



A 10-YEAR HEALTH TRANSFORMATION

Health Accord Update – Health Care Delivery



Health Accord

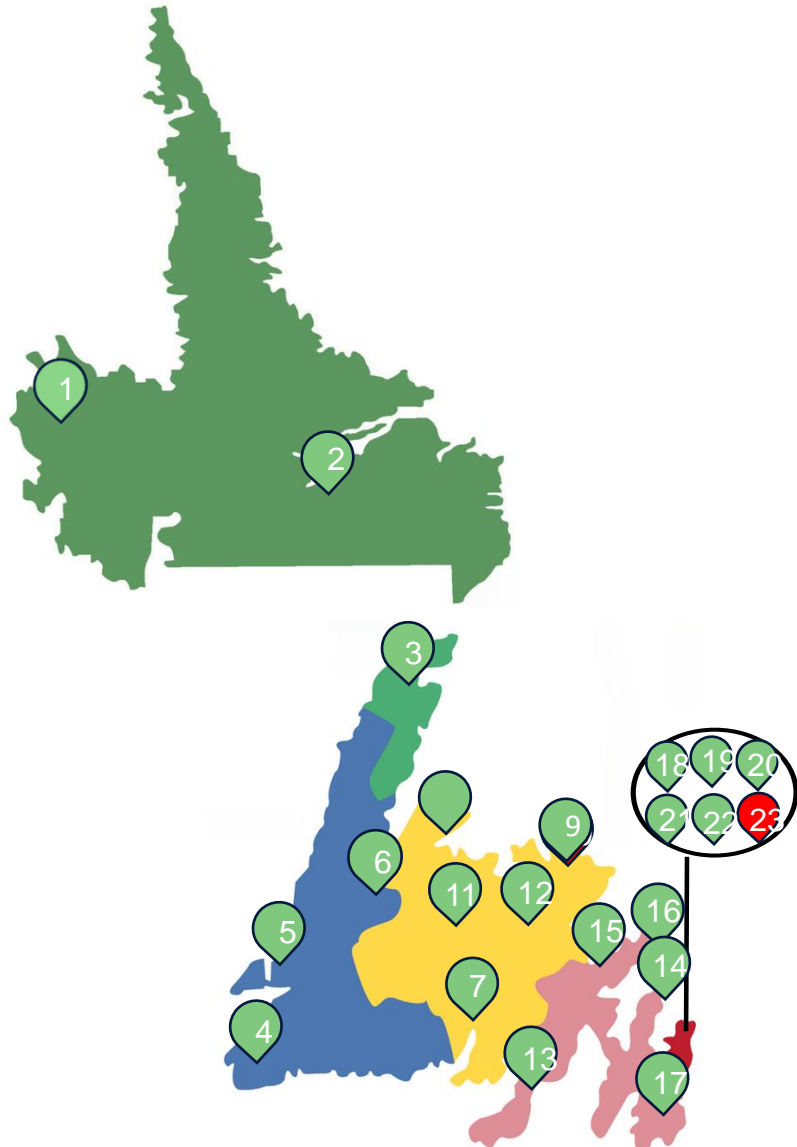




Progress 59 Calls to Action in Health Accord NL		
Aug 2025	Sept 2024	Status
34	26	Actions Started
25	31	Policy Development in Progress
0	2	Actions Not Started



Family Care Teams (FCTs)



21 Operational Teams

1. Labrador West
2. Central Labrador
3. Northern Peninsula
4. Port Aux Basques-Southwest Coast
5. Stephenville-Bay St. George
6. Humber Valley-White Bay
7. Coast of Bays
8. Green Bay-Baie Verte
9. Lewisporte
11. Exploits
12. Gander-Gander Bay
13. Burin
14. Bonavista
15. Clarenville
16. Conception Bay North
17. Southern Avalon
18. St. John's Metro
19. St. John's Centre
20. St. John's West
21. St. John's East
22. Downtown St. John's

2 Teams in Development

10. Kittiwake Coast– Digital connectivity for site a priority
23. Portugal Cove – St. Philips – RFP for space being awarded

112,507 people connected

- 82,738 directly with FCT.
- 29,769 through 23 Family Physicians affiliated with FCTs.

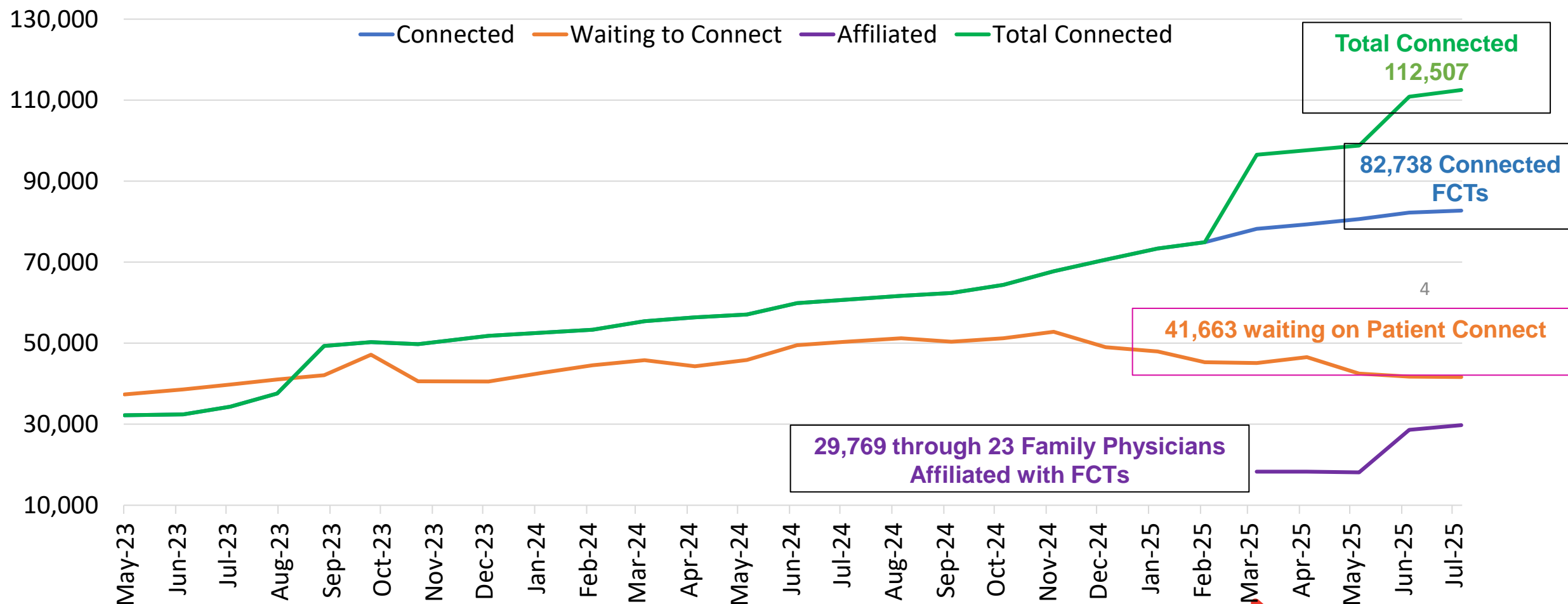




Family Care Team



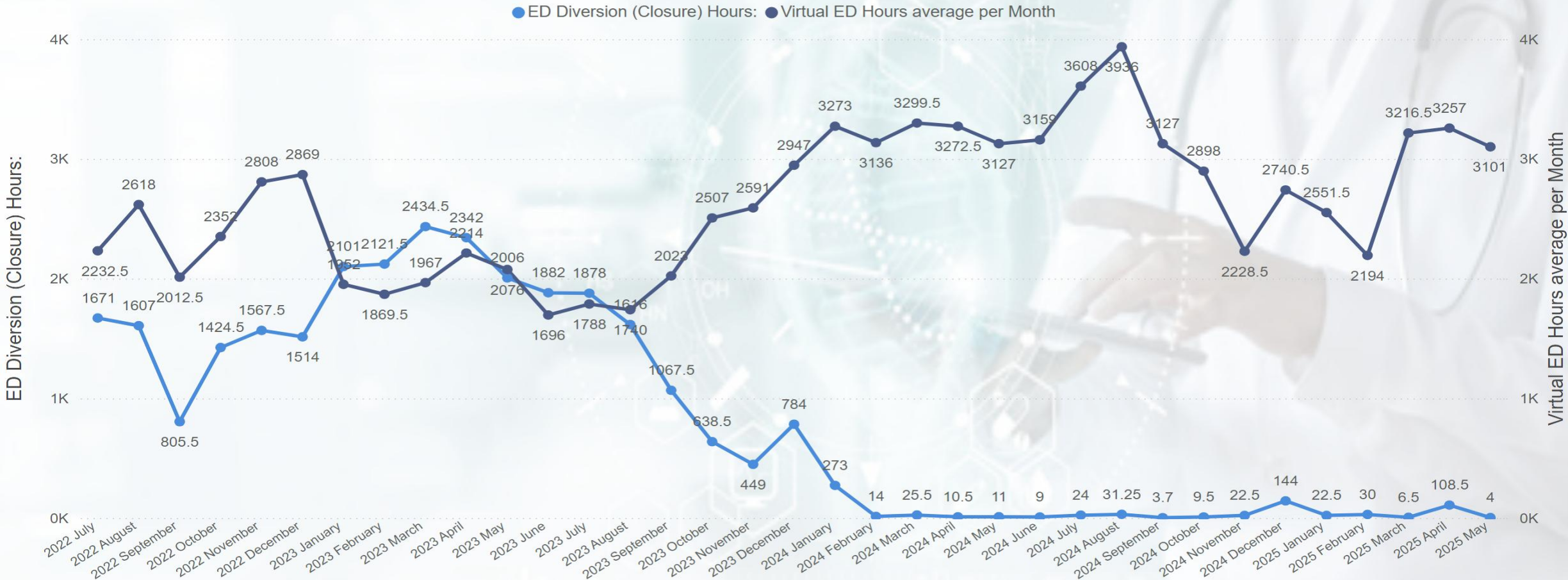
Number of Patients Connected, Waiting to be Connected, and Affiliated May 2023 – July 2025





