

Designing Your Facility

*Preparing Your Team for
Space Planning Success*

March 15, 2022

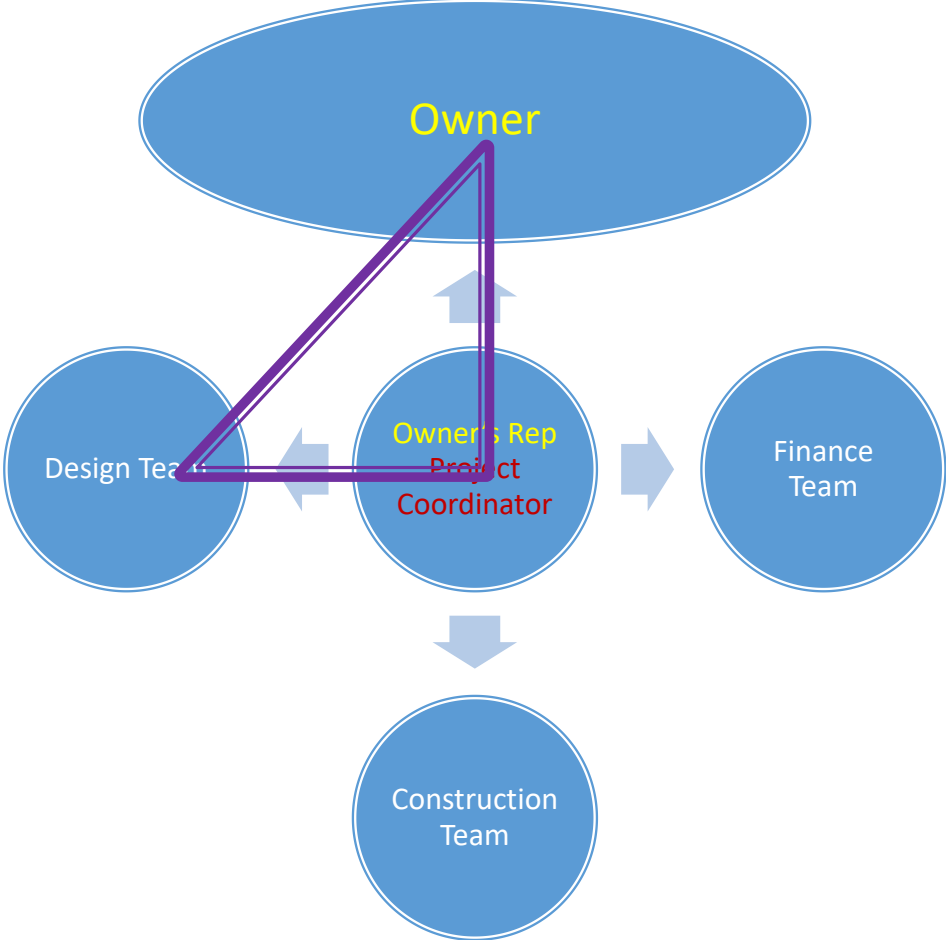
Cindy Barr

Operations & Facilities Planner



www.caplink.org

It Takes a Team – In Fact, Several Teams!



Size of the Team

- 5-9 persons reflecting the size of the project
- Identification of non-team resource staff

Characteristics of the Team

- Accessible and Available
- Comprehensive and Representative
- Invested and Committed

Every staff person should feel that someone sits on the team that understands their role and their needs.



- Before you start, consider...
 - the time commitment
 - both credibility and ability
 - interpersonal skills
 - skill sets outside of current scope and responsibilities
- Before you finish, identify...
 - a process recorder/historian
 - the Team Lead (member of team or owner's rep)

