

Interior Health in your region



Cariboo Chilcotin

Regional Impacts



1,171

IH Staff



2

Hospitals



8

Health-Care
Facilities



3

IH Long-Term
Care Facilities



42,340

Total
Population

Program and service highlights

Inpatient virtual care pilot making positive strides

Six months into B.C.'s first virtual inpatient-care pilot, staff at Cariboo Memorial Hospital (CMH) are well into a rhythm. What began as an innovative solution to physician shortages in 2024 has evolved into collaborative and ongoing inpatient care. Thanks to the support of the virtual care model, physician staffing at CMH has now stabilized, allowing the hospital to gradually return to more in-person coverage. Patients continue to express high levels of satisfaction with their care, whether provided virtually or face-to-face.

Language pilot focuses on providing culturally safe emergency care

Interior Health is partnering with the T̓silhqot'in, D̓äkelh Dené and Secwépemc Nations and Provincial Health Services Authority (PHSA) provincial language services to co-develop and pilot a culturally safe and appropriate Indigenous interpreter program at CMH. This initiative will provide Indigenous-led language support for community members accessing emergency services and begins in November 2025.

Connections team reduces barriers for people with substance use addiction

The Williams Lake Substance Use Connections team helps individuals navigate the comprehensive system of mental health and substance use services. They create a supportive and accessible environment for people to find the help they need, whether seeking care at the hospital or in the community. Depending on individual needs, support may be delivered through admission and/or referrals to treatment, or when individuals are ready to transition to community-level care. There is no cost or referral process required to talk with a Substance Use Connections team member, seven days a week.

Employee Recruitment

Nursing and allied health



in regular front-line employees from

15,147 to 19,124

(5-year Period 2020-2025)

Top areas of growth

- RN: 19%
- LPN: 8%
- Care Aide: 7%

Approx. **900** new grad nurses have joined since 2023, including 13 this past year.

CMH welcomes respiratory therapists from the U.S.

Focused recruitment, nationally and internationally, has helped attract two U.S. health-care professionals to Cariboo Memorial Hospital. This past summer, IH hired two respiratory therapists, filling positions that had been vacant since 2023 and 2024, respectively.

Dietitian finds great work-life balance after move to region

Renelle Hunter, a registered dietitian, moved to Williams Lake in 2023 and quickly fell in love with the friendly, close community and outdoor lifestyle. While busy in her job, she still finds plenty of time to enjoy life in the region. [Read the National Post article.](#)

100 Mile House workers deepen connection with Tsq'uescen' people

Home and community workers from 100 Mile House spent time recently with [Tsq'uescen' community](#) members immersing themselves in the rich cultural traditions and deep connections with their land. This experience with the Canim Lake Band focused on traditional medicine making, as well as foraging and harvesting medicinal plants and berries, allowing workers to develop a deeper appreciation for Indigenous cultural practices.



Physician Recruitment

IH-wide, 2020-2025



16%
INCREASE

in full-time
equivalent positions



29%
INCREASE

in physician contracts

Cariboo-Chilcotin top
areas of recruitment

- Family Practice
- Emergency
Medicine

Internist and family find new beginning in Williams Lake

Dr. Gloria Cudjoe, together with her husband and three children, left the bustle of Johannesburg for the calm of Williams Lake in October 2024. Having been welcomed with open arms, the family is excited about settling into their new community. [Read the Williams Lake Tribune article.](#)



How one small city is showing family doctors the love

Husband-wife team Drs. Jacques and Mariska Neuhoff moved to Williams Lake from South Africa in 2020 so their children didn't have to live in gated communities. The warm welcome they received, which included a stocked fridge, is now a program that continues to help with recruitment and retention. [Read the CBC article.](#)



Investments advance health care in the region

Capital and Equipment 2021-2025

\$366.5
million

CMH Redevelopment – in progress

\$3.8
million

WL Urgent Primary Care Centre – 2025

\$2.4
million

CMH Operating Room Expansion

\$1.2
million

OMH Fire System Upgrade – in progress

\$1.1
million

OMH Chiller Replacement – 2025

CMH redevelopment project receives traditional blessing

In late spring 2025, members of the Williams Lake First Nation were on hand for a traditional smudging ceremony at the construction site of the Cariboo Memorial Hospital Redevelopment Project. About 48,000 square feet over three floors was blessed to bring good medicine into the space. [Learn more at EngageIH.ca/cmh-redevelopment](https://engageIH.ca/cmh-redevelopment)

Williams Lake Urgent and Primary Care Centre expands care access

The opening of the Urgent and Primary Care Centre (UPCC) in early 2025 marks a major step in improving access to same-day, urgent primary health care. The centre is helping more people get the care they need, when they need it. A key feature of the UPCC is its dedicated smudging space—the first of its kind in the Interior—reflecting a strong commitment to culturally safe care. Integrating Indigenous practices and perspectives into health services across the South Cariboo is a priority for Interior Health and an important part of an ongoing journey toward reconciliation. [Watch the video.](#)

OMH renovation and equipment investments improve accessibility, comfort

Expansion and accessibility improvements to three inpatient washrooms at 100 Mile District General Hospital provide improved conditions for patients managing mobility issues as well as for the staff who are more easily able to assist them. Upgrades to the HVAC system at the hospital in 2025 are also improving air quality, energy efficiency and allowing for more comfortable temperatures for patients, visitors and staff.

Operational Investments 2021–2025

- Rural Primary Networks investment - 2021-2026: \$5.6 million
- Rural Retention investments - 2023-2026: \$5.1 million
- Mental Health and Substance Use Services and Resources - 2021-2025: \$4 million
- Surgical capacity investments - 2021-2025: \$3 million