

North Quadra UPCC Proposed Service Model

Key Principles

- The North Quadra UPCC site will offer Longitudinal and Urgent Care Services along with allied support.
- The proposed approach will maximize the floor space available at the North Quadra UPCC and further supplement this through off site longitudinal virtual care.
- An urgent care team consists of 1 primary care provider, 1 RN and 1 MOA (supported by a MHSU Clinician) with the primary care team, who are working both on and off site, consisting of 1 primary care provider ~.4 RN and .8 MOA.
- Physical space allows for 3 teams on site at any given time (2 exam rooms per team).

Proposed Service Model

Hours of Operation (8:00am-8:00pm, 7 days/week) Last patient seen at 8:00pm; patient care hours until 8:30pm.		Total # of Teams (onsite/virtual)	Onsite RNs (supporting onsite and virtual teams)	Onsite MOAs* (supporting onsite and virtual teams)
Longitudinal Care (62% of care)		8.59 FTEs	3.58 FTEs	6.47 FTEs
Monday - Friday	8:00am – 2:30pm	5 (2/3)	2	3
Saturday	8:00am – 2:30pm	2 (1/1)	1	2
Monday - Friday	2:00pm - 8:30pm	2 (1/1)	1	2
Urgent Care (38% of care)		5.34 FTEs	5.14 FTEs	5.51 FTEs
Monday - Friday	8:00am - 2:30pm	1 (1/0)	1	1
Monday - Saturday	2:00pm – 8:30pm	2 (2/0)	2	2
Saturday	8:00am – 2:30pm	2 (2/0)	2	2
Sunday & Holidays	8:00am – 8:30pm	2 (2/0)	2	2
MHSU Consultant Support (TBC)		2.35 FTEs		
Monday - Sunday	10:00am – 8:00pm	1 (1/0)		

*Front of house space supports 3 MOAs with the additional MOA space in the collaborative area, which supports 6 spaces. One of the MOAs noted above would hold the role of Office Coordinator, who would provide MOA functions in addition to the leadership and oversight of the MOA groups.

Attachment

- 1250 patients/GP, 1000 patients/NP, 500 patients/RN by year three
- 8.59 FTE Longitudinal GP x 1250=10,738 (maximum based on GP recruitment)
- 3.58 FTE Longitudinal RN x 500=1,790
- Total Attachment by year three =12,528 patients