



Creating Spaces that Support the Work of the Primary Care Team



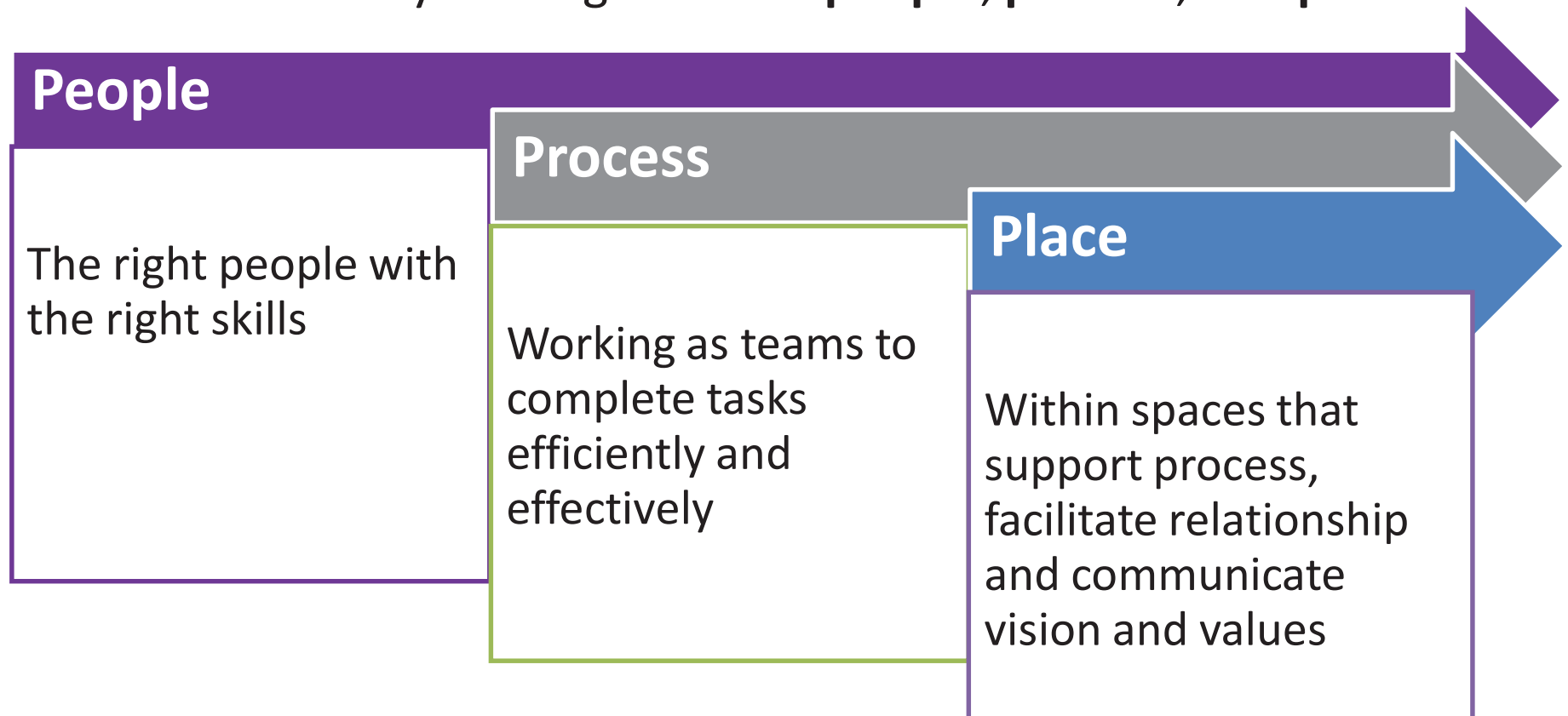
Cindy Barr

Operations & Facilities Planner

Webinar January 18, 2017

The Role of “Place”

Sustainability is a function of many operational dynamics, most notably the alignment of **people, process, and place**.



