |
| Surrey Newton        | 18.5                   | 14.8            | 80%        | 5.0       | 3.2    | 4.4                | 3.5    | 6.0      | 5.1    | 2.1           | 2.0    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Port Moody           | 25.5                   | 16.1            | 63%        | 5.1       | 3.2    | 5.6                | 3.4    | 11.7     | 7.5    | 3.1           | 2.0    | -          | -      | -                 | -      | -                                                    | -      |
| Metrotown            | 23.8                   | 16.3            | 68%        | 5.2       | 2.0    | 3.5                | 3.2    | 10.0     | 8.6    | 4.1           | 1.5    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |

# Urgent and Primary Care Centres DASHBOARD

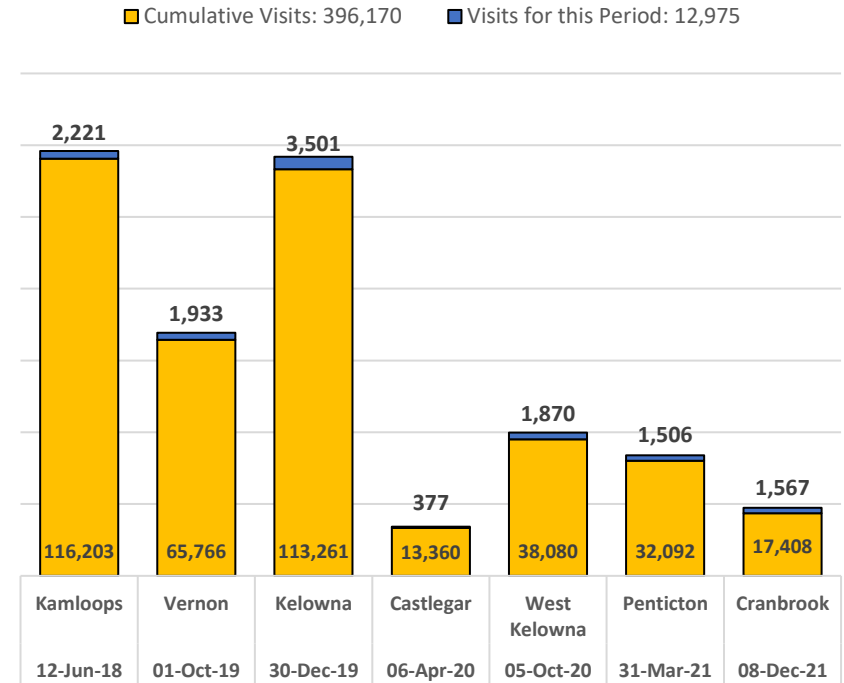
P9 Data – Covering the Period from November 11 – December 8, 2022

## Interior

**Interior Clinical Hiring Progress (FY 22/23)**



**Interior Patient Visits (FY 22/23)**



### At a Glance:

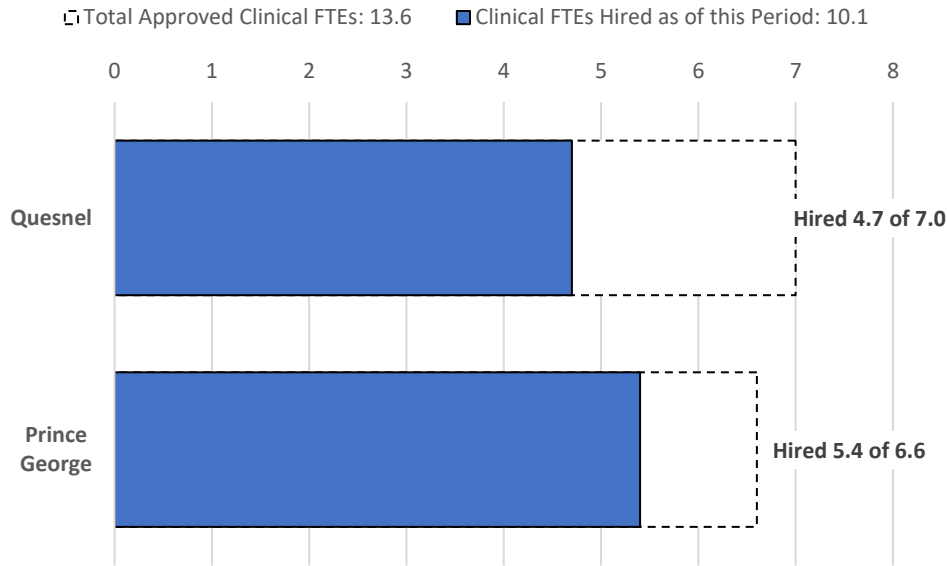
|              | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and Change<br>Mgmt.) |        |
|--------------|------------------------|-----------------|------------|-----------|--------|--------------------|--------|----------|--------|---------------|--------|------------|--------|-------------------|--------|------------------------------------------------------|--------|
|              |                        |                 |            |           |        | Nurse Practitioner |        | Nursing  |        | Allied Health |        | Pharmacist |        | Indigenous Health |        |                                                      |        |
|              |                        | FTEs            | % Progress | Approved  | Actual | Approved           | Actual | Approved | Actual | Approved      | Actual | Approved   | Actual | Approved          | Actual | Approved                                             | Actual |
| Interior     |                        |                 |            |           |        |                    |        |          |        |               |        |            |        |                   |        |                                                      |        |
| Kamloops     | 15.5                   | 9.1             | 59%        | 3.3       | 3.1    | 2.1                | 0.0    | 4.8      | 3.0    | 5.3           | 3.0    | -          | -      | -                 | -      | -                                                    | -      |
| Vernon       | 20.2                   | 17.4            | 86%        | 2.3       | 2.4    | 4.4                | 4.1    | 8.1      | 7.7    | 5.4           | 3.2    | -          | -      | -                 | -      | -                                                    | -      |
| Kelowna      | 25.1                   | 20.5            | 82%        | 5.3       | 5.2    | 2.7                | 2.4    | 9.9      | 8.6    | 7.2           | 4.3    | -          | -      | -                 | -      | -                                                    | -      |
| Castlegar    | 8.5                    | 5.7             | 67%        | FFS       | FFS    | -                  | -      | 3.2      | 2.7    | 5.3           | 3.0    | -          | -      | -                 | -      | -                                                    | -      |
| West Kelowna | 18.5                   | 12.6            | 68%        | 1.4       | 1.1    | 2.9                | 2.6    | 5.4      | 4.5    | 7.8           | 3.4    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Penticton    | 9.2                    | 9.2             | 100%       | 1.0       | 1.0    | 2.0                | 2.0    | 3.2      | 3.2    | 3.0           | 3.0    | -          | -      | -                 | -      | -                                                    | -      |
| Cranbrook    | 14.9                   | 14.9            | 100%       | 0.9       | 0.9    | 1.7                | 1.7    | 5.0      | 5.0    | 7.3           | 7.3    | -          | -      | -                 | -      | -                                                    | -      |

