4.0 Planning Components + Modules

Introduction

The Planning Components and Modules creates a "kit of parts" that are flexible and adaptable to work with VA's many varied care delivery settings, based on the Patient Aligned Care Team (PACT) model of care. The "kits of parts" are building blocks that allow for future flexibility and the ability to achieve the designed clinical layout in new construction, renovation or leased space. They also facilitate the addition or alterations to the clinic as it is customized to each facility's demographic and geographic needs.

Regardless of the clinic size, shape, or desired flow, all spaces are to work within the modules and configured with a standard column grid to allow for flexibility as spaces respond to future needs and growth. To help ensure future clinic flexibility, a majority of the typical rooms are 125 square feet and are designed as "universal rooms". This means that these spaces will easily transition to an alternate function. Refer to Section 2.3 - Structural Bay Overview for additional information regarding the options explored throughout this study.

The following is a list of spaces that may fit within the criteria for a universal room:

- Exam Room
- Specialty Exam Room
- Consult Room
- Flex Offices
- Mental Health Consult Room
- Clinic Management Office
- Tele-health Room
- Clean Room
- Equipment Room

The Planning Components and Modules have been developed and refined extensively throughout this project in design charrettes with the Project Team, Core Steering Group, VISN leadership and representatives as well as other key stakeholders. The Planning Component and Modules represent the framework from which the kits of parts were created.

The Planning Component and Modules were designed utilizing the 31'-10" x 31'-10" structural column grid with careful considerations pertaining to patient flow, safety and overall efficiency while optimizing the net square footage to the departmental gross square footage. This was achieved by eliminating redundant patient/staff corridors, consolidating services where appropriate for better utilization and ensuring optimal departmental adjacencies.

The Planning Module configurations were explored in the Block & Stack options as the CBOC building organization and can be seen in the Block + Stack options presented in Section 2.6 Clinical Growth - Block + Stack. Each module is composed of a group of rooms or departments that are frequently utilized and replicated in the CBOCs. These designs are developed utilizing the most recent VA Design Guides, Feasibility Studies and other information relevant to outpatient clinics and the PACT model of care.

Refer to Section 9 - Appendix for a list of references used throughout this study.

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4.1 Planning Components – Primary Care

Planning Components

The components utilize the universal room size of 125 SF when ever possible to facilitate future clinic flexibility. Each room in the patient zone has a handwashing sink to re-purpose these spaces for alternate functions. For example, a Mental Health Consult room can become an exam room depending on the workload demands of the clinic by simply changing out the furniture and equipment. The components are developed within the 31'-10" by 31'-10" structural bay to optimize the net square footage to departmental gross square footage.

The Components included in this section are:

- Entrance Vestibule with Police & Wheel Chair Alcove
- Reception with enclave, work area and admin office
- Shared Medical Appointment Room & Group Room
- One, Two and Three-PACT + Extended Team Work Room
- Home Based Primary Care (HBPC)
- Exam, Consult and Women's Health Rooms
- Procedure Rooms

Flex Offices are dispersed throughout all of the Prototype layouts and are not provider-specific. Flex offices are not programmed as part of PACT or ASDM and can be utilized for Service Organizations, such as, Veterans Benefits Administration (VBA), Visiting Providers, Spectacle Shop, Storage, etc. Flex offices are typically located along the front public/front bar, but could be located along on the back bar with support spaces depending on the administrative functions of the clinic.

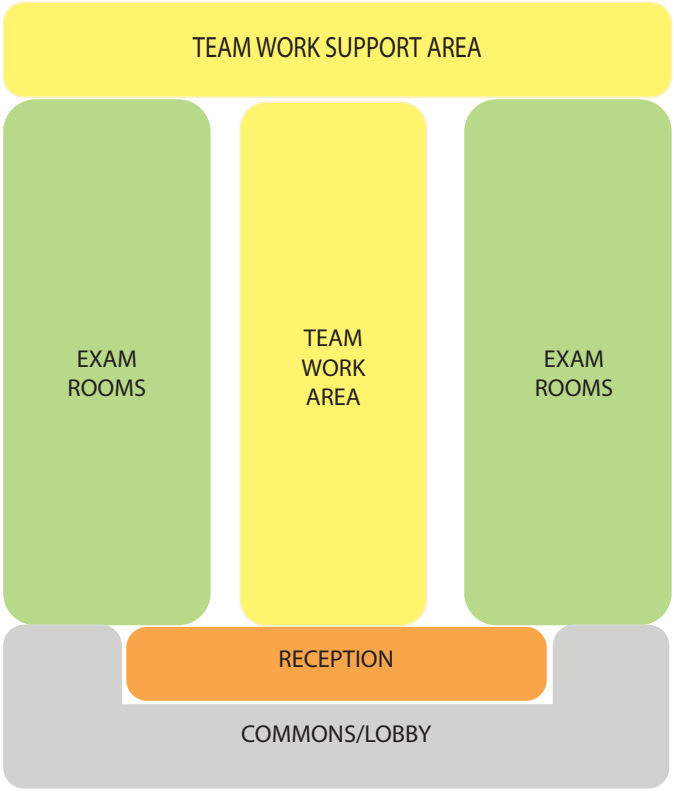


Figure 4.1
Primary Care Module Zones

Primary Care Components
Entry / Police + Security: One-PACT CBOC

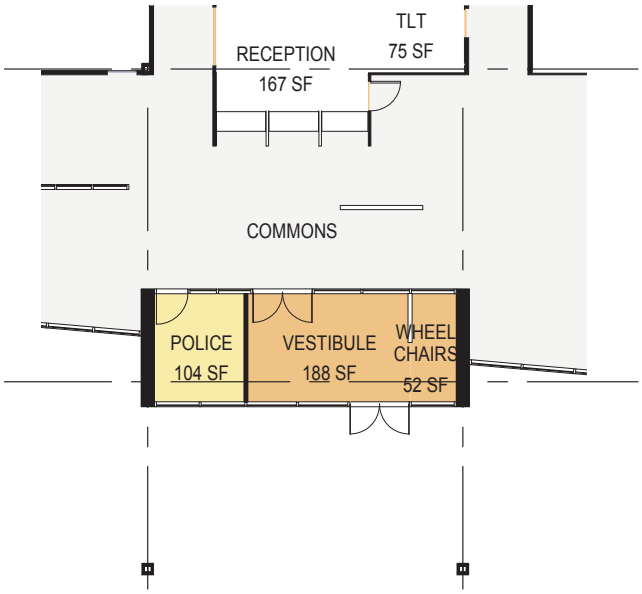


Figure 4.2
Component

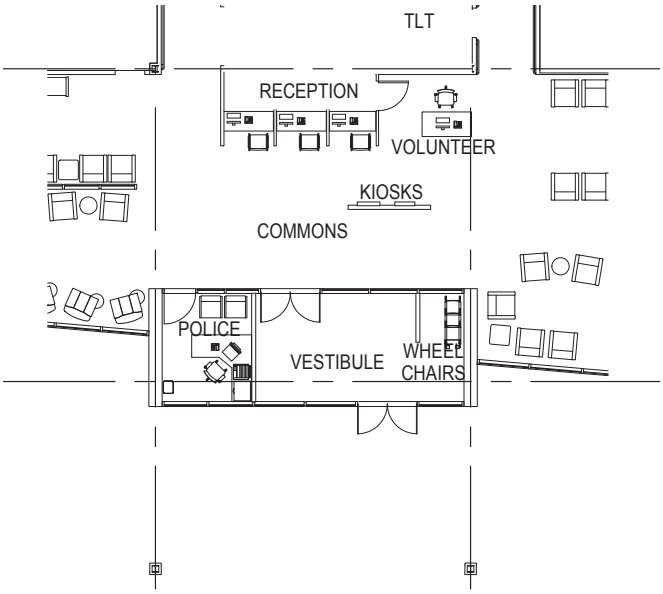


Figure 4.3
Equipment

Entry / Police + Security - One-PACT CBOC

The Entry / Police + Security component is designed to be a universal component that is consistent in all three CBOC Prototypes. The vestibule is flanked by a wheelchair storage alcove and a police office. The purpose of locating the police office in the front of the clinic is two-fold: for patients, its location offers a sense of security and comfort. For staff, its location offers the most visibility into the Commons and also the areas located outside of the clinic such as parking lots and sidewalks. The wheelchair storage alcove is strategically located to be accessible to patients. In some cases, the preference is to access the wheelchair storage from the Commons area to avoid congestion within the vestibule. Its location allows family members to quickly retrieve a wheelchair when accompanying a Veteran patient to their appointment. The vestibule's 12 foot depth meets both the depth requirements of ASHRAE and the minimum walk-off mat length required by LEED. The offset of the vestibule doors also serve as a barrier to prevent a blast of uncomfortable outside air from entering the clinic.

Key Spaces - Entry

- Vestibule
- Wheelchair storage

Key Spaces - Police + Security

- Operations Room (Police Office)

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Entry / Police + Security: Two + Three-PACT CBOCs

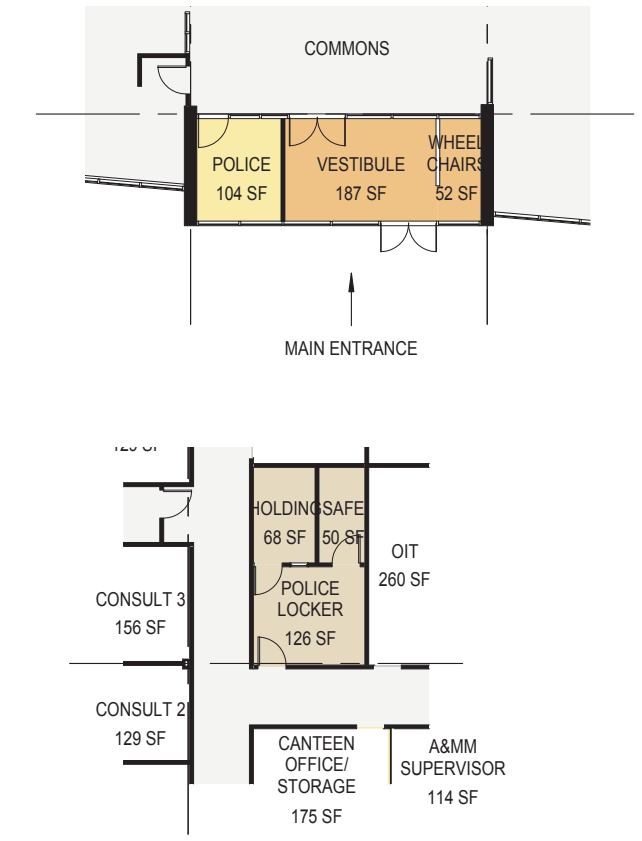


Figure 4.4
Component

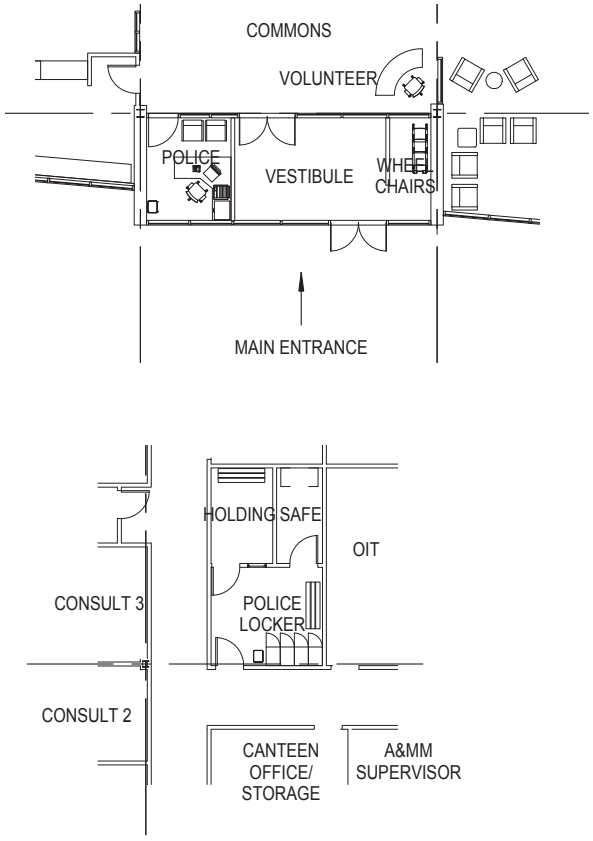


Figure 4.5
Equipment

Entry / Police + Security - Two + Three-PACT CBOCs

The Entry / Police + Security for the Two + Three-PACT CBOCs is identical to the One-PACT CBOC component on the opposite page, however, the Police + Security requirements are different. In the Two + Three-PACT CBOCs, additional program spaces such as a Holding Room, Locker Room and Secure Storage are located in the Logistics knuckle of the clinic layout. This supports the increased police staff at the larger clinics. The intent is to have an "off-stage" area to safely accommodate disruptive patients away from public view. The Holding Room's location also facilitates transportation of disgruntled patients via the secondary entrance. The Secure Storage, or Safe, within the Locker Room is used to store and load weapons. Security monitors are to be located in the front of the clinic within the Entry component.