*A Place for Team - Patient
Engagement*

A Place for the Face-to-Face



You and I ... and the Table

Thinking Beyond the Table

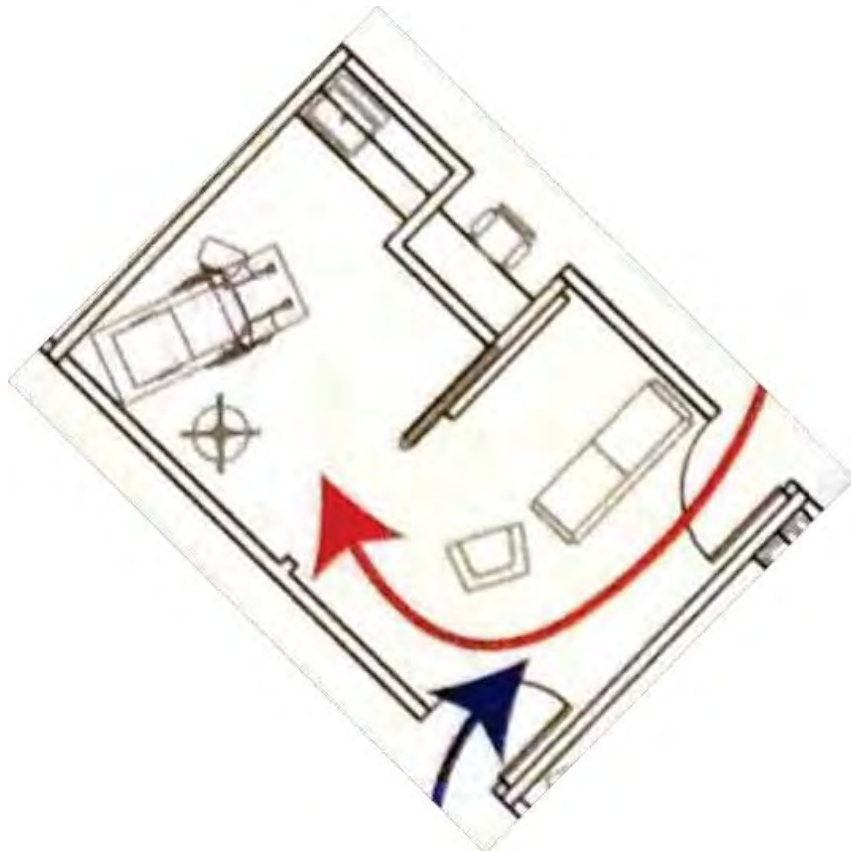


FQHC Primary Care LEAN Study:
“showed that 50% of the patients did not require *exam tables*” ...

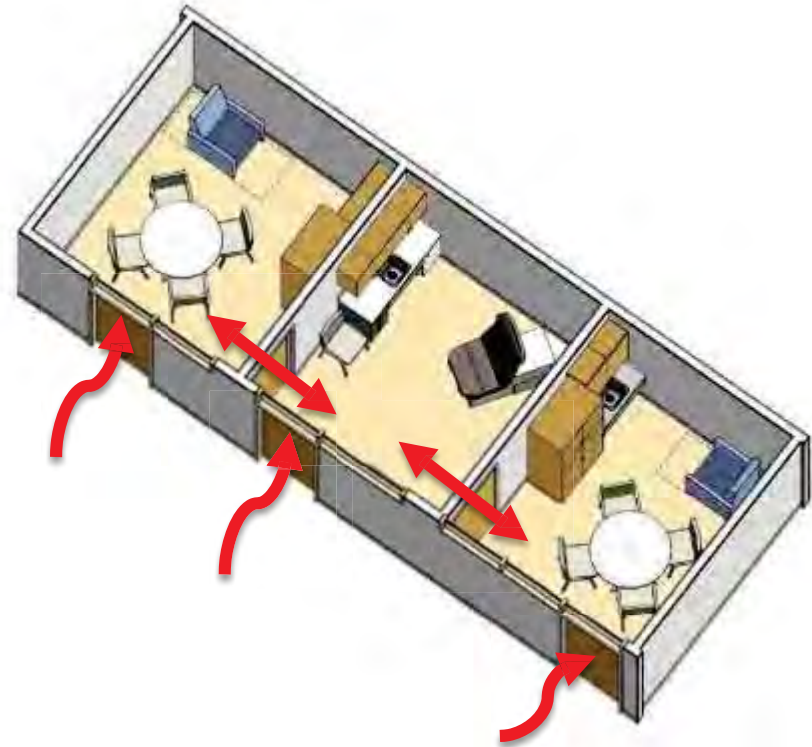
Shepley Bulfinch – Community Health Centers: Today through Tomorrow