# Urgent and Primary Care Centres DASHBOARD

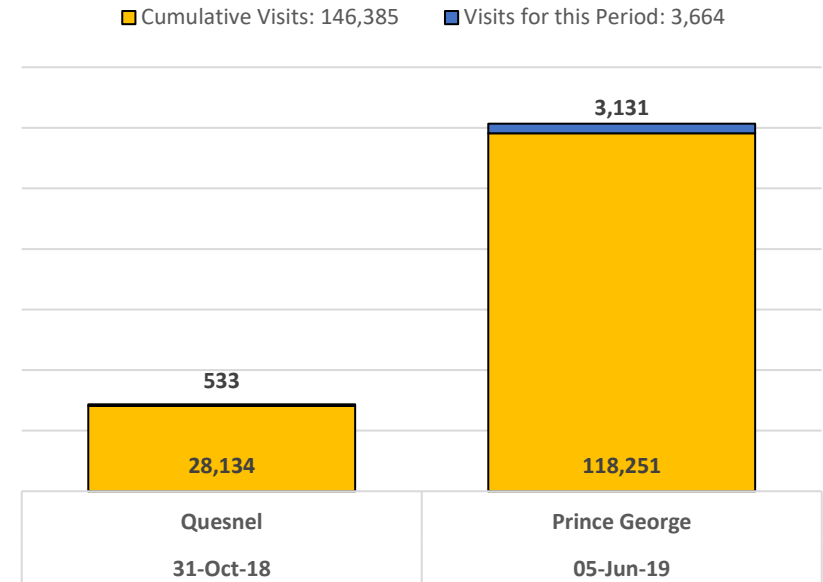
P9 Data – Covering the Period from November 11 – December 8, 2022

## Northern

**Northern Clinical Hiring Progress (FY 22/23)**



**Northern Patient Visits (FY 22/23)**



\* Launched in phases. Prince George full scale opening date was 03-Sept-19.

### At a Glance:

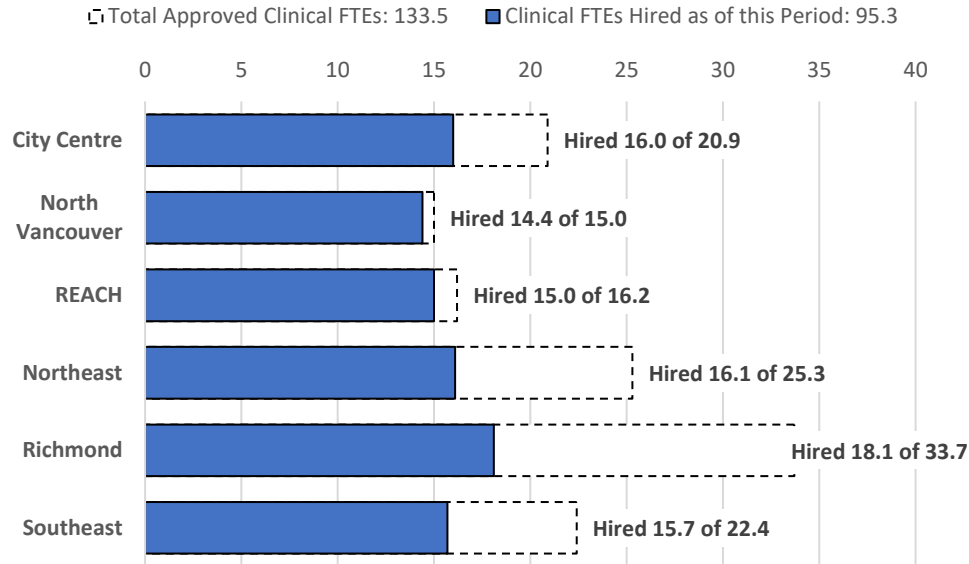
|               | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and Change<br>Mgmt.) |        |
|---------------|------------------------|-----------------|------------|-----------|--------|--------------------|--------|----------|--------|---------------|--------|------------|--------|-------------------|--------|------------------------------------------------------|--------|
|               |                        |                 |            |           |        | Nurse Practitioner |        | Nursing  |        | Allied Health |        | Pharmacist |        | Indigenous Health |        |                                                      |        |
|               |                        | FTEs            | % Progress | Approved  | Actual | Approved           | Actual | Approved | Actual | Approved      | Actual | Approved   | Actual | Approved          | Actual | Approved                                             | Actual |
| Northern      |                        |                 |            |           |        |                    |        |          |        |               |        |            |        |                   |        |                                                      |        |
| Quesnel       | 7.0                    | 4.7             | 67%        | 1.0       | 1.2    | 1.5                | 0.0    | 3.0      | 2.5    | 1.5           | 1.0    | -          | -      | -                 | -      | -                                                    | -      |
| Prince George | 6.6                    | 5.4             | 82%        | FFS       | FFS    | 1.2                | 0.0    | 1.8      | 1.8    | 3.6           | 3.6    | -          | -      | -                 | -      | -                                                    | -      |

# Urgent and Primary Care Centres DASHBOARD

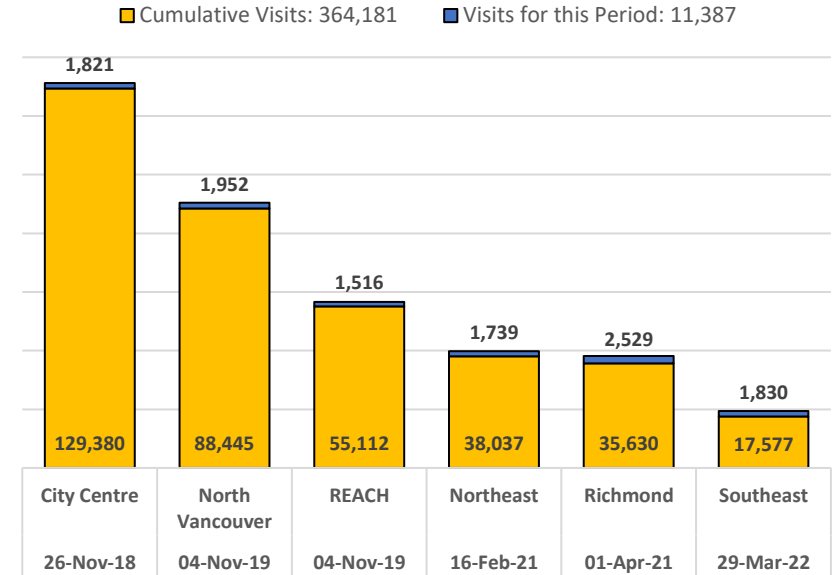
P9 Data – Covering the Period from November 11 – December 8, 2022

## Vancouver Coastal

**Vancouver Coastal Clinical Hiring Progress (FY 22/23)**



**Vancouver Coastal Patient Visits (FY 22/23)**



\* Launched in phases. REACH full scale opening date was 28-Feb-20. Richmond full scale opening date was 25-Apr-22.