Key Spaces - Entry

- Vestibule
- Wheelchair storage

Key Spaces - Police + Security

- Operations Room (Police Office)
- Holding Room
- Locker Room
- Secure Storage, Safe

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Reception: One-PACT CBOC

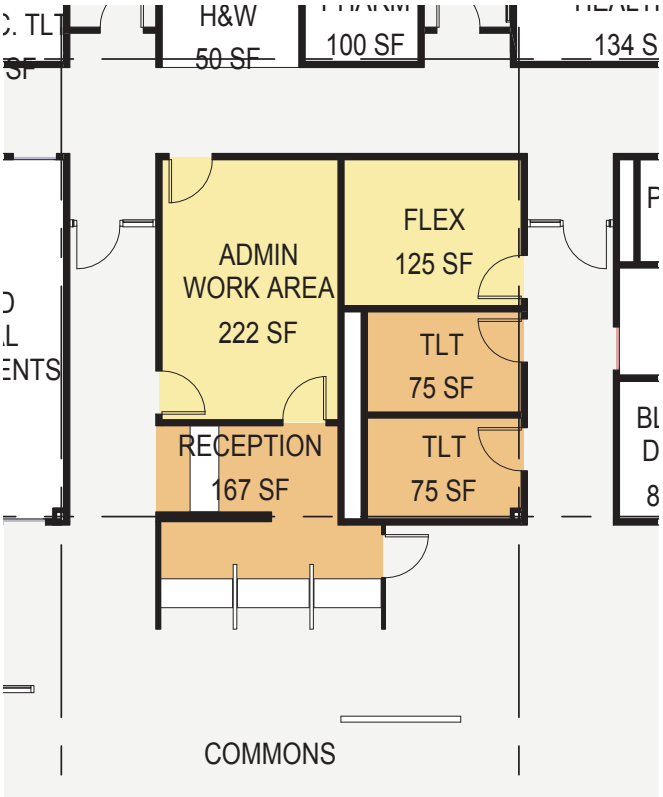


Figure 4.6
Component

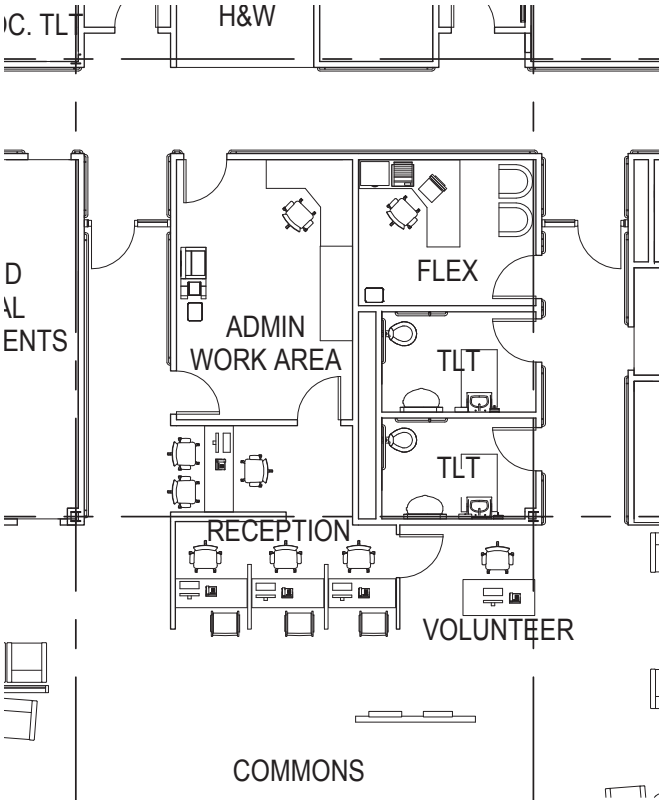


Figure 4.7
Equipment

Reception - One-PACT CBOC

The Reception is centrally located, providing two distinct entrances into the PACT area. Its location provides a clear check-in point for patients entering the facility through the vestibule while affording staff visibility over the activity in the Commons. Kiosks are located in the patients' path from the Entry to Reception, encouraging patient use within visibility of both the Reception desk and Volunteer area, should a patient require assistance. This centralized node of the Reception is immediately adjacent, but not too close to the clinic waiting areas. This distance provides patients visual and auditory privacy while talking to staff at the desk by adding privacy panels at each check-in location. Each check-in counter is approximately 5'-0" to provide space for the patient and an accompanying family member. In a One-PACT CBOC, three check-in locations are provided with an additional counseling alcove off the corridor for surge hours or patients requesting additional privacy for conversations. A single entry way leads to the large, open Admin Work Room for office equipment and can be secured after hours.

Refer to Section 2.4.4 Reception Areas for additional options.

Key Spaces

- Reception
- Admin Work Area
- Admin Office (HAS)

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Reception: Two + Three-PACT CBOCs

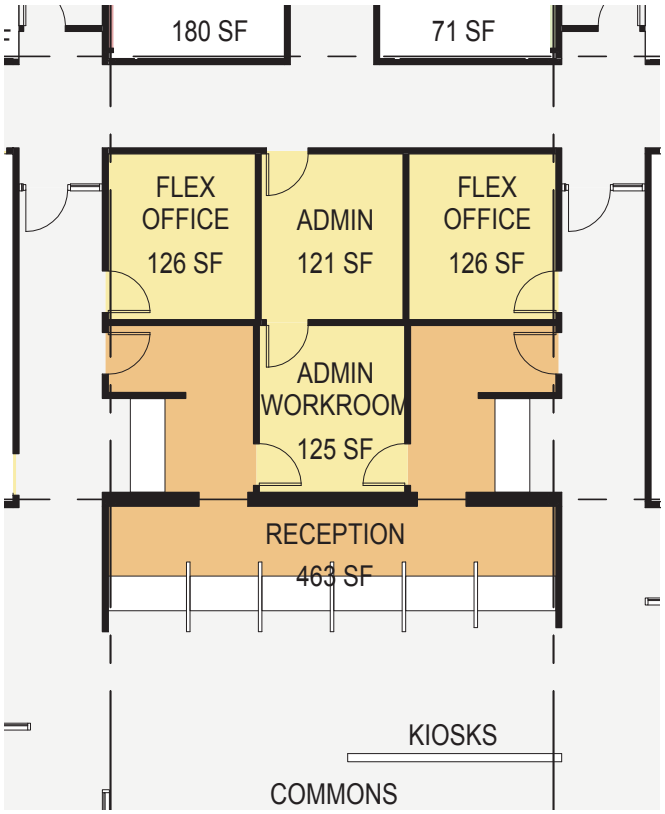


Figure 4.8
Component

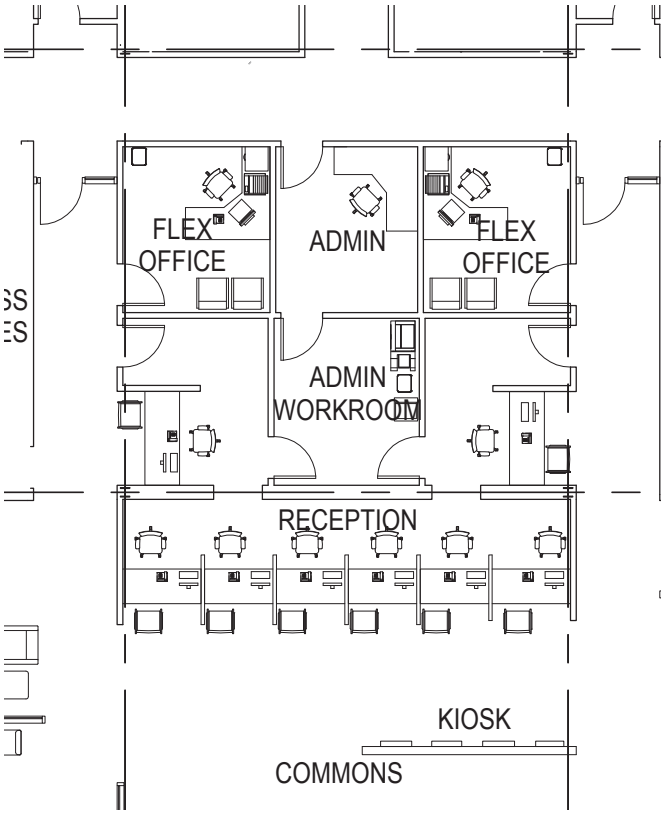


Figure 4.9
Equipment

Reception - Two + Three-PACT CBOCs

In the Two + Three-PACT CBOC Prototypes the reception component reflects the adjacencies and flow of the One-PACT CBOC. In this scenario, there are a total of six, 5'-0" check-in counters immediately off the Commons. Refer to Section 2.4.4 Reception Areas for additional options. Two entry ways lead to the Admin Work Room or counseling alcoves located off the two distinct corridors into the PACT area. Similar to the One-PACT Reception component, these counseling alcoves also serve to support the reception during surge hours, typically in the mornings or in situations requiring increased patient privacy.

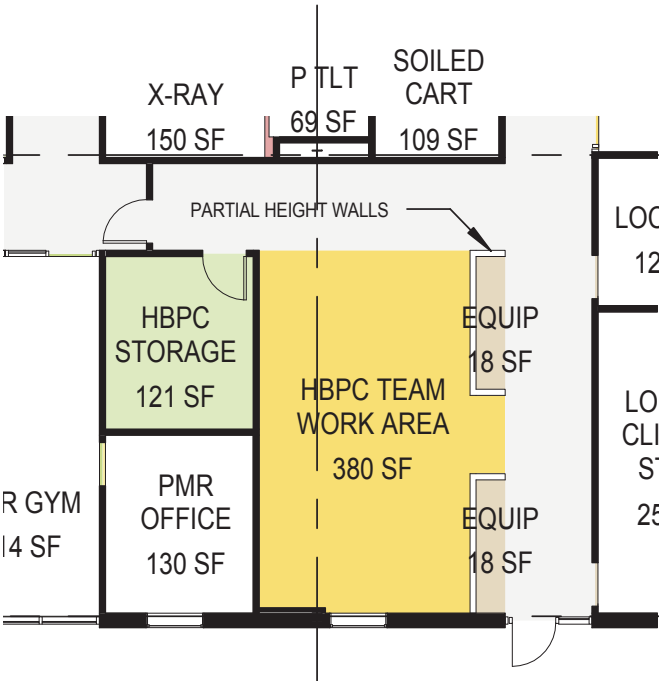
Refer to Section 2.4.3 Lobby / Commons Area for Reception renderings.

Key Spaces

- Reception
- Admin Work Area
- Admin Office (HAS)

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Home Based Primary Care: Two + Three-PACT CBOCs



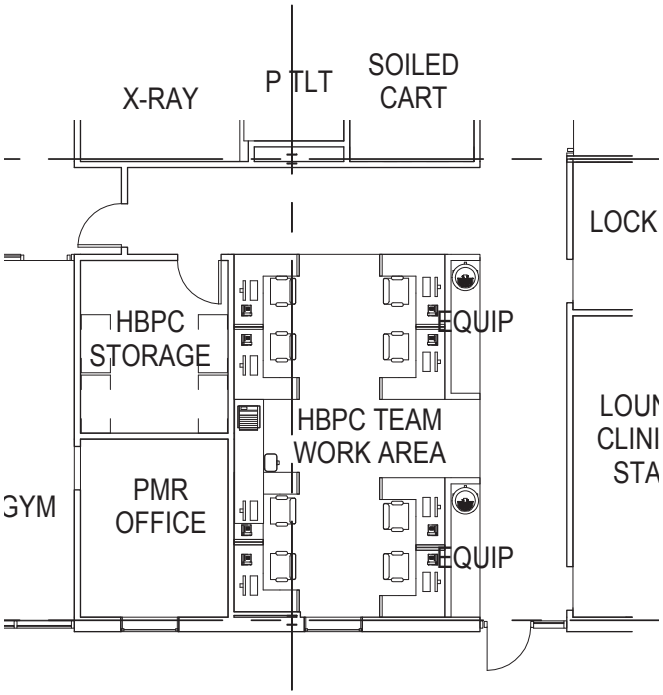


Figure 4.10
Component

Home Based Primary Care (HBPC) - Two + Three-PACT CBOC

The HBPC component for the Two + Three-PACT CBOCs is located in the Ancillary Services Diagnostic Module (ASDM), toward the rear of the module. Due to the nature of the services provided, a team work area is provided versus traditional offices. HBPC providers and staff are not in clinic continuously during normal clinic hours, but rather visiting patients in their homes to provide care. A dedicated storage area is provided adjacent to the HBPC team work area. The team work area is also located along the second staff corridor, directly near the secondary entrance to the clinic to provide convenient exterior access for staff. HBPC can also be integrated and collocated with primary care is desired.

Figure 4.11
Equipment

Key Spaces

- Team Work Area
- Storage

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Business Services: Two + Three-PACT CBOCs