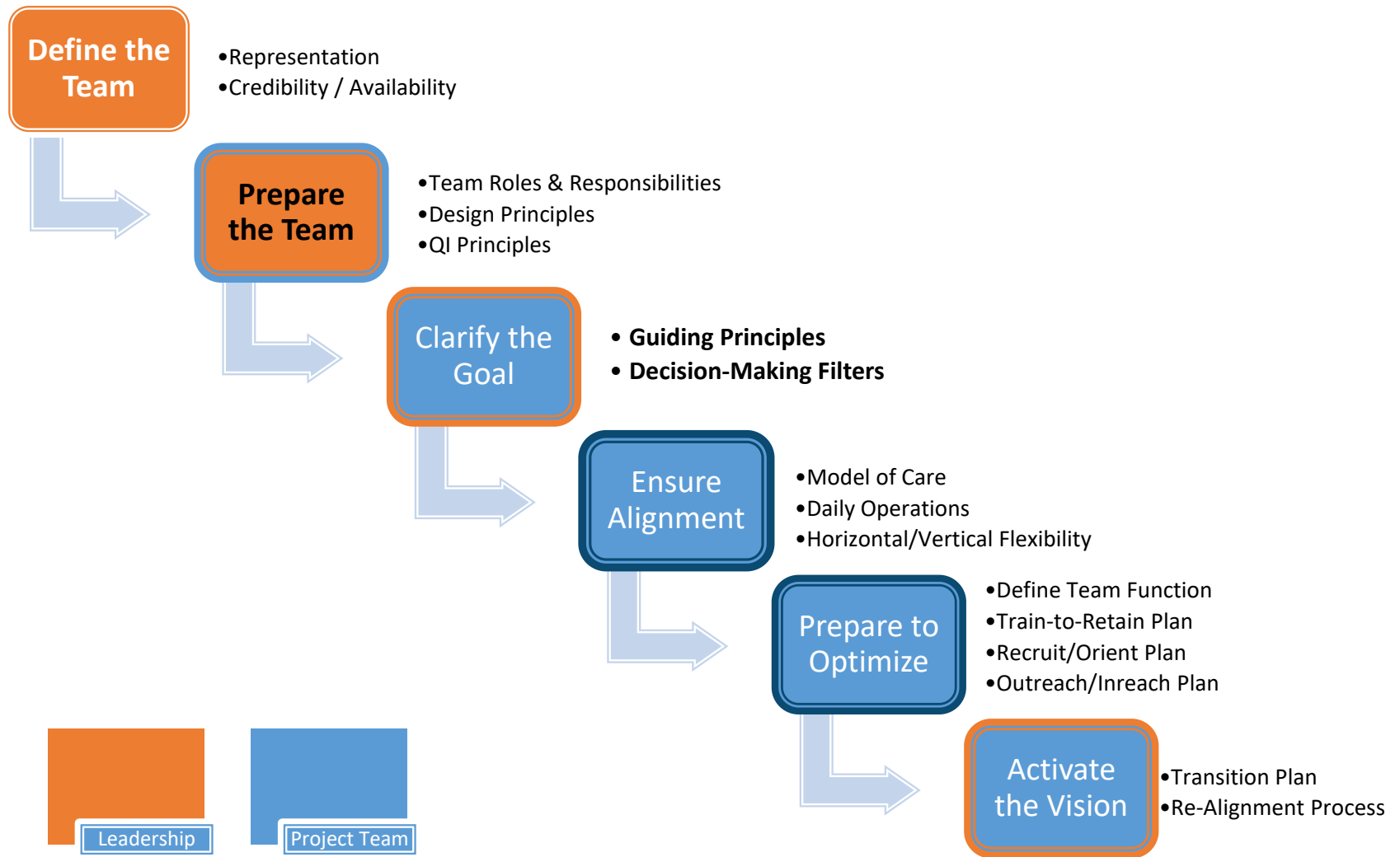
This team is not the management team!

Define YOUR Internal Project Team

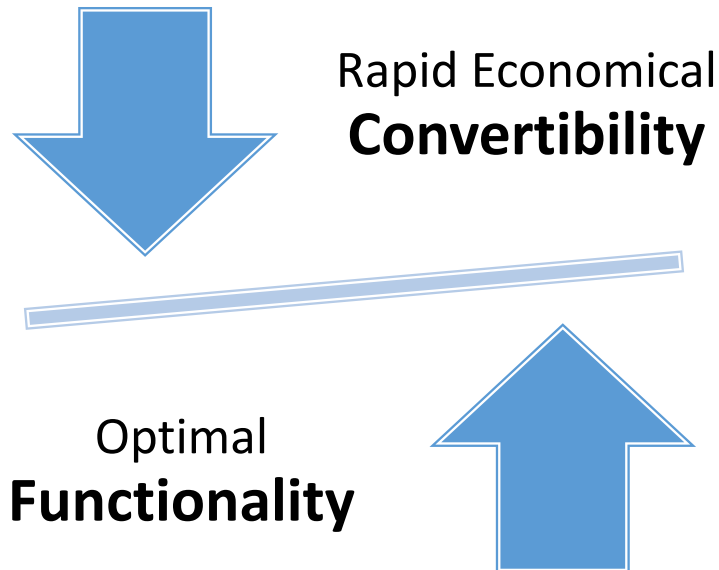


Team Members	1	2	3	4	5	6	7	8	9	?
Name										
Community Outsider										
Community Insider										
CHC Historian										
Influencer										
Finance Leader										
Clinical Leader										
Operations Leader										
Technology Rep										
Facilities Rep										
Infection Control Rep										
Quality Rep										

