



# UPCC WORKFORCE AND VISITS REPORT

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

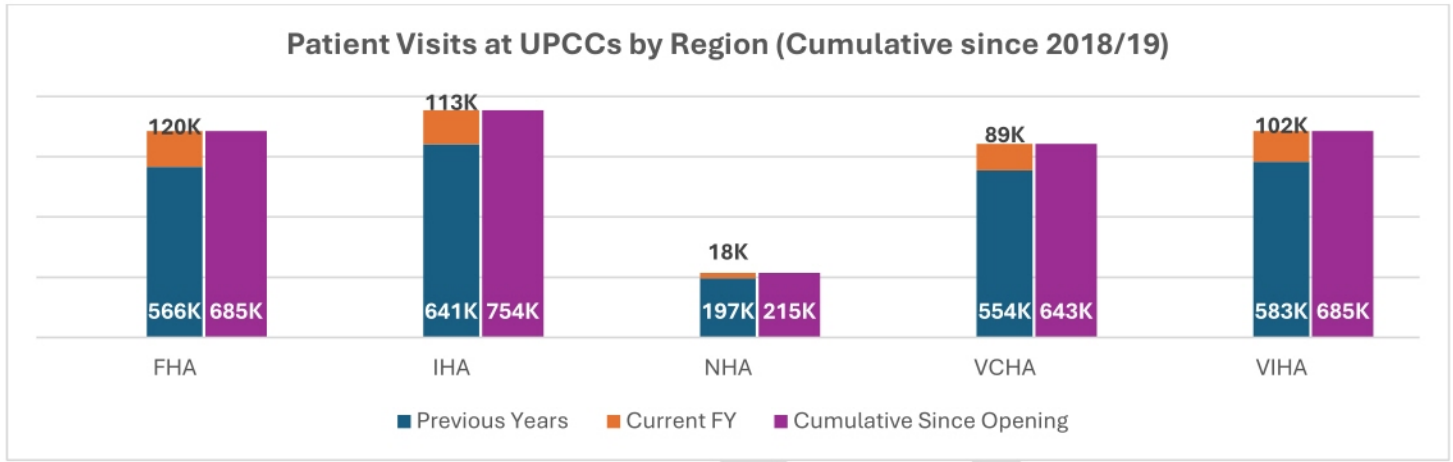
Divisional Services Branch  
Primary Care Division  
October 10, 2024



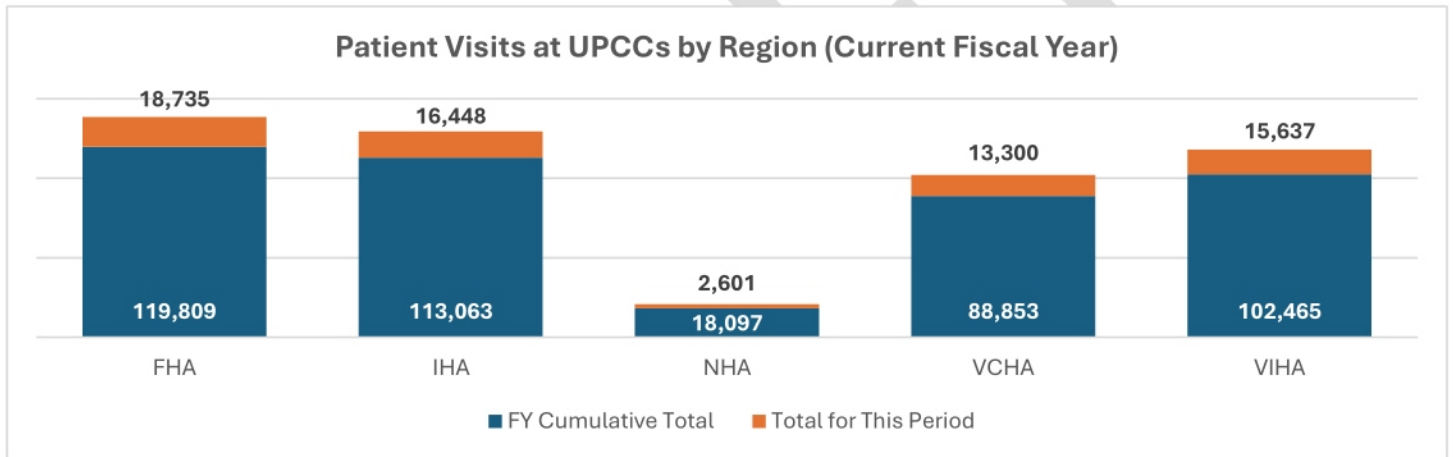
Ministry of  
Health

## PROVINCIAL OVERVIEW

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



## PATIENT VISITS BY REGION



## RECRUITMENT AT A GLANCE

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

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

**APPROVED & ACTUAL RECRUITMENT BY INITIATIVE**

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

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

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

**DETAILED TABLES**

**PATIENT VISITS**

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

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

**RECRUITMENT**

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

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

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

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

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