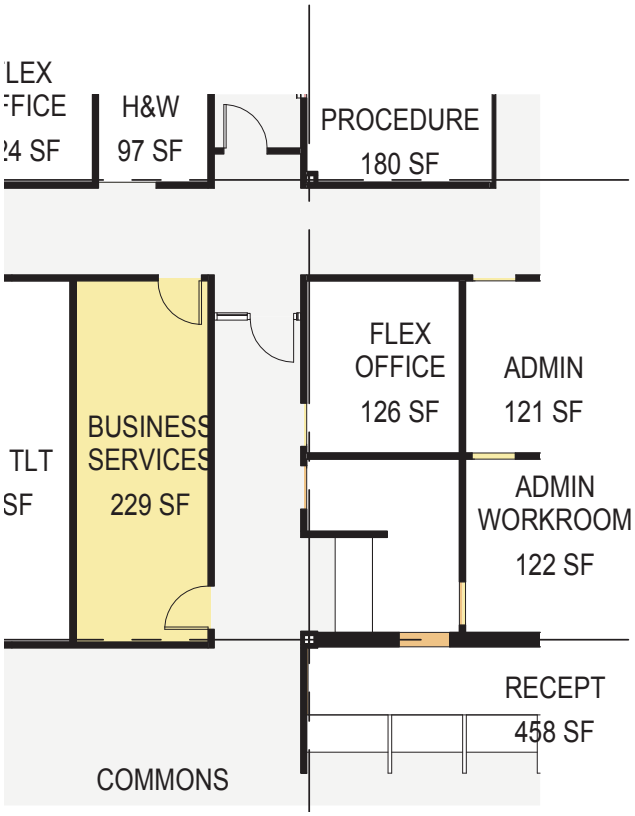


Figure 4.12
Component

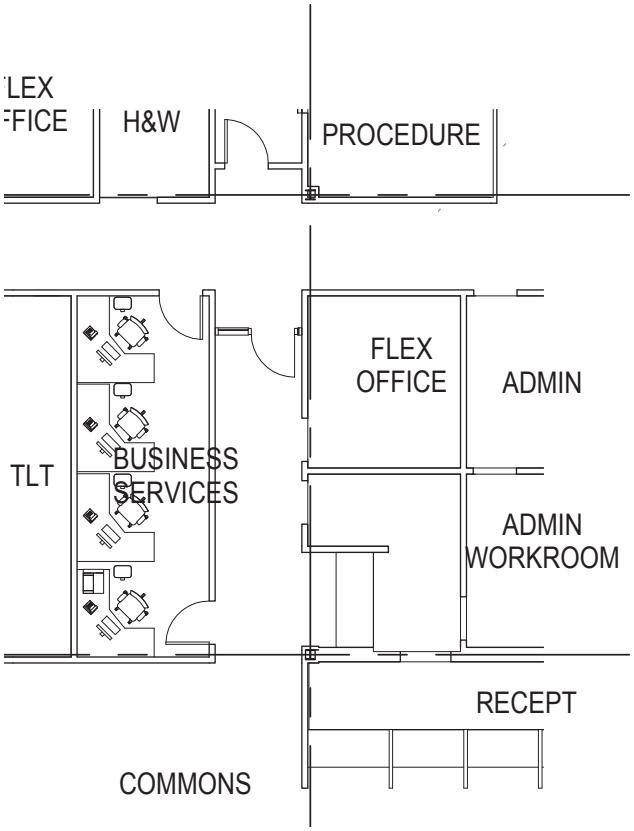


Figure 4.13
Equipment

Business Services - Two + Three-PACT CBOCs

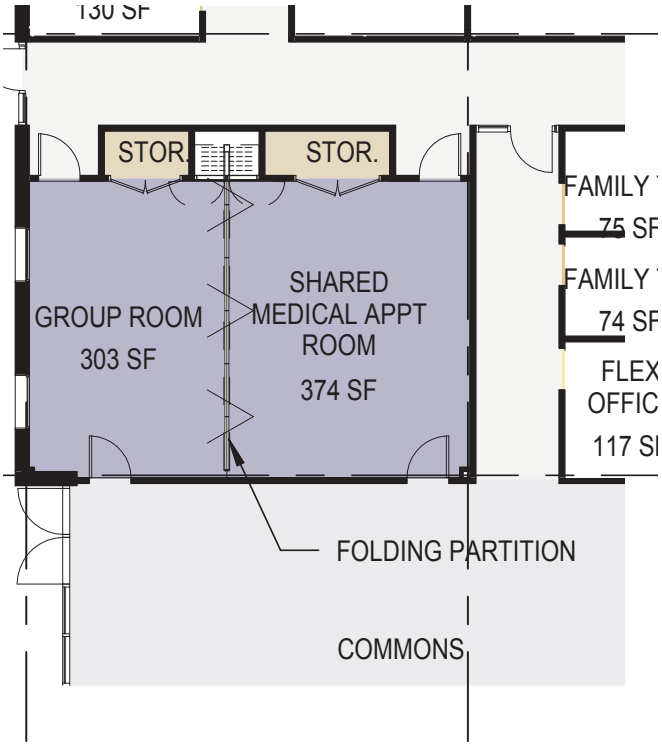
In the Two + Three-PACT CBOCs, a Business Services component is included to provide services to the patient that are separate from Primary Care reception functions. Although located directly adjacent to the Reception, the Business Services Room is comprised of four workstations with side visitor chairs. The four workstations are dedicated to personnel handling services such as, Release of Information, Eligibility/Enrollment, Means Testing, Questions about billing and Replacement Identification Cards. Co-locating Business Services with Reception decreases the additional workload off the PACT Reception clerks. In a One-PACT CBOC, this component is absorbed within the Reception component as the clinic is smaller. The counseling alcove can also be utilized for Business Services encounters with Veterans in a One-PACT CBOC.

Key Spaces

- Open Office with Workstations

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

PACT Components
Group Rooms / Shared Medical Appts.: All CBOCs



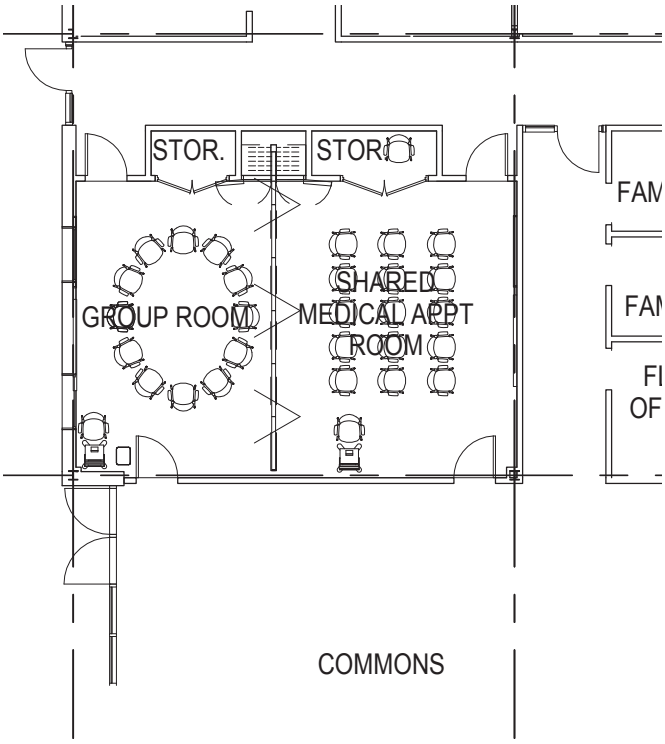


Figure 4.14
Component

Group Rooms – All CBOCs

The Group Room component, consisting of a Group Room and Shared Medical Appointment Room, has access directly from the Commons. This allows patients to attend appointments and group sessions without entering the clinic space proper. Its location lends itself to hosting evening and weekend appointments since it can be accessed from outside of the clinic. The Group Room and Shared Medical Appointment Room can be located adjacent to each other providing the potential for a larger single space through the use of a folding partition. This offers flexibility to host rather larger groups/conferences as needed. Folding partitions will need to meet strict sound attenuation requirements to meet the acoustic privacy necessary for these rooms.

Refer to Section 2.7 Lobby / Commons Area for renderings of the public areas.

Figure 4.15
Equipment

Key Spaces

- Shared Medical Appointment Room
- Storage, Shared Medical Appointments
- Group Room
- Storage, Group Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
PACT + Extended Care Team Work Area: One-PACT

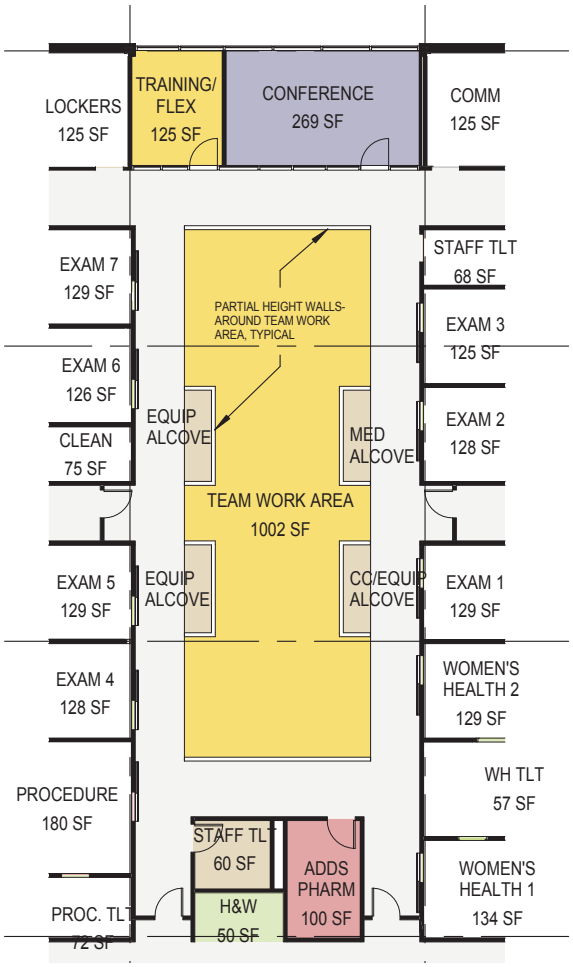


Figure 4.16
Component

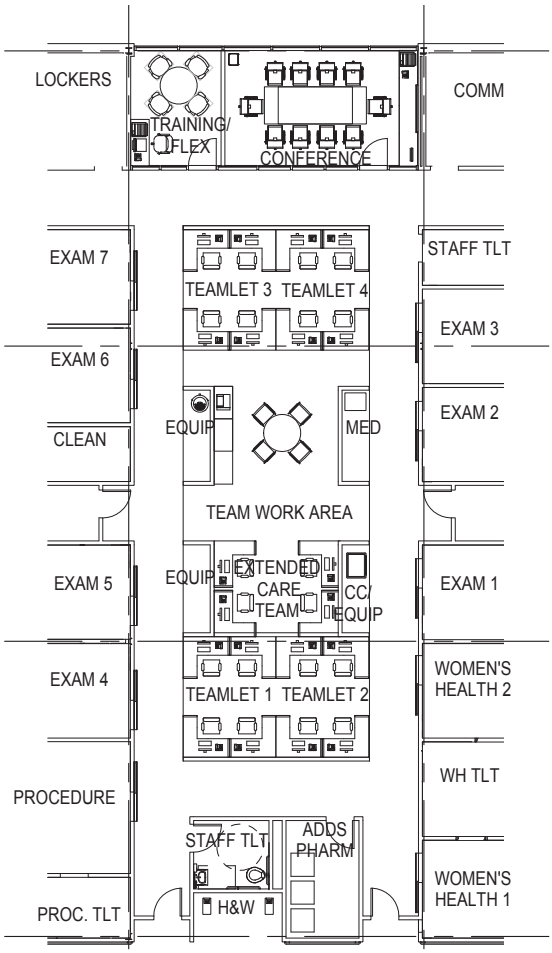


Figure 4.17
Equipment

PACT + Extended Care Team Work Area - One-PACT CBOC

The PACT Work Area has been combined with the Extended Team Work Area to foster the active communication and coordination important to providing integrative healthcare services, a key element in the PACT model of care. The work area includes four work stations for each of the four PACT Teamlets and a minimum of four additional work stations for the Extended Team members. By utilizing the optimum column bay of 31'-10" as described Section 2.3 - Structural Bay Overview, the team work area will also accommodate equipment alcoves, medication alcove, crash cart and support space. The support space includes areas for supplies, and printer/fax/copy. In a One CBOC Prototype, the front of the team work area consists of a ADDS Room, since a Pharmacy is not included.

Refer to Section 2.9, PACT + Extended Care Team Work Areas for additional options.

Key Spaces

- Shared Documentation Area (1 per Teamlet)
- Extended Care Team Area
- Medications Alcove
- Heights + Weights Alcove
- Medical Equipment Alcove
- Conference Room
- Training/Consult Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components

PACT + Extended Care Team Work Area: Two + Three-PACT

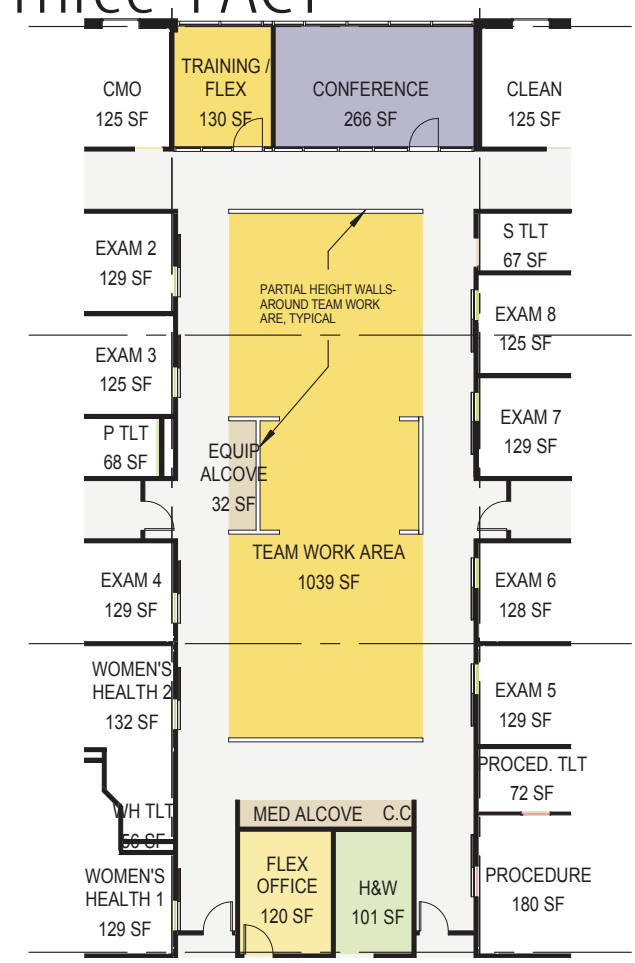


Figure 4.18
Component

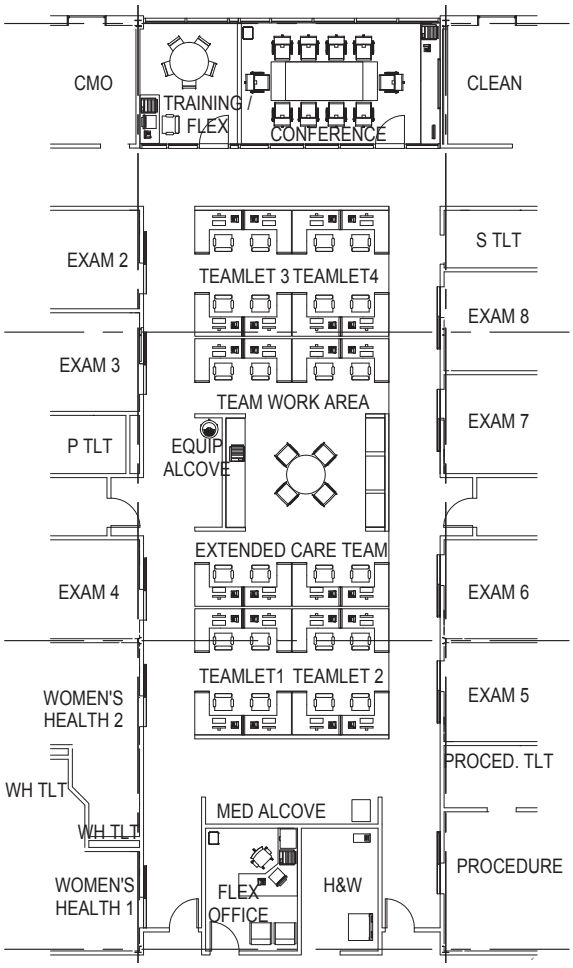


Figure 4.19
Equipment

PACT+Extended Care Team Work Area - Two + Three-PACT CBOCs

The PACT Work Area has been combined with the Extended Team Work Area to foster the active communication and coordination important in providing integrative healthcare services, a key element in the PACT model of care. The work area includes four work stations for each of the four PACT Teamlets and a minimum of four additional work stations for the Extended Team members. By utilizing the optimum column bay of 31'-10" as described Section 2.3 - Structural Bay Overview, the team work area will also accommodate equipment alcoves, medication alcove, crash cart and support space. The support space includes areas for supplies, and printer/fax/copy. Unlike the One-PACT CBOC, the heights and weights alcove replaces the ADDS room in the Two + Three-PACT CBOCs at the front of the team work area.

Refer to Section 2.9, PACT + Extended Care Team Work Areas for additional options.