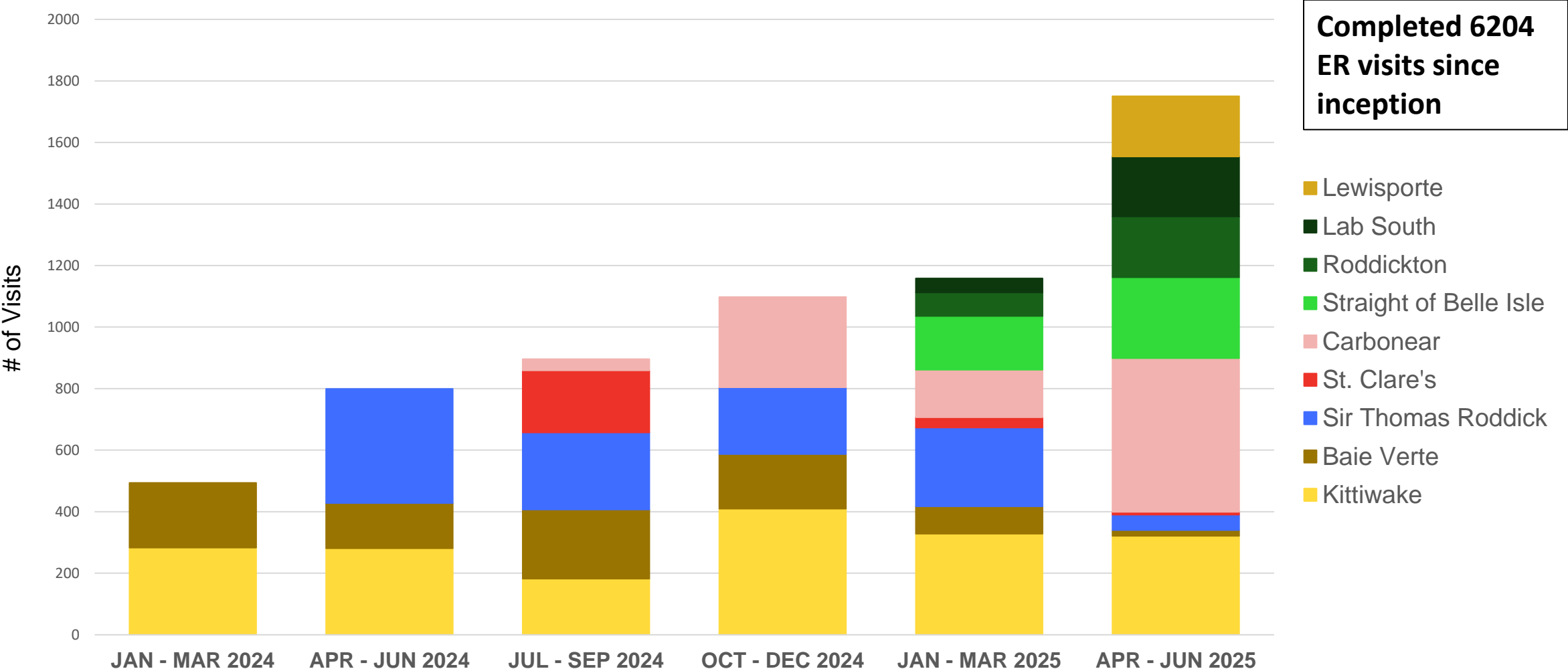
Emergency Department Diversion Hours

Data Update: May 2025



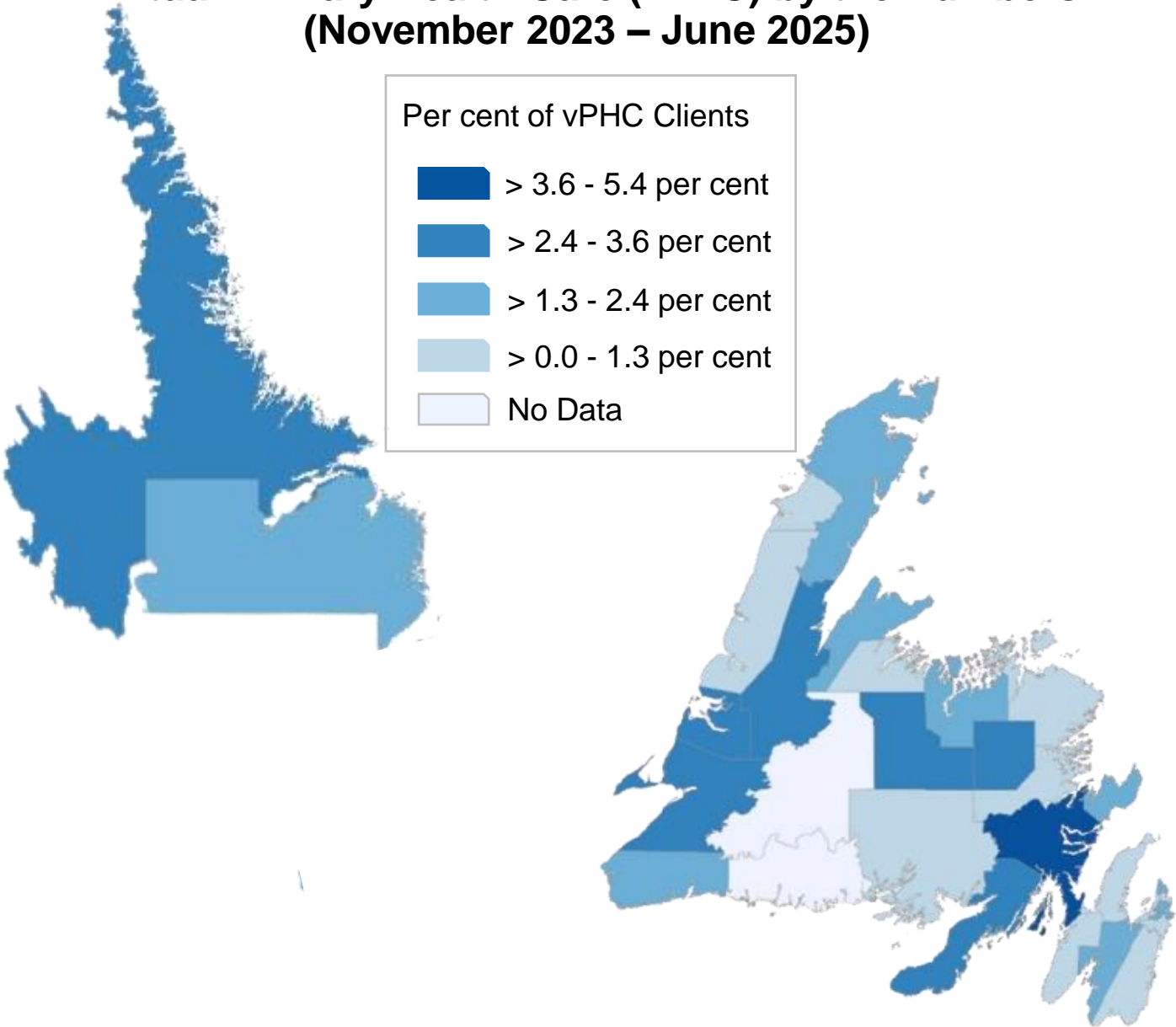


Teladoc Virtual ER Visits by Facility and Quarter (January 1, 2024 – June 30, 2025)

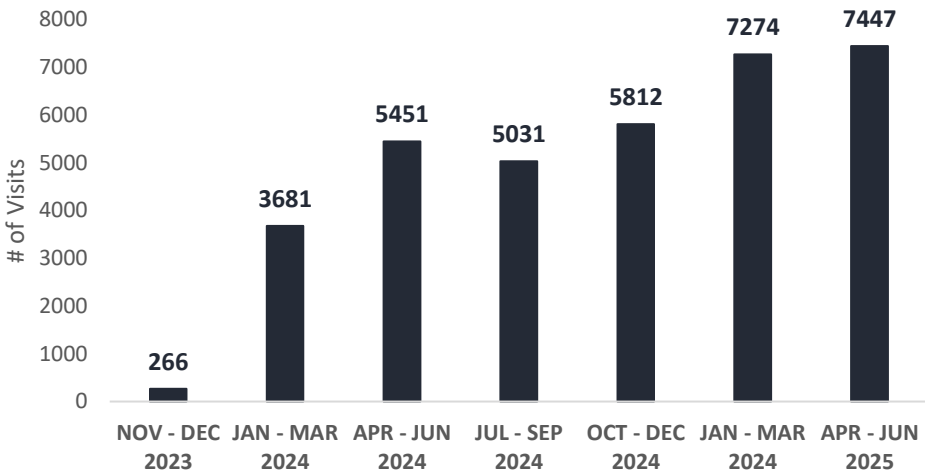




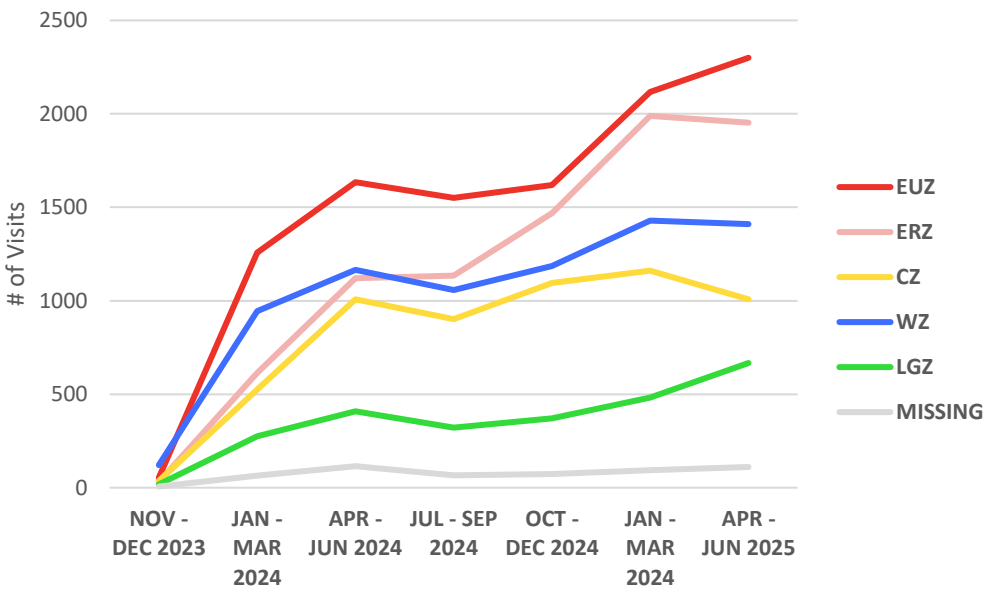
Virtual Primary Health Care (vPHC) by the Numbers (November 2023 – June 2025)



