

Family Care Team Progress in Newfoundland and Labrador

Objective

Demonstrate the operational capacity of Family Care Teams in Newfoundland and Labrador (NL).

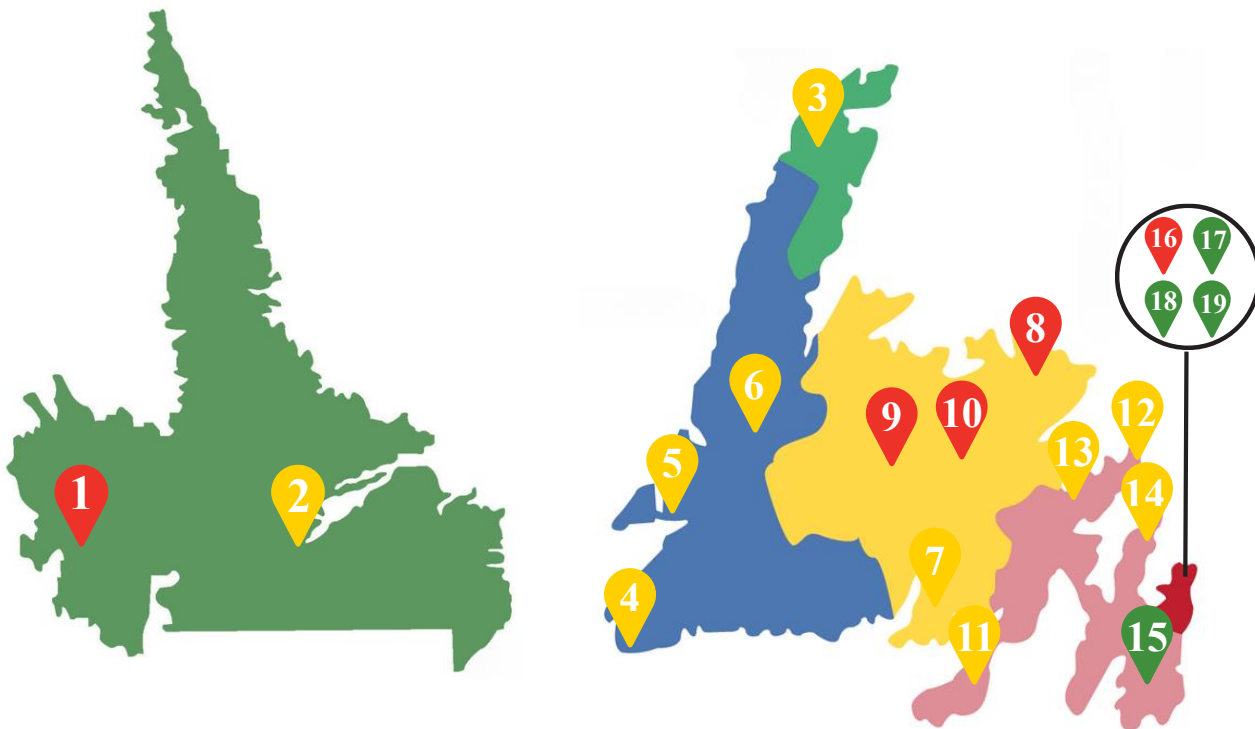
Data

Data were provided by Newfoundland and Labrador Health Services (NLHS).

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.

Results



Operational (Full Capacity) – teams have achieved a stable staffing level, with at least 85% of primary care providers in place.



Operational (Partial Capacity) – teams are still in recruitment phase but are operating with reduced staffing; at least one manager, one nurse practitioner (NP)/family physician (FP) and one administrator.



Non-operational – teams are not in place to support patients.

Figure 1. Family Care Teams by Location in NL with Operational Status as of Nov 2023

Table 1. Family Care Team Locations in NL (16 Nov 2023)

Locations of Family Care Teams			
1	Labrador West	11	Burin
2	Happy Valley-Goose Bay	12	Bonavista
3	Northern Peninsula	13	Clareville
4	Port Aux Basques	14	Conception Bay North
5	Stephenville-Bay St. George	15	Southern Avalon
6	Humber Valley-White Bay	16	Metro Centre in St. John's
7	Coast of Bays	17	St. John's Centre
8	Kittiwake (Brookfield & area)	18	St. John's West
9	Grand Falls-Windsor	19	St. John's East
10	Gander		

- Of the 19 funded Family Care Teams, 4 are operational (though they are still recruiting), 10 are in the recruitment phase and are partially operational, and the remaining 5 have not yet started but planning is underway.

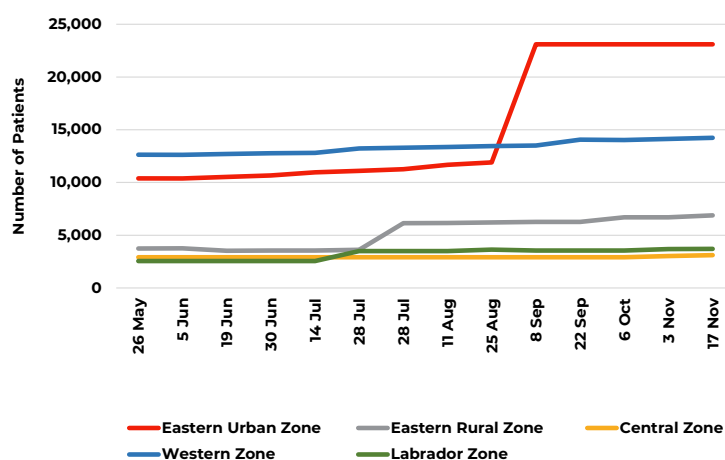


Figure 2. Number of Patients Connected in Each Zone, 26 May 2023–17 Nov 2023

- Since 26 May 2023, the number of patients connected from:
 - Eastern Urban has increased from 10,389 to 23,100 on 17 Nov 2023.

- Eastern Rural has increased from 3,736 to 6,881 on 17 Nov 2023.
- Central has increased from 2,910 to 3,111 on 17 Nov 2023.
- Western has increased from 12,628 to 14,235 on 17 Nov 2023.
- Labrador-Grenfell has increased from 2,550 to 3,703 on 17 Nov 2023.

Table 2. Current Status of Fully Operational Family Care Teams in St. John's, NL (16 Nov 2023)

	St. John's Centre	St. John's West	St. John's East
Patients Connected to Team	7,700	7,700	7,700
Percent Change From 26 May to 17 Nov 2023	99%	148%	126%
Percent of Patient Target Achieved (based on maximum staffing)	95%	95%	95%

- Three Family Care Teams in St. John's are currently staffed as originally envisaged and each have connected 7,700 patients.

Conclusions

- Funding has been provided for 19 Family Care Teams. As of Nov 2023, 4 teams are fully operational and 51,030 patients were connected. This was an increase of 58% from 26 May 2023 (n = 32,213).
- 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>.