### At a Glance:

|                   | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and Change<br>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 |
| Vancouver Coastal |                        |                 |            |           |        |                    |        |          |        |               |        |            |        |                   |        |                                                      |        |
| City Centre       | 20.9                   | 16.0            | 77%        | 4.3       | 5.6    | 3.3                | 2.7    | 10.0     | 7.7    | 3.3           | 0.0    | -          | -      | -                 | -      | -                                                    | -      |
| North Vancouver   | 15.0                   | 14.4            | 96%        | 4.1       | 3.4    | 1.7                | 1.9    | 7.2      | 7.9    | 2.0           | 1.2    | -          | -      | -                 | -      | -                                                    | -      |
| REACH             | 16.2                   | 15.0            | 93%        | 3.3       | 4.8    | 2.9                | 2.1    | 8.0      | 6.6    | 1.5           | 1.5    | 0.5        | 0.0    | -                 | -      | -                                                    | -      |
| Northeast         | 25.3                   | 16.1            | 64%        | 5.0       | 2.7    | 4.5                | 3.0    | 10.2     | 9.0    | 5.6           | 1.4    | -          | -      | -                 | -      | -                                                    | -      |
| Richmond          | 33.7                   | 18.1            | 54%        | 9.1       | 5.0    | 5.2                | 1.6    | 14.6     | 11.0   | 4.8           | 0.5    | -          | -      | -                 | -      | -                                                    | -      |
| Southeast         | 22.4                   | 15.7            | 70%        | 4.7       | 3.4    | 4.5                | 2.2    | 10.2     | 9.1    | 3.0           | 1.0    | -          | -      | -                 | -      | -                                                    | -      |

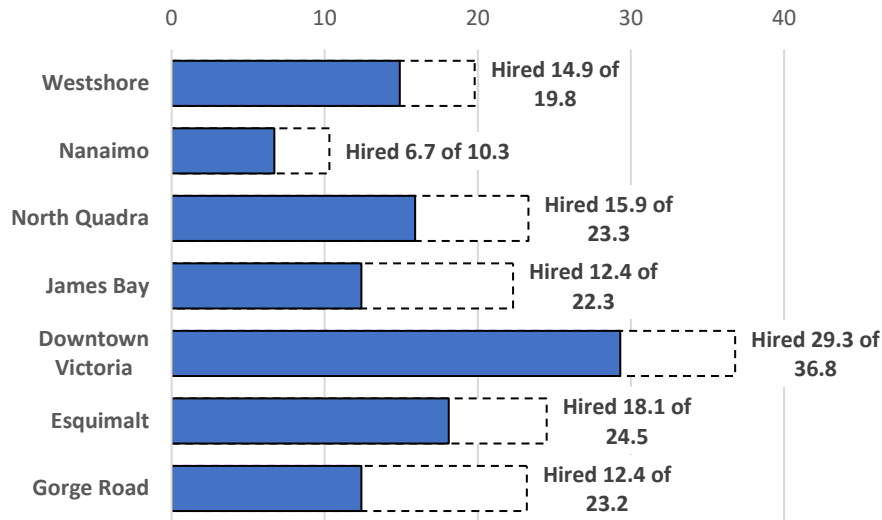
# Urgent and Primary Care Centres DASHBOARD

P9 Data – Covering the Period from November 11 – December 8, 2022

## Vancouver Island

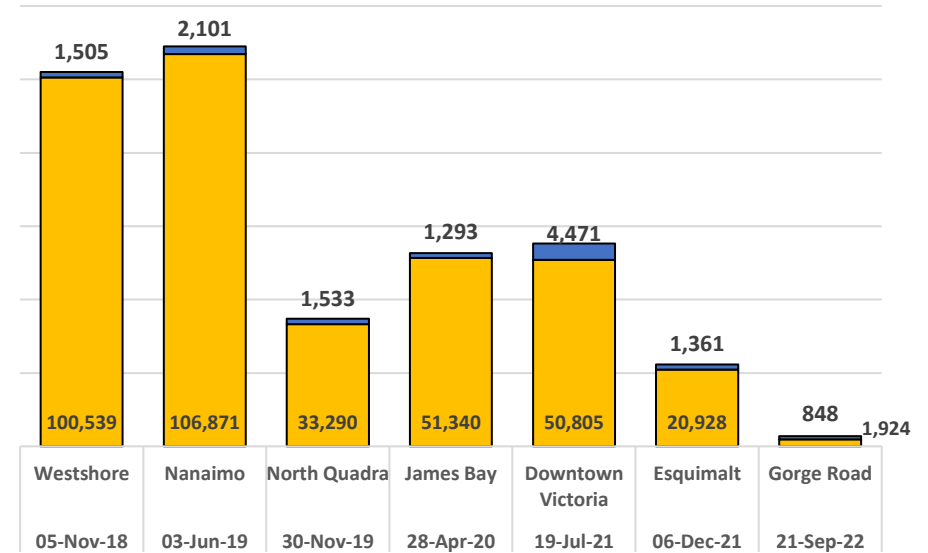
### Vancouver Island Clinical Hiring Progress (FY 22/23)

□ Total Approved Clinical FTEs: 160.2 ■ Clinical FTEs Hired as of this Period: 109.7



### Vancouver Island Patient Visits (FY 22/23)

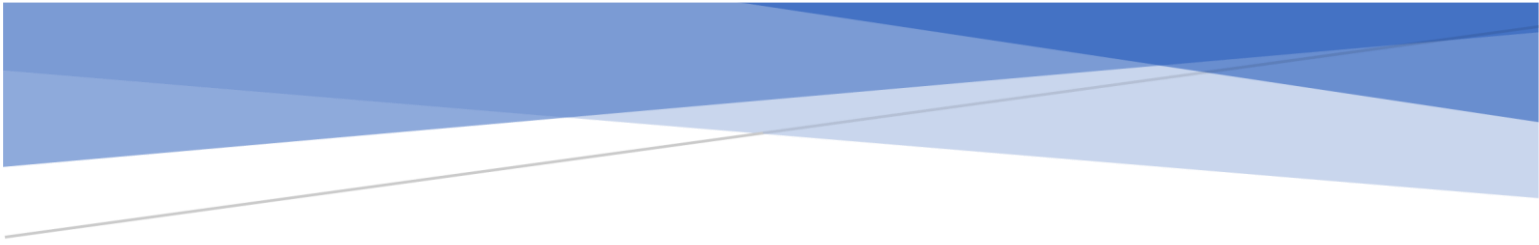
■ Cumulative Visits: 365,697 ■ Visits for this Period: 13,112



\* Launched in phases. Nanaimo full scale opening date was 03-Sept-19. Esquimalt full scale opening date was 06-12-21.