Number of Virtual Primary Care Visits



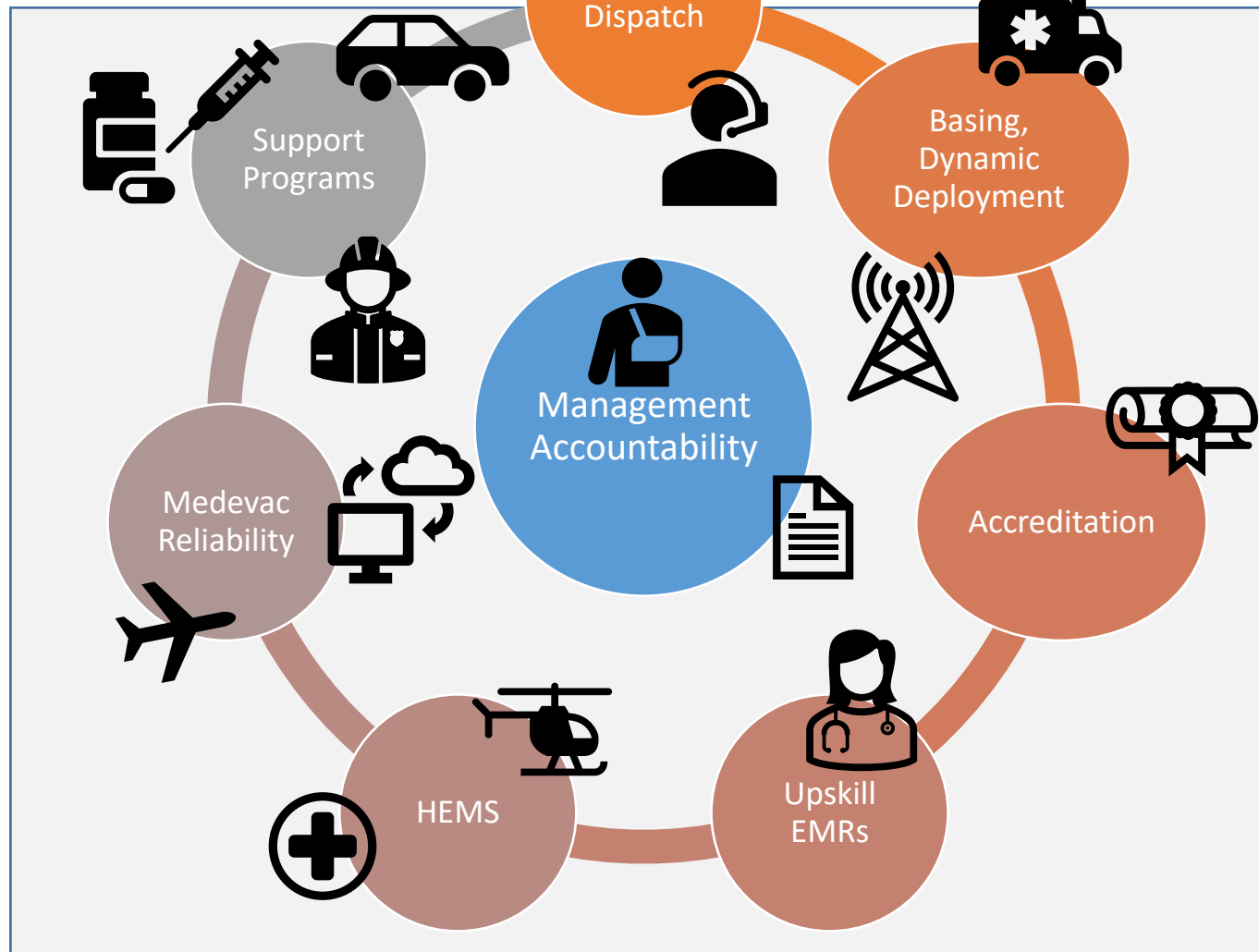
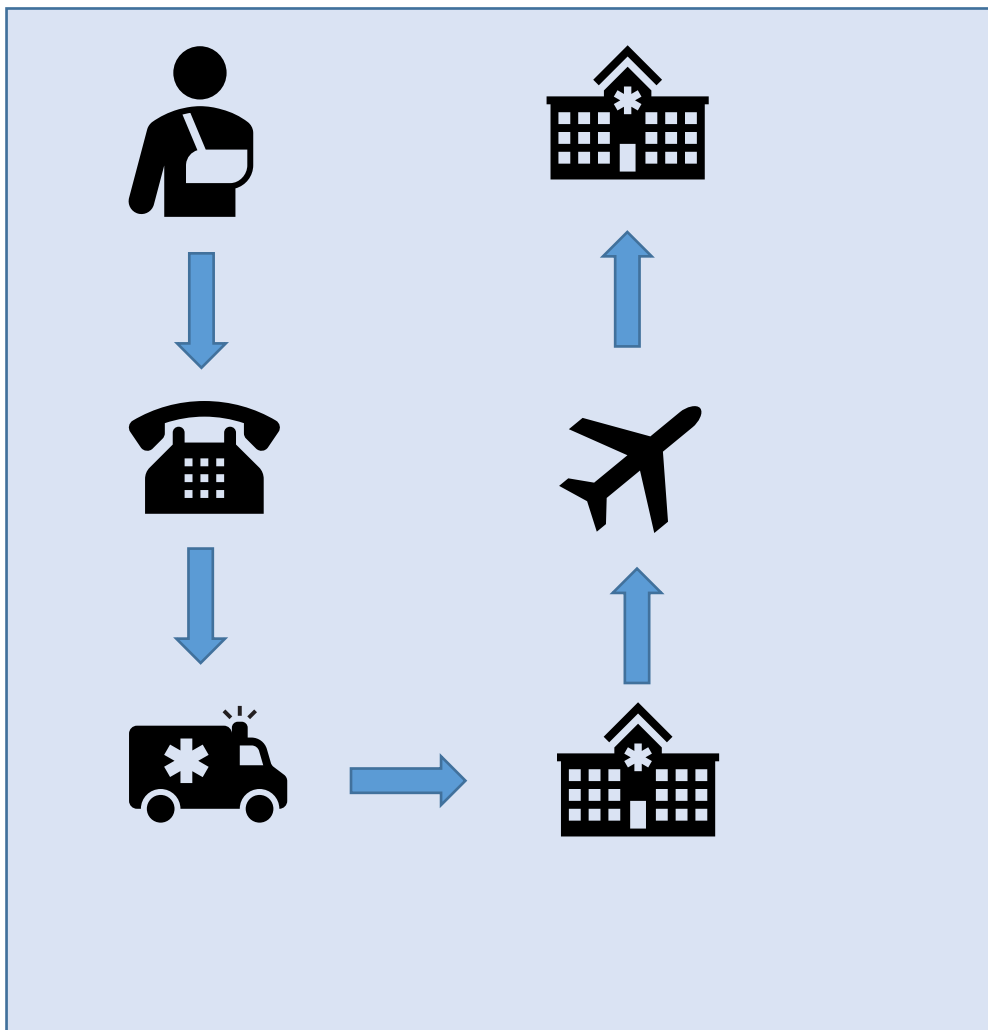
Virtual Primary Care Visits by Health Zone





Traditional Model versus Integrated Service

Ambulance service delivery is being modernized – launched consolidated ground ambulance and dispatch operations June 1, 2024





Medical Leadership and Clinical Support for Ambulance

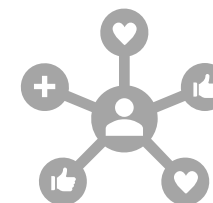


PMCC

Provincial Medical Communications Centre

911 Calls

Unstable Patients Referred from C3



C3

Clinical Coordination Centre “911 for Inpatients”

Interfacility Transports (60-70%)

- Inpatient appointments
- Repatriations
- Requests from LTC directable to Community Paramedicine

Negotiations near completion with Medavie for a 10-year performance-based contract for a data-driven, integrated air and road ambulance system.



Provincial Cardiovascular and Stroke Program

An Institute for the prevention and treatment of cardiac disease, cardiovascular disease and stroke





Isolated- Coronary Artery Bypass Grafting (CABG) procedures

- Ten per cent increase in isolated-CABG procedures between 2022/23 and 2024/25

Overall Cardiac Surgery

- 22.1 per cent increase in cardiac surgeries between 2022/23 and 2024/25
- **Waitlist end of August 18, 2025, 137**

Improved Access - Benchmark



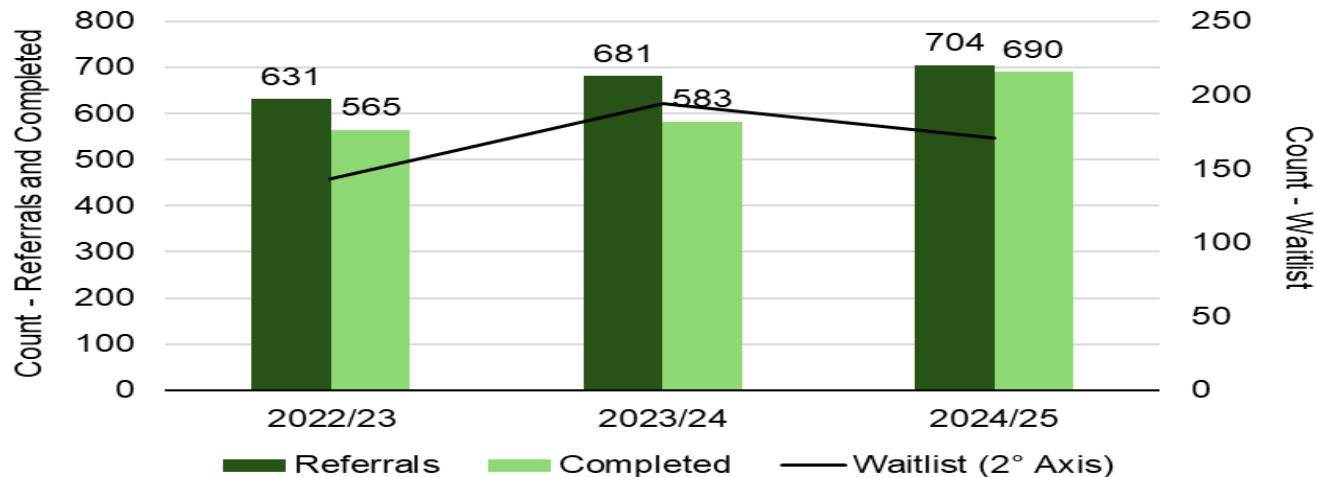
2 3 4
Fiscal Quarter

95 79 67
% Achieved

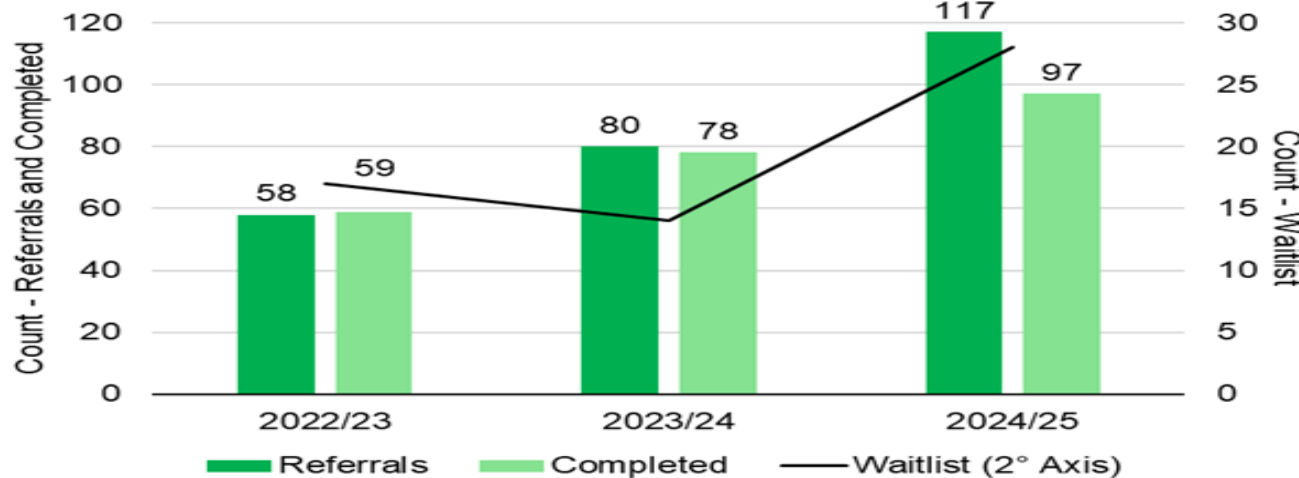
TAVR procedures

- 32 per cent increase 2022/23 to 2023/24
- 24 per cent increase 2023/24 to 2024/25