Key Spaces

- Shared Documentation Area (1 per Teamlet)
- Extended Care Team Area
- Medications Alcove
- Heights + Weights Alcove
- Medical Equipment Alcove
- Conference Room
- Training/Consult Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Procedure: One-PACT CBOC

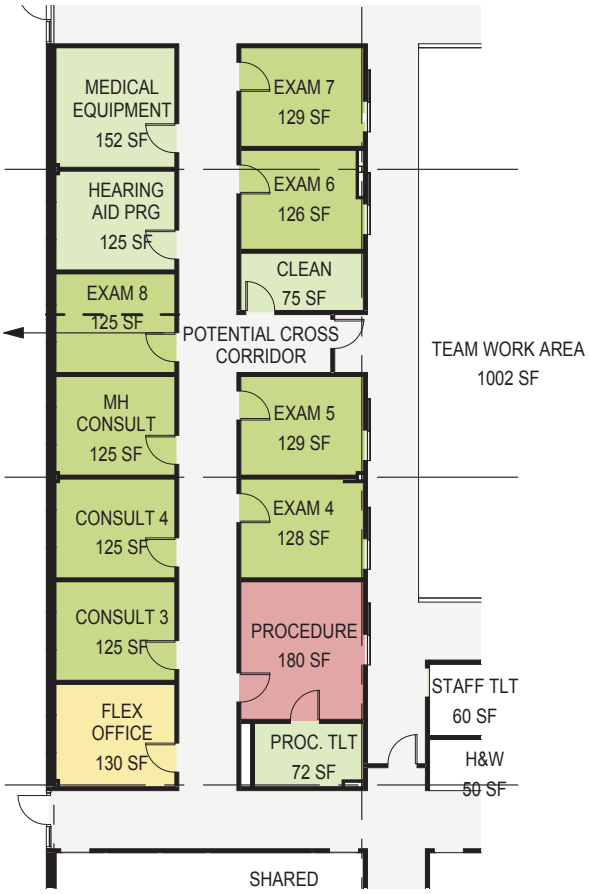


Figure 4.20
Component

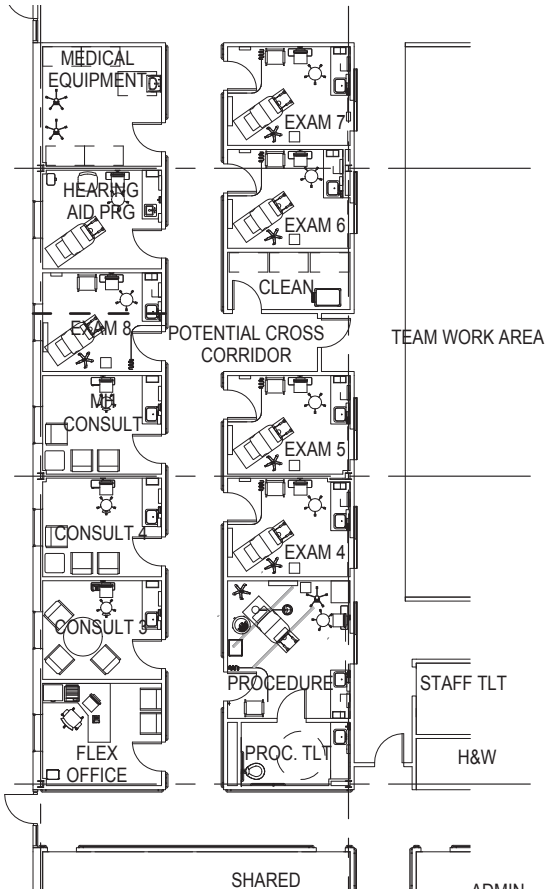


Figure 4.21
Equipment

Procedure - One-PACT CBOC

In the One-PACT CBOC Prototype, one procedure room is dedicated to the PACT module. The Procedure Room is located in the patient zone of the module. As shown, it is located towards the front of the clinic, however, due to the flexibility of the module, the procedure room can shift anywhere along the corridor based on clinic preferences. The procedure rooms are immediately accessed off the team work areas. Support spaces such as clean rooms and medical equipment storage are located within the vicinity of the room. Per criteria, the procedure room also has a dedicated patient toilet that is only accessed from within the room. A sliding door is provided on the staff work area side of the room minimizing door conflicts within the room. A swing door is used on the patient side to allow for handrails along the entire corridor. The procedure room is multi-functional and can also be used for bariatric patients and women's health appointments as needed.

Refer to Section 6.1.4 for Typical Procedure Room Layouts.

Key Spaces

- Procedure Room (1 per PACT Module)
- Dedicated Patient Toilet (1 per PACT Module)

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Procedure: Two + Three-PACT CBOC

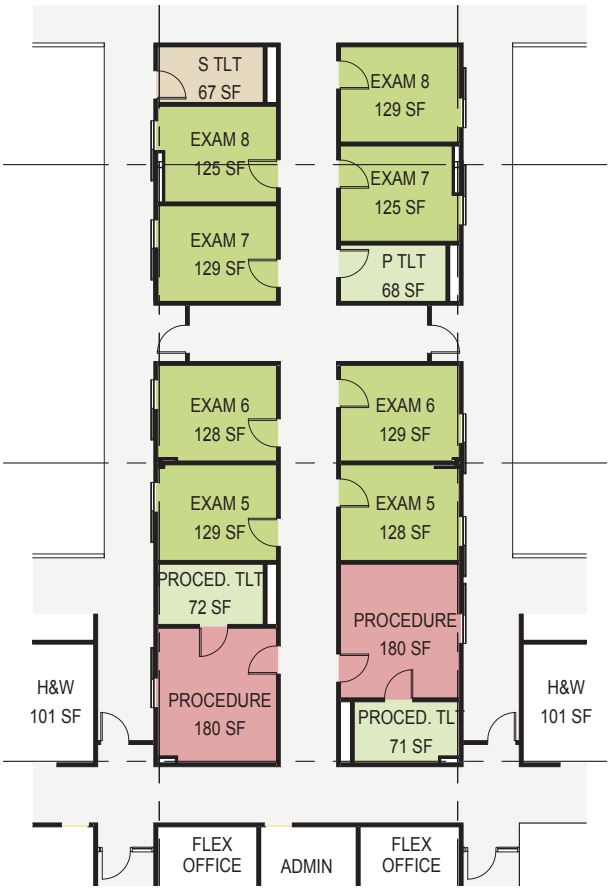


Figure 4.22
Component

Procedure - Two + Three-PACT CBOCs

As in the One-PACT CBOC, one Procedure Room is provided for each PACT module. When designing a Two-PACT CBOC, clustering of the Procedure Rooms as shown is preferred to maximize the sharing of support spaces such as clean rooms and medical equipment storage. Like the One-PACT CBOC, these rooms are located towards the front of the clinic, however, due to the flexibility of the module, the procedure room can shift anywhere along the corridor based on clinic preferences. The procedure rooms are immediately accessed off the team work areas. Per criteria, the procedure room also has a dedicated patient toilet that is only accessed from within the room. A sliding door is provided on the staff work area side of the room minimizing door conflicts within the room. A swing door is used on the patient side to allow for handrails along the entire corridor. The procedure room is multi-functional and can also be used for bariatric patients and women's health appointments as needed.

Refer to Section 6.1.4 for Typical Procedure Room Layouts.

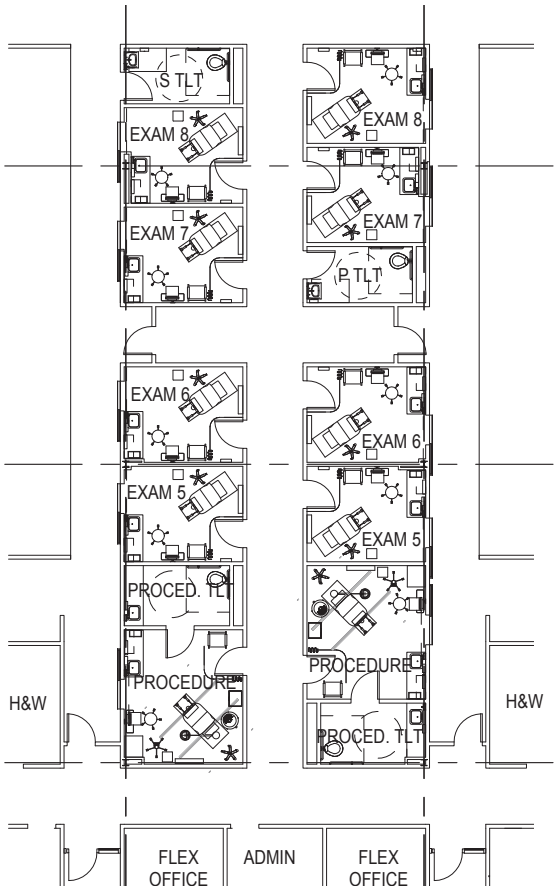


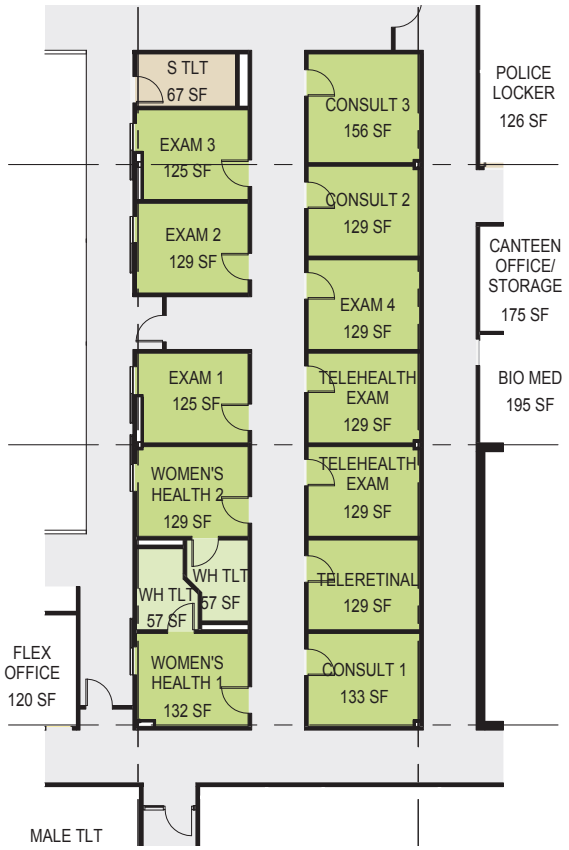
Figure 4.23
Equipment

Key Spaces

- Procedure Room (1 per PACT Module)
- Dedicated Patient Toilet (1 per PACT Module)

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Primary Care Components
Exam, Consult and Women's Health: All CBOCs



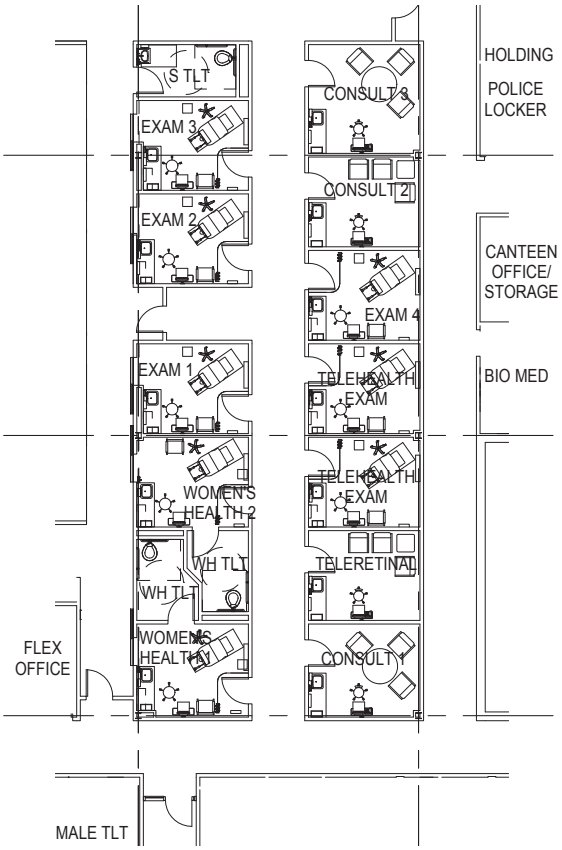


Figure 4.24
Component

Exam + Consult - All CBOC Prototypes

The patient zone of the PACT module is identified for Exam, Consult and Women's Health Rooms. On the patient corridor, the room is entered through a swing door while on team work area side staff enter through a sliding/barn door. Women's health rooms are clustered together towards the front of the clinic. Like the Procedure Room, the Women's Health Room can easily shift any where along the corridor depending on clinic preference. In cases where there is a larger population of female Veterans, multiple Women's Health rooms can be clustered at the front of the patient zone with a dedicated women's entrance for a Small Women's Clinic. Women's Health rooms do not have to be used solely for female patient encounters. Consult rooms and tele-health rooms have a single entry point off the patient corridor. All rooms in this zone are designed to be universal rooms at 125 SF.

Refer to Section 6.1.1 and 6.1.2 for Typical Exam Room and Women's Health Exam Room Layouts.

Figure 4.25
Equipment

Key Spaces

- Exam Rooms
- Consult Rooms
- Women's Health Rooms
- Patient Toilets

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

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4.2 Planning Components – Ancillary Services and Diagnostic

The basic kit of parts for the CBOC Prototype stems from Components. The Ancillary Services Diagnostic Components grow between the One, Two and Three-PACT CBOC Prototype Programs for Design. These components can be interchanged; for example, if the Two-PACT CBOC has a more robust Audiology program it can utilize the Three-PACT Audiology component to meet workload demand.

