

Brisbane South - Urgent Care Clinics Program 2022/23 - 2026/27 Activity Summary View



UCC-MUCC - 1 - UCC-MUCC 1 Medicare UCC Grant Funding - Logan



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

UCC-MUCC 1 Medicare UCC Grant Funding - Logan

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Aim of Activity *

Medicare Urgent Care Clinics (UCC) will ease the pressure on hospitals and give Australian families more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

The intended outcomes of the Medicare UCC program are to:

- Improve access to urgent care in a non-hospital setting particularly for vulnerable groups. This includes the aim of changing consumer behaviour about options for appropriate care for urgent conditions that are not immediately life-threatening.
- Reduce the pressure on Emergency Department (ED) presentations in partner hospitals by providing patients with short term, episodic care for urgent conditions that are not immediately life-threatening.
- Support integration with existing local health services and complement general practice.

Description of Activity *

Medicare Urgent Care Clinics (UCCs) provide coordinated care for patients with urgent but non-life-threatening conditions. The two UCCs in the Brisbane South PHN region will offer free services and operate during extended hours, accepting walk-in patients from all population groups.

This activity will include supporting the operation of the Logan UCC by:

- Commissioning the UCC, including provision of Commonwealth funding and ongoing contract management to ensure the UCC is able to meet the UCC Design Principles and operational guidance
- Establishing local governance structures and providing support to ensure close co-operation between the Medicare UCC, primary care services, local emergency departments, and the local health system
- Establishment of referral pathways to local emergency departments and other health care providers
- Supporting the UCC to understand their operational requirements, compliance responsibilities and practice advice and education
- Providing ongoing support for data entry and quality assurance in clinics, specifically for new data fields
- Providing ongoing support to enhance culturally safe service access for priority populations, such as First Nations communities, people with a disability, victims of family, domestic and sexual violence, LGBTIQA+ communities, and Culturally and Linguistically Diverse communities
- Ongoing liaison with the Department of Health and Aged Care. This will include:
 - participating in national evaluation activities as required;
 - consulting with the Commonwealth prior to any change in agreed Medicare UCC locations or providers;
 - notifying 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;
 - providing information to the Commonwealth on critical incidents (defined as incidents where there is likely to be significant public interest, including serious adverse outcomes) as soon as possible;
 - providing 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.

Brisbane South PHN will work closely with key stakeholders and the UCC to develop a comprehensive referral and triage pathway. Additionally, we will collaborate with national and state representatives to create local communication and engagement strategies that effectively raises awareness of the benefits and services of UCCs to the community and primary care providers. The messaging will be designed to be health-literate, ensuring clear and concise information about the services provided by UCCs reaches the community.

The desired goal is to gradually change consumer behaviour, encouraging people to utilise UCCs instead of Emergency Departments (EDs), thus alleviating pressure on hospital resources.

The outcomes we are seeking to achieve include:

- Increased access to primary care (short term)
- Improved care coordination and continuity of care with regular GPs (short term)
- Increased community awareness of alternatives to ED (short term)
- Satisfactory patient and provider experience (short- medium term)
- Culturally appropriate care (medium term)
- Improved provider knowledge and skills (medium term)
- Community behaviour change (long term)
- Effective health system partnership (medium – long term)
- Reduction in lower acuity ED presentations (long term)

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
PH priority groups – First Nations peoples; peoples from multicultural backgrounds; people identifying as LGBTQIA+, experiencing homelessness or transitioning from corrections facilities to community.	106
Geographic areas experiencing greater health needs – Beaudesert SA3, Southern Moreton Bay Islands, North Stradbroke Island and Logan LGA (particularly Jimboomba SA3).	105
A focus on the social determinants of health associated with health behaviours and health outcomes.	105



Activity Demographics

Target Population Cohort

Urgent Care Clinics are intended to service all population groups, regardless of age and nationality requiring non urgent care within the Brisbane South PHN region, including surrounds, interstate and national visitors.

Indigenous Specific *

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Brisbane South PHN proactively engages in regular meetings with the Queensland Primary Health Networks (PHNs) and a representative from the Queensland Health Reform Office. These meetings serve as a vital platform for staying updated on the latest information from the Department of Health, fostering collaboration to support the operational guidance of UCCs and address specific models of care dependent on UCC locations and the opportunity for shared work and cooperation. Regular meetings are also held with the Department of Health and Aged Care including attendance at the national Medicare UCC Community of Practice.