### At a Glance:

|                   | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and Change<br>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 |
| Vancouver Island  |                        |                 |            |           |        |                    |        |          |        |               |        |            |        |                   |        |                                                      |        |
| Westshore         | 19.8                   | 14.9            | 75%        | 7.2       | 4.3    | 1.2                | 1.0    | 5.8      | 5.8    | 5.4           | 3.6    | 0.2        | 0.2    | -                 | -      | -                                                    | -      |
| Nanaimo           | 10.3                   | 6.7             | 65%        | FFS       | FFS    | -                  | -      | 3.4      | 1.4    | 5.7           | 4.3    | 1.2        | 1.0    | -                 | -      | -                                                    | -      |
| North Quadra      | 23.3                   | 15.9            | 68%        | 9.7       | 4.5    | 1.2                | 0.2    | 8.0      | 8.0    | 3.0           | 1.7    | -          | -      | -                 | -      | 1.4                                                  | 1.5    |
| James Bay         | 22.3                   | 12.4            | 56%        | 6.6       | 4.0    | 3.3                | 0.0    | 8.4      | 6.4    | 2.3           | 1.0    | -          | -      | -                 | -      | 1.7                                                  | 1.0    |
| Downtown Victoria | 36.8                   | 29.3            | 80%        | 11.5      | 9.1    | 2.3                | 0.0    | 15.5     | 14.4   | 5.8           | 4.2    | -          | -      | -                 | -      | 1.7                                                  | 1.6    |
| Esquimalt         | 24.5                   | 18.1            | 74%        | 7.6       | 3.2    | 0.9                | 0.0    | 9.1      | 9.0    | 5.3           | 4.5    | -          | -      | -                 | -      | 1.6                                                  | 1.4    |
| Gorge Road        | 23.2                   | 12.4            | 53%        | 6.2       | 2.9    | 3.1                | 1.6    | 8.7      | 5.6    | 3.5           | 1.0    | -          | -      | -                 | -      | 1.7                                                  | 1.3    |



# URGENT & PRIMARY CARE CENTRE DASHBOARD

FY 2022/23 – Period 12 (Feb 3 to Mar 3)



Ministry of  
Health

Results Management Office  
Primary Care Division

Last Updated: Mar 5, 2024



## TABLE OF CONTENTS

|                                                                    |          |
|--------------------------------------------------------------------|----------|
| <b>Contextual Information .....</b>                                | <b>1</b> |
| <b>Provincial Overview .....</b>                                   | <b>2</b> |
| Patient Visits At A Glance .....                                   | 2        |
| Recruitment At A Glance .....                                      | 2        |
| Summary Tables .....                                               | 3        |
| <b>Urgent &amp; Primary Care Centres by Health Authority .....</b> | <b>5</b> |
| Fraser Health Authority (FHA) .....                                | 5        |
| Interior Health Authority (IHA) .....                              | 6        |
| Northern Health Authority (NHA) .....                              | 7        |
| Vancouver Coastal Health Authority (VCHA) .....                    | 8        |
| Vancouver Island Health Authority (VIHA) .....                     | 9        |