The Components included in this section are:

- Audiology
- Eye Clinic
- General Mental Health
- Pathology + Laboratory
- Pharmacy
- PM + R and Prosthetics
- Radiology
- Dentistry
- Multi-Specialty Care
- Mobile Technology Pad

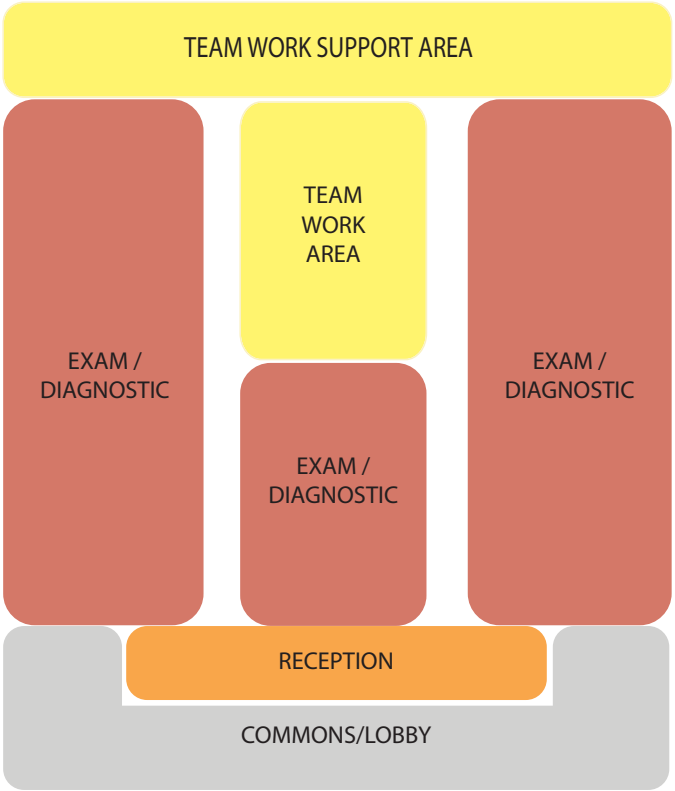


Figure 4.26
Ancillary Services Diagnostic Module Zones

Ancillary Services Diagnostic Components Audiology: Two-PACT CBOC

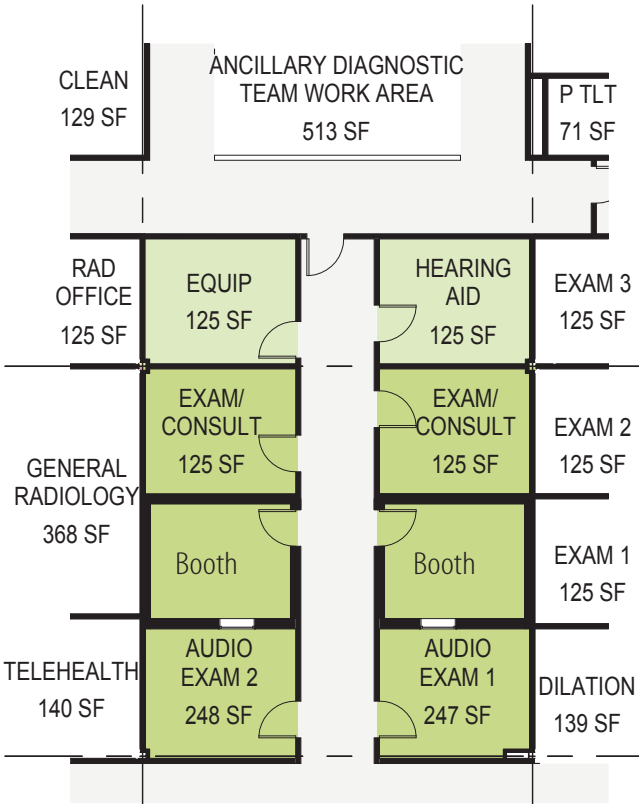


Figure 4.27
Component

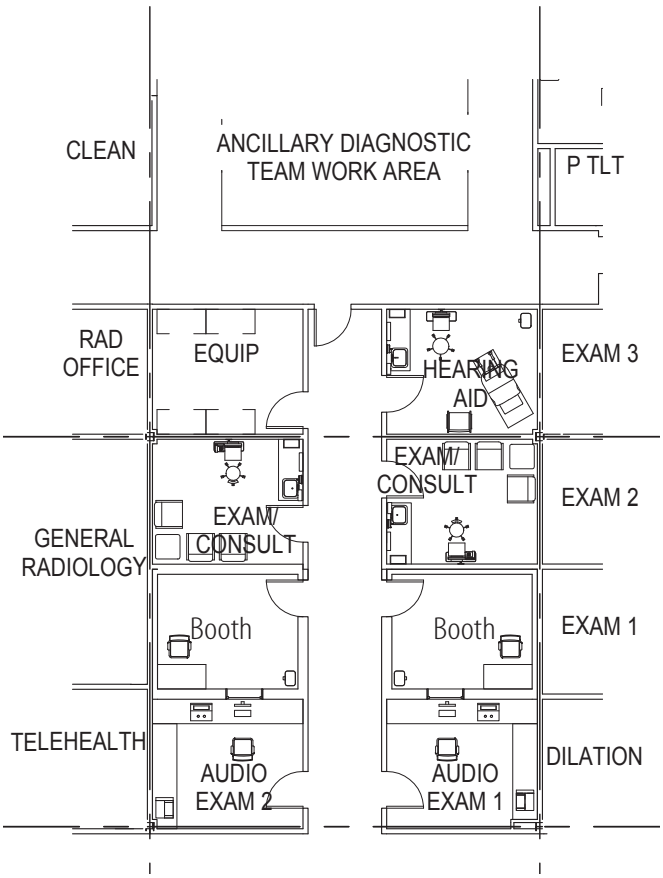


Figure 4.28
Equipment

Audiology + Speech Pathology - Two-PACT CBOC

The Audiology component is located in the Ancillary Diagnostic Services Module. The component has been placed with sensitivity to noise. Two audiometric suites are included in the Two-PACT CBOC prototype. The program requirements are situated along a double loaded corridor. Shared spaces with other Ancillary Diagnostic Service Components include reception, waiting and patient toilets. A Group Therapy Room is located within the Ancillary Services Diagnostic Module and is shared with adjacent departments.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Exam/Consult Room
- Audiometric Exam Suite
- Hearing Aid Programming/Fitting
- Equipment Area
- Shared Spaces:
  - Reception
  - Waiting
  - Patient Toilet
  - Group Therapy Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Audiology: Three-PACT CBOC

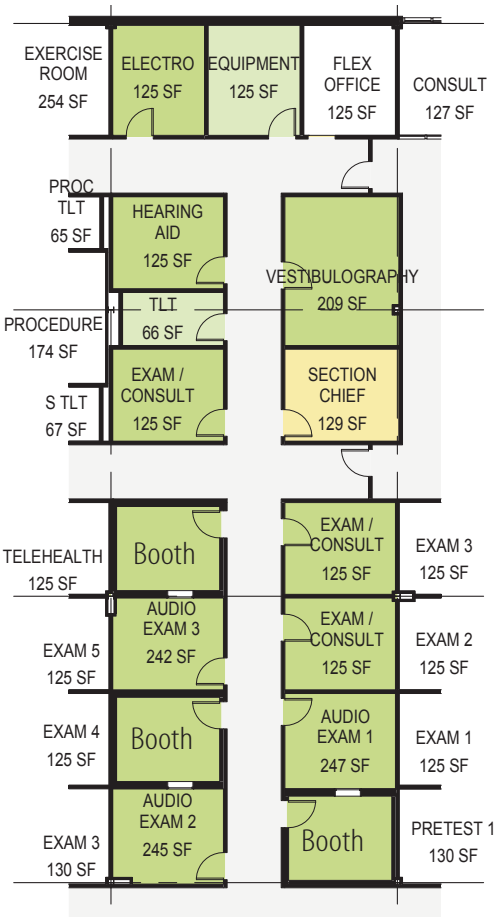


Figure 4.29
Component

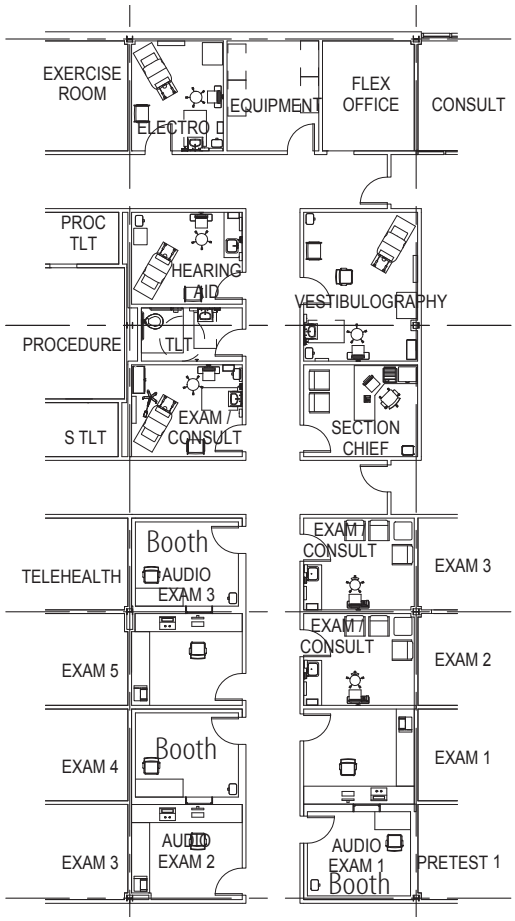


Figure 4.30
Equipment

Audiology + Speech Pathology - Three-PACT CBOC

In the Three-PACT CBOC Prototype, the Audiology component grows increases by an additional column grid bay in depth. The anticipated workload triggers the need for an additional audiometric suite for a total of three. Like the Two-PACT CBOC component, the program requirements are situated along a double loaded corridor. Shared spaces with other Ancillary Services Diagnostic Components include reception, waiting and patient toilets. A Group Therapy Room is located within the Ancillary Services Diagnostic Module and is shared with adjacent departments.

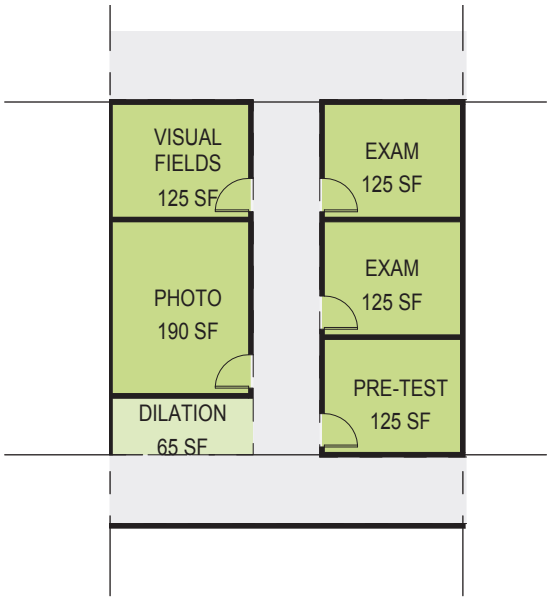
Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Exam/Consult Room
- Audiometric Exam Suite
- Vestibulography Room
- Hearing Aid Programming/Fitting
- Patient Toilet
- Equipment Area
- Supervisor Office
- Shared Spaces:
  - Reception
  - Waiting
  - Group Therapy Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
Eye Clinic: One-PACT CBOC Prototype



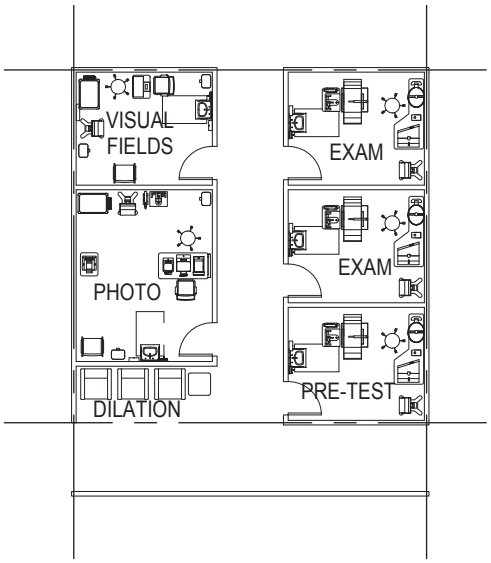


Figure 4.31
Component

Eye Clinic - One-PACT CBOC Prototype

This component can be added to the One-PACT CBOC Prototype, if necessary to meet local programmatic needs should the workload support inclusion of an Eye Clinic. It is sized to fit in a single structural bay of 31'-10" x 31'-10" along a double loaded patient corridor. Rooms are at the universal size of 125 SF to remain flexible within the module for future use.

Figure 4.32
Equipment

Key Spaces

- Exam Treatment Room
- Photography Room
- Pre-Testing Room
- Visual Fields Room
- Waiting Area (Dilation)

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Eye Clinic: Two-PACT CBOC Prototype

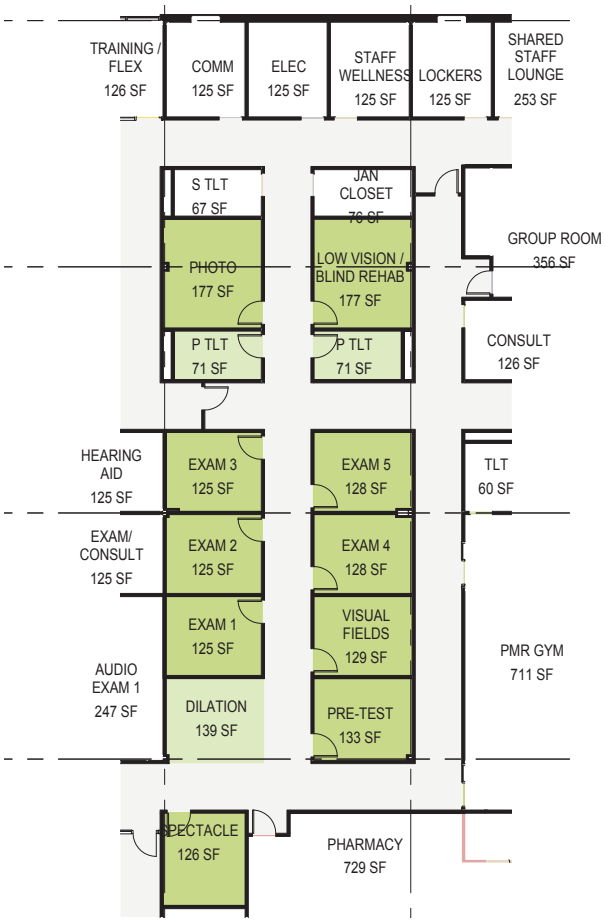


Figure 4.33
Component

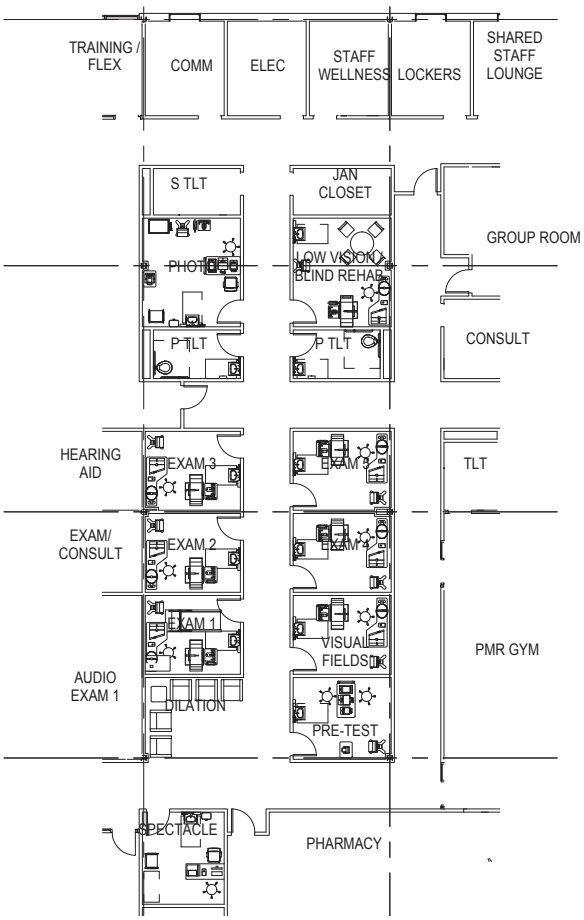


Figure 4.34
Equipment

Eye Clinic - Two-PACT CBOC Prototype

The program requirements for a Two-PACT CBOC Eye Clinic are located along a double loaded corridor; one structural bay of 31'-10" x 31'-0" wide. Providers would have work stations in a directly adjacent Team Work Area. The Team Work Areas are shared with other providers and staff members within the Ancillary Services Diagnostic Module. Eye exam rooms are sized as universal rooms for maximum flexibility.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Low Vision/Blind Rehabilitation
- Exam Room
- Spectacle (Fitting and Dispensing Room)
- Photography Room
- Pre-Testing Room
- Visual Fields Room
- Waiting Area (Dilation)
- Shared Spaces:
  - Team Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
Eye Clinic: Three-PACT CBOC Prototype