Patient Flow - Cardiac Surgery



Patient Flow - TAVR

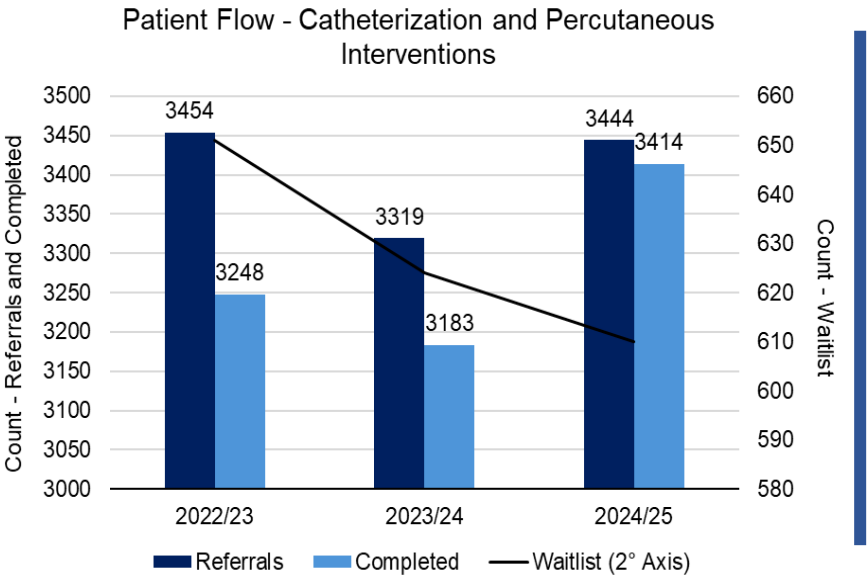




Improved

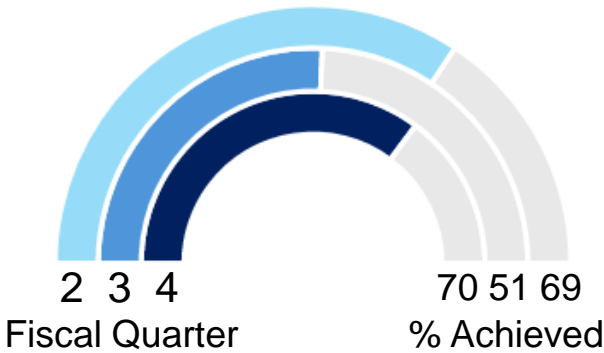
Capacity: Cath Lab

7 per cent increase of Cardiac catheterizations and Percutaneous Interventions (PCIs) between 2023/24 and 2024/25



Diagnostic Cath

National Benchmark Target
Priority 2 Urgent Inpatients 7 days



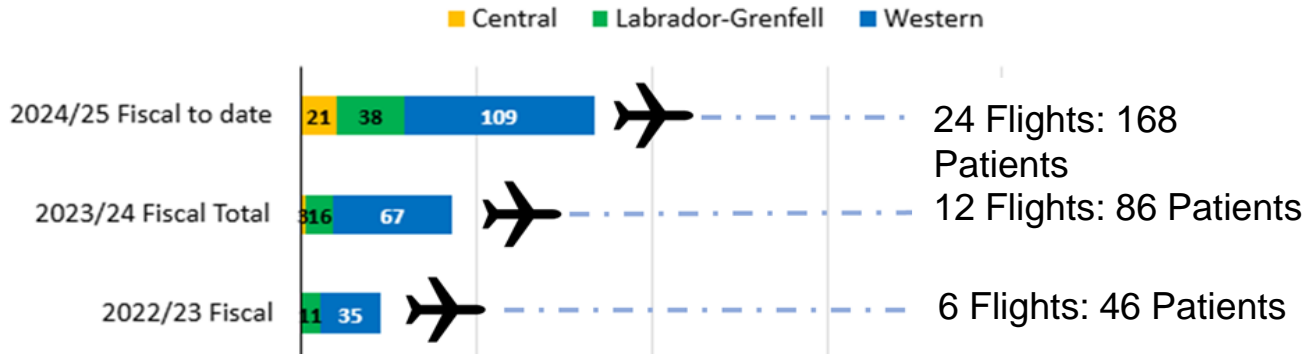
EVT – Standardized Clinical Pathway



2024/25	Ischemic Strokes	EVT
Q1	241	14
Q2	231	17
Q3	194	12
Q4	203	20

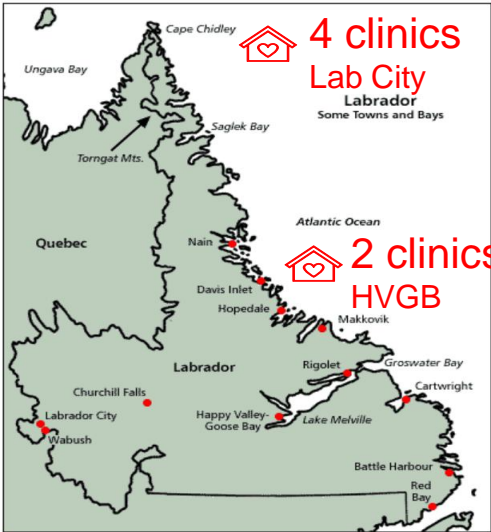
Provincial Cardiovascular and Stroke Program

Improved Access:
Cardiac Care
Three streams to improve access



Patient Risk Stratification	Transfer Stream	Transfer Mode
Low Acuity Patients Established: 2022/23, Q3	Same-day repatriation and no patient left behind philosophy: 73% repatriated	Heart Force 1
Intermediate Acuity Established: 2025/26, Q1	Two beds weekly are protected to bring in Cardiac Patients: 17 patients to date	Air Ambulance
High Acuity Established: 2025/26, Q1	ST-Elevation Myocardial Infarction (STEMI) Alert: 15 patients to date	Air Ambulance

Closer to Home: Traveling Clinics



2024/25 fiscal year to present (May 13, 2025)

- Nine clinics (One virtual) received 407 appointments
- 282 clinical consultations and 147 exercise stress tests
- 300 unique patients seen in Labrador City, Happy Valley-Goose Bay, St. Anthony, and Corner Brook



Wait Times (days) in Canada and NL; and
NL Ranking for Priority Surgeries,
April - September 2024 (Q1-Q2)

Surgery	50 th Percentile (days)			90 th Percentile (days)			% Meeting Benchmark		
	Canada	NL	NL Rank	Canada	NL	NL Rank	Canada	NL	NL Rank
Hip Replacement	125	216	10 (of 10)	340	710	10 (of 10)	68	41	10 (of 10)
Knee Replacement	161	266	9 (of 10)	443	772	10 (of 10)	61	33	8* (of 10)
Cataract	68	91	9 (of 10)	229	282	8 (of 10)	69	57	9 (of 10)
CABG	8	10	8 (of 8)	84	219	8 (of 8)			
Bladder Cancer	28	27	5* (of 9)	67	55	3* (of 9)			
Breast Cancer	23	21	2** (of 10)	47	35	1 (of 10)			
Colorectal Cancer	22	20	2 ** (of 9)	47	33	1 (of 9)			
Lung Cancer ⁺	26	22	1* (of 9)	62	49	2 (of 9)			
Prostate Cancer ⁺	51	30	1 (of 8)	121	51	1 (of 8)			

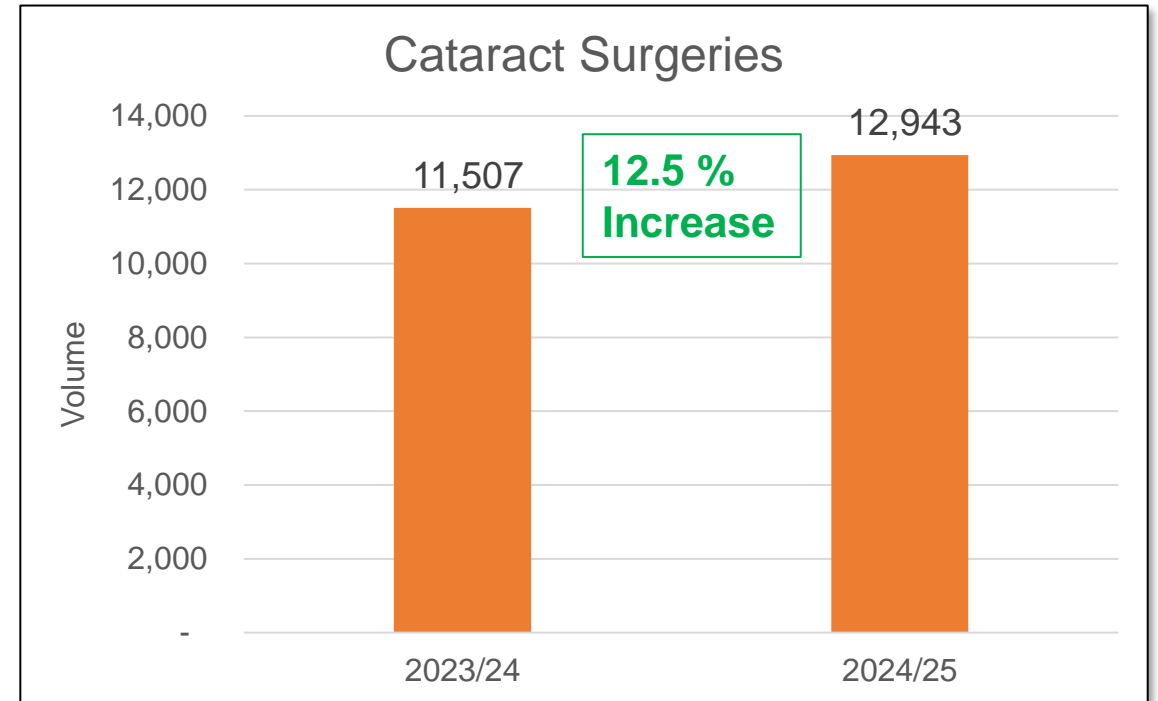
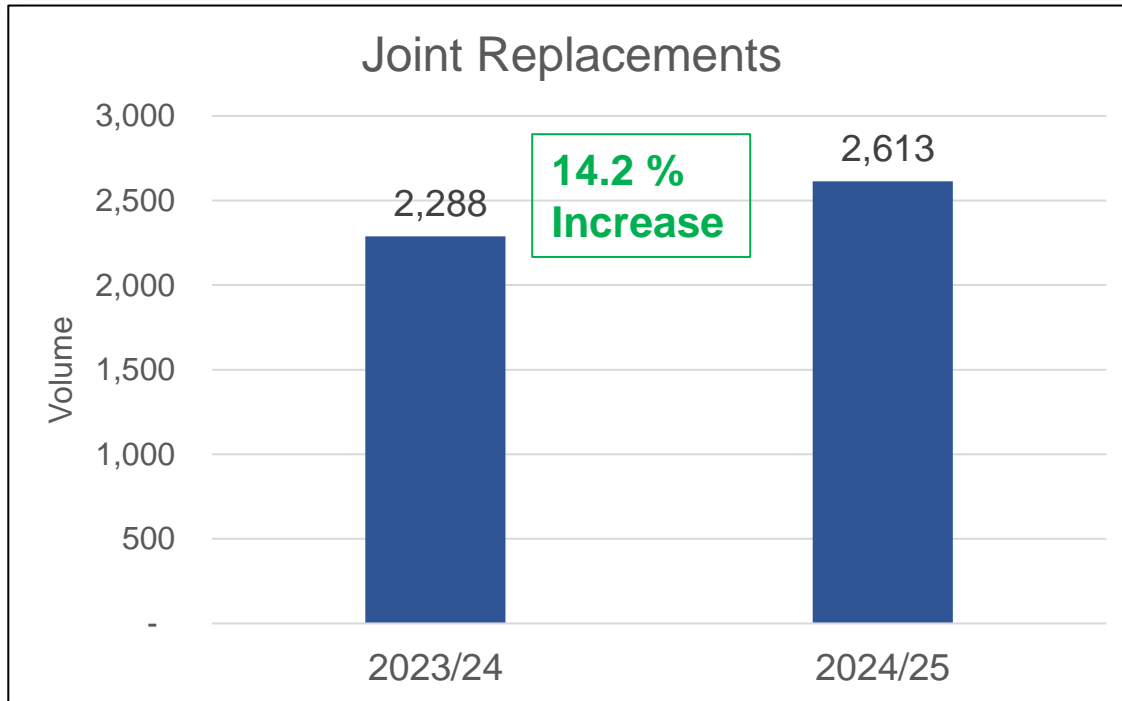
+ Data for October 2023 – March 2024 (Q3-Q4)

