

# Lumos supporting Urgent Care Services monitoring and evaluation in NSW

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# NSW Urgent Care Services program

A NSW Health initiative to reduce pressure in Emergency Departments by providing short-term, episodic care outside the ED for urgent but non-life-threatening health care needs.

25  
Urgent Care  
Services

11 Metropolitan  
14 Rural / regional



17 PHN  
and  
8+ LHD services



2  
State-wide  
Services  
*virtualKIDS*  
*GP virtual (Australian Gov funded)*

The Australian Government is funding Medicare Urgent Care Clinics across Australia.

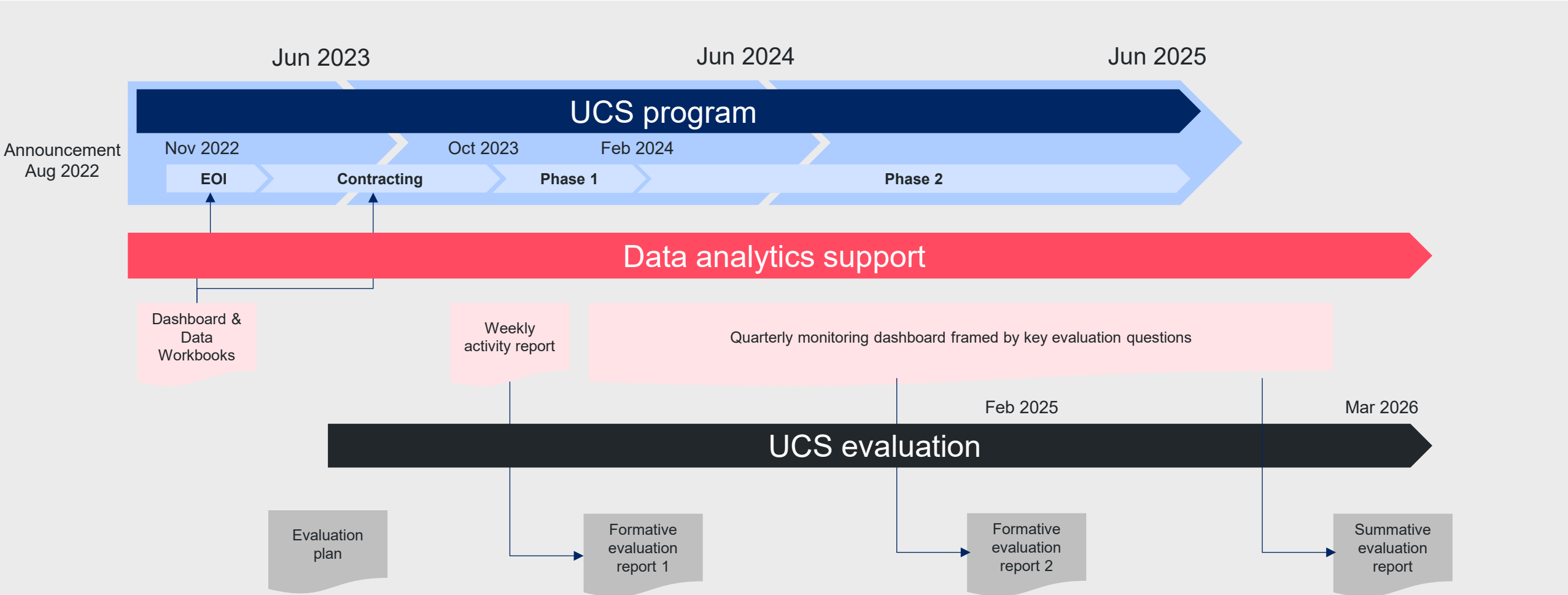
- 20 clinics in NSW operational by September 2024

- **Albury City LGA** – located in Albury
- **Batemans Bay LGA** – located in Batemans Bay
- **Blacktown LGA** – located in Rooty Hill
- **Penrith LGA** – located in Jamisontown
- **Randwick LGA** – located in Maroubra
- **Cumberland LGA** – located in Wentworthville
- **Wollongong LGA** – located in Corrimal
- **Cessnock LGA** – Located in Cessnock
- **Tamworth LGA** – located in Tamworth
- **Gosford LGA** – Located in Umina Beach
- **Lismore LGA** – Located in Goonellabah
- **Coffs Harbour LGA** – Located in Coffs Harbour
- **Lake Haven LGA** – Located in Lake Haven
- **Campbelltown LGA** – Located in Campbelltown
- **Queanbeyan –Palerang LGA** – Located in Queanbeyan
- **Ryde LGA** – Located in Ryde *transitioned from UCS Program*
- **Wollongong LGA** – Located in Dapto *transitioned from UCS Program*
- **Kogarah LGA** – Located in Carlton *transitioned from UCS Program*
- **Strathfield LGA** – Located in Bankstown *transitioned from UCS Program*
- **Liverpool LGA** – Located in Liverpool *transitioned from UCS Program*