## 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).

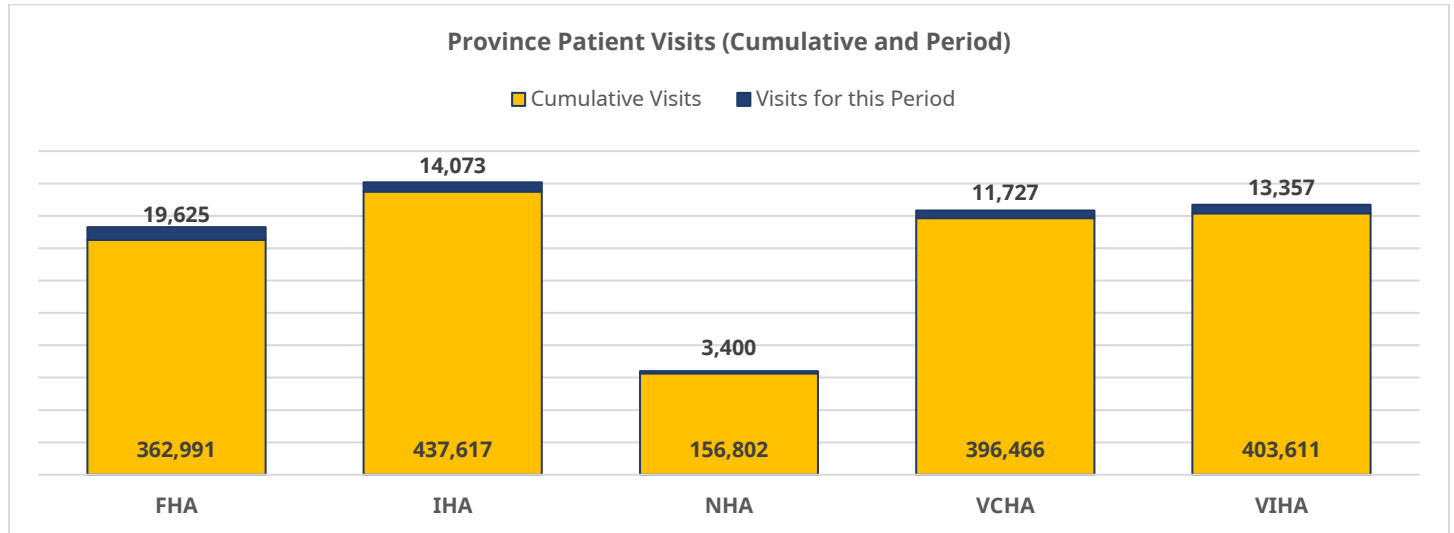
## FOOTNOTES

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

## PROVINCIAL OVERVIEW

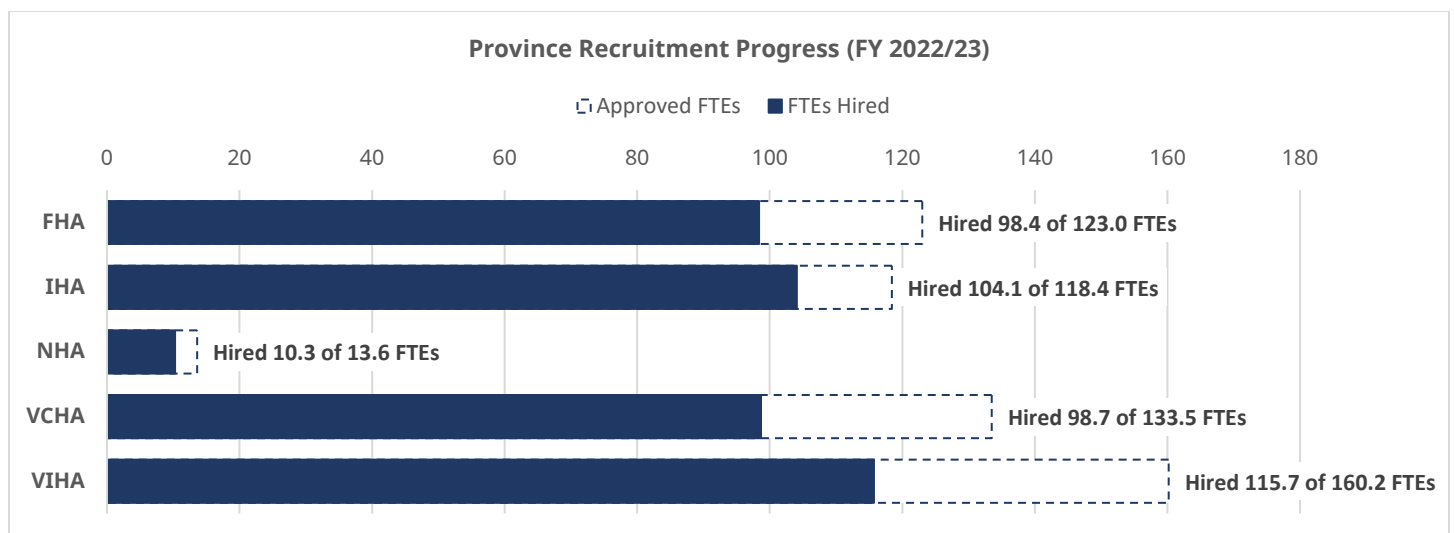
### PATIENT VISITS AT A GLANCE

Since the first UPCC opened in 2018/19, there have been almost 1.7 million patient visits across all UPCCs. For FY2022/23, there have been 631,116 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.



### RECRUITMENT AT A GLANCE

As of Period 12 of FY22/23 (February 3 to March 3, 2023), **427 FTEs (+12 FTEs from P11)** have been recruited out of a total of 549 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.



## SUMMARY TABLES

### PATIENT VISITS BY SITE

| UPCC Name                | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits |
|--------------------------|--------------------|---------------------------------|---------------------------------|
| <b>Fraser</b>            |                    |                                 |                                 |
| North Surrey-Whalley     | November 8, 2018   | 118,631                         | 30,547                          |
| Burnaby Edmonds          | September 23, 2019 | 59,594                          | 21,107                          |
| Ridge Meadows            | October 1, 2019    | 47,884                          | 18,307                          |
| Abbotsford               | April 17, 2020     | 44,186                          | 23,666                          |
| Surrey Newton            | May 25, 2020       | 48,512                          | 24,959                          |
| Port Moody               | February 22, 2021  | 34,369                          | 28,712                          |
| Burnaby Metrotown        | November 1, 2022   | 9,815                           | 9,815                           |
| <b>Interior</b>          |                    |                                 |                                 |
| Kamloops                 | June 12, 2018      | 123,244                         | 28,846                          |
| Vernon                   | October 1, 2019    | 72,149                          | 23,531                          |
| Kelowna                  | December 30, 2019  | 123,748                         | 41,492                          |
| Castlegar                | April 6, 2020      | 14,411                          | 4,664                           |
| West Kelowna             | October 5, 2020    | 43,093                          | 19,632                          |
| Penticton                | March 31, 2021     | 36,602                          | 18,032                          |
| Cranbrook                | December 12, 2021  | 22,375                          | 18,970                          |
| Ashcroft                 | September 27, 2022 | 1,995                           | 1,995                           |
| <b>Northern</b>          |                    |                                 |                                 |
| Quesnel                  | October 31, 2018   | 29,897                          | 6,661                           |
| Prince George            | June 5, 2019       | 126,905                         | 36,100                          |
| <b>Vancouver Coastal</b> |                    |                                 |                                 |
| City Centre              | November 26, 2018  | 134,413                         | 20,120                          |
| North Vancouver          | November 4, 2019   | 94,945                          | 23,961                          |
| REACH                    | November 4, 2019   | 59,522                          | 17,854                          |
| Northeast                | February 16, 2021  | 43,122                          | 20,948                          |
| Richmond                 | April 1, 2021      | 43,218                          | 26,946                          |
| Southeast                | March 29, 2022     | 21,246                          | 21,147                          |
| <b>Vancouver Island</b>  |                    |                                 |                                 |
| Westshore                | November 5, 2018   | 104,850                         | 19,067                          |
| Nanaimo                  | June 3, 2019       | 112,702                         | 24,348                          |
| North Quadra             | November 30, 2019  | 37,542                          | 17,331                          |
| James Bay                | April 28, 2020     | 55,042                          | 15,497                          |
| Downtown Victoria        | July 19, 2021      | 65,032                          | 48,505                          |
| Esquimalt                | December 6, 2021   | 23,489                          | 13,402                          |
| Gorge Road               | September 21, 2022 | 4,954                           | 4,954                           |
| <b>Total - UPCCs</b>     |                    | <b>1,757,487</b>                | <b>631,116</b>                  |

## RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs Approved | Total Recruited |            |
|----------------------|--------------------|---------------------|-----------------|------------|
|                      |                    |                     | FTEs            | % Progress |
| Fraser               |                    |                     |                 |            |
| North Surrey-Whalley | November 8, 2018   | 17.1                | 14.2            | 83%        |
| Burnaby Edmonds      | September 23, 2019 | 9.2                 | 7.6             | 83%        |
| Ridge Meadows        | October 1, 2019    | 9.5                 | 7.4             | 78%        |
| Abbotsford           | April 17, 2020     | 20.0                | 15.6            | 78%        |
| Surrey Newton        | May 25, 2020       | 18.5                | 16.2            | 88%        |
| Port Moody           | February 22, 2021  | 25.5                | 19.4            | 76%        |
| Burnaby Metrotown    | November 1, 2022   | 23.2                | 18.0            | 78%        |
| Interior             |                    |                     |                 |            |
| Kamloops             | June 12, 2018      | 15.5                | 11.6            | 75%        |
| Vernon               | October 1, 2019    | 20.2                | 20.4            | 101%       |
| Kelowna              | December 30, 2019  | 25.1                | 21.0            | 84%        |
| Castlegar            | April 6, 2020      | 8.5                 | 5.5             | 65%        |
| West Kelowna         | October 5, 2020    | 18.5                | 15.0            | 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%       |
| Northern             |                    |                     |                 |            |
| Quesnel              | October 31, 2018   | 7.0                 | 4.9             | 70%        |
| Prince George        | June 5, 2019       | 6.6                 | 5.4             | 82%        |
| Vancouver Coastal    |                    |                     |                 |            |
| City Centre          | November 26, 2018  | 20.9                | 16.0            | 77%        |
| North Vancouver      | November 4, 2019   | 15.0                | 14.4            | 96%        |
| REACH                | November 4, 2019   | 16.2                | 15.0            | 93%        |
| Northeast            | February 16, 2021  | 25.3                | 18.0            | 71%        |
| Richmond             | April 1, 2021      | 33.7                | 19.1            | 57%        |
| Southeast            | March 29, 2022     | 22.4                | 16.2            | 72%        |
| Vancouver Island     |                    |                     |                 |            |
| Westshore            | November 5, 2018   | 19.8                | 15.7            | 79%        |
| Nanaimo              | June 3, 2019       | 10.3                | 6.7             | 65%        |
| North Quadra         | November 30, 2019  | 23.3                | 17.1            | 73%        |
| James Bay            | April 28, 2020     | 22.3                | 12.4            | 56%        |
| Downtown Victoria    | July 19, 2021      | 36.8                | 31.1            | 85%        |
| Esquimalt            | December 6, 2021   | 24.5                | 17.1            | 70%        |
| Gorge Road           | September 21, 2022 | 23.2                | 15.6            | 67%        |
| Total - UPCCs        |                    | 548.7               | 427.2           | -          |

URGENT & PRIMARY CARE CENTRES BY HEALTH AUTHORITY

FRASER HEALTH AUTHORITY (FHA)

PATIENT VISITS BY SITE

| UPCC Name            | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |        |
|----------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                      |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    | P12    |
| North Surrey-Whalley | November 8, 2018   | 118,631                         | 30,547                          | 2,638                                 | 3,157  | 3,134  | 2,588  | 2,354  | 2,381  | 2,246  | 2,437  | 2,444  | 2,332  | 2,593  | 2,243  |
| Burnaby Edmonds      | September 23, 2019 | 59,594                          | 21,107                          | 585                                   | 1,537  | 1,782  | 1,744  | 1,800  | 1,816  | 1,697  | 1,735  | 1,490  | 1,695  | 2,526  | 2,700  |
| Ridge Meadows        | October 1, 2019    | 47,884                          | 18,307                          | 1,763                                 | 1,510  | 1,686  | 1,601  | 1,355  | 1,451  | 1,236  | 1,186  | 1,370  | 1,506  | 1,706  | 1,937  |
| Abbotsford           | April 17, 2020     | 44,186                          | 23,666                          | 999                                   | 1,360  | 1,722  | 1,848  | 2,063  | 2,075  | 1,833  | 1,907  | 2,392  | 2,393  | 2,579  | 2,495  |
| Surrey Newton        | May 25, 2020       | 48,512                          | 24,959                          | 1,841                                 | 1,813  | 2,104  | 1,742  | 2,114  | 2,057  | 2,207  | 2,191  | 2,159  | 2,035  | 2,402  | 2,294  |
| Port Moody           | February 22, 2021  | 34,369                          | 28,712                          | 1,066                                 | 1,174  | 1,438  | 1,520  | 1,653  | 1,699  | 1,828  | 1,703  | 3,018  | 3,624  | 4,556  | 5,433  |
| Burnaby Metrotown    | November 1, 2022   | 9,815                           | 9,815                           | -                                     | -      | -      | -      | -      | -      | -      | 553    | 1,943  | 2,169  | 2,627  | 2,523  |
| Total                |                    | 362,991                         | 157,113                         | 8,892                                 | 10,551 | 11,866 | 11,043 | 11,339 | 11,479 | 11,047 | 11,712 | 14,816 | 15,754 | 18,989 | 19,625 |

RECRUITMENT BY SITE

| UPCC Name            | Opening Date       | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| North Surrey-Whalley | November 8, 2018   | 17.1                   | 14.2            | 83%        | 4.0       | 3.2    | 2.2                | 1.3    | 5.7      | 5.1    | 4.2           | 4.0    | 1.0        | 0.6    | -                 | -      | -                                                    | -      |
| Burnaby Edmonds      | September 23, 2019 | 9.2                    | 7.6             | 83%        | 1.4       | 1.4    | -                  | -      | 4.2      | 4.0    | 3.6           | 2.2    | -          | -      | -                 | -      | -                                                    | -      |
| Ridge Meadows        | October 1, 2019    | 9.5                    | 7.4             | 78%        | 2.6       | 2.6    | -                  | -      | 3.9      | 3.2    | 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       | 18.5                   | 16.2            | 88%        | 5.0       | 4.4    | 4.4                | 4.4    | 6.0      | 5.0    | 2.1           | 1.4    | 1.0        | 1.0    | -                 | -      | -                                                    | -      |
| Port Moody           | February 22, 2021  | 25.5                   | 19.4            | 76%        | 5.1       | 3.4    | 5.6                | 4.7    | 11.7     | 9.3    | 3.1           | 2.0    | -          | -      | -                 | -      | -                                                    | -      |
| Burnaby Metrotown    | November 1, 2022   | 23.2                   | 18.0            | 78%        | 4.5       | 2.2    | 3.5                | 3.2    | 10.0     | 8.6    | 4.1           | 3.0    | 1.1        | 1.0    | -                 | -      | -                                                    | -      |
| Total                |                    | 123.0                  | 98.4            | -          | 28.5      | 20.4   | 19.8               | 17.0   | 47.5     | 40.2   | 23.1          | 17.2   | 4.1        | 3.6    | -                 | -      | -                                                    | -      |

INTERIOR HEALTH AUTHORITY (IHA)