Internal Project Team: Roles and Responsibilities







Flexibility

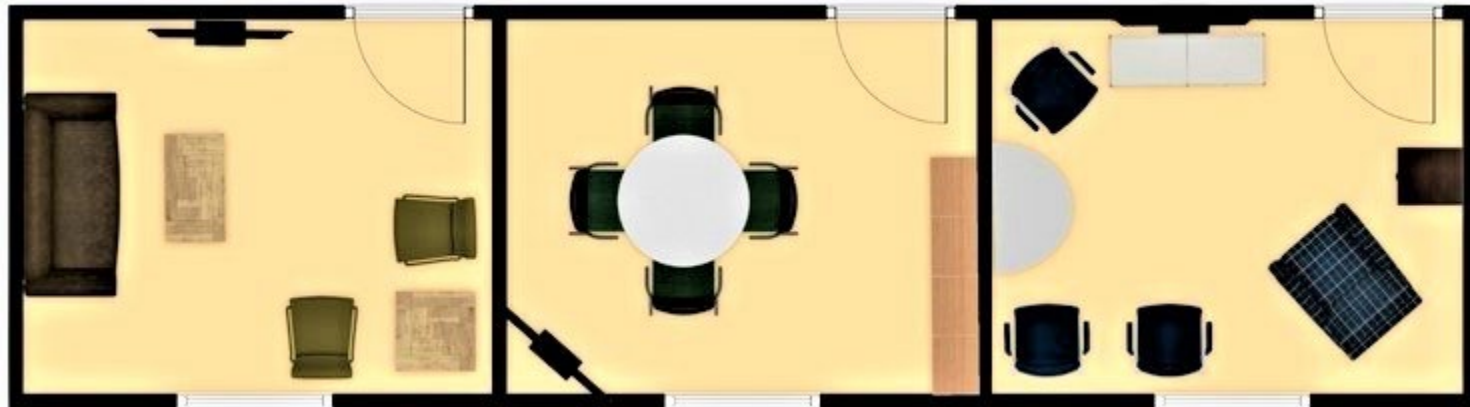
- Spaces that can be used in multiple ways in the same day with minimal adjustments

Adaptability

- Spaces that allow effective and rapid response to routine, surge and crisis situations

