

# 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 \*

Modified



### 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 ( UCC) on the Gold Coast. The UCC aims to ease the pressure on local hospitals (particularly Emergency Departments) 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 UCC will provide bulk-billed services, be open during extended business hours and accept walk-in patients.

The identified Health Need will be addressed by measuring activity outcomes including:

- The provision of timely treatment for urgent, non-life-threatening conditions;
- The provision of safe and quality treatment to patients;
- The delivery of coordinated care for UCC patients;
- The provision of a positive experience for the patient and carer;
- The provision of a positive experience for the commissioned provider of the UCC, in addition to the partner hospital Emergency Department (ED) and local General Practices (GP);
- The reduction of pressure on local hospital EDs at partner hospitals;
- Changes in consumer behaviour over time to use UCCs where available instead of EDs for urgent, non-life-threatening conditions;
- Establishing 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 \***

GCPHN will continue to commission and support one Medicare UCC for the Gold Coast PHN region which includes:

- Managing the business-as-usual phase of the contract with the service provider to ensure deliverables and operational guidelines are met.
- Providing Commonwealth funding to the provider in line with the allocations as specified in agreement.
- Supporting the UCC provider to understand and comply with the UCC Design Principles and Operational Guidance, meet their responsibilities and provide relevant advice and education.
- Supporting the UCC provider to ensure that all staff complete required training (being any required clinical upskilling and priority populations training).
- Supporting the development and implementation of comprehensive communications and stakeholder engagement plans to ensure community and provider awareness of the UCC and scope of the service.
- Working in collaboration with Queensland Health to support the implementation of referral pathways to local EDs and other health care providers.
- Supporting ongoing inclusion in consumer referral pathways including HealthDirect and 13Health.
- Supporting ongoing development and enhancements of referral pathways for vulnerable cohorts, including people from CALD communities and First Nations people.
- Supporting close co-operation between UCCs, primary care services, local EDs and the local health system.
- Embedding a PowerBI dashboard to monitor KPIs and inform opportunities for service improvements.
- Notifying the Commonwealth of any contractual non-compliance, and supporting DoHAC to administer compliance actions when required. This includes critical incidents that must be reported within one business day.
- Fulfilling reporting requirements both internally and to DoHAC (consult and review data with provider on a weekly basis).
- Providing ongoing support for data record completion in clinics, specifically for new data fields.
- Supporting the UCC provider to adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and UCC Patient Consent Policy.
- Ongoing service promotion and support.
- Supporting and participating in relevant local and national UCC governance arrangements, and where required, the Commonwealth-led evaluation of the UCC.

#### **Needs Assessment Priorities \***

##### **Needs Assessment**

GCPHN Needs Assessment\_2023

##### **Priorities**

<b>Priority</b>	<b>Page reference</b>
Potentially preventable hospital care	69
General Practice and Primary Care	39
After hours	55



## 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 - Project Team, Procurement Team, Communications Team, and Finance Team
- Queensland PHN UCC Working Group (Queensland CEOs and Deloitte)
- GCH (including strategy and planning and emergency department)
- Queensland Ambulance Service (QAS)
- Department of Health and Aged Care (DoHAC)
- Queensland Health Reform Office
- Western Sydney PHN, North-West Melbourne PHN, Western Australia Primary Health Alliance (WAPHA)

### Collaboration

- GCPHN staff - Project Team: Implementation, Procurement Team: Tender and commissioning of service provider; Communications Team: Public and primary care information campaigns (assist promotion of UCC and associated services); and Finance Team: Budget review and desktop financial audit.
- Queensland PHN UCC Working Group: Collaborate in implementing project across Queensland and share learnings.
- GCH: Initial geographic scoping, evaluation panel, referral pathway development and collaborative communications campaign.
- QAS: Evaluation panel and referral pathway development.
- DoHAC: Funding, guidance and onboarding. Data and reporting.
- Kalwun – referrals and Priority Populations Training.
- Queensland Health Reform Office: Messaging and co-design where required.



## Activity Milestone Details/Duration

### Activity Start Date

1/06/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

13/11/2023

### Service Delivery End Date

30/06/2026

### Other Relevant Milestones



## Activity Commissioning

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

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

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.