

Gold Coast - Urgent Care Clinics Program 2022/23 - 2026/27 Activity Work Plan

PUBLICATION VERSION – OCTOBER 2024



UCC-MUCC - 1 - PHN Medicare Urgent Care Clinics - Oxenford



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

PHN Medicare Urgent Care Clinics - Oxenford

Existing, Modified or New Activity *

Existing



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 a Medicare Urgent Care Clinic (UCC) located at Oxenford 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 this 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

| Priority | Page reference |
|---------------------------------------|-----------------------|
| 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

30/06/2026

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.



UCC-MUCC - 6 - PHN Medicare Urgent Care Clinics – Southport



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

6

Activity Title *

PHN Medicare Urgent Care Clinics –Southport

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 a second Medicare Urgent Care Clinic (UCC) to be located at Southport. UCCs aim 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. UCCs 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 commission a provider to deliver the service. The following multistage approach will be undertaken:

- General Practices located in the Southport area will be invited to submit applications to a formal, competitive grant opportunity in the form of an Expression of Interest
- Successful applicants from this stage will be further assessed at site visits to validate physical requirements of the Design Principles and Operational Guidance can be met
- An internal panel meeting will review applicants to ascertain successful applicants to progress to Stage 2.
- Successful Stage 2 applicants will be invited to submit a response to a Closed Tender, which will be evaluated via a broader • Evaluation panel (both internal and external representatives). Stage 2 will determine the capability of the applicant to establish the service as per the Operating Guidance within the required timeframe and budget
- GCPHN will enter contract negotiations with most suitable provider

Once the contract has been executed, GCPHN will:

- Provide Commonwealth funding to the provider in line with the allocations as specified in agreement.
- Support the UCC provider to understand and comply with the UCC Design Principles and Operational Guidance, meet their responsibilities and provide relevant advice and education.
- Support the UCC provider to ensure that all staff complete required training (being any required clinical upskilling and priority populations training).
- Support 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.
- Work in collaboration with Queensland Health to support the implementation of referral pathways to local EDs and other health care providers.
- Support ongoing inclusion in consumer referral pathways including HealthDirect and 13Health.
- Support ongoing development and enhancements of referral pathways for vulnerable cohorts, including people from CALD communities and First Nations people.
- Support close co-operation between UCCs, primary care services, local EDs and the local health system.
- Facilitate the completion of Independent Clinical Assessment reviews undertaken by an external party as directed by DoHAC
- Embed a PowerBI dashboard to monitor KPIs and inform opportunities for service improvements.
- Notify the Commonwealth of any contractual non-compliance, and support DoHAC to administer compliance actions when required. This includes critical incidents that must be reported within one business day.
- Fulfil reporting requirements both internally and to DoHAC (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 UCC provider to adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and UCC Patient Consent Policy.
- Ongoing service promotion and support.
- Support and participate 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

| Priority | Page reference |
|---------------------------------------|-----------------------|
| Potentially preventable hospital care | 69 |
| General Practice and Primary Care | 39 |
| After hours | 55 |



Activity Demographics

Target Population Cohort

People from the Gold Coast 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
- GCH (including strategy and planning and emergency department)
- Queensland Ambulance Service (QAS)
- Department of Health and Aged Care (DoHAC)
- Queensland Health Reform Office
- Other PHNs nationally

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.
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- 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

01/07/2024

Activity End Date

30/06/2026

Service Delivery Start Date

TBC - November 2024

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: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