Thinking Outside the Box

- Zoned Exam Rooms



- Jack and Jill Rooms



Multi-Purpose Engagement Rooms

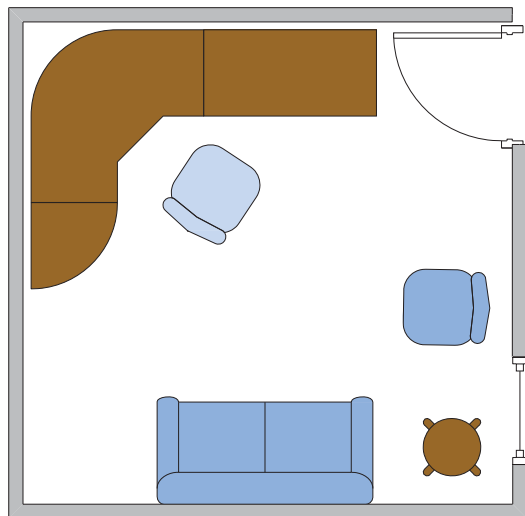


Supporting Team Care

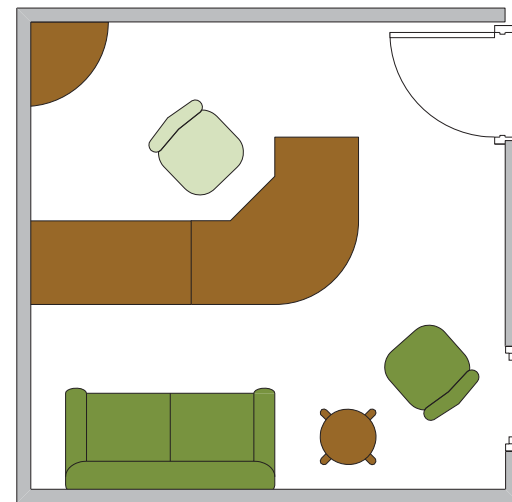
*Transform a procedure room
into a zoned consultation and
exam room*

The Office / Consultation Room

Align Place and Purpose



Encourage Team Re-Alignment



OR

A Place for Groups

Elements for Success

- Clean and attractive!
- Direct access from common hall or waiting area
 - Ante-room/zone: registration and short wait
 - Two egress options
- Sufficient space for multiple seating options
- Internal Refreshment Bar
- Directly accessible Exam/Consult Room
 - Adjacent Rest Rooms
 - Basic specimen handling counter
- Storage
- Presentation technology and equipment
- Multiple lighting options