PATIENT VISITS BY SITE

| UPCC Name    | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |        |
|--------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|              |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    | P12    |
| Kamloops     | June 12, 2018      | 120,987                         | 26,589                          | 2,894                                 | 2,976  | 2,730  | 2,324  | 2,107  | 2,102  | 2,224  | 2,227  | 2,221  | 2,154  | 2,630  | 2,257  |
| Vernon       | October 1, 2019    | 69,943                          | 21,325                          | 1,882                                 | 1,929  | 1,938  | 1,958  | 1,721  | 1,920  | 1,866  | 2,001  | 1,933  | 1,943  | 2,234  | 2,206  |
| Kelowna      | December 30, 2019  | 120,069                         | 37,813                          | 3,539                                 | 3,482  | 3,596  | 3,384  | 3,402  | 3,404  | 3,461  | 3,236  | 3,501  | 3,320  | 3,488  | 3,679  |
| Castlegar    | April 6, 2020      | 14,016                          | 4,269                           | 373                                   | 391    | 423    | 395    | 411    | 458    | 369    | 416    | 377    | 306    | 350    | 395    |
| West Kelowna | October 5, 2020    | 41,446                          | 17,985                          | 1,394                                 | 1,460  | 1,603  | 1,671  | 1,666  | 1,616  | 1,657  | 1,682  | 1,870  | 1,695  | 1,671  | 1,647  |
| Penticton    | March 31, 2021     | 35,036                          | 16,466                          | 1,516                                 | 1,502  | 1,640  | 1,489  | 1,379  | 1,402  | 1,563  | 1,525  | 1,506  | 1,341  | 1,603  | 1,566  |
| Cranbrook    | December 12, 2021  | 20,564                          | 17,159                          | 1,282                                 | 1,623  | 1,643  | 1,604  | 1,489  | 1,595  | 1,596  | 1,604  | 1,567  | 1,417  | 1,739  | 1,811  |
| Ashcroft     | September 27, 2022 | 1,483                           | 1,483                           | -                                     | -      | -      | -      | -      | -      | -      | -      | 441    | 482    | 560    | 512    |
| Total        |                    | 423,544                         | 143,089                         | 12,880                                | 13,363 | 13,573 | 12,825 | 12,175 | 12,497 | 12,736 | 12,691 | 13,416 | 12,658 | 14,275 | 14,073 |

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 | Approved                                       | Actual |
| Kamloops     | June 12, 2018      | 15.5                | 11.6            | 75%        | 3.3       | 3.3    | 2.1                | 0.0    | 4.8      | 4.3    | 5.3           | 4.0    | -          | -      | -                 | -      | -                                              | -      |
| Vernon       | October 1, 2019    | 20.2                | 20.4            | 101%       | 2.3       | 2.6    | 4.4                | 5.2    | 8.1      | 8.3    | 5.4           | 4.3    | -          | -      | -                 | -      | -                                              | -      |
| Kelowna      | December 30, 2019  | 25.1                | 21.0            | 84%        | 5.3       | 6.0    | 2.7                | 2.6    | 9.9      | 8.6    | 7.2           | 3.8    | -          | -      | -                 | -      | -                                              | -      |
| Castlegar    | April 6, 2020      | 8.5                 | 5.5             | 65%        | FFS       | FFS    | -                  | -      | 3.2      | 2.6    | 5.3           | 2.9    | -          | -      | -                 | -      | -                                              | -      |
| West Kelowna | October 5, 2020    | 18.5                | 15.0            | 81%        | 1.4       | 1.4    | 2.9                | 3.0    | 5.4      | 5.9    | 7.8           | 3.7    | 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    | 0.0                | 0.0    | 3.9      | 3.9    | 0.0           | 0.0    | -          | -      | 1.0               | 1.0    | -                                              | -      |
| Total        |                    | 118.4               | 104.1           | -          | 15.8      | 16.8   | 15.8               | 14.5   | 43.5     | 41.8   | 41.3          | 29.0   | 1.0        | 1.0    | 1.0               | 1.0    | -                                              | -      |

NORTHERN HEALTH AUTHORITY (NHA)

PATIENT VISITS BY SITE

| UPCC Name     | Opening Date     | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |       |       |       |       |       |       |       |       |       |       |       |
|---------------|------------------|---------------------------------|---------------------------------|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|               |                  |                                 |                                 | P1                                    | P2    | P3    | P4    | P5    | P6    | P7    | P8    | P9    | P10   | P11   | P12   |
| Quesnel       | October 31, 2018 | 29,370                          | 6,134                           | 649                                   | 617   | 579   | 469   | 506   | 490   | 468   | 587   | 533   | 564   | 672   | 527   |
| Prince George | June 5, 2019     | 124,032                         | 33,227                          | 3,116                                 | 2,857 | 2,922 | 3,253 | 3,016 | 2,926 | 3,293 | 2,932 | 3,131 | 2,787 | 2,994 | 2,873 |
| Total         |                  | 153,402                         | 39,361                          | 3,765                                 | 3,474 | 3,501 | 3,722 | 3,522 | 3,416 | 3,761 | 3,519 | 3,664 | 3,351 | 3,666 | 3,400 |

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 | Approved                                       | Actual |
| Quesnel       | October 31, 2018 | 7.0                 | 4.9             | 70%        | 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    | -          | -      | -                 | -      | -                                              | -      |
| Total         |                  | 13.6                | 10.3            | -          | 1.0       | 1.2    | 2.7                | 0.5    | 4.8      | 4.3    | 5.1           | 4.3    | -          | -      | -                 | -      | -                                              | -      |



VANCOUVER COASTAL HEALTH AUTHORITY (VCHA)

PATIENT VISITS BY SITE

| UPCC Name       | Opening Date      | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |       |        |        |        |        |        |        |
|-----------------|-------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|--------|
|                 |                   |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6    | P7     | P8     | P9     | P10    | P11    | P12    |
| City Centre     | November 26, 2018 | 132,690                         | 18,397                          | 1,903                                 | 1,779  | 1,674  | 1,471  | 1,222  | 1,688 | 1,845  | 1,684  | 1,821  | 1,518  | 1,792  | 1,723  |
| North Vancouver | November 4, 2019  | 92,681                          | 21,697                          | 2,413                                 | 2,533  | 1,895  | 1,757  | 1,569  | 1,636 | 1,904  | 1,802  | 1,952  | 1,894  | 2,342  | 2,264  |
| REACH           | November 4, 2019  | 57,972                          | 16,304                          | 1,372                                 | 1,487  | 1,525  | 1,317  | 1,974  | 1,165 | 1,473  | 1,615  | 1,516  | 1,357  | 1,503  | 1,550  |
| Northeast       | February 16, 2021 | 41,366                          | 19,192                          | 2,081                                 | 1,695  | 1,700  | 1,788  | 1,595  | 1,675 | 2,007  | 1,583  | 1,739  | 1,610  | 1,719  | 1,756  |
| Richmond        | April 1, 2021     | 40,583                          | 24,311                          | 1,496                                 | 2,204  | 2,257  | 1,996  | 2,393  | 1,987 | 2,217  | 2,279  | 2,529  | 2,384  | 2,569  | 2,635  |
| Southeast       | March 29, 2022    | 19,447                          | 19,348                          | 1,832                                 | 1,686  | 1,936  | 1,846  | 1,629  | 1,653 | 1,498  | 1,835  | 1,830  | 1,789  | 1,814  | 1,799  |
| Total           |                   | 384,739                         | 119,249                         | 11,097                                | 11,384 | 10,987 | 10,175 | 10,382 | 9,804 | 10,944 | 10,798 | 11,387 | 10,552 | 11,739 | 11,727 |

