

Gold Coast - Urgent Care Clinics Program 2022/23 - 2026/27 Activity Summary View

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UCC-MUCC - 1 - PHN Medicare Urgent Care Clinics



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

PHN Medicare Urgent Care Clinics

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Gold Coast PHN (GCPHN) has been funded to support the establishment and delivery of services for one Medicare Urgent Care Clinic (Medicare UCC) on the Gold Coast. The Gold Coast Medicare UCC will ease the pressure on local hospitals, and give Gold Coast families more options to see a healthcare professional when they have an urgent but not life-threatening need for care. The Gold Coast Medicare UCC will provide free services, be open during extended business hours and accept walk-in patients.

Activity outcomes include:

- Provide timely treatment for urgent non-life-threatening conditions;
- Provide safe and quality treatment to patients;
- Deliver coordinated care for UCC patients;
- Provide a positive experience for the patient/carer;
- Provide a positive experience for the commissioned provider of the UCC, in addition to the partner hospital Emergency Department (ED) and local General Practices (GP);
- Reduce pressure on local hospital ED presentations at partner hospitals;
- Change consumer behaviour over time to use UCCs where available instead of Emergency Departments for urgent non-life-threatening conditions;
- Establish a partnership with GCPHN, HealthDirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent, non-life-threatening conditions; and
- Be cost-effective.

Description of Activity *

Work to be undertaken by PHNs:

- Conduct an Expression of Interest (EOI) and formal, competitive grant opportunity to identify, commission and manage contracts with a suitable provider in the Gold Coast region.
- Provide Commonwealth funding to the clinic in line with the allocations as specified in agreement.
- Notify Services Australia of successful applicant to obtain additional MBS provider numbers.
- Notify unsuccessful applicants.
- Service establishment phase.
- Support clinics to understand and comply with the UCC Design Principles and Operational Guidance, responsibilities and provide relevant advice and education.
- Support and ensure that all Medicare UCC staff have completed required training (both any required clinical upskilling and priority populations training).
- Develop and implement comprehensive communications and stakeholder engagement plans to ensure community and provider awareness of service and scope of service.
- Work in collaboration with Queensland Health to support the establishment of referral pathways to local emergency departments and other health care providers.
- Support the development of and inclusion in consumer referral pathways including HealthDirect and 13Health.
- Support the development of referral pathways for vulnerable cohorts, including people from CALD communities and First Nations people.
- Support close co-operation between Medicare UCCs, primary care services, local emergency departments and the local health system.
- Facilitate third-party compliance checks.
- Support the clinic to ensure service delivery commences on, or prior, to 23 December 2023.
- Monitor provider through formal meetings and ad-hoc check-ins.
- Create PowerBI dashboard to monitor KPIs against ED data.
- Support clinics to understand their compliance responsibilities and provide relevant advice and education where required.
- Notify the Commonwealth of contractual noncompliance, and support the Department of Health and Aged Care to administer compliance actions when required. This includes critical incidents that must be reported within one business day.
- Fulfill reporting requirements both internally and to the Department of Health and Aged Care (consult and review data with provider on a weekly basis).
- Provide ongoing support for data record completion in clinics, specifically for new data fields.
- Support the Medicare UCC to adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and UCC Patient Consent Form.
- Ongoing service promotion and support.
- Participate in the Commonwealth-led evaluation of Medicare UCC.
- Support and participate in relevant local and national Medicare UCC governance. arrangements, and where required, the Commonwealth-led evaluation of Medicare UCC.

Service to be delivered through:

- One commissioned Medicare Urgent Care Clinic for the Gold Coast region.

Needs Assessment Priorities *

Needs Assessment

GCPHN Needs Assessment_2022

Priorities

Priority	Page reference
Unplanned Hospital Care	178
After hours	156
General Practice and Primary Care	37



Activity Demographics

Target Population Cohort

People from the Gold Coast northern corridor with category 4 and 5 presentations, who would otherwise present to a hospital Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- GCPHN staff
 - o Project Team
 - o Procurement Team
 - o Communications Team
 - o Finance Team
- Queensland PHN UCC Working Group (Queensland CEOs and Deloitte)
- Gold Coast Hospital and Health Service (including Strategy and planning and emergency department)
- Queensland Ambulance Service
- The Department of Health and Aged Care
- Queensland Health Reform Office
- Western Sydney PHN, North-West Melbourne PHN, WAPHA

Collaboration

- GCPHN staff
 - o Project Team: Implement project
 - o Procurement Team: Tender and commissioning service provider
 - o Communications Team: Public and Primary Care information campaigns (assist promotion of UCC and associated services)
 - o Finance Team: Budget review and desktop financial audit
 - Queensland PHN UCC Working Group: Collaborate in implementing project across Queensland and share learnings
 - Gold Coast Hospital and Health Service: Initial geographic scoping, Evaluation panel, referral pathway development and collaborative communications campaign
 - Queensland Ambulance Service: Evaluation panel and referral pathway development
 - The Department of Health and Aged Care: Funding, guidance, and onboarding. Data and reporting
 - Queensland Health Reform Office: Messaging and co-design where required
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Activity Milestone Details/Duration

Activity Start Date

01/06/2023

Activity End Date

29/06/2026

Service Delivery Start Date

31/12/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Noted that the service may commence earlier than 31 December 2023.



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): Yes

Other Approach (please provide details): Yes

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Not applicable.

Co-design or co-commissioning comments

Not applicable.