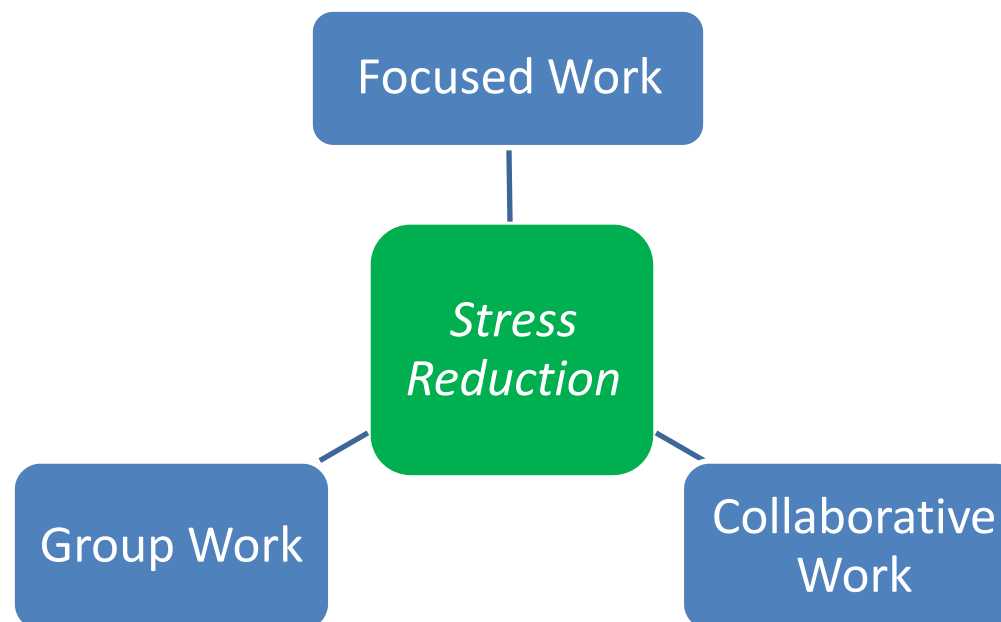


Asian Health Services - CA

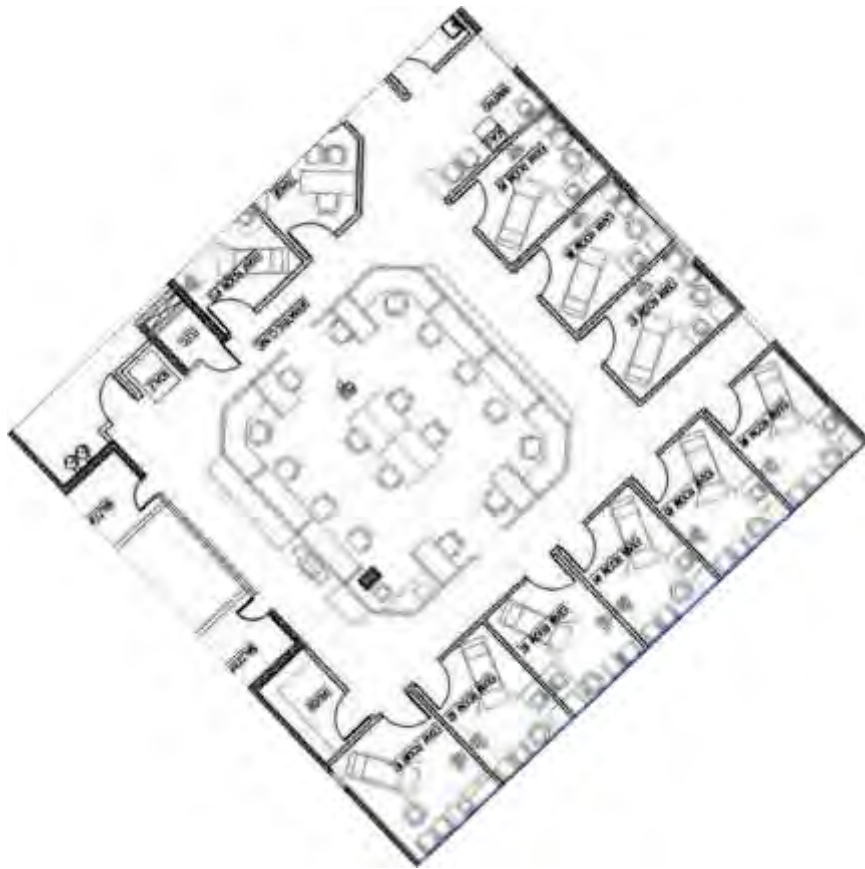
A Place for Team Work

The Team Work Experience

To be *effective*, team work spaces must support:



All Together – On-Stage



Asian Health Services - CA

All Together – Off-Stage



Petaluma Health Center- CA

All Together – Off-Stage



Light Signifies Power: Strategically Share Natural Light

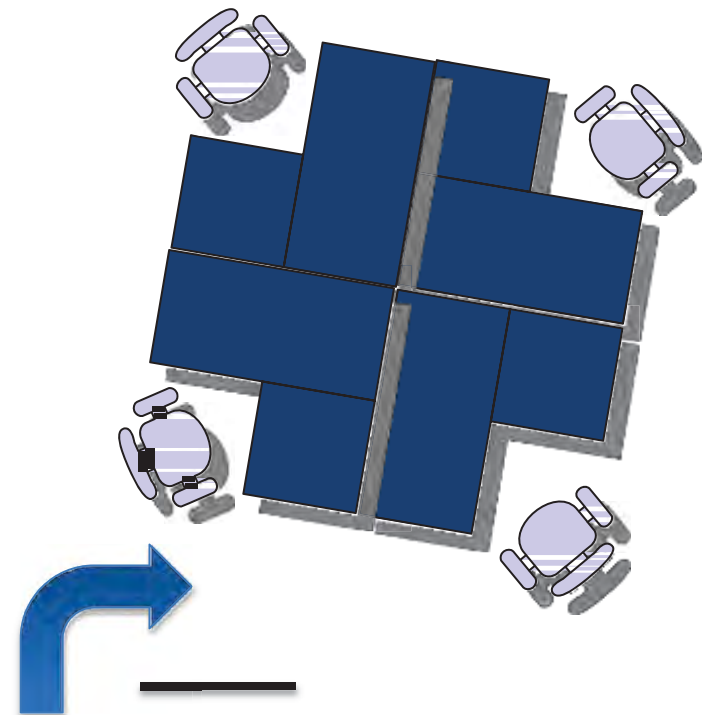
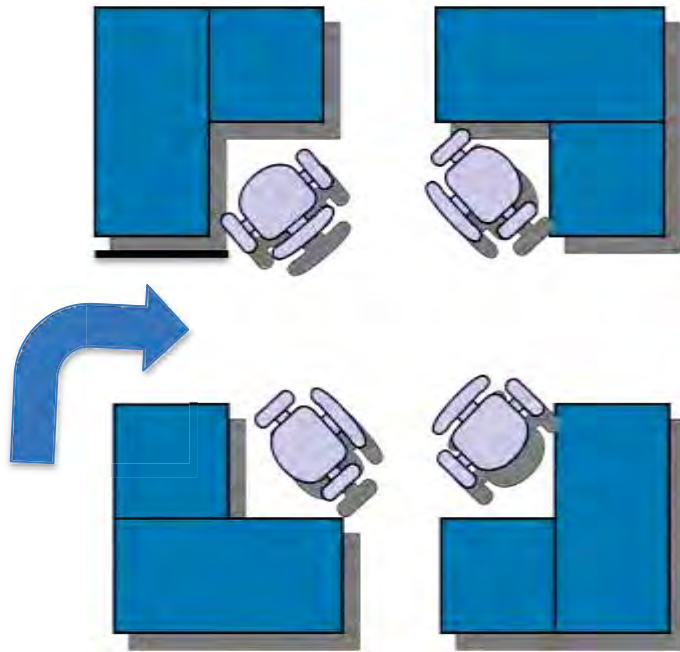


Minimize Noise

- Absorb Sound
 - Incorporate carpet – ceiling tiles - buffer boards
- Mask Discrete Sounds
 - Insert white, pink, brown noise appropriately
 - www.simplynoise.com www.soundhawk.com
- Support Low Volume Conversation
 - Create printer/scanner / copier alcoves
 - Provide “talking rooms”
 - Position workstations to enhance eye contact