Collaboration

Brisbane South PHN continues to collaborate closely with key stakeholders, and the PHN's Clinical and Community Advisory Councils. The objective is to support the successful operation of UCCs by developing a robust clinical referral pathway for the UCCs and ensuring escalation pathways are in place with the local EDs. Our focus is on effectively triaging patients upon their arrival at UCCs, ensuring efficient and appropriate care is provided. Governance structures will be implemented once UCCs are operational, with key stakeholders across the region.

This activity will include ongoing collaboration with stakeholders including, but not limited to:

- Hospital and Health Services – including Emergency departments, satellite hospitals and rapid access models
- Queensland Health Reform Office
- Queensland Ambulance Services
- Queensland Health, Health Contact Centre (13 Health)
- Local general practices and other primary care services
- Peak bodies (such as RACGP, PSA, PGA)
- RACF
- Organisations representing priority populations
- Community representatives



Activity Milestone Details/Duration

Activity Start Date

31/05/2023

Activity End Date

29/06/2026



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?

Yes

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?

n/a

Co-design or co-commissioning comments

Brisbane South PHN facilitated a comprehensive co-design initiative in collaboration with Urgent Care Clinics and relevant stakeholders. The objective was to establish a well-defined clinical referral pathway for patients seeking care at Urgent Care Clinics and hospital Emergency Departments (EDs), and to inform ongoing UCC activity.



UCC-MUCC - 2 - UCC-MUCC 2 Medicare UCC Grant Funding – Southern Brisbane



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

2

Activity Title *

UCC-MUCC 2 Medicare UCC Grant Funding – Southern Brisbane

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Aim of Activity *

Medicare Urgent Care Clinics (UCC) will ease the pressure on hospitals and give Australian families more options to see a healthcare professional when they have an urgent but not life-threatening need for care.

The intended outcomes of the Medicare UCC program are to:

- Improve access to urgent care in a non-hospital setting particularly for vulnerable groups. This includes the aim of changing consumer behaviour about options for appropriate care for urgent conditions that are not immediately life-threatening.
- Reduce the pressure on Emergency Department (ED) presentations in partner hospitals by providing patients with short term, episodic care for urgent conditions that are not immediately life-threatening.
- Support integration with existing local health services and complement general practice.

Description of Activity *

Medicare Urgent Care Clinics (UCCs) provide coordinated care for patients with urgent but non-life-threatening conditions. The two UCCs in the Brisbane South PHN region will offer free services and operate during extended hours, accepting walk-in patients from all population groups.

This activity will include supporting the operation of the Southern Brisbane UCC by:

- Commissioning the UCC, including provision of Commonwealth funding and ongoing contract management to ensure the UCC is able to meet the UCC Design Principles and operational guidance.
- Establishing local governance structures and providing support to ensure close co-operation between the Medicare UCC, primary care services, local emergency departments, and the local health system

- Establishment of referral pathways to local emergency departments and other health care providers
- Supporting the UCC to understand their operational requirements, compliance responsibilities and practice advice and education
- Providing ongoing support for data entry and quality assurance in clinics, specifically for new data fields
- Providing ongoing support to enhance culturally safe service access for priority populations, such as First Nations communities, people with a disability, victims of family, domestic and sexual violence, LGBTIGA+ communities, and Culturally and Linguistically Diverse communities
- Ongoing liaison with the Department of Health and Aged Care. This will include:
 - participating in national evaluation activities as required;
 - consulting with the Commonwealth prior to any change in agreed Medicare UCC locations or providers;
 - notifying 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;
 - providing information to the Commonwealth on critical incidents (defined as incidents where there is likely to be significant public interest, including serious adverse outcomes) as soon as possible;
 - providing 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.

Brisbane South PHN will work closely with key stakeholders and the UCC to develop a comprehensive referral and triage pathway. Additionally, we will collaborate with national and state representatives to create local communication and engagement strategies that effectively raises awareness of the benefits and services of UCCs to the community and primary care providers. The messaging will be designed to be health-literate, ensuring clear and concise information about the services provided by UCCs reaches the community.

The desired goal is to gradually change consumer behaviour, encouraging people to utilise UCCs instead of Emergency Departments (EDs), thus alleviating pressure on hospital resources.

