



# Primary Health Networks - Urgent Care Clinics Program

Activity Work Plan 2023-2026

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# 1. PHN Medicare Urgent Care Clinics (UCC)

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Population Health

### AIM OF ACTIVITY

This Activity will the DDWM PHN to establish and deliver Medicare Urgent Care Clinics (Medicare UCCs) in our region in the locations of Ipswich and Toowoomba. These Medicare UCCs will ease the pressure on hospitals and give families more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

The UCCs will aim to:

- Provide coordinated, timely, safe and quality treatment for UCC patients with urgent non-life-threatening conditions;
- Provide a positive experience for the patient/carers, commissioned providers of the UCC, and partner hospital EDs and local GP practices;
- Reduce pressure on hospital ED presentations at partner hospitals, with a view to change consumer behaviour over time to use UCCs where available instead of Eds for urgent non-life-threatening conditions;
- Establish partnerships with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent nonlife-threatening conditions; and
- Be cost-effective.

### DESCRIPTION OF ACTIVITY

Medicare UCCs will provide free services, be open during extended business hours and accept walk-in patients. This measure delivers on the Australian Government's commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

The PHN will be required to:

- Provide Commonwealth funding to the clinics in line with the allocations as specified at Annexure D – Budget.
- Conduct an initial Registration of Interest (ROI) followed by Expression of Interest (EOI) and formal competitive grant opportunity to identify, commission and manage contracts with suitable providers in the locations of Ipswich and Toowoomba or direct approach to suitable providers where required;
- Ensure the UCC is able to meet the UCC Design Principles supplied by the Department of Health and Aged Care (DOHAC);
- Consult with the Commonwealth prior to any change in agreed Medicare UCC locations or providers;
- Support clinics to understand operational requirements as outlined in the UCC Operational Guidance;
- Support close co-operation and co-design between Medicare UCCs, primary care services, local emergency departments and the local health system;
- Work in collaboration with the relevant state government to support the establishment of referral pathways to local emergency departments and other health care providers;

- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs;
- Undertake relevant local communications activities to increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within a Medicare UCC;
- Support clinics to understand their compliance responsibilities and provide relevant advice and education where required;
- Ensure the Medicare UCC adheres to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form (supplied separately) and provide clinics with support to complete new data fields where required;
- Notify the Commonwealth of contractual non-compliance, and where relevant to the Medicare UCC's 19(2) Direction, work with the Department of Health and Aged Care as required.
- Provide information to the Commonwealth on critical incidents (defined as incidents where there is likely to be significant public interest, including serious adverse outcomes) within one business day.
- Provide information to the Commonwealth on systematic and ongoing issues with quality and safety within a particular UCC, or any concerns around quality and safety more generally, as soon as possible.
- Provide, in consultation with the relevant Medicare UCC contract manager, Commonwealth funding to the clinics where there is a justifiable need for high-cost specialist equipment and, for example, where the Medicare UCC provider cannot secure a separate agreement with a radiology or pathology provider, in line with the allocations as specified at Annexure D – Budget.
- Support the uptake of any required training by Medicare UCC staff and support the delivery of training for Medicare UCCs where appropriate.

### NEEDS ASSESSMENT PRIORITY

Darling Downs and West Moreton Live Health Needs Assessment 2022/24.

NEEDS ASSESSMENT PRIORITY
Promoting health and preventing disease
Increasing access and coordination of care
Improving the health of vulnerable groups

### CONSULTATION

Consultation of UCC's occurred in conjunction with:

- PHN Clinical Council
- Intra and Interstate PHNs
- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- General Practices

## **COLLABORATION**

Co-Design of UCC service in conjunction with:

- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- Mental Health, Head to Health service providers
- Priority Population Primary Care Providers
- Consumer Representatives
- General Practices