Modularity

- Spaces and fixtures that can be reconfigured in different ways as needs change

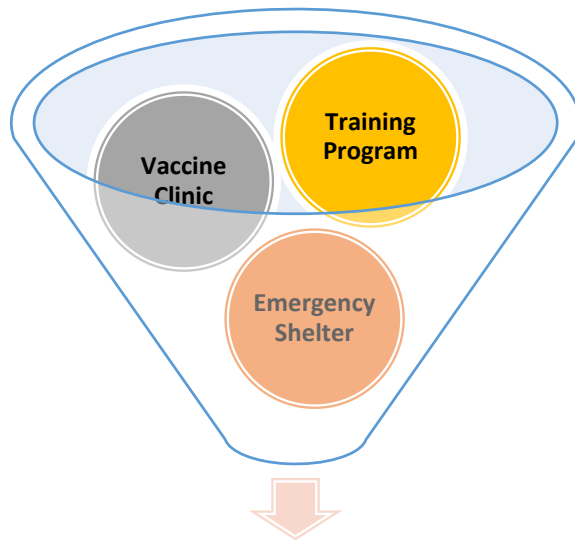


Consultation
Counseling
Meetings

Education
Enrollment
Meetings

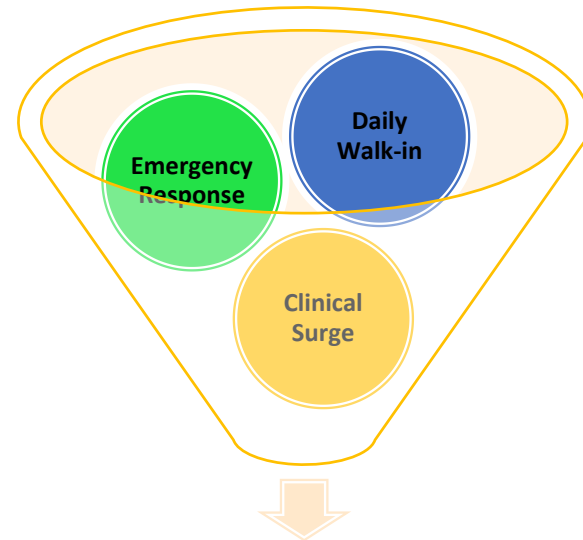
Consultation
Counseling
Patient Monitoring
Nurse Visits
Enrollment
Education
Meetings

Community Rooms



Same Room, Different Day

Dual-Entry Evaluation Rooms

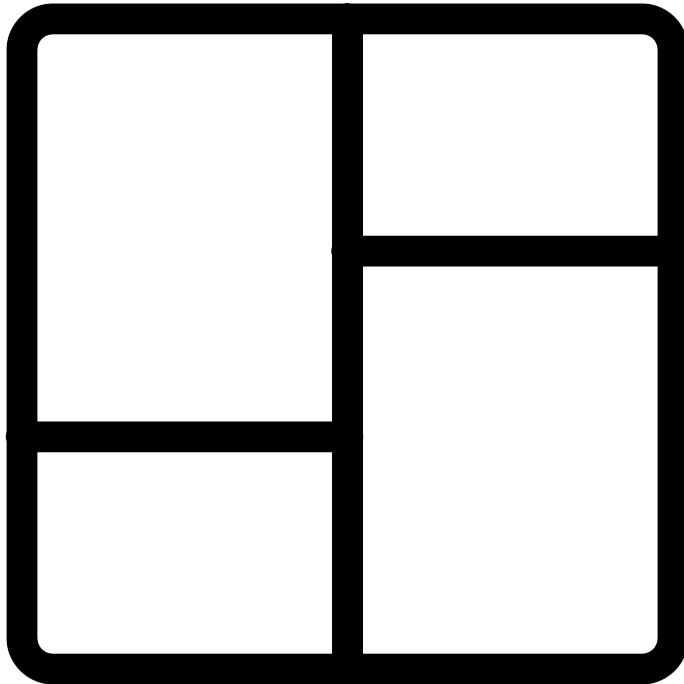


Right Room, Right Place

Fixtures and Furnishings

Key to Success

Interchangeable Units



Spaces and Layouts

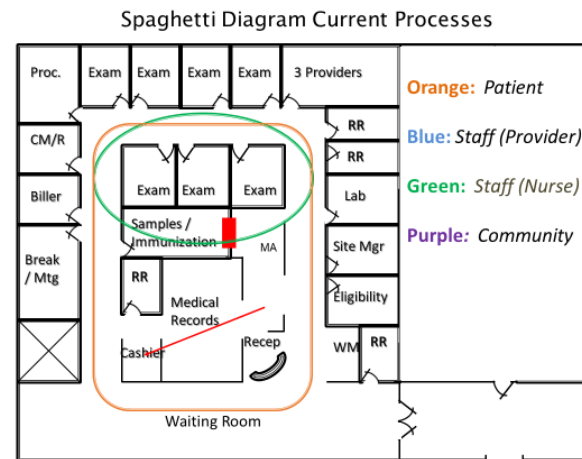
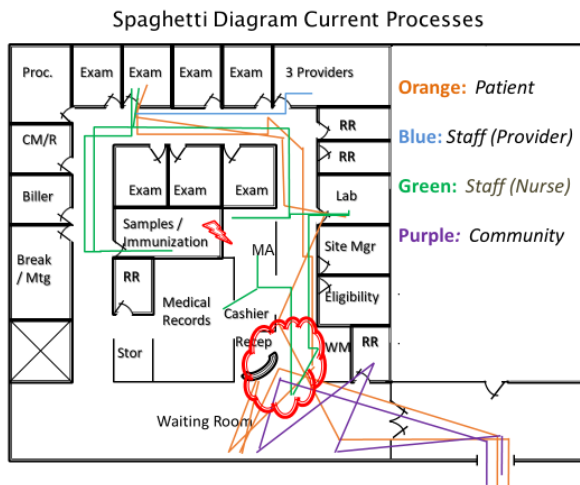
Key to Success