The outcomes we are seeking to achieve include:

- Increased access to primary care (short term)
- Improved care coordination and continuity of care with regular GPs (short term)
- Increased community awareness of alternatives to ED (short term)
- Satisfactory patient and provider experience (short- medium term)
- Culturally appropriate care (medium term)
- Improved provider knowledge and skills (medium term)
- Community behaviour change (long term)
- Effective health system partnership (medium – long term)
- Reduction in lower acuity ED presentations (long term)

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
PH priority groups – First Nations peoples; peoples from multicultural backgrounds; people identifying as LGBTQIA+, experiencing homelessness or transitioning from corrections facilities to community.	106
Geographic areas experiencing greater health needs – Beaudesert SA3, Southern Moreton Bay Islands, North Stradbroke Island and Logan LGA (particularly Jimboomba SA3).	105

A focus on the social determinants of health associated with health behaviours and health outcomes.	105
---	-----



Activity Demographics

Target Population Cohort

Urgent Care Clinics are intended to service all population groups, regardless of age and nationality requiring non urgent care within the Brisbane South PHN region, including surrounds, interstate and national visitors.

Indigenous Specific *

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Brisbane South PHN proactively engages in regular meetings with the Queensland Primary Health Networks (PHNs) and a representative from the Queensland Health Reform Office. These meetings serve as a vital platform for staying updated on the latest information from the Department of Health, fostering collaboration to support the operational guidance of UCCs and address specific models of care dependent on UCC locations and the opportunity for shared work and cooperation. Regular meetings are also held with the Department of Health and Aged Care, including attendance at the national Medicare UCC Community of Practice.

Collaboration

Brisbane South PHN continues to collaborate closely with key stakeholders, and the PHN's Clinical and Community Advisory Councils. The objective is to support the successful operation of UCCs by developing a robust clinical referral pathway for the UCCs and ensuring escalation pathways are in place with the local EDs. Our focus is on effectively triaging patients upon their arrival at UCCs, ensuring efficient and appropriate care is provided. Governance structures will be implemented once UCCs are operational, with key stakeholders across the region.

This activity will include ongoing collaboration with stakeholders including, but not limited to:

- Hospital and Health Services – including Emergency departments, satellite hospitals and rapid access models
- Queensland Health Reform Office
- Queensland Ambulance Services
- Queensland Health, Health Contact Centre (13 Health)
- Local general practices and other primary care services
- Peak bodies (such as RACGP, PSA, PGA)
- RACF
- Organisations representing priority populations
- Community representatives



Activity Milestone Details/Duration

Activity Start Date

31/05/2023

Activity End Date

29/06/2026



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?

Yes

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?

n/a

Co-design or co-commissioning comments

Brisbane South PHN facilitated a comprehensive co-design initiative in collaboration with Urgent Care Clinics and relevant stakeholders. The objective was to establish a well-defined clinical referral pathway for patients seeking care at Urgent Care Clinics and hospital Emergency Departments (EDs), and to inform ongoing UCC activity.



UCC-MUCC - 5 - UCC MUCC 5 Medicare UCC Grant Funding - Inala



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

5

Activity Title *

UCC MUCC 5 Medicare UCC Grant Funding - Inala

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 ***

Medicare Urgent Care Clinics (UCC) will ease the pressure on hospitals and give Australian families more options to see a healthcare professional when they have an urgent but not life-threatening need for care. The intended outcomes of the Medicare UCC program are to:

- Improve access to urgent care in a non-hospital setting particularly for vulnerable groups. This includes the aim of changing consumer behaviour about options for appropriate care for urgent conditions that are not immediately life-threatening.
- Reduce the pressure on Emergency Department (ED) presentations in partner hospitals by providing patients with short term, episodic care for urgent conditions that are not immediately life-threatening.
- Support integration with existing local health services and complement general practice.

Description of Activity *

Medicare Urgent Care Clinics (UCCs) provide coordinated care for patients with urgent but non-life-threatening conditions. The Inala UCC will be in addition to the two operational UCCs in the Brisbane South PHN region which will offer free services and operate during extended hours, accepting walk-in patients from all population groups.

This activity will include supporting the operation of the Inala UCC by:

- Commissioning the UCC, including provision of Commonwealth funding and ongoing contract management to ensure the UCC is able to meet the UCC Design Principles and operational guidance.