* Tied with one other province

** Tied with two other provinces



Priority Surgery Volume and Wait Times



- New initiatives have increased volume
- Waitlists: 2,969 to 3,245 (April 2023 to April 2025)
- Surgeries completed exceeded new referrals for the first time in 2024/25
- Same day surgery implemented
- **End of July 2025, active waitlist 2,645**

- Waitlist: 4,094 to 3,784 (April 2023 – April 2025)
- **End of July 2025, active waitlist 3,452**



Central Intake

Ophthalmology Central Intake:

- Over 21,785 referrals submitted into the system (new referrals and legacy) since Feb 17, 2025
- Over 470 referrers have interacted with the system

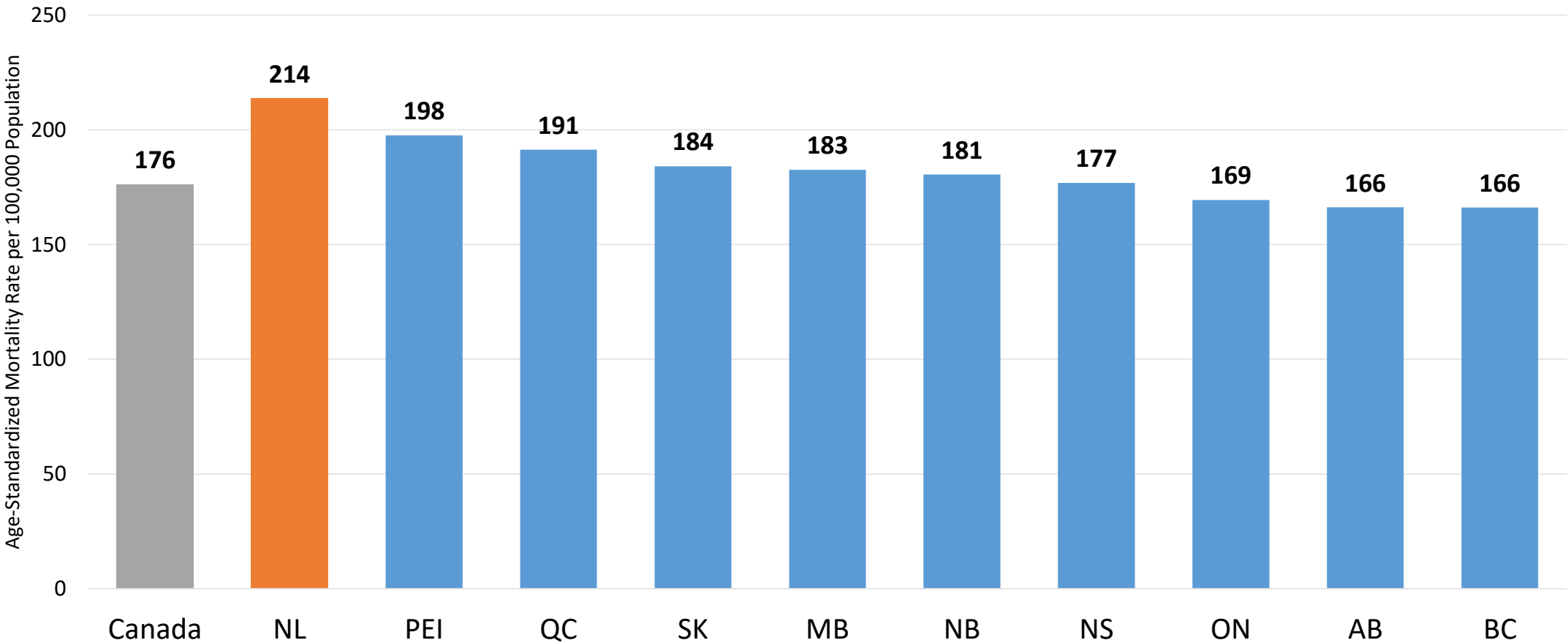


Orthopedics Central Intake went live on May 26, 2025. Currently over 14,000 referrals submitted into the System.

Improves access and reduces wait times by routing referrals through a single-entry point, eliminating duplication and allowing patients to be matched with the appropriate provider with the shortest wait time, including offering the option of alternate sites when available to avoid unnecessary delays.



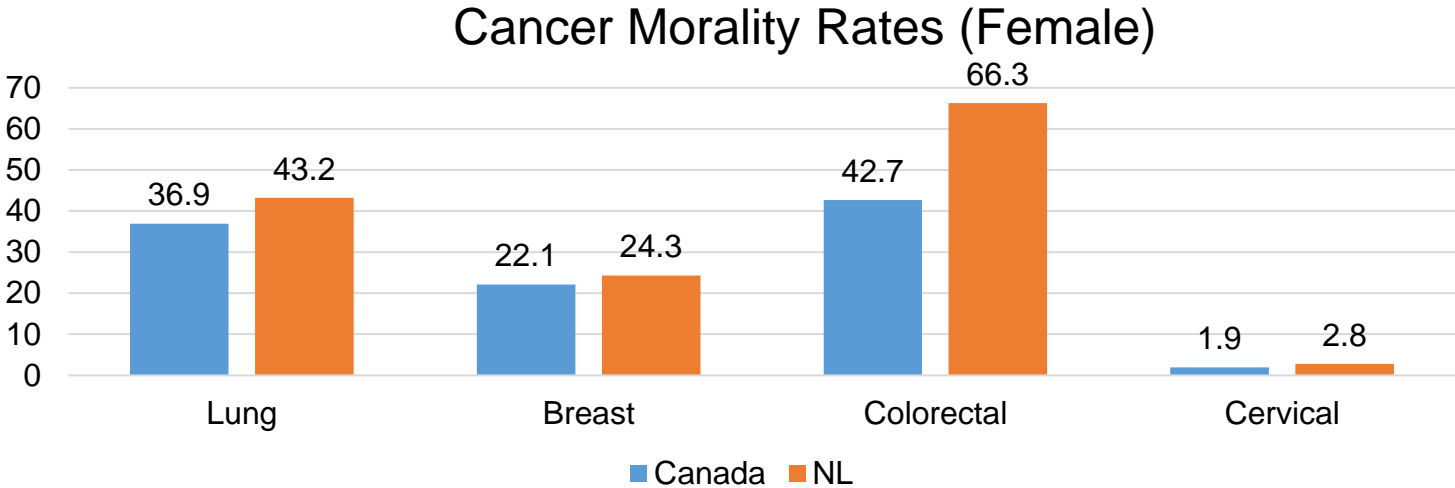
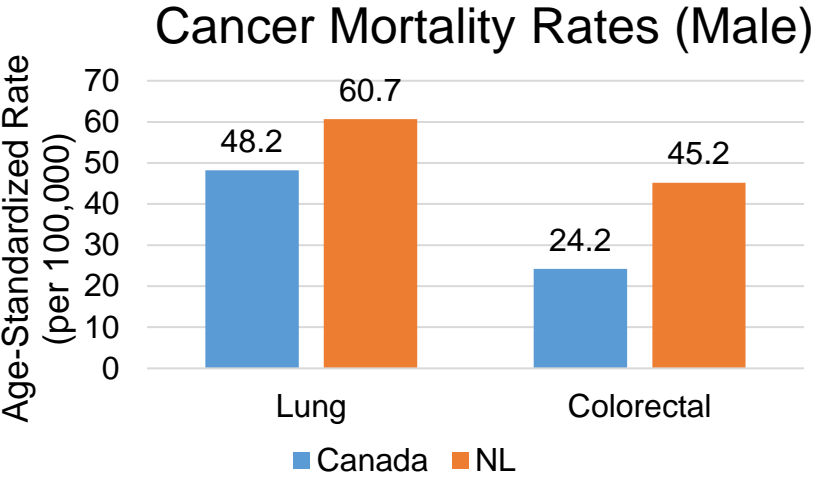
Age-Standardized Cancer Mortality (2023)





Cancer Control and Outcome Characteristics

Cancer	Preventability	Detectability	Incidence	Survival	Mortality
Lung/Bronchus	Green	Green	Red	Red	Red
Breast	Yellow	Green	Red	Green	Red
Colorectal	Green	Green	Red	Yellow	Red
Cervix	Green	Green	Green	Yellow	Green





Breast Cancer Screening

Age-Standardized Metric		Canada	NL	NL Rank
Incidence per 100,000	Female	129.9	138.1	9 (of 9)
5-year Survival percent	Female	89	89	2* (of 9) <i>*tied with 3 provinces</i>
Mortality per 100,000	Female	22.1	24.3	8* (of 10) <i>*tied with 1 province</i>

Screening for women 40-49

- Implemented February 2025

MyHealthNL

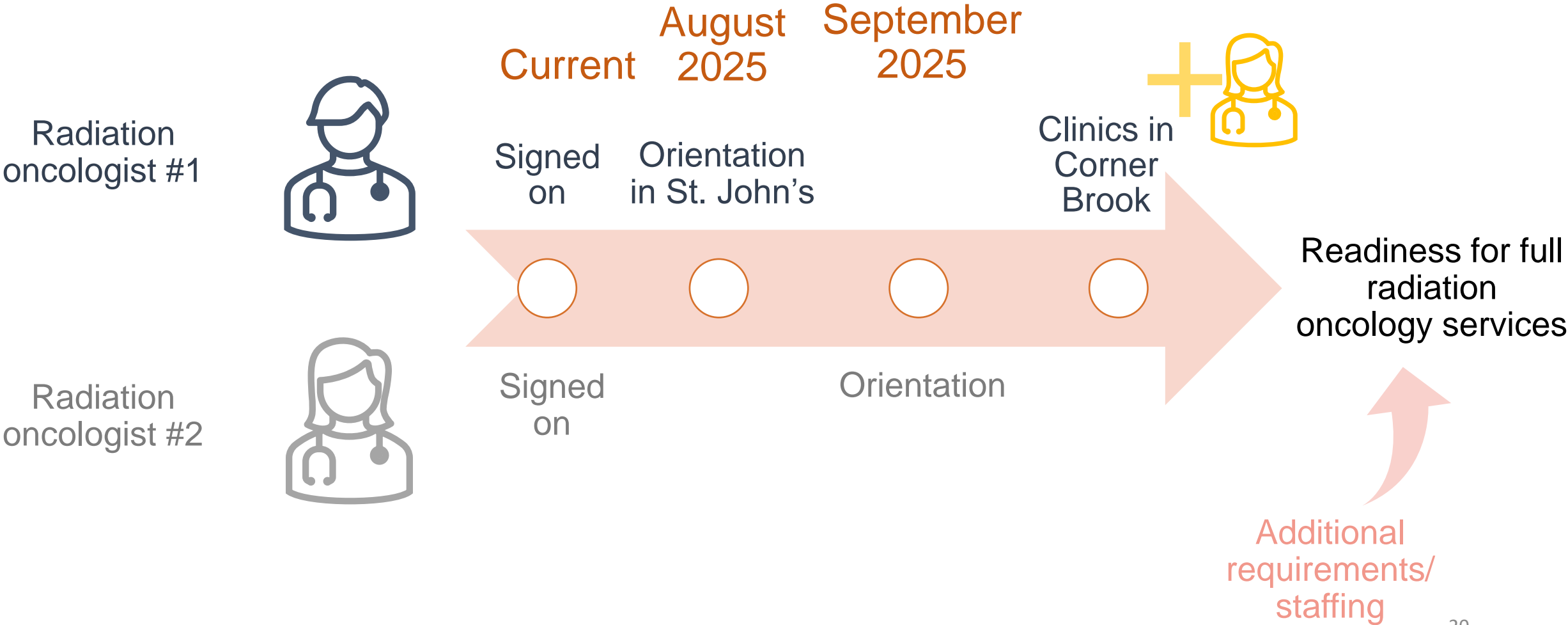
- Ability to self-refer: 1,989 since May 21 launch (1,400 breast + 589 colon)
- Reports and result letters available



