



# Primary Health Networks - Urgent Care Clinics Program

Activity Work Plan 2023-24 to 2025-26

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# 1. PHN Medicare Urgent Care Clinics

## ACTIVITY PRIORITIES AND DESCRIPTION

### PROGRAM KEY PRIORITY AREA

Population Health

### AIM OF ACTIVITY

The DDWM PHN has established three Medicare Urgent Care Clinics (UCCs) in our region in the locations of Ipswich, Toowoomba and Goodna. 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 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 Emergency Departments (Eds) and local GP practices.
- Reduce pressure on hospital ED presentations at partner hospitals, with a view to changing 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

The PHN will:

- Ensure the UCCs continue to meet the UCC Design Principles supplied by the Department of Health and Aged Care (DOHAC);
- Support clinics to understand their ongoing operational requirements as outlined in the UCC Operational Guidance.
- Co-ordinate regular engagement meetings with UCC providers to ensure compliance with their contractual obligations and key performance indicators.
- Support close co-operation and co-design of services and referral pathways between Medicare UCCs, local primary care services, local emergency departments and the local health system.
- 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 continue 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 UCCs adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form and provide clinics with support to complete data fields where required.
- Notify the Commonwealth and State 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 and State on critical incidents.
- Provide information to the Commonwealth and State on systematic and ongoing issues with quality and safety within a particular UCC, or any concerns around quality and safety.
- Provide Commonwealth funding to the UCCs in line with the allocations.
- Support the uptake of any required training by Medicare UCC staff and support the delivery of training for Medicare UCCs where appropriate.
- Support the UCC's to implement all sections of the Onsite Clinical Readiness Report.

## PHN Urgent Care Clinics Program Activity Work Plan

- Undertake regular performance meetings with key stakeholders, monitor complaints and facilitate program uplift.

The Toowoomba UCC has identified a need to further enhance the diagnostic imaging capabilities to support the practice operations and its patients. The Toowoomba UCC will explore the options available for the purchase of relevant specialist equipment and diagnostic provider support as part of this process over the next 12 months.

## 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