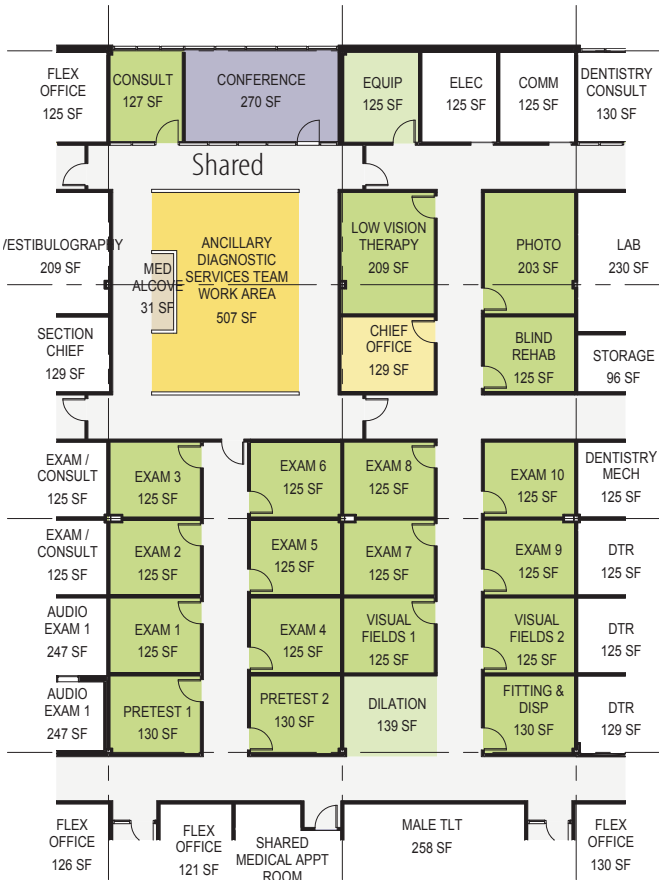


Figure 4.35
Component

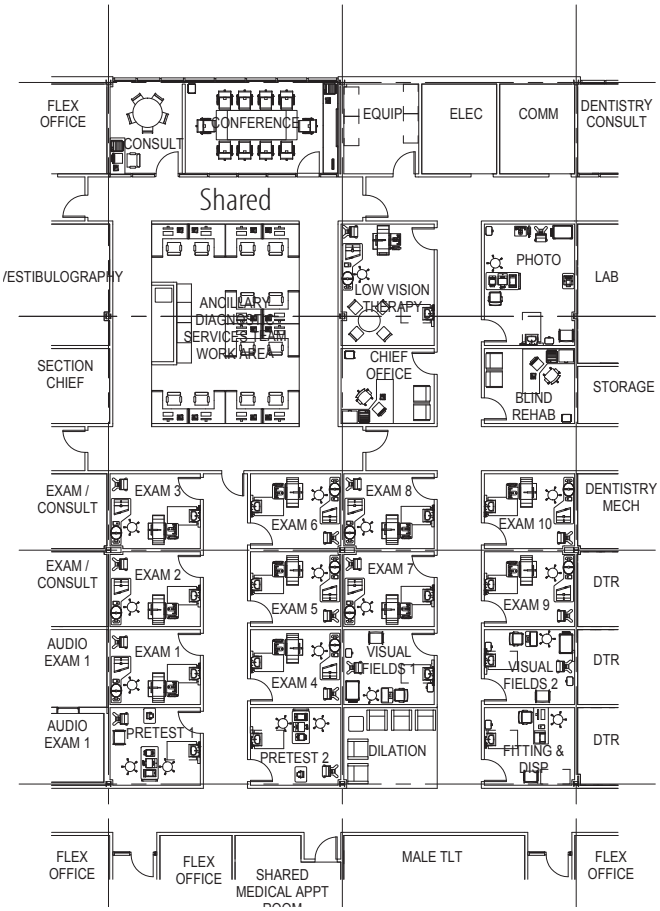


Figure 4.36
Equipment

Eye Clinic - Three-PACT CBOC

The program requirements for a Three-PACT CBOC Eye Clinic are situated along two double loaded patient corridors. Like the Two-PACT CBOC, providers would have work stations in a directly adjacent Team Work Area. The Team Work Areas are shared with other providers and staff members within the Ancillary Services Diagnostic Module. Eye exam rooms are sized as universal rooms for maximum flexibility.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Low Vision/Blind Rehabilitation
- Exam Room
- Fitting and Dispensing Room
- Office, Blind Rehabilitation (VIST) Counselor
- Office, Chief of Service
- Photography Room
- Pre-Testing Room
- Visual Fields Room
- Waiting Area (Dilation)
- Shared Spaces:
  - Team Work Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
General Mental Health: Two-PACT CBOC Prototype

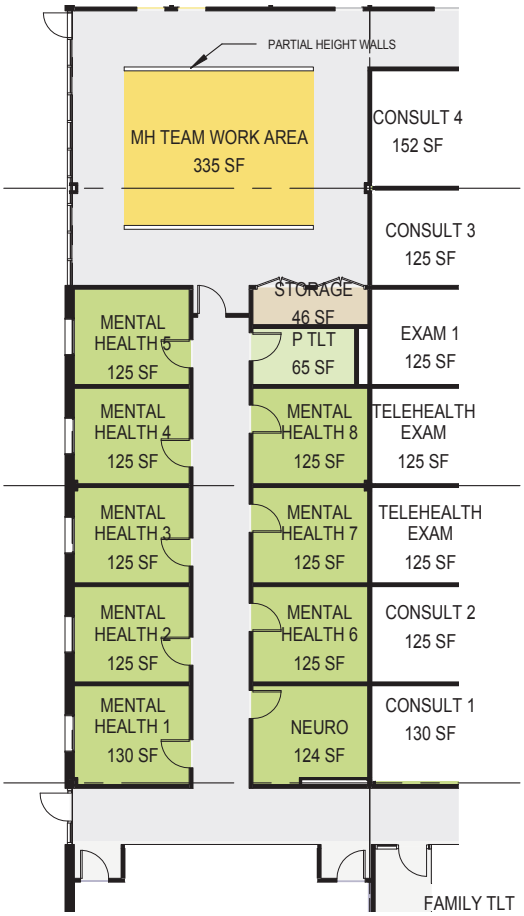


Figure 4.37
Component

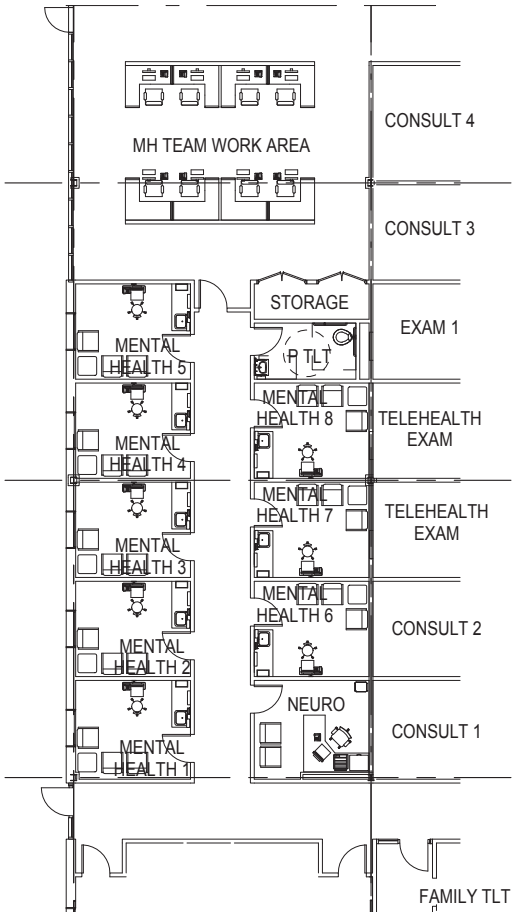


Figure 4.38
Equipment

General Mental Health - Two-PACT CBOC

This component is for a General Mental Health clinic, with consult rooms that are not provider-specific. Provider work stations are in a team work area, similar to the PACT Team Work Area. This component is to be adjacent to PACT modules for possible shared staff, support spaces and reception. Co-location with PACT supports integration of care for Veterans.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Biofeedback/Neuropsych
- Counseling Office, Mental Health
- Team Room, Mental Health
- Shared Spaces:
  - Patient Toilets
  - Group Therapy Room
  - Storage Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
General Mental Health: Three-PACT CBOC

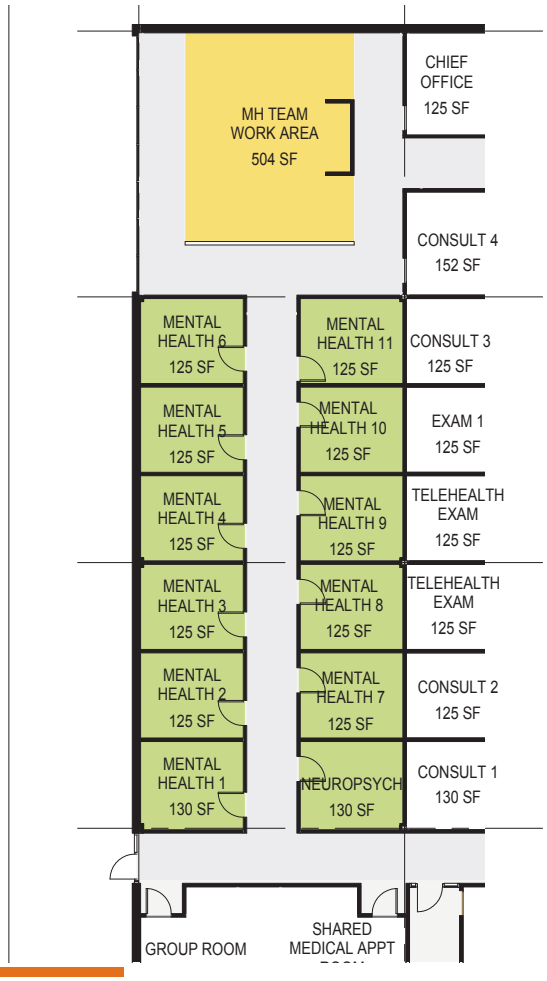


Figure 4.39
Component

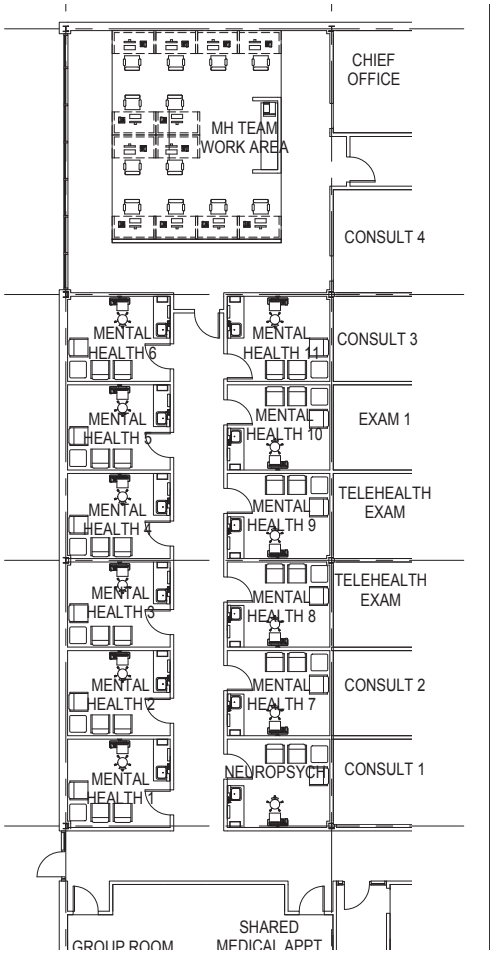


Figure 4.40
Equipment

General Mental Health - Three-PACT CBOC

Like the Two-PACT CBOC, this component is for a General Mental Health clinic, with consult rooms that are not provider-specific. Provider work stations are in a team work area, similar to the PACT Team Work Area. This component is to be adjacent to PACT modules for possible shared staff, support spaces and reception. This component is three structural bays in depth to accommodate the additional mental health rooms required at this scale.

