



URGENT & PRIMARY CARE CENTRE DASHBOARD

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



Ministry of
Health

Divisional Services Branch
Primary Care Division

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CONTEXT

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

TARGETS AND EXPECTATIONS

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

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

SOURCE DATA

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

DATA ANALYSIS

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

DATA KEY

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

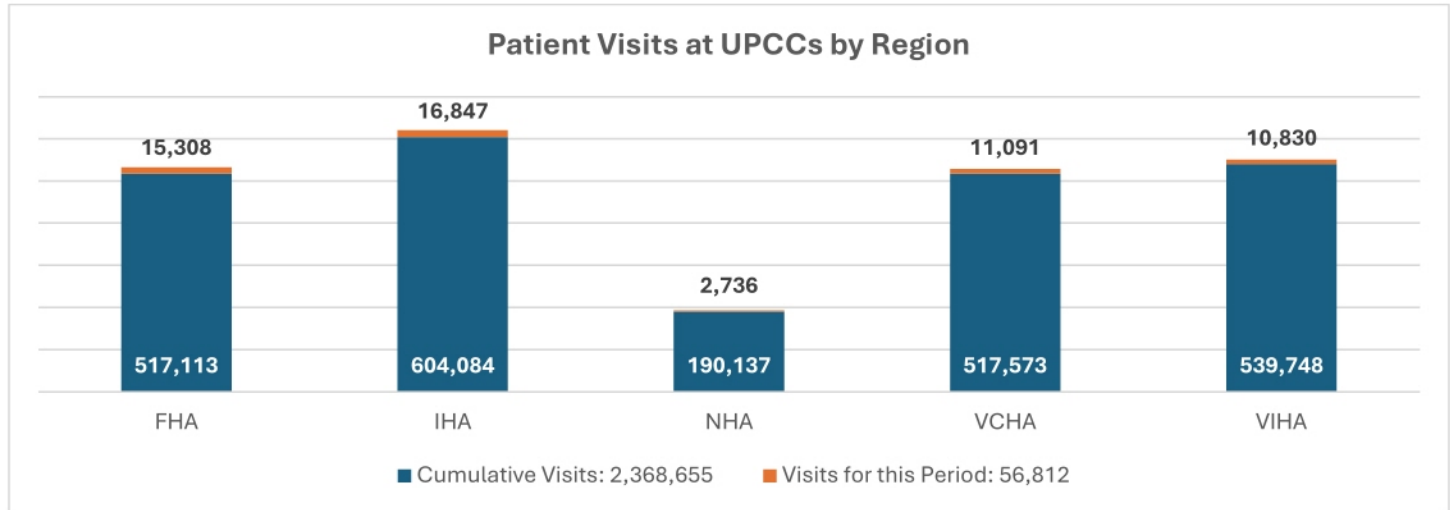
FOOTNOTES

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

PROVINCIAL OVERVIEW

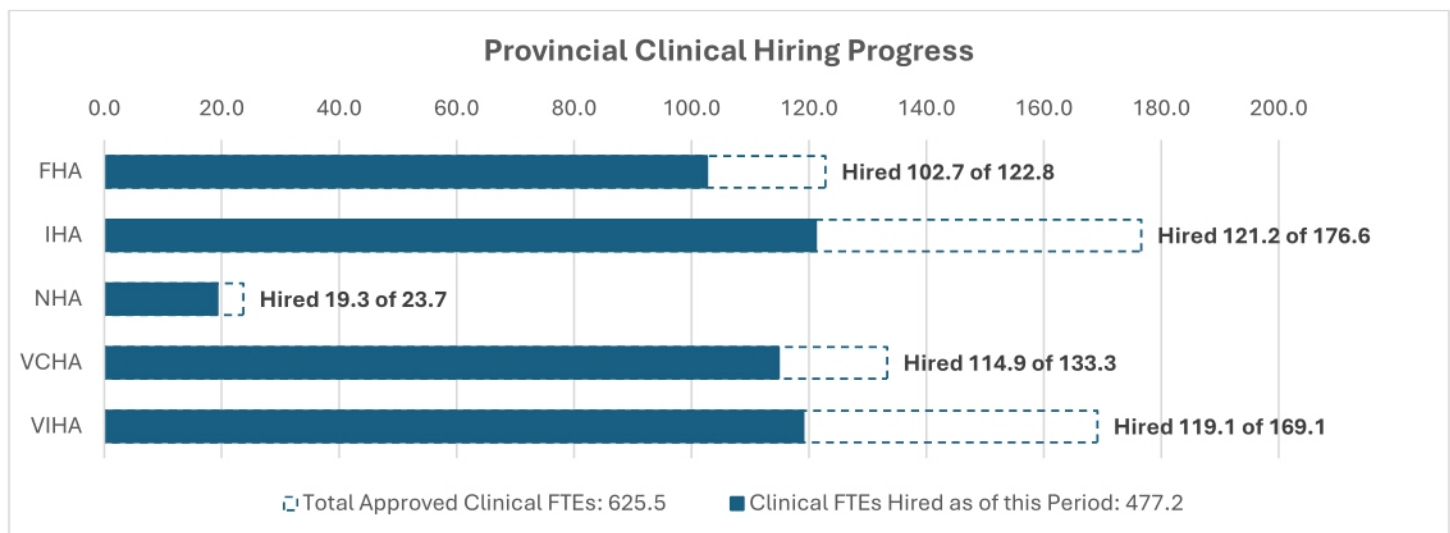
PATIENT VISITS AT A GLANCE

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



RECRUITMENT PROGRESS

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



PATIENT VISITS BY SITE

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

RECRUITMENT PROGRESS BY SITE

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

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

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

² Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site. [s. 17](#)

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

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

⁵ Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) - [s. 17](#)

[s. 17](#)

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

DETAILED PATIENT VISITS TABLE

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

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

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

DETAILED RECRUITMENT TABLE

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

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

⁸ Central Interior Native Health Society is only able to hire up to a maximum of 10.0 FTEs (approx. 47% of their total approved FTE allocation) due to limited space at the site [s. 17](#)

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

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

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

¹¹ Some of Nanaimo's FTE positions are being converted to Island Health employees (from Medical Art employees) **s. 17**