

Measures of Success for Evaluation Plan – Approved by UCC-Senior Officials Advisory Group on 8 December 2022

The following measures of success are high level and aim to guide development of the evaluation plan and data collection.

Measures of Success and Indicators

	Measures of Success
1	Patients receive timely treatment for urgent non-life-threatening conditions in UCCs
2	UCCs provide safe and quality treatment to patients
3	UCCs deliver coordinated care for UCC patients
4	UCCs provide a positive experience for patient/carer
5	UCCs provide a positive experience for providers at UCCs, in partner hospital EDs, and in local GP practices
6	UCCs reduce pressure on hospital ED presentations at partner hospitals
7	There is a change in consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions
8	UCCs, PHNS, Healthdirect, jurisdictions and the health ecosystem have established an effective coordinated care option for people with urgent non-life-threatening conditions
9	UCCs are cost-effective