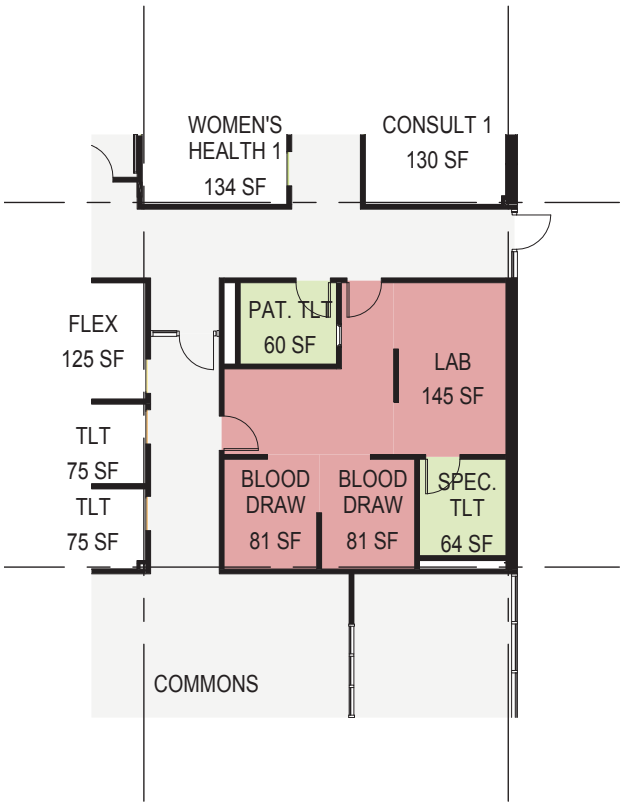
Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Biofeedback/Neuropsych
- Office, Chief
- Office, Mental Health Provider/Coordinator
- Storage Room
- Team Room, Mental Health
- Shared Spaces:
  - Patient Toilets
  - Group Therapy Rooms

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Pathology + Lab: One-PACT CBOC Prototype



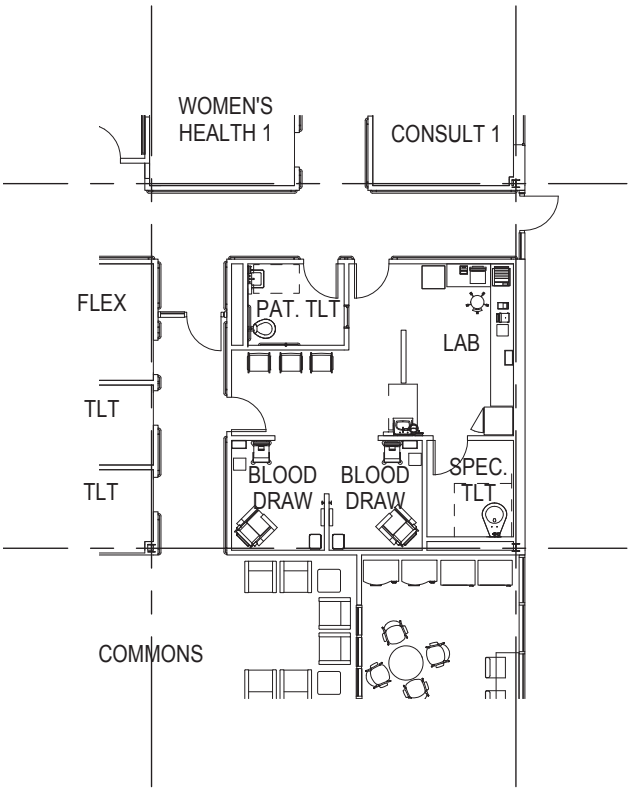


Figure 4.41
Component

Pathology + Lab - One-PACT CBOC

The Pathology + Lab One-PACT CBOC component is located along the front public/private bar of the clinic for ease of entrance from both the public Commons area and PACT module. Its location along the front bar provides convenient patient access, especially for those patients visiting the CBOC for lab appointments only. There is an open lab area and semi-private blood draw stations. Allowances have been made for bariatric patients and patients in wheelchairs. There are two unisex patient toilets; one for specimen collection with the handwashing sink located outside the door, for drug testing situations; the other along the clinic corridor with a specimen pass-thru. A secondary entrance into the main lab space off the clinic corridor minimizes staff travel distances, providing quick access to fainting patients without having to exit the PACT module.

Refer to Section 2.5 - Typical Patient/Staff Flow for additional diagrams.

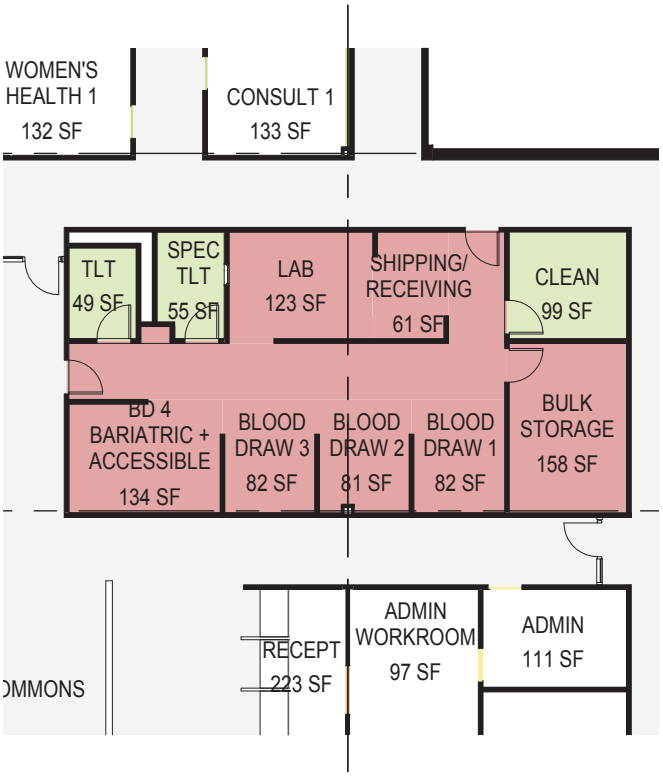
Figure 4.42
Equipment

Key Spaces

- Blood Draw
- Lab
- Toilet, Specimen Collection
- Shared Spaces:
  - Reception
  - Public Toilets

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Pathology + Lab: Two-PACT CBOC Prototype



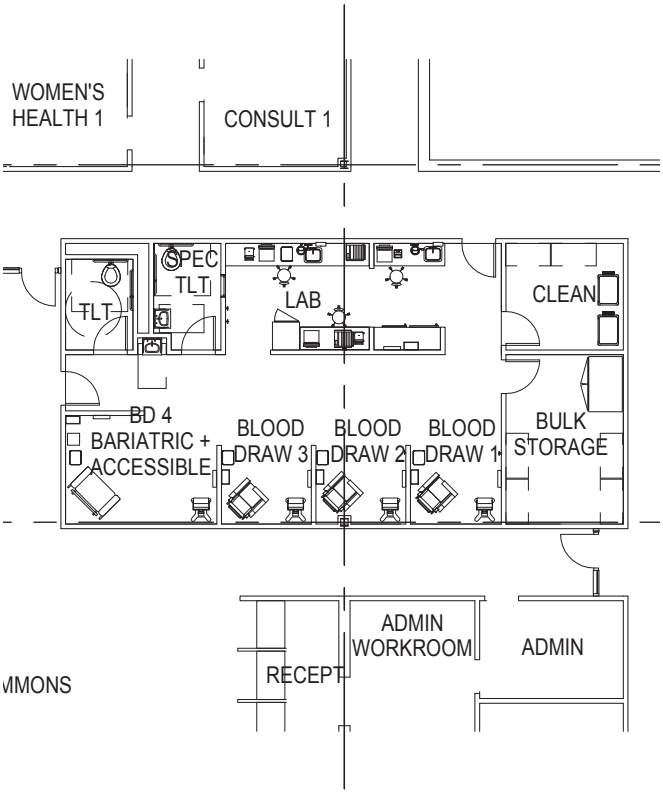


Figure 4.43
Component

Pathology + Lab - Two-PACT CBOC

The Pathology + Lab Two-PACT CBOC component is located at the corner of the front public/private bar of the clinic for ease of entrance from both the public Commons area and PACT module. Its location along the front bar provides convenient patient access, especially for those patients visiting the clinic for lab appointments only. The lab is scaled from the One-PACT CBOC to meet the program requirements in a Two-PACT CBOC. Similarly, there is an open lab area and three semi-private blood draw and a larger, accessible, bariatric blood draw stations. There are two unisex patient toilets; one for specimen collection with the handwashing sink located outside the door, for drug testing situations; the other within the lab itself. A secondary entrance into the main lab space off the clinic corridor minimizes staff travel distances for quick access to fainting patients without having to exit the PACT module. At this scale, the component also includes Bulk and Clean Storage directly off the main lab area.

Refer to Section 2.5 - Typical Patient/Staff Flow for additional diagrams.

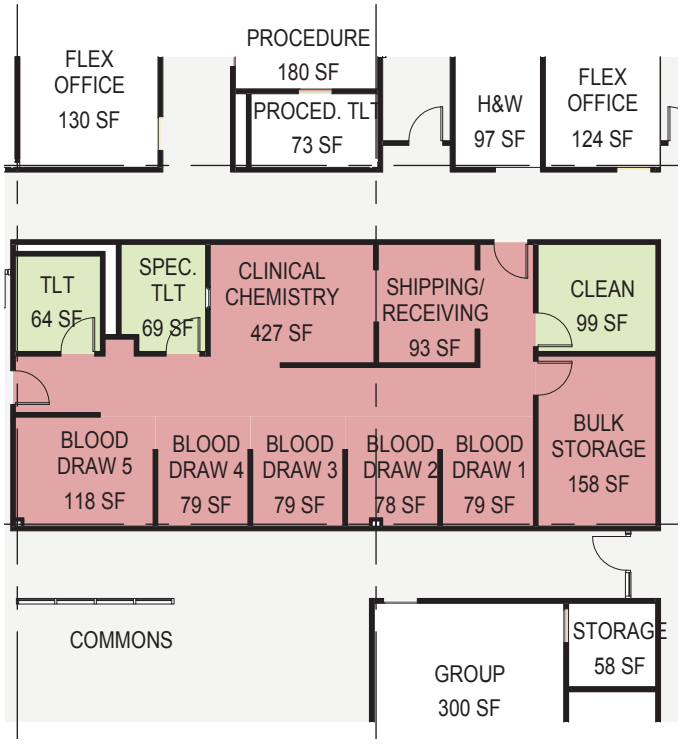
Figure 4.44
Equipment

Key Spaces

- Blood Draw
- Clinical Chemistry Lab
- Bulk Storage
- Toilet, Unisex
- Toilet, Specimen Collection
- Clean Storage
- Shared Spaces:
  - Reception

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Pathology + Lab: Three-PACT CBOC Prototype



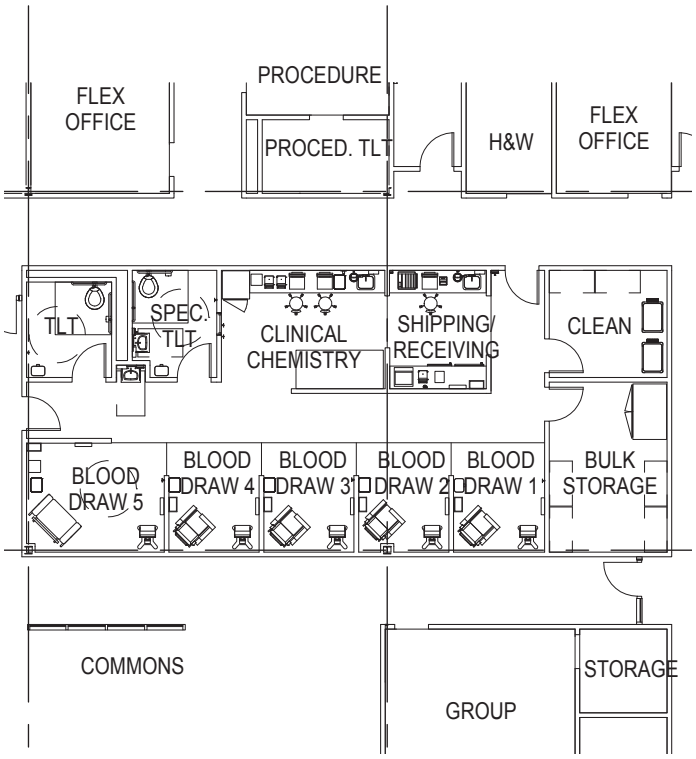


Figure 4.45
Component

Pathology + Lab - Three-PACT CBOC

The Pathology + Lab Three-PACT CBOC component is located along the front public/private bar of the clinic for ease of entrance from both the public Commons area and PACT module. Its location along the front bar provides convenient patient access, especially for those patients visiting the clinic for lab appointments only. The lab is scaled from the Two-PACT CBOC to meet the program requirements in a Three-PACT CBOC. Similarly, there is an open lab area, however, there are four semi-private blood draw and a larger, accessible, bariatric blood draw stations. There are two unisex patient toilets; one for specimen collection with the handwashing sink located outside the door, for drug testing situations; the other within the lab itself. A secondary entrance into the main lab space off the clinic corridor minimizes staff travel distances for quick access to fainting patients without having to exit the PACT module. At this scale, the component also includes Bulk and Clean Storage directly off the main lab area.

Refer to Section 2.5 - Typical Patient/Staff Flow for additional diagrams.

Figure 4.46
Equipment

Key Spaces

- Blood Draw
- Clinical Chemistry Lab
- Clean Storage
- Storage, Bulk
- Storage, Refrigerated (under counter)
- Toilet, Unisex
- Toilet, Specimen Collection
- Shared Spaces:
  - Reception

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Pharmacy: Two-PACT CBOC Prototype

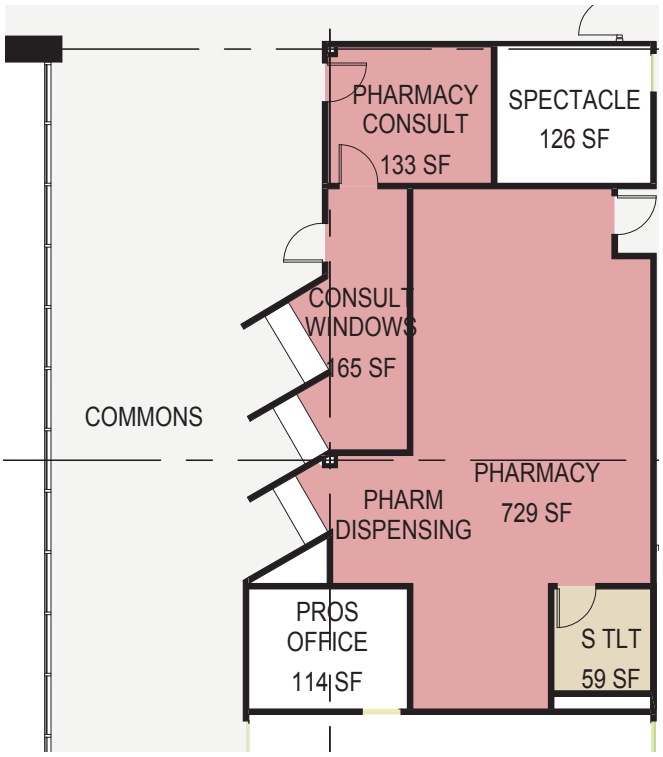


Figure 4.47
Component

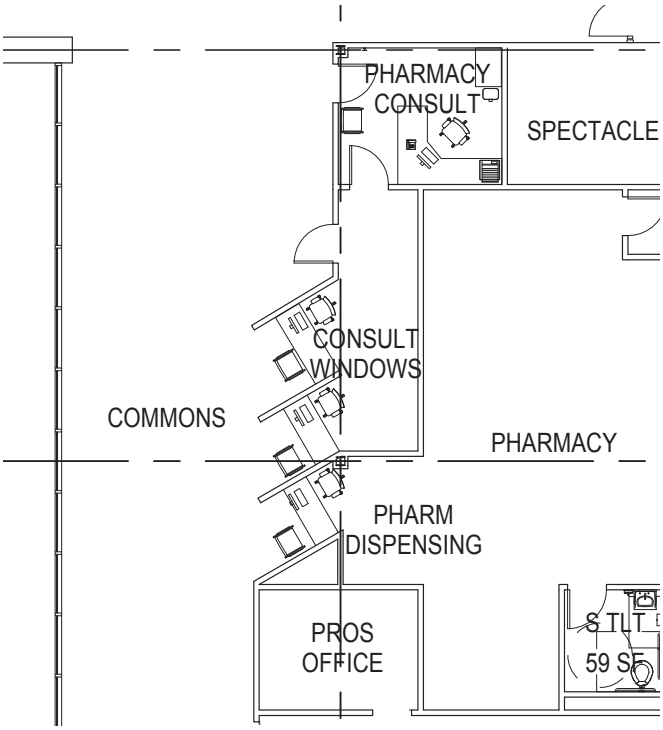


Figure 4.48
Equipment

Pharmacy - Two-PACT CBOC

The Pharmacy component is located along the Commons area, for direct patient access. There are two drop-off windows that also function as consult windows. Each patient requires a consultation when beginning new medication. The Pharmacy Consult windows also have an entry way into a private Consult Room with a patient entrance off the commons area to be utilized if the patient prefers additional privacy. The consult room is intended to be separate from the main pharmacy. These two windows are outside the "secure" line. The third window, within the main pharmacy, is dedicated for dispensing and is within the "secure" line with wall construction types to comply with security protocols. The Pharmacy itself is a large, open space and flexible. At the time of specific CBOC design, the space should be layed out to target specific needs driven by the CBOC's proximity of parent VA Medical Center. The layout should consider systems furniture for flexibility through changing technologies and trends.