- ★ Installation of mammography units
- ★ Satellite site – early Fall 2025
- ★ Future satellite sites



Establishment of Second Site for Radiation Oncology





Rural Zones - Top Issues



ACCESS TO SERVICES



**RECRUITMENT
AND RETENTION**



TRANSPORTATION



FRAIL ELDERLY CARE



**TECHNOLOGY,
INNOVATION VIRTUAL
CARE**



**RURAL
ENGAGEMENT/
INTEGRATION**



Healthy Aging and Seniors Well-Being



Public Awareness

Dementia Friendly Communities

- Media Campaign - 188,000 people reached
- Website - 364 daily visitors and 22,541 total users
- Training for First Responders – 1207 reach
- Training for Businesses – 1482 reach
- Grade 4-9 Health Curriculum
- Inclusive Arts Based Programs – 827 reached

Age Friendly Communities

- 200 communities+
- Two grant streams: community assessment and action plan
- Expanded Meals on Wheels in Carbonear and Placentia in partnership with Compass One Healthcare.

Age and Dementia Friendly Pathway

Guidance document for communities to support implementation of age and dementia friendly actions



Financial Support

Aging Well at Home Grant

- \$5M as of July 2025, 5662 individuals approved up to \$400 per year.

Caregiver Benefit Program

- \$2M as of July 2025, 35 individuals approved

Community Transportation Program

- \$3.6 million in 27 projects

Home Repair and Modification Program

Home Repair 1113 people, 76% over 65 years
Home Modification 695 people, 74% over 65 years



Healthy Aging and Seniors Well-Being

Influenza vaccine for individuals 65 years of age and older (FluAD)

- Preliminary FluAD vaccination administration data (October 21, 2024, to July 16, 2025) indicates approximately 50.5 per cent of the eligible population (app. 67,800 doses) have received FluAD vaccine.

Pneumococcal vaccine (Prevnar 20)

- Since start of the influenza vaccine campaign (October 21, 2024), approximately 1,418 doses have been administered to eligible populations.

Shingles vaccine

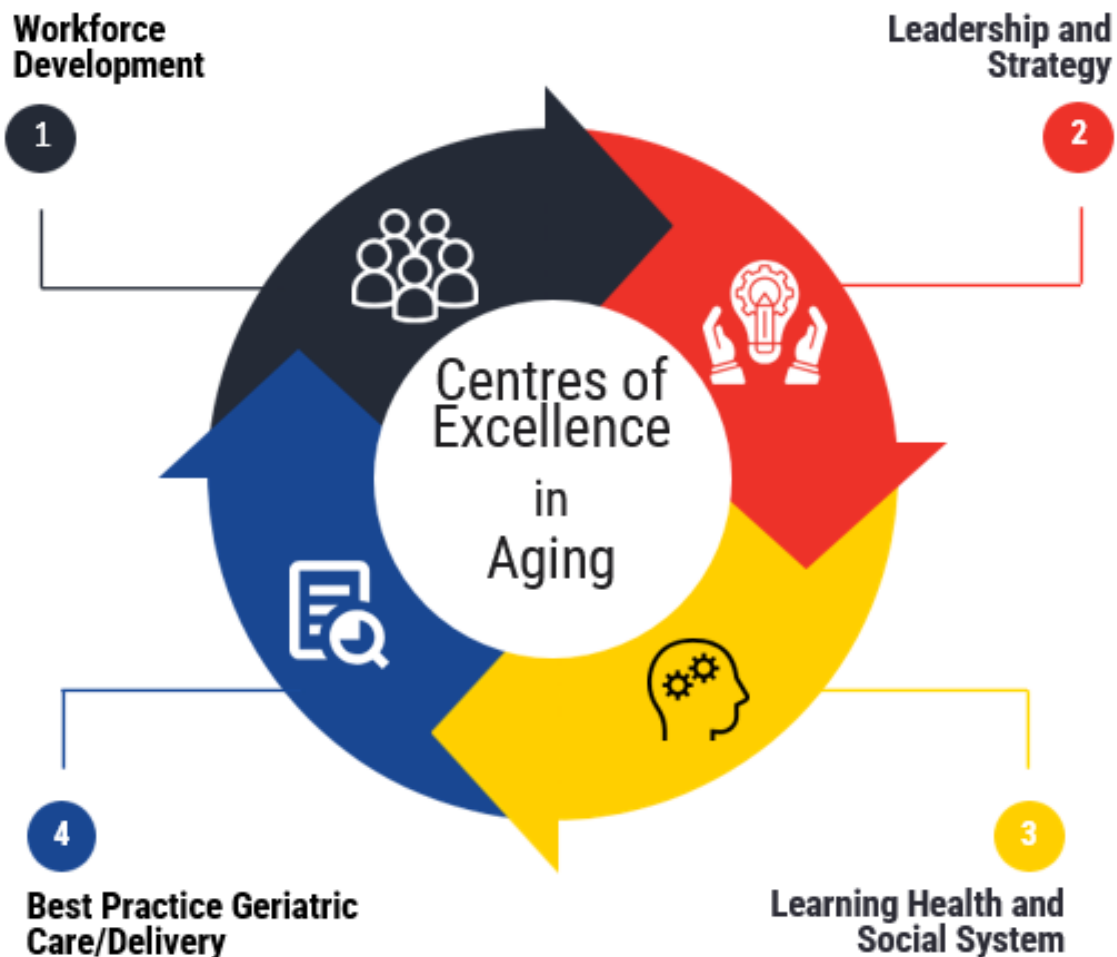
- Between program implementation on June 1 to July 20, 2025, approximately 11,872 doses have been documented as dose one and approximately 74 doses have been documented as dose two.

Respiratory Syncytial Virus (RSV) vaccine

- Since program implementation during the most recent influenza vaccine program (late fall 2024 to early winter 2025), approximately 2068 doses have been administered to eligible populations.



Centres of Excellence in Aging



Best Practice Geriatric Care Across the Care Continuum

New Services:

- Two Acute Care of Elderly (ACE Units)
 - Western Memorial June 2024
 - St. Clare's June 2025
- Western ACE Unit year-one:
 - 352 admissions
 - 9.5/10 experience of care rating
 - 78 per cent returned to the community
- Restorative Care Unit opened at the Miller Centre May 2025.



Strengthening Integration and Services for Seniors Across the Care Continuum

Workforce Education and Training

- Home/Personal Support Worker Micro Credential
- Home/Personal Support Worker Curriculum
- Learning Essential Approaches to Palliative Care (LEAP)
- Dignity of Risk
- Dementia Passport
- Frailty Series
- Care of the Elderly
- Nurses Improving Care for Healthsystem Elders (NICHE)

Community Support Program Action Plan

- Implementation Underway

Long Term Care and Personal Care Home Action Plan

- Implementation Underway

Community-Based Services

- **Short Stay** in Personal Care Homes
- **Adult Day Programs** – supporting caregiver respite and reducing demand for home support hours
- **Enhanced Dementia Care** - 27 residents supported, delaying and or preventing long term care placement
- **Rehabilitation and Restorative Care**- 82 clients supported, with 78 per cent remaining in community post discharge, 97 per cent satisfaction