Uniform Footprint



Understand What to Do When

- Concept diagrams – relative size/adjacencies
- Single line schematics – **process** flow
- Detailed drawings – windows, doors, fixtures
- Construction drawings – all building systems



Your Architect

Basic Requirements
Rooms Required/AOT Capacity

Clinical Model of Care
Adjacencies & Collocations

Operational Processes
Centralized vs Decentralized

Your Team

Earlier is Better than Later

Question Assumptions
Explore Options

Monitor Sustainability,
Flexibility, Adaptability



Operational Model

- Centralized
- Decentralized

Patient Entry Experience

- Point of Arrival
- Continuous Stress Reduction

Patient Movement

- Intuitive Wayfinding
- Safety & Security

Assessment

The Composition of the Team

- Who is included in the team? (Members)
- Who must be accessible to the team? (Resources)
- Who on the team engages with patients on-site?

The Work of the Team

- Focused – Collaborative - Group
- What is working now?
- What is not working now?



Team Work

Color-code

Current Team Work Zones

Assessment

Our Engagement with Patients

- What room works best NOW?
- What room is avoided because it doesn't work at all?
- How many encounters REQUIRE an exam table?
- What is the OPTIMAL environment for each type of patient engagement?
- What COULD we do if we had the right place to do it?

Team-Patient Engagement

Color-code
Current Engagement Zones

Assessment

Setting the Stage: Patient Entry

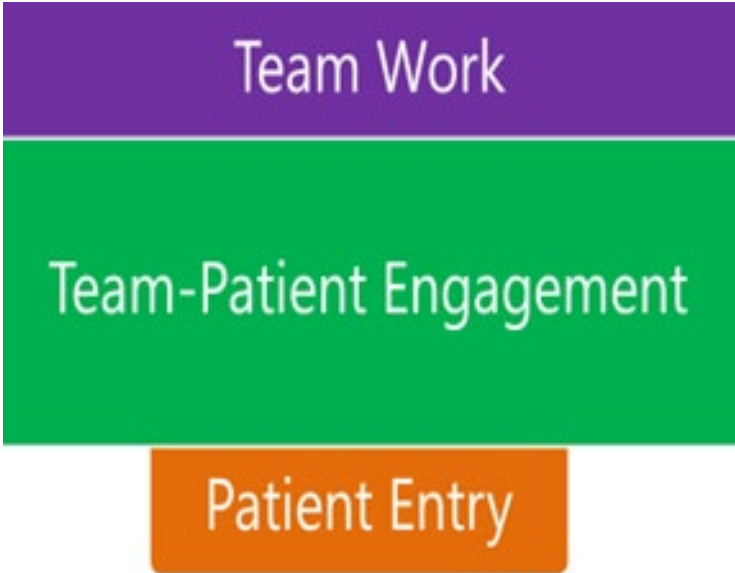
- How well are we reducing PATIENT stress upon entry?
- How well are we supporting the persons who accompany patients to visits?
- How effective is the flow of information and patients from ENTRY STAFF to CLINICAL STAFF?
 - What role does place have in that process?
 - What place changes would support improvement in daily function? In relationships?