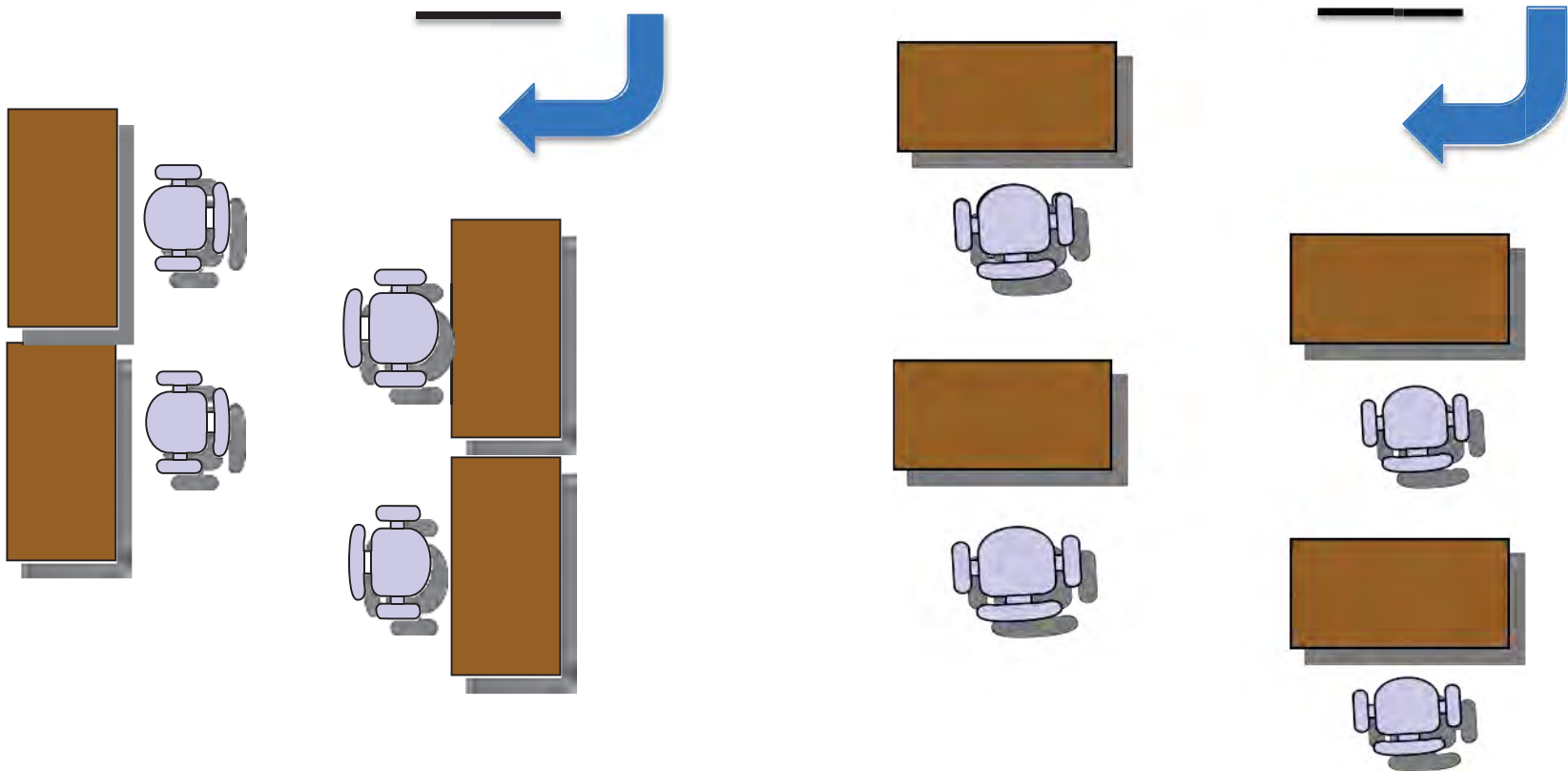
Sound Attenuation

Change this To this



Sound Attenuation

Change this To this



Places to Evaluate and Collaborate

- Interactive
- Inclusive
- Light-filled
- IT strong
- Right-sized
- Flexible
- Sustainable



Birch – ICHC - MI

Places for Quiet Work

Create Quiet Spaces to Complement the Team Room

- Internal Access from/to Team Room
 - May be dual-access
- Not included in the work station count
- Offer line of sight to team activity
- Outfit with Internet and Phone
- Accommodate 1-3 persons
- Walls can be fixed or movable
- Yes, needs a door!



Foster Balance for Effective Team Work



A Place for Respite

Defining the Need

Respite: *A time away for renewal and refreshment to support personal health and maximize effectiveness*

- The Restorative Escape
 - “I just need to clear my head ...”
- The Reality Check
 - “Can you believe...”
- The Personal Connection
 - “How is your son doing in ...”

Designed to Complement Work Zones

- **The Right ...**
 - **Number**
 - Team Respite vs. Staggered Respite vs. Site Shutdown
 - **Placement**
 - Here and There vs. All Together
 - **Size**
 - The Break Room: 20 sqft per staff person at one time
 - The Beverage Alcove: 10 x 6 ... 10 x 8 ... 5 x 6
 - **Atmosphere**

A Place for Respite –

Staff Exercise: Left or Right?



A Place for Respite – *Going Beyond Your Site*

The Stretch Break



Respite meets Reward



“Do you think this would work?”

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