- Establishing local governance structures and providing support to ensure close co-operation between the Medicare UCC, primary care services, local emergency departments, and the local health system.
- Establishment of referral pathways to local emergency departments and other health care providers.
- Supporting the UCC to understand their operational requirements, compliance responsibilities and practice advice and education.
- Providing ongoing support for data entry and quality assurance in clinics, specifically for new data fields.
- Providing ongoing support to enhance culturally safe service access for priority populations, such as First Nations communities, people with a disability, victims of family, domestic and sexual violence, LGBTIGA+ communities, and Culturally and Linguistically Diverse communities.
- Ongoing liaison with the Department of Health and Aged Care. This will include:
 - participating in national evaluation activities as required;
 - consulting with the Commonwealth prior to any change in agreed Medicare UCC locations or providers;
 - notifying 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;
 - providing information to the Commonwealth on critical incidents (defined as incidents where there is likely to be significant public interest, including serious adverse outcomes) as soon as possible;
 - providing 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.

Brisbane South PHN will work closely with key stakeholders and the UCC to develop comprehensive referral and triage pathways. Additionally, we will collaborate with national and state representatives to create local communication and engagement strategies that effectively raises awareness of the benefits and services of UCCs to the community and primary care providers. The messaging will be designed to be health-literate, ensuring clear and concise information about the services provided by UCCs reaches the community.

The desired goal is to gradually change consumer behaviour, encouraging people to utilise UCCs instead of Emergency Departments (EDs), thus alleviating pressure on hospital resources.

The outcomes we are seeking to achieve include:

- Increased access to primary care (short term)
- Improved care coordination and continuity of care with regular GPs (short term)
- Increased community awareness of alternatives to ED (short term)
- Satisfactory patient and provider experience (short- medium term)
- Culturally appropriate care (medium term)
- Improved provider knowledge and skills (medium term)
- Community behaviour change (long term)
- Effective health system partnership (medium – long term)
- Reduction in lower acuity ED presentations (long term)

Needs Assessment Priorities *

Needs Assessment

Brisbane South PHN Health Needs Assessment 2021/22 to 2023/24

Priorities

Priority	Page reference
PH priority groups – First Nations peoples; peoples from multicultural backgrounds; people identifying as LGBTQIA+, experiencing homelessness or transitioning from corrections facilities to community.	106
Geographic areas experiencing greater health needs – Beaudesert SA3, Southern Moreton Bay Islands, North Stradbroke Island and Logan LGA (particularly Jimboomba SA3).	105

A focus on the social determinants of health associated with health behaviours and health outcomes.	105
---	-----



Activity Demographics

Target Population Cohort

Urgent Care Clinics are intended to service all population groups, regardless of age and nationality requiring non urgent care within the Brisbane South PHN region, including surrounds, interstate and national visitors.

Indigenous Specific *

No

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Brisbane South PHN proactively engages in regular meetings with the Queensland Primary Health Networks (PHNs) and a representative from the Queensland Health Reform Office. These meetings serve as a vital platform for staying updated on the latest information from the Department of Health, fostering collaboration to support the operational guidance of UCCs and address specific models of care dependent on UCC locations and the opportunity for shared work and cooperation. Regular meetings are also held with the Department of Health and Aged Care, including attendance at the national Medicare UCC Community of Practice.

Collaboration

Brisbane South PHN continues to collaborate closely with key stakeholders, and the PHN's Clinical and Community Advisory Councils. The objective is to support the successful operation of UCCs by developing a robust clinical referral pathway for the UCCs and ensuring escalation pathways are in place with the local EDs. Our focus is on effectively triaging patients upon their arrival at UCCs, ensuring efficient and appropriate care is provided. Governance structures will be implemented once UCCs are operational, with key stakeholders across the region.

This activity will include ongoing collaboration with stakeholders including, but not limited to:

- Hospital and Health Services – including Emergency departments, satellite hospitals and rapid access models
- Queensland Health Reform Office
- Queensland Ambulance Services
- Queensland Health, Health Contact Centre (13 Health)
- Local general practices and other primary care services
- Peak bodies (such as RACGP, PSA, PGA)
- RACHs
- Organisations representing priority populations
- Community representatives



Activity Milestone Details/Duration

Activity Start Date

30/07/2024

Activity End Date

29/06/2024

Service Delivery Start Date

31/10/2024

Service Delivery End Date

30/06/2026



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): No

Is this activity being co-designed?

No

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

Yes

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?

Co-design or co-commissioning comments