



Addressing staffing shortages in Northern Health (NH) with Health Human Resources (HHR)



Snapshot 2024

Staffing more nurses and allied health professionals



455

New RNs and LPNs hired so far this year.



167

New graduates were hired so far this year.



24

self-identified as Indigenous.

13

were internationally educated nurses (IENs).

(26 since the strategy began in 2023)



129

were nurses.



38

were allied health professionals.

Bringing more physicians to Northern BC



61

From 2024 to 2026, 61 new physicians are expected to start working in the North.

Sending nurses where they're needed most



GoHealth BC nurses now serving **28** communities!



GoHealth BC nurses worked **172,718** hours across BC, the majority of which were spent caring for Northerners.

Supporting training for health care assistants



138

In 2024, 138 more Health Career Access Program (HCAP) students have been hired into long-term care and community care.



350

To date, 350 graduates are working as health care assistants with NH.

Innovative support for physicians



6

6 associate physicians (AP) hired and ongoing recruitment for additional APs and physician assistants (PA).

Making hospitals safer for staff and patients



64

64 more relational security officers (RSO) hired.
(108 to date)

4

self-identified as Indigenous.



4

Expanded RSO program to 4 more facilities.
(7 in total)

Supporting culturally safe care



**8.2
FTE**

An additional 8.2 FTE to support the expansion of the Indigenous Patient Liaison (IPL) program in Hazelton, Haida Gwaii, Fort Nelson, Stuart Lake, and Prince George.

Incentivizing rural and remote recruitment and retention

161



161 new staff members approved for the \$30,000 incentive to staff for hard-to-fill positions in rural and remote Northern communities (more details on the RRRRI below).

58%

of those were nurses.



Provincial Rural Retention Incentives (PRRI) for staff expanded to include all eligible employees in 25 Northern communities.

Going where the future staff are



Attended 70 recruitment events including local, national, and international conferences, job fairs, and presentations.

Making a difference with volunteers



615 volunteers and auxiliary members.



5,202

The volunteers and auxiliary members provided 5,202 volunteer hours across 40 sites in 15 communities.



Recruitment

MEDICAL STAFF RECRUITMENT

NH is working hard to bring more physicians to the North

- ✓ A new physician recruitment jobsite was launched in January 2024.
- ✓ Attended over 20 recruitment events so far this year, connecting with over 400 potential candidates.
- ✓ A growing number of locum physicians are being used to staff emergency departments.
 - ✓ Roughly 137 locum physicians have worked over 26,000 hours in the ED this year, covering 2,300 shifts.
 - ✓ Locum opportunities are shared with a pool of over 400 interested physicians.

PROVINCIAL INCENTIVES TO SUPPORT RECRUITMENT



The Rural Remote Recruitment Incentive (RRRI) was rolled out by the Province in March, offering \$30,000 to eligible new staff for a two-year return of service.

Eligibility is based on the employee being new to a rural and remote community, having previously worked in urban/metro centre, **AND** having relocated to a NH rural/remote community.

GoHealth BC Recruitment and Retention Incentive – Nurses (from outside of BC or who are new to the BC public sector) who join GoHealth BC between April 1, 2024 and March 31, 2025 are eligible for up to \$15,000 in incentives for a 12-month return of service.

GO
HEALTH
BC

SUPPORTING HOME-GROWN HEALTH CARE CAREER DEVELOPMENT



Revamped “Grow Our Own” materials to refresh information, branding, and to support the recruitment and retention of Northern BC residents and Indigenous peoples to health care.



Expanded high school outreach in the NE and NW – giving Grow Our Own presentations in Smithers, Terrace, Prince Rupert, Kitimat, Fort St. John, Dawson Creek, and Fort Nelson.

Ongoing participation in the **Adventures in Healthcare** initiative to bring high school students into care facilities and explore health care careers in the North.

Largest expansion of this initiative to date: included Fort St. John, Dawson Creek, Kitimat, Terrace, and Prince George.

Indigenous Recruitment – developing and implementing resources and supports for hiring and retaining Indigenous health talent/professionals across the span of their careers.



GETTING CREATIVE WITH RECRUITMENT MARKETING



Broadened recruitment advertising reach to platforms such as Reddit, YouTube, and Google Ads and expanded contract with Indeed to incorporate more sourcing and advertising opportunities.

Worked collaboratively with the Ministry of Health (MoH) and HealthMatch BC to participate in a UK Roadshow to attract qualified health care professionals to BC.



28

NH has received 28 nursing referrals since the roadshow.



Hosted 6 Virtual Career Fairs to attract candidates for positions such as dietitians, emergency nurses, respiratory therapists, and general nursing.



Retention

INCREASING COMMUNITY HOUSING AND CHILDCARE FOR HEALTH CARE STAFF

Housing

Fort St. John

Working with local society on net-new housing build that would support adults with intellectual exceptionalities and allow NH to consolidate housing into a net-new building.

Valemount

Collaborated further with Regional District to secure a further lease in Regional District owned property.

Fort St. James

Completed agreement with the Fort St. James Primary Care Society to manage workforce housing in community.

Childcare

NH will have 111 designated childcare spaces in the region by October 2024. Additional childcare strategies are in development for Dawson Creek, Kitimat, Hazelton, Masset, and Prince Rupert.

Fort St. John

Contributed \$250K to support the creation of 69 net-new spaces in community with 18 infant toddler priority spaces for NH employees starting in October 2024.

Extended hours pilot (6:30 am to 7:30 am) continues until at least January 2025 with YMCA of BC offering three infant toddler spaces and five 3–5-year-old spaces.

Regular hours spaces maintained with the YMCA of BC offering two infant toddler, two 3-5 year old & eight school-age spaces.

Prince George

YMCA collaboration continues at Park House offering 21 priority spaces to NH employees.