RECRUITMENT BY SITE

| UPCC Name       | Opening Date      | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| City Centre     | November 26, 2018 | 20.9                   | 16.0            | 77%        | 4.3       | 5.6    | 3.3                | 2.7    | 10.0     | 7.7    | 3.3           | 0.0    | -          | -      | -                 | -      | -                                                    | -      |
| North Vancouver | November 4, 2019  | 15.0                   | 14.4            | 96%        | 4.1       | 3.4    | 1.7                | 1.9    | 7.2      | 7.9    | 2.0           | 1.2    | -          | -      | -                 | -      | -                                                    | -      |
| REACH           | November 4, 2019  | 16.2                   | 15.0            | 93%        | 3.3       | 4.8    | 2.9                | 2.1    | 8.0      | 6.6    | 1.5           | 1.5    | 0.5        | 0.0    | -                 | -      | -                                                    | -      |
| Northeast       | February 16, 2021 | 25.3                   | 18.0            | 71%        | 5.0       | 3.4    | 4.5                | 3.2    | 10.2     | 10.0   | 5.6           | 1.4    | -          | -      | -                 | -      | -                                                    | -      |
| Richmond        | April 1, 2021     | 33.7                   | 19.1            | 57%        | 9.1       | 5.3    | 5.2                | 1.9    | 14.6     | 11.0   | 4.8           | 0.9    | -          | -      | -                 | -      | -                                                    | -      |
| Southeast       | March 29, 2022    | 22.4                   | 16.2            | 72%        | 4.7       | 3.6    | 4.5                | 2.2    | 10.2     | 9.4    | 3.0           | 1.0    | -          | -      | -                 | -      | -                                                    | -      |
| Total           |                   | 133.5                  | 98.7            | -          | 30.5      | 26.1   | 22.1               | 14.0   | 60.2     | 52.6   | 20.2          | 6.0    | 0.5        | 0.0    | -                 | -      | -                                                    | -      |

VANCOUVER ISLAND HEALTH AUTHORITY (VIHA)

PATIENT VISITS BY SITE

| UPCC Name         | Opening Date       | Cumulative Visits Since Opening | Total FY 2022/23 Patient Visits | FY 2022/23 Patient Visits (by Period) |        |        |        |        |        |        |        |        |        |        |        |
|-------------------|--------------------|---------------------------------|---------------------------------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                   |                    |                                 |                                 | P1                                    | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    | P12    |
| Westshore         | November 5, 2018   | 103,461                         | 17,678                          | 1,591                                 | 1,654  | 1,591  | 1,702  | 1,605  | 1,672  | 1,675  | 1,761  | 1,505  | 1,373  | 1,549  | 1,389  |
| Nanaimo           | June 3, 2019       | 110,722                         | 22,368                          | 2,185                                 | 2,102  | 2,001  | 1,897  | 2,156  | 1,823  | 1,997  | 2,255  | 2,101  | 1,844  | 2,007  | 1,980  |
| North Quadra      | November 30, 2019  | 36,039                          | 15,828                          | 1,400                                 | 1,320  | 1,125  | 1,434  | 1,488  | 1,518  | 1,622  | 1,639  | 1,533  | 1,321  | 1,428  | 1,503  |
| James Bay         | April 28, 2020     | 53,549                          | 14,004                          | 874                                   | 983    | 1,916  | 1,119  | 1,698  | 1,305  | 1,237  | 1,370  | 1,293  | 1,123  | 1,086  | 1,493  |
| Downtown Victoria | July 19, 2021      | 60,118                          | 43,591                          | 3,392                                 | 3,280  | 4,113  | 3,238  | 3,546  | 4,043  | 3,589  | 4,606  | 4,471  | 4,173  | 5,140  | 4,914  |
| Esquimalt         | December 6, 2021   | 22,513                          | 12,426                          | 996                                   | 1,232  | 1,024  | 1,351  | 1,396  | 1,337  | 1,119  | 1,025  | 1,361  | 567    | 1,018  | 976    |
| Gorge Road        | September 21, 2022 | 3,852                           | 3,852                           | -                                     | -      | -      | -      | -      | -      | 467    | 609    | 848    | 873    | 1,055  | 1,102  |
| Total             |                    | 390,254                         | 129,747                         | 10,438                                | 10,571 | 11,770 | 10,741 | 11,889 | 11,698 | 11,706 | 13,265 | 13,112 | 11,274 | 13,283 | 13,357 |

RECRUITMENT BY SITE

| UPCC Name         | Opening Date       | Total FTEs<br>Approved | Total Recruited |            | Physician |        | Other Clinical     |        |          |        |               |        |            |        |                   |        | Non-Clinical (excl.<br>Overhead and<br>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 |
| Westshore         | November 5, 2018   | 19.8                   | 15.7            | 79%        | 7.2       | 4.1    | 1.2                | 1.0    | 5.8      | 5.8    | 5.4           | 4.6    | 0.2        | 0.2    | -                 | -      | -                                                    | -      |
| Nanaimo           | June 3, 2019       | 10.3                   | 6.7             | 65%        | FFS       | FFS    | -                  | -      | 3.4      | 1.4    | 5.7           | 4.3    | 1.2        | 1.0    | -                 | -      | -                                                    | -      |
| North Quadra      | November 30, 2019  | 23.3                   | 17.1            | 73%        | 9.7       | 4.7    | 1.2                | 0.2    | 8.0      | 8.0    | 3.0           | 2.7    | -          | -      | -                 | -      | 1.4                                                  | 1.5    |
| James Bay         | April 28, 2020     | 22.3                   | 12.4            | 56%        | 6.6       | 4.0    | 3.3                | 0.0    | 8.4      | 6.4    | 2.3           | 1.0    | -          | -      | -                 | -      | 1.7                                                  | 1.0    |
| Downtown Victoria | July 19, 2021      | 36.8                   | 31.1            | 85%        | 11.5      | 11.0   | 2.3                | 0.0    | 15.5     | 14.5   | 5.8           | 4.2    | -          | -      | -                 | -      | 1.7                                                  | 1.4    |
| Esquimalt         | December 6, 2021   | 24.5                   | 17.1            | 70%        | 7.6       | 2.2    | 0.9                | 0.0    | 9.1      | 9.0    | 5.3           | 4.5    | -          | -      | -                 | -      | 1.6                                                  | 1.4    |
| Gorge Road        | September 21, 2022 | 23.2                   | 15.6            | 67%        | 6.2       | 2.1    | 3.1                | 1.6    | 8.7      | 8.6    | 3.5           | 2.0    | -          | -      | -                 | -      | 1.7                                                  | 1.3    |
| Total             |                    | 160.2                  | 115.7           | -          | 48.8      | 28.1   | 12.0               | 2.8    | 58.9     | 53.7   | 31.0          | 23.3   | 1.4        | 1.2    | -                 | -      | 8.1                                                  | 6.6    |