

Update on Family Care Team Progress in Newfoundland and Labrador

Objective

To report on the progress of Family Care Team in Newfoundland and Labrador (NL).

Practice Points

1. Reports indicate that over 20% of NL's population do not have a family doctor.
2. NL, Canada, and many countries worldwide are struggling to recruit family doctors.
3. Family Care Teams aim to improve access and continuity of primary health care (PHC) for individuals and families in their community. They shift from solo-based community practice and program-based models of service delivery to an inter-disciplinary team-based model. Family Care Teams offer access to multiple health care professionals that focus on meeting the health and social needs of individuals and families.

Methods

1. Data were provided by Newfoundland and Labrador Health Services (NLHS).
2. Connected patients have been onboarded to a clinic and are receiving all or some services.
3. A patient in an affiliated practice refers to an individual who receives primary care from a family physician who has linked their practice with a Family Care Team. These patients have access to the full range of interdisciplinary services and supports offered through the Family Care Team. Their care is integrated and coordinated across providers.

Results

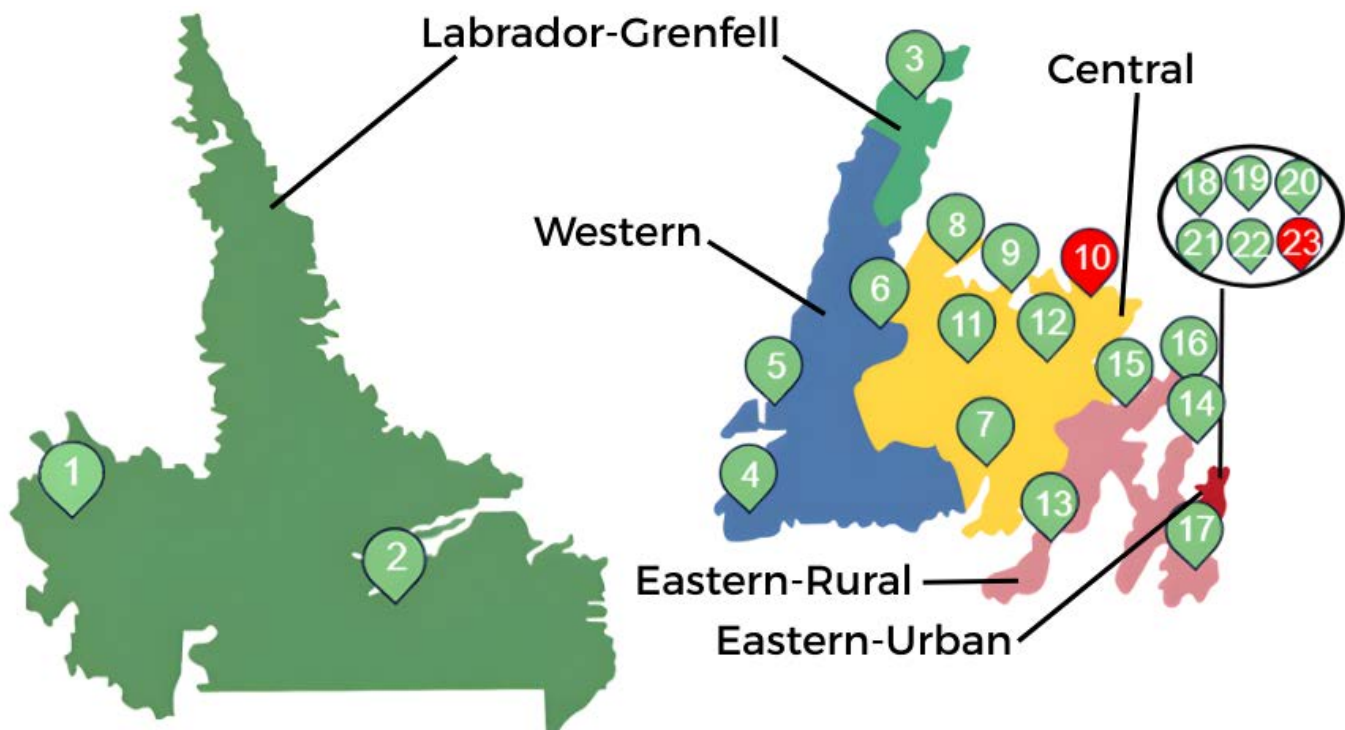


Figure 1. Family Care Teams by Location in NL with Operational Status as of Aug 2025