Health Information System - On target for April 2026

1

Qualitative/Strategic Benefits

- Framed by the Health Accord's Calls for Action



Enhanced
Integration



Patient Safety and Quality
of Care



Improved Health
System Performance



Enhanced Analytics,
Interoperability and
Security



Enhanced
Productivity and
Efficiency



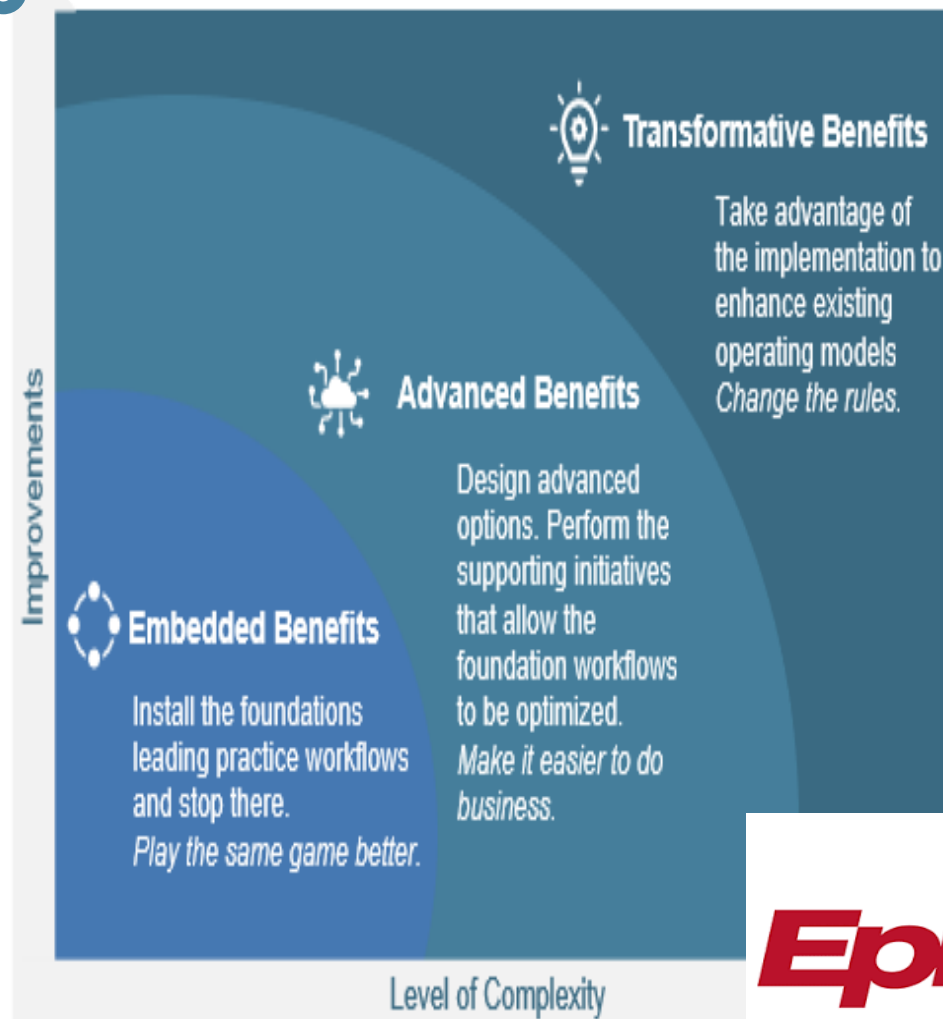
Enhanced Health System
Sustainability

2

Cost Avoidance

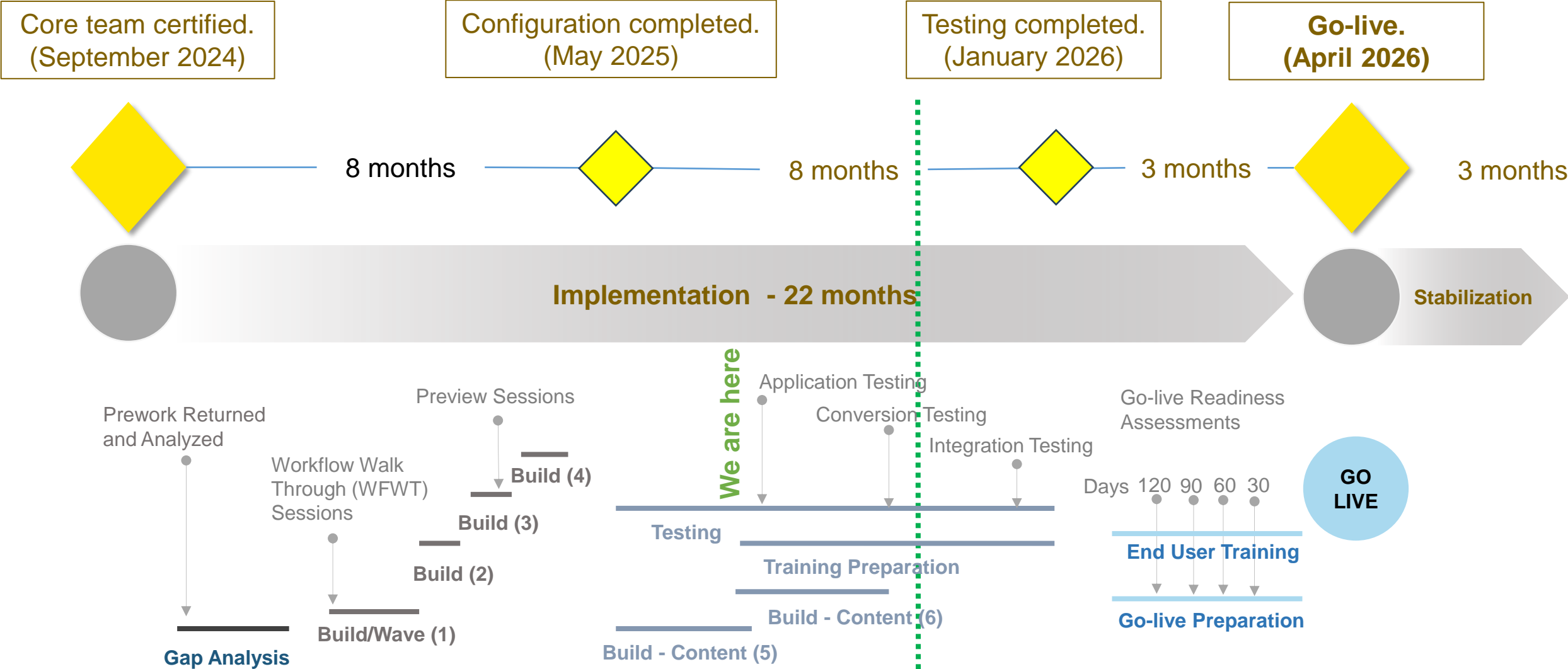
- Decommissioning cost savings
- Inflight and planned cost initiatives stopped
- Future systems' cost avoidance

3





Health Information System Implementation





MyHealthNL - Digital Front Door

Personal Health Record

Self-Referral

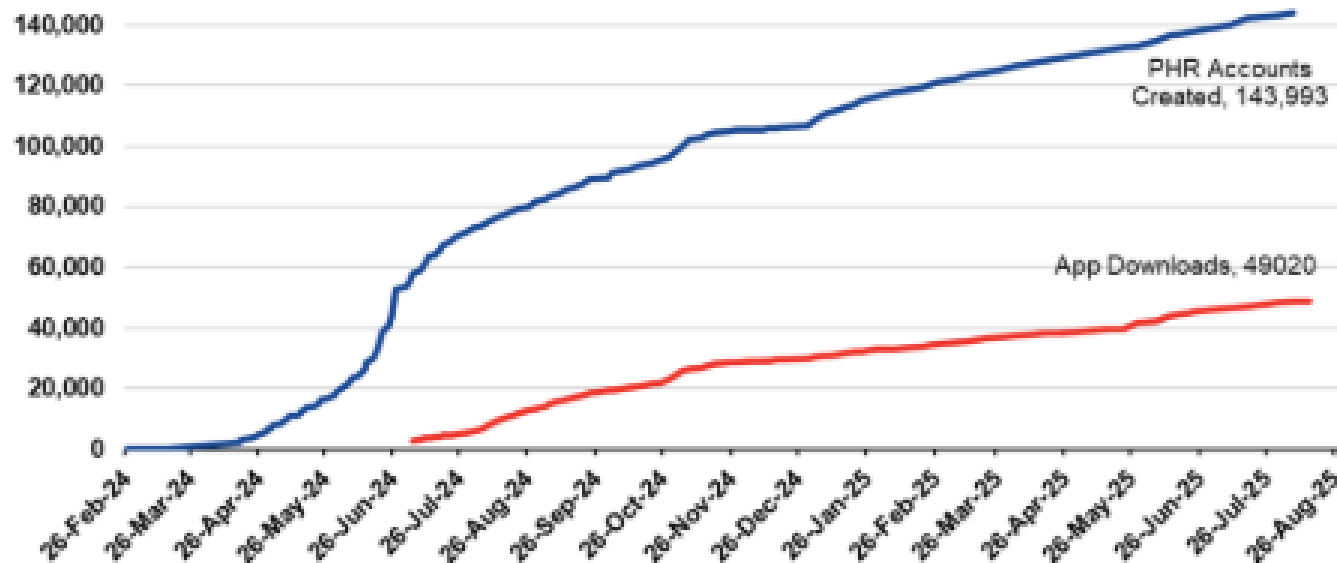
Navigation of Health Services

Personal Health Record Integration

MyHealthNL

- General Laboratory results without delay excluding pathology and cytology
- Medical Imaging reports without delay
- Medications
- Health Information Library
- Launch Bridge the gap
- Share record with family and caregivers
- Self-referral to breast and colon cancer screening programs – over 3000 received

MyHealthNL Adoption Stats – August 14, 2025



mygov.nl – 143,993 accounts activated
phone app - 49,020 downloads



Increased Seats for Providers in NL Institutions

Occupation	Seats	Comments
Registered Nurse	363	Added in Fall 2022. Satellite sites in Gander (24) GFW (28) and HVGB (20)
Nurse Practitioner	40	20 seats added in Fall 2023
Practical Nurses Seats	333	32 part-time seats added in 2025. A proposal for a full-time online PN Program from a private training institution has been approved and is expected to start in Sept 2025
Primary Care Paramedic	66	In 2023, College of the North Atlantic added 24 seats (12 in St. John's; 12 in Stephenville). The program is also offered by a private training institution.
Emergency Medical Responder to Primary Care Paramedic	18	Added in September 2023

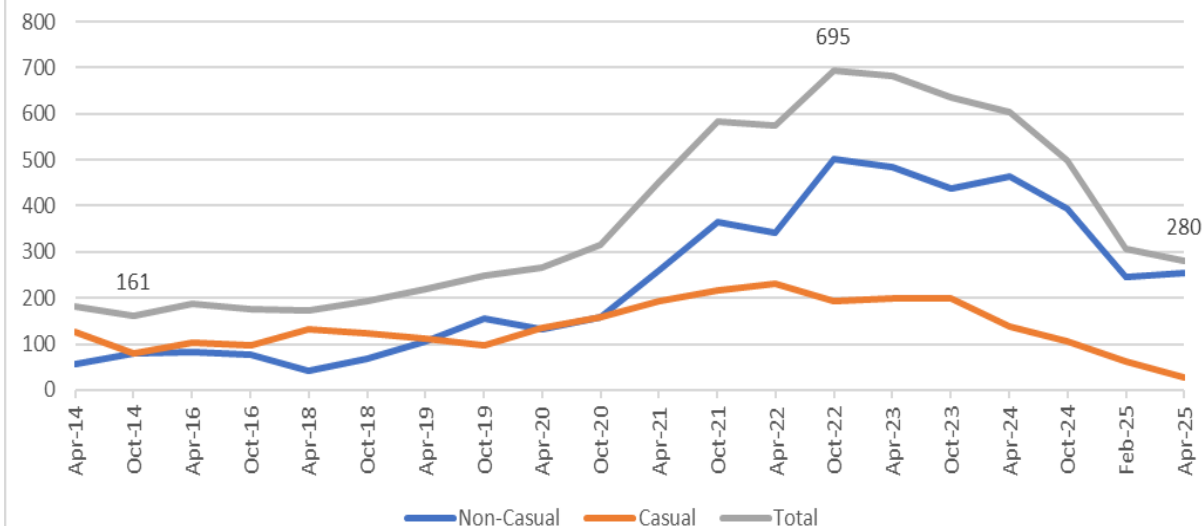
Undergraduate Seats-Faculty of Medicine	
Year	Proportion of NL Seats
2022	60 / 80
2023	65 / 80
2024	74 / 85
2025	84 / 90

Faculty of Medicine - Residency Program and other
5 Family Medicine for International Medical Graduates
2 Internal Medicine for Canadian Medical Graduates
2 Internal Medicine for International Medical Graduates
Expanded Care of the Elderly Training for Family Medicine to 4 learners
Creating Geriatric Medicine Specialist Training Program

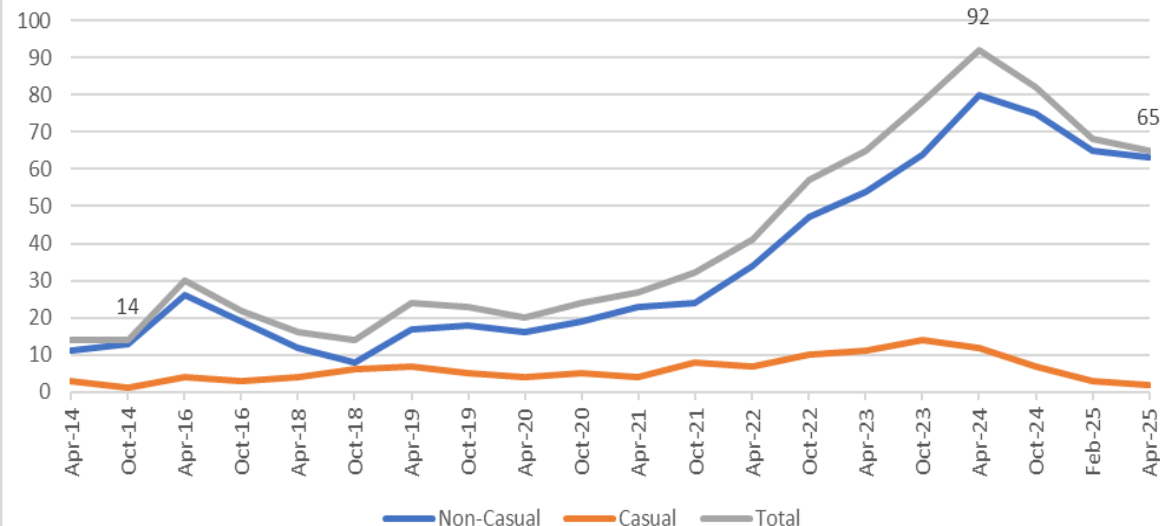


Trends in Vacancies (As of April 1, 2025)