Patient Entry

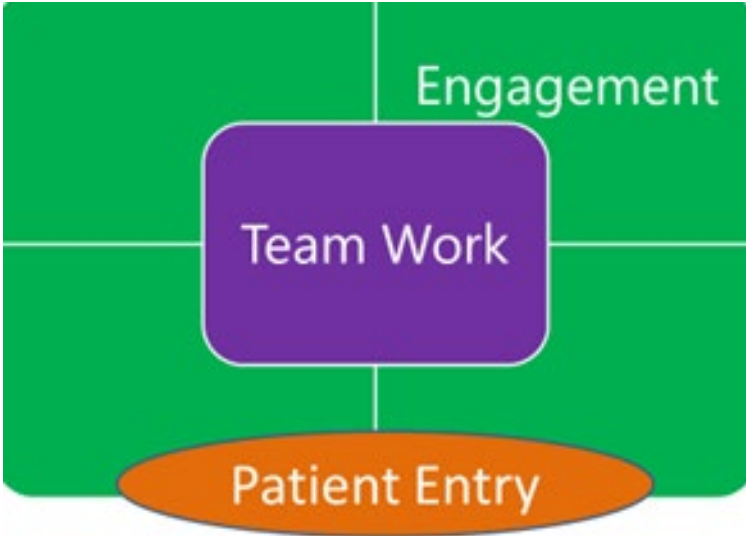
Color-code

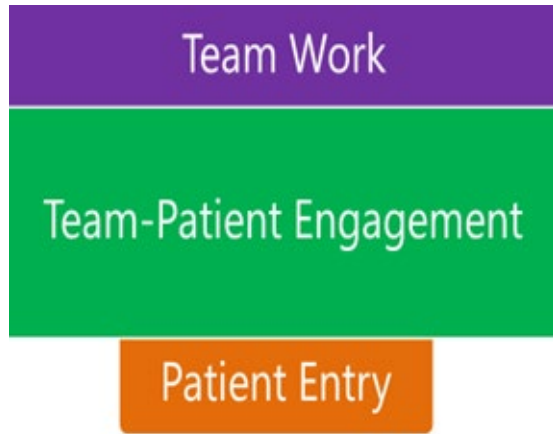
Current Patient Entry Zones

Off Stage

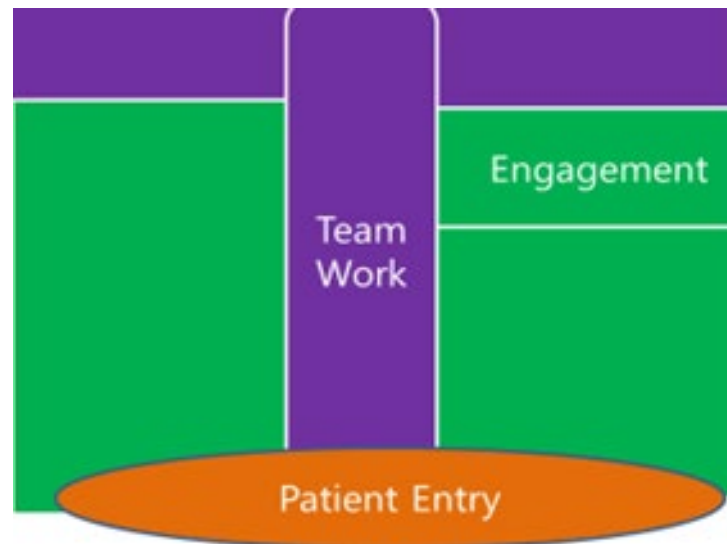
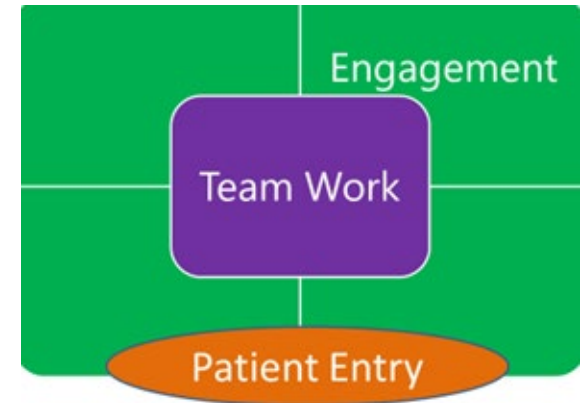