Refer to Section 2.5 - Typical Patient/Staff Flow for additional diagrams.

Key Spaces

- Dispensing
- Drug Receiving
- Filling and Assembly
- Office, Pharmacist/Consultation Room
- Prescription Receiving
- Refrigeration
- Storage, Active
- Storage, Medical Supplies
- Shared Spaces:
  - Toilet, Staff
  - Waiting Area

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Pharmacy: Three-PACT CBOC Prototype

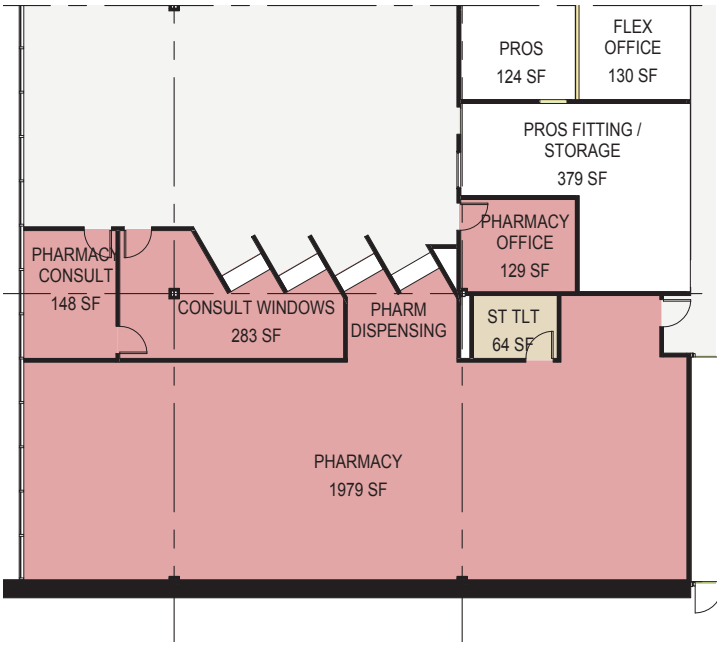


Figure 4.49
Component

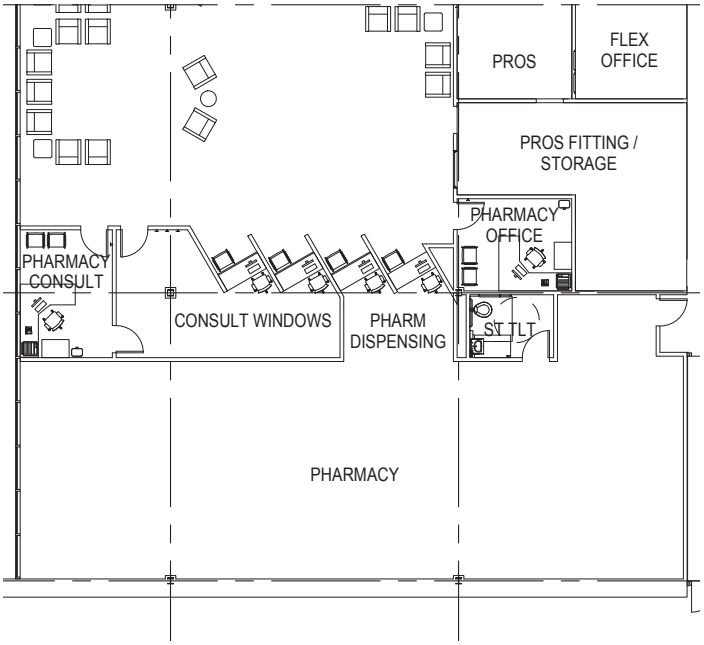


Figure 4.50
Equipment

Pharmacy - Three-PACT CBOC

Like the Two-PACT component, the Pharmacy is to be placed along the Commons area, for direct patient access. There are two drop-off windows that also function as consult windows. The Pharmacy Consult windows also have an entry way into a private Consult Room with a patient entrance off the commons area to be utilized if the patient prefers additional privacy. The consult room is intended to be separate from the main pharmacy. These two windows are outside the "secure" line. At this scale, two windows, within the main pharmacy, are dedicated for dispensing and are within the "secure" line with secure wall construction. A separate dedicated Pharmacist office is provided adjacent to the Pharmacy Consult Window. The Pharmacy itself is a large, open space and flexible. At the time of design, the space should be layed out to target specific needs driven by the CBOCs proximity of parent VA Medical Center. The layout should consider systems furniture for flexibility with changing technologies and trends. By locating the Pharmacy component at the edge of the building, there is future potential for a drive-through pharmacy window.

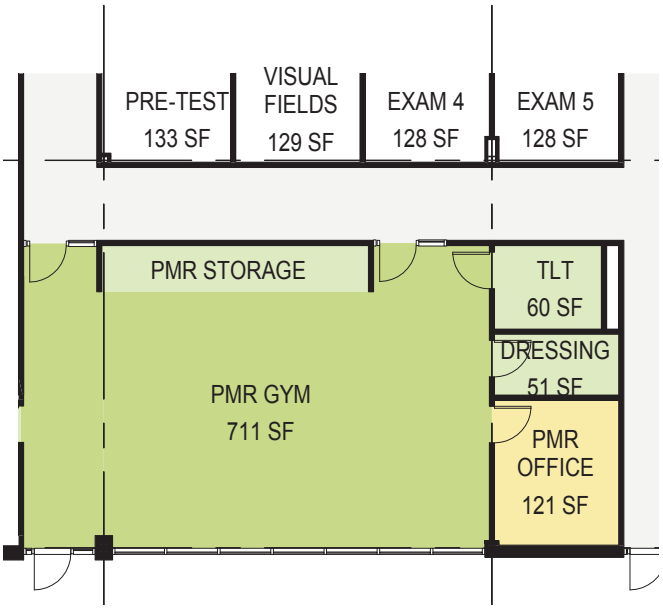
Refer to Section 2.5 - Typical Patient/Staff Flow for additional diagrams.

Key Spaces

- Dispensing
- Drug Receiving
- Drug Receiving, Breakdown and Verification Area
- Filling and Assembly
- Office, Pharmacist
- Office, Consultation Room
- Prepackaging
- Prescription Receiving
- Refrigeration
- Storage, Active
- Storage, Controlled Substance/Secured
- Storage, Flammable
- Storage, Medical Supplies
- Shared Spaces:
  - Toilet, Staff
  - Waiting Area

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
PMR + Prosthetics: Two-PACT CBOC Prototype



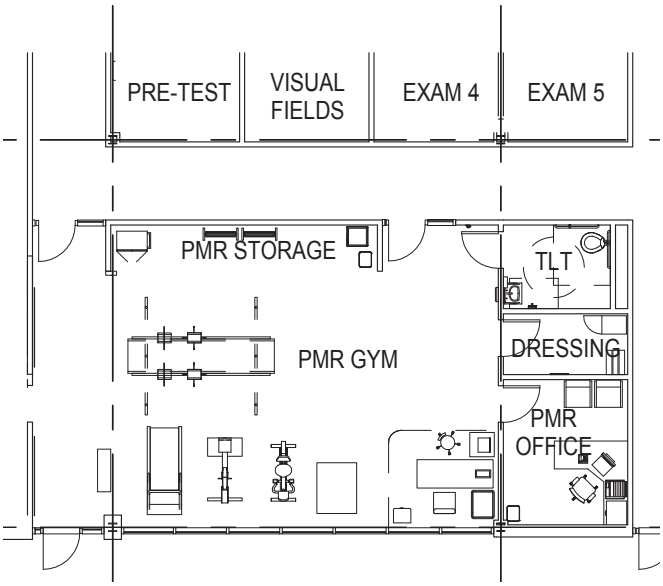


Figure 4.51
Component

PMR + Prosthetics - Two-PACT CBOC

Physical Medicine and Rehabilitation has been combined with Prosthetics to support their co-location need. A large, open gym area is flanked by support spaces and offices to allow each CBOC site to fill the space with the modalities needed for their population. The prototype equipment shows machine allotments along the glazing, a private treatment cubicle, and open space in the center of the gym for mat tables, parallel bars, or other equipment. A dressing room and patient toilet is also accessed from within the gym area. The component is placed along exterior walls whenever possible to allow for abundant natural light.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Figure 4.52
Equipment

Key Spaces

- Dressing Room
- Office
- Storage, Equipment
- Toilet, Patient
- Treatment Exercise Area

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components PMR + Prosthetics: Three-PACT CBOC Prototype

Figure 4.53
Component

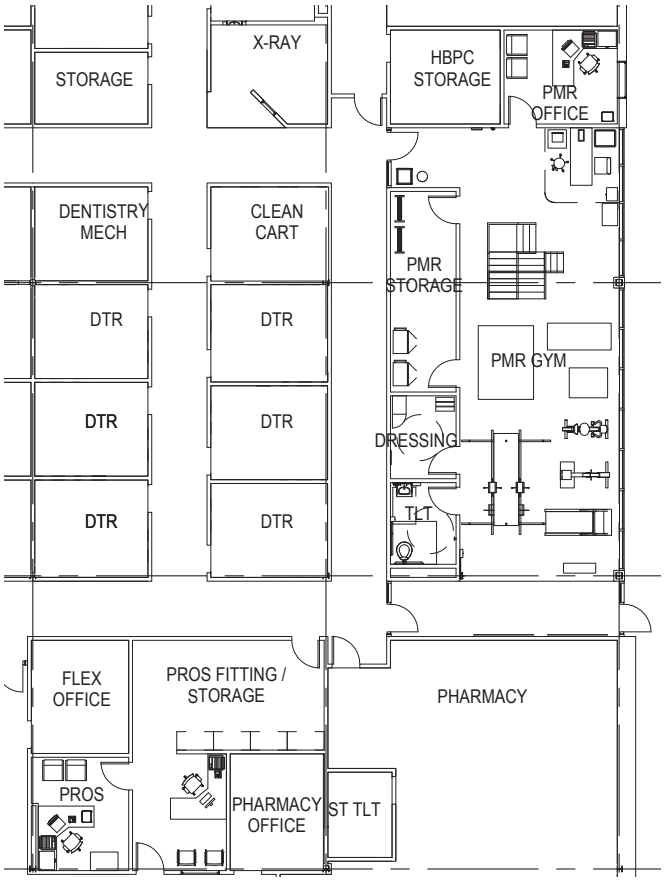


Figure 4.54
Equipment

PMR + Prosthetics - Three-PACT CBOC

In the Three-PACT CBOC, Physical Medicine and Rehabilitation have also been combined with Prosthetics to support their co-location need. At this scale, The PMR Fitting and Storage have dual entrances off the patient corridors and are combined with an office for the technician. Like the Two-PACT CBOC, a large, open gym area is flanked by support spaces and offices to allow each CBOC site to fill the space with the modalities needed for their population. The prototype equipment shows machine allotments along the glazing, a private treatment cubicle, and open space in the center of the gym for mat tables, parallel bars, or other equipment. A dressing room and patient toilet is also accessed within the gym area.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Dressing Room
- Office
- Storage, Equipment
- Toilet, Patient
- Treatment Exercise Area

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Radiology: Two-PACT CBOC Prototype

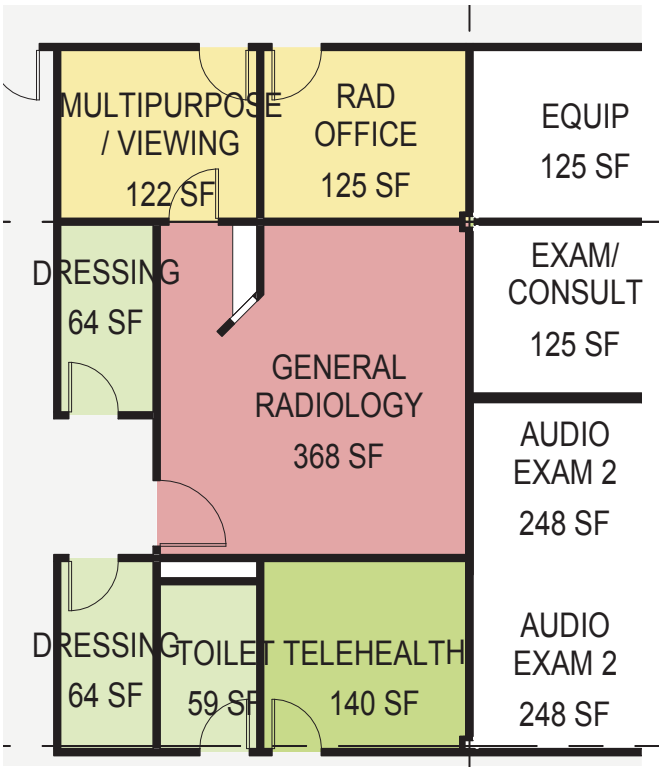


Figure 4.55
Component