Registered Nurse Vacancies

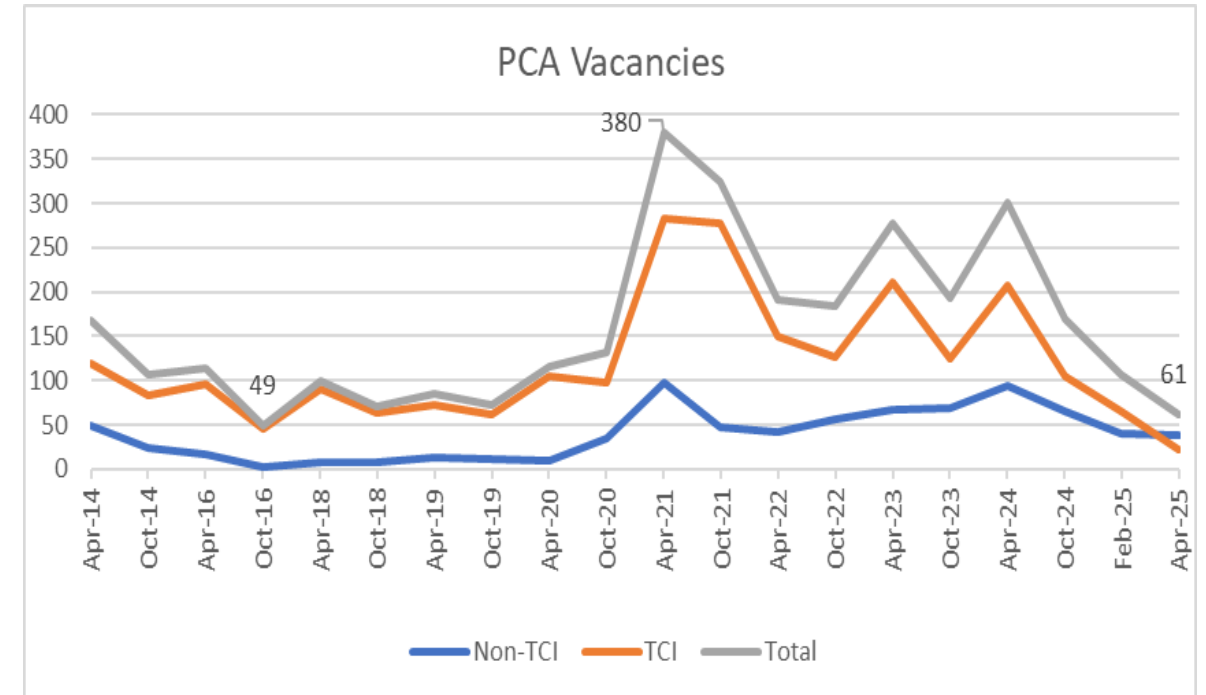
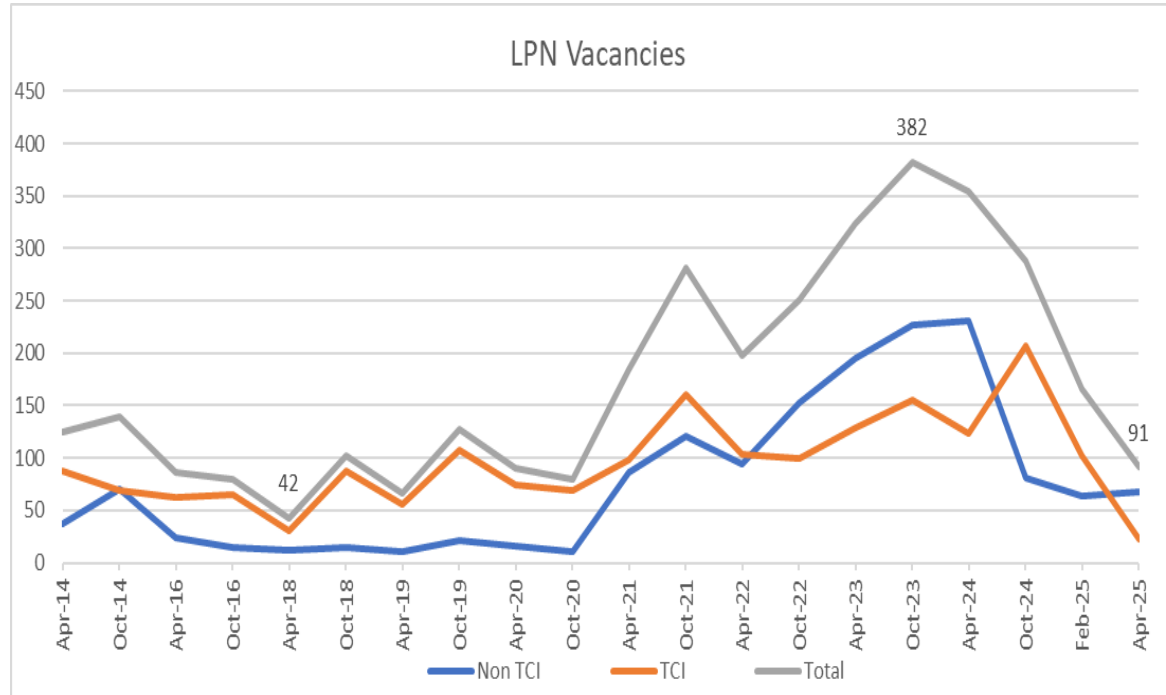


Nurse Practitioner Vacancies



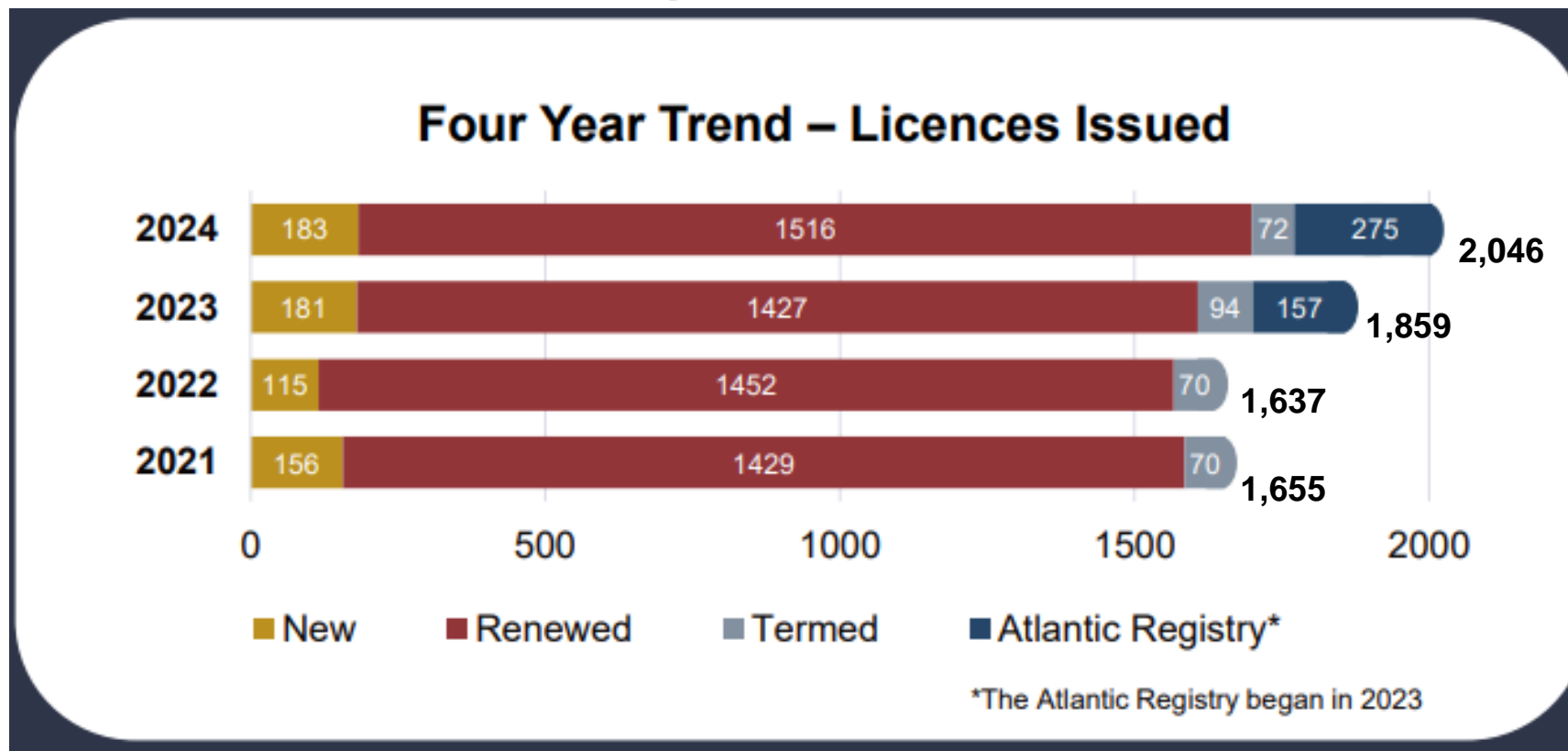


Trends in Vacancies (As of April 1, 2025)





CPSNL Licensing Stats – Four Year Trend



Note: Termed refers to locum licenses

Source: CPSNL Annual Report 2024, <https://cpsnl.ca/wp-content/uploads/Communications/2024-CPSNL-Annual-Report.pdf>

Impact on a family's health care?

My family receives primary health care from a Family Care Team in our community.

My family no longer must leave the community for emergency care because the Emergency Departments closed.

My Dad received EVT for his stroke caused by a blood clot and returned home after a few days.

Our son was accepted to nursing school in NL and plans to work in NL when he graduates.

My Great Aunt was flown to St. John's for cardiac cath testing and is now followed by a clinic that visits her hometown and provides virtual appointments.

All the grandparents received their shingles, RSV and pneumonia vaccines.

Our daughter who just returned to NL is receiving virtual primary health care while on a wait list for a Family Care Team.



Our whole family signed up for My Health NL and can see most lab and imaging results without delay.

My wife started breast cancer screening at age 42 which is a great relief given her family history.

Our great uncle received Home Repair Support which is allowing him to remain in his own house with home care three hours daily.

My Uncle received same day hip replacement surgery – meaning no hospital stay.

My grandfather is able to walk without pain after his knee replacement.

Great Nan was in hospital in Corner Brook after she fell but with rehabilitation, she was able to return home after 10 days.