McBride

Worked with the McBride Daycare Society and School District 57 to ensure childcare was sustained and expanded with a \$30K investment ensuring priority infant toddler spaces for NH.

Prince Rupert

Collaboration continues with School District 52 offering 24 before-and-after school spaces for NH.

Terrace

Collaboration continues with Coast Mountain Childcare Society offering six infant/toddler spaces and fifteen 3–5-year-old priority childcare spaces.

Chetwynd

\$70K investment with the YMCA of BC will allow NH employees to access two infant/toddler spaces and two 3–5-year-old priority childcare spaces.

PROVINCIAL INCENTIVES TO KEEP STAFF IN THE NORTH

Keeping the highly skilled and trained staff we already have is just as important as attracting new talent. To address this, the Provincial Rural Retention Incentive (PRRI) has expanded eligibility to current staff in all Northern BC communities (except for Prince George).



Eligible staff are entitled to up to \$2,000 quarterly to a max of \$8,000 for the year.



Eligibility based on regular full-time and regular part time employees covered by the Nurses Bargaining Association (NBA), Health Sciences Professional Bargaining Association (HSPBA), Facilities Bargaining Association (FBA), and Community Bargaining Association (CBA).

HELPING STAFF TO DEAL WITH MORALLY COMPLEX SITUATIONS



A Moral Empowerment Program was implemented to enhance the ability of individuals, teams, and the organization to address morally complex situations, make difficult decisions, and navigate emotionally challenging scenarios.

SUPPORTING MANAGERS TO FIND TIME TO LEAD AND MEANINGFULLY ENGAGE WITH THEIR TEAMS



Over 30 positions are currently operational to support management functions and free up leaders to directly support their staff and teams.



Manager capacity supports include HR assistants and site safety coordinators.



Training

FINANCIAL SUPPORT TO GET CAREERS STARTED

Financial supports are available to students and new graduates. Since January 2024, 85 new graduates have applied for new graduate funding support and many have benefited from program bursaries.

Priority Program Bursaries

- \$2,000 per year in tuition credits for students enrolled in select undersubscribed programs at a public post-secondary institution.
- \$5,000 per year in tuition credits for Indigenous students enrolled in select programs at a public post-secondary institution.

Nursing Student Tuition Credit

- Nursing students enrolled in Bachelor of Science in Nursing (BSN), Bachelor of Psychiatric Nursing (BPN), and Practical Nursing (PN) programs in public postsecondary institutions (PSIs) between September 2023 and August 2026 are eligible to receive a tuition credit of \$2,000 each program year.
- Indigenous students enrolled in the BSN program at public PSIs during this same period will receive an additional \$5,000 tuition credit per program year.

New Grad Licensing Exam Bursary

- \$500 for new grads in a number of select health care positions to help cover the cost associated with exam licensing or certification.

MORE OPPORTUNITIES TO EARN AND LEARN

NH partners with post-secondary institutions to offer subsidized spots in hard-to-fill health care education programs, with an expected return of service after graduation.



A new partnership this year with Selkirk College will support the training of more community mental health support workers that will move on post-graduation to support increasing mental health care needs in our communities.

Program	Post-secondary partner	Detail
Rehabilitation assistants	Capilano University	<ul style="list-style-type: none"> • 5 will graduate in 2024 • Planning for 8 more seats in May 2025
Combined laboratory X-ray technologists	Northern Alberta Institute of Technology	<ul style="list-style-type: none"> • 2 new students started Sept 2024 • 5 will graduate in July 2025 • Planning for 3 more seats in Sept 2025
Community mental health support worker	Selkirk College and University of Vancouver Island	<ul style="list-style-type: none"> • 14 will graduate in Dec 2024 • 13 new training positions starting Nov 2024 • 8 new seats planned for May 2025

Redesign

RETHINKING THE GOHEALTH BC WORKFORCE

Considerable expansion of the GoHealth BC program continues:



The GoHealth BC workforce has grown from 103 nurses to 288 since January 2023.



Hours worked across BC so far in 2024 (172,718) have already exceeded total hours worked in 2023 (125,000).



The program will expand to additional communities as recruitment permits.

Additional training opportunities are being provided for GoHealth BC staff to address urgent staffing needs across the province.



Work is already underway to onboard allied health professionals to the GoHealth BC team.

The first profession to be included is medical laboratory technologists (MLT) and hiring will begin in November 2024.

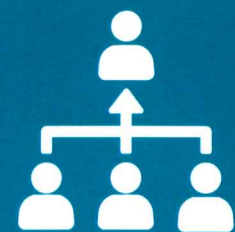
STABILIZING EMERGENCY DEPARTMENTS



The NH Emergency Department (ED) Stabilization Task Force continues its crucial work to strengthen engagement with local clinical teams and support local action to maintain emergency room capacity. Expanded agency supports for the North and alternative physician compensation models are being implemented. Virtual hybrid ED supports for physicians are being expanded as well as integrating new roles and types of health care practitioners to work in EDs.

ADDRESSING WORKLOAD - MINIMUM NURSE-TO-PATIENT RATIOS

Minimum nurse-to-patient ratios (mNPR) are part of a larger nursing strategy between the Ministry of Health, Nurses' Bargaining Association, and health organizations across BC that will support nurse well-being and quality patient outcomes. The ratios represent the minimum number of nurses deemed necessary to care for patients on a unit. NH is currently engaging with key staff to help establish and implement these standards, beginning this fall.



EMPOWERING CHANGE FROM THOSE CLOSEST TO CARE DELIVERY



NH is rethinking how managers and staff lead, support one another, solve problems, and deal with change. The Support in the Right Place project focuses on long-term systems change to coordinate support, capacity, and knowledge to more effectively implement local improvements and strategic priorities.