## 24 NSW Urgent Care Services announced

- **Central Coast LHD** - Long Jetty UCS
- **Mid North Coast LHD** – MNC Virtual Care
- **Murrumbidgee LHD** – RAC in Wagga Wagga
- **Northern NSW LHD** - Tweed Urgent Care Service
- **Northern Sydney LHD** – ‘GRACE’ Geriatric outreach
- **South Eastern Sydney LHD** - Geriatric outreach
- **South Western Sydney LHD** – ‘COPILOT’ Geriatric outreach
- **Western Sydney LHD** - ‘InTouch’ RACF outreach
- **Hunter New England LHD** – In-reach team
- **South Eastern NSW PHN** – Dapto , Goulburn UCS
- **Central Eastern Sydney PHN** – Caringbah, Carlton, Green Square and Belmore UCS
- **Sydney North Health Network** – Top Ryde UCS
- **South Western Sydney PHN** – Gregory Hills, Bankstown, and Liverpool UCS
- **Western NSW PHN** – Orange UCS
- **Hunter New England Central Coast PHN** – Armidale UCS
- **Western Sydney PHN** – Auburn, Castle Hill UCS
- **Nepean Blue Mountains PHN** – North Richmond UCS
- **Sydney Children’s Hospitals Network** – virtualKIDS (statewide UCS- Not counted as part of the 25 UCS)

# UCS program timeline



# How will Lumos be used to support monitoring and evaluation?

Data collection from UCS practices will be used to:

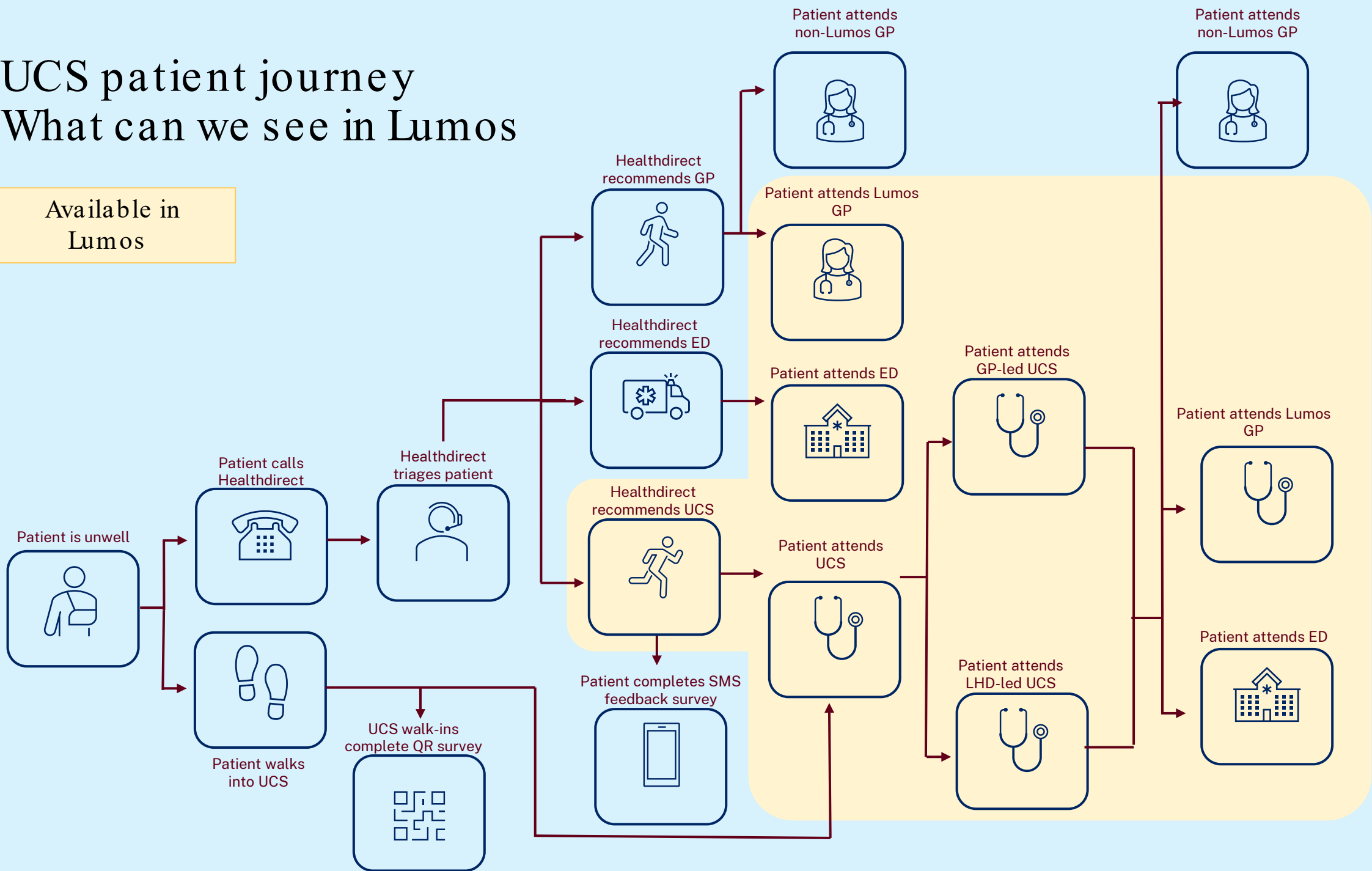
1. Monitor and evaluate UCS program in line with the UCS evaluation framework
2. Distinguish UCS vs. non-UCS activity in general practices
3. Capture information on walk-in patients not triaged via Healthdirect



# UCS patient journey

## What can we see in Lumos

Available in Lumos



# UCS monitoring & evaluation example outputs

The aim of the Urgent Care Services dashboard is to **support the on-going monitoring and evaluation of the program**. It focuses on addressing key evaluation questions focusing on evaluation themes: **quality of implementation and program effectiveness**