On Stage



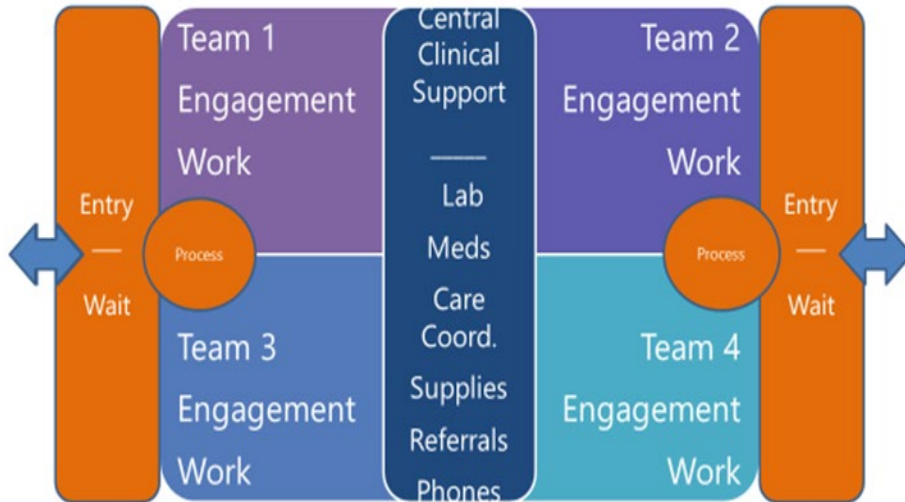
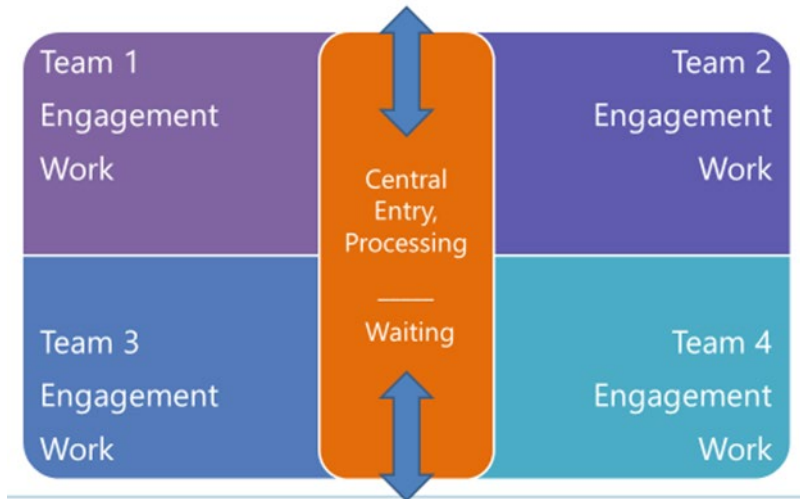


On/Off Stage T



Teams with Teams

- **Common Areas**
 - Must be in neutral territory
- **Shared Support Spaces**
 - Shared must be equally available
- **Flexible Patient Engagement Spaces**
 - Must be accessible through common areas





Clinical Spaces

- Per provider
 - 1,800 sqft medical
 - 1,800 sqft dental
 - 600 sqft integrated BH
 - 1,200 sqft specialty BH

Large Spaces

- Net square footage desired (community, admin suite, pharmacy)
- Multiply by 1.40

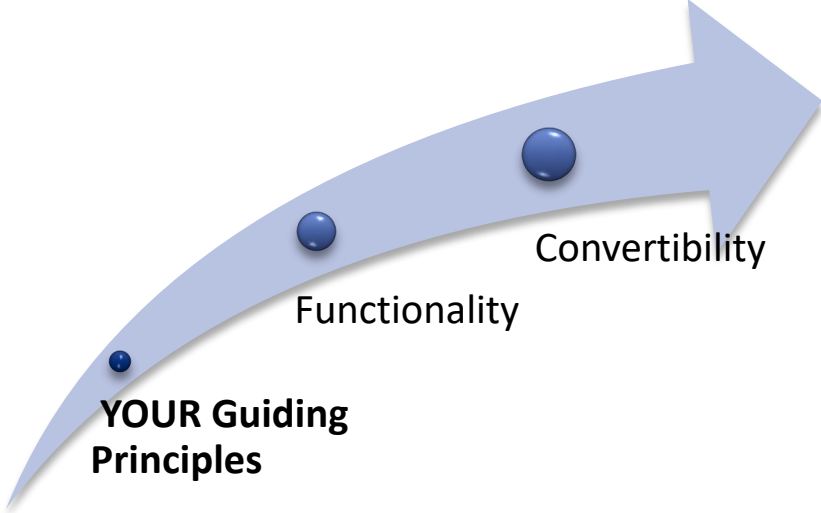
Total

- Add clinical and large spaces
- Early planning total equals < 5% >







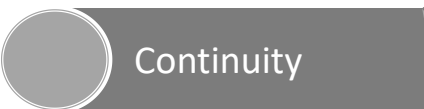



The Doubt that Threatens Success



The Risk of Missing the Mark



Confirmation: YOUR Decision-Making Filters

-  Reflection  Does our plan reflect the culture and mores of our community and our organization?
-  Flexibility  Can I use the spaces in this plan in multiple ways in the same day? ...same month?
-  Adaptability  Do these spaces allow us to respond effectively to routine, surge and crisis situations?
-  Continuity  Does this plan reduce patient and staff stress in such a way as to support retention and optimize outcomes?
-  Alignment  Does our plan work to align our facility with our preferred model of care and optimal operational processes?



Trends in Community
Health Center Design



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