

BOARD COMMUNITY TRANSITION COMMITTEE MEETING**BRIEFING NOTE****Date: June 18, 2024**

Agenda Item	Urgent and Primary Care and Chronic Disease Management
Submitted By	Natalie McCarthy, Vice President, Regional Care Integration
Guests Participating	Cheryl Beach, Executive Director, Primary Health Care and Chronic Disease Management Sarah Siebert, Director, Clinical Operations, Primary Care
Time Required	15 minutes
Expected Outcome	<input type="checkbox"/> Decision <input type="checkbox"/> Discussion <input checked="" type="checkbox"/> Information

Question We Are Asking

Does the Board Community Transition Committee accept this update on the development of new Urgent and Primary Care Centres (UPCCs)?

Background

Urgent and primary care centres (UPCCs) are a key component of the Ministry of Health's strategy for primary and community care. Urgent and primary care centres (UPCCs) deliver urgent primary care and longitudinal primary care services. Urgent and primary care centre (UPCC) patients include individuals who are attached to a family doctor, as well as those who are currently unattached. In 2023/24 the Ministry of Health mandate for Fraser Health included the opening of three new urgent and primary care centres (UPCCs). Having achieved this goal, Fraser Health now has 10 such centres in operation. Fraser Health is tasked with opening three more urgent and primary care centres (UPCCs) by 2025.

In order to meet Fraser Health's 2023/24 mandate, a permanent site opened in Mission and interim sites were opened in Langley and Chilliwack in March and April 2024.

Urgent and primary care centres (UPCCs) have a positive impact on access to care and providing primary care service for urgent needs. Since opening in 2018, urgent and primary care centres (UPCCs) have provided service to over 199,183 unique patients. In 2023/24, on average, urgent and primary care centres (UPCCs) provided 23,000 patient encounters within a four-week period.

On review of Fraser Health emergency department visit data, the annualized growth rate of low acuity visits as measured by the Canadian Triage and Acuity Score (CTAS 4 and 5) has decreased from four per cent (4%) to two per cent (2%) per year since the opening of urgent and primary care centres (UPCCs) (2011/12 to 2023/24). The overall growth in low acuity emergency visits when compared with 2011/12 was seven per cent (7%), however, without urgent and primary care centres

(UPCCs), it was projected that emergency department visits would have increased by 22 per cent (22%).

Recommendation

That the Board Community Transition Committee accept this update on urgent and primary care centre (UPCC) development.