Green= Operational

Red= In Development

Table 1. Family Care Team Locations and Status as of Aug 2025

	Launch Date	Connected	Waiting to Connect	Number of Affiliated Physicians
1. Labrador West	21 Oct 2024	1,533	2,500	0
2. Central Labrador	11 Sep 2023	3,870	18	0
3. Northern Peninsula	17 Jul 2023	2,508	234	0
4. Port Aux Basques-Southwest Coast	1 Jul 2023	3,124	4	3
5. Stephenville-Bay St. George	1 Oct 2022	10,914	3,499	0
6. Humber Valley-White Bay	1 Jul 2023	6,946	175	0
7. Coast of Bays	12 Sep 2023	3,501	99	0
8. Green Bay-Baie Verte	20 Feb 2025	1,223	1,923	1
9. Lewisporte	15 Jul 2025	202	1,744	0
10. Kittiwake Coast		-	565	-
11. Exploits	30 Nov 2023	6,735	813	4
12. Gander-Gander Bay	23 Nov 2024	339	1,258	2
13. Burin	16 Sep 2023	3,103	3,938	2
14. Bonavista	7 May 2018	1,312	945	0
15. Clarenville	3 Oct 2023	3,620	1,158	5
16. Conception Bay North	17 Apr 2023	1,782	3,545	6
17. Southern Avalon	27 Jul 2020	3,180	368	0
18. St. John's Metro	1 Mar 2024	4,400	10, 856*	0
19. St. John's Center	1 Dec 2022	7,700		0
20. St. John's West	1 Apr 2022	7,430		0
21. St. John's East	1 Mar 2022	6,700		13
22. Downtown St. John's	1 Apr 2024	2,800		0
23. Portugal Cove – St. Philips	-		121	-

*St. John's shares a waitlist for the Family Care Teams within the city.

- As of Aug 2025, NL has 21 operational Family Care Teams compared to 14 in Nov 2023.
- Some patients are waiting to connect to a specific Family Care Team. Others are non-specific or waiting in regions without a Family Care Team.

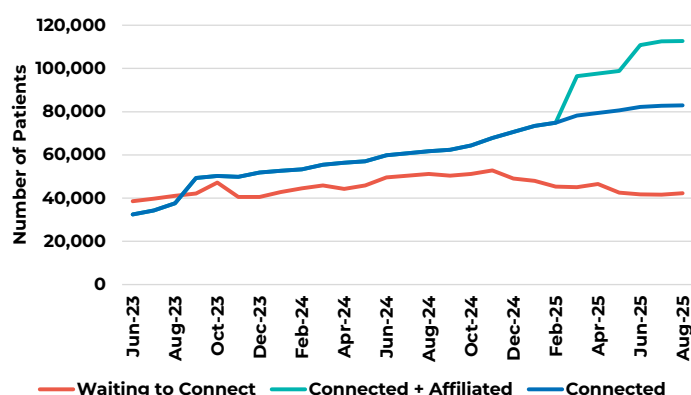


Figure 2. Number of Patients Connected, Waiting to be Connected, and Affiliated in NL, Jun 2023–Aug 2025

- As of Aug 2025, 112,695 patients are connected and affiliated with a Family Care Team. Of those, 82,922 are connected to a Family Care Team, and 29,773 are affiliated with a Family Care Team. 42,203 patients are waiting to connect to a Family Care Team.

Table 3. Patient Connection Summary as of 31 Aug 2025

	Patients Waiting to be Connected	Patients Connected
Eastern Urban Zone	10,977	29,030
Eastern Rural Zone	11,665	12,997
Central Zone	7,264	12,000
Western Zone	9,379	20,984
Labrador-Grenfell Zone	2,918	7,911
Provincial Total	42,203	82,922

Conclusions

- Since Nov 2023, the number of patients connected to a Family Care Team has increased from 51,030 to 82,922, a 62% increase.
- Demand remains steady as the waitlist for a Family Care Team remains above 40,000 despite the increase in connected patients as over 2,000 new patients are registering each month.
- To address the existing waitlist, there will need to be more Family Care Teams and resources associated with them determined by community needs assessment.
- The success of Family Care Teams will be dependent on teamwork, health providers working at their full scope of practice, efficiency in seeing an appropriate number of patients per day, the ability to recruit staff, and implementing the framework which outlines the vision for Family Care Teams in the future. The Framework is available online at: <https://www.gov.nl.ca/hcs/files/2023-Family-Care-Teams-A-Health-Policy-Framework-for-NL.pdf>.
- The Nov 2023 Family Care Teams Progress Report can be found in Practice Points Volume 11: https://qualityofcarenl.ca/wp-content/uploads/2024/07/PP11_Family-Care-Team-Progress-in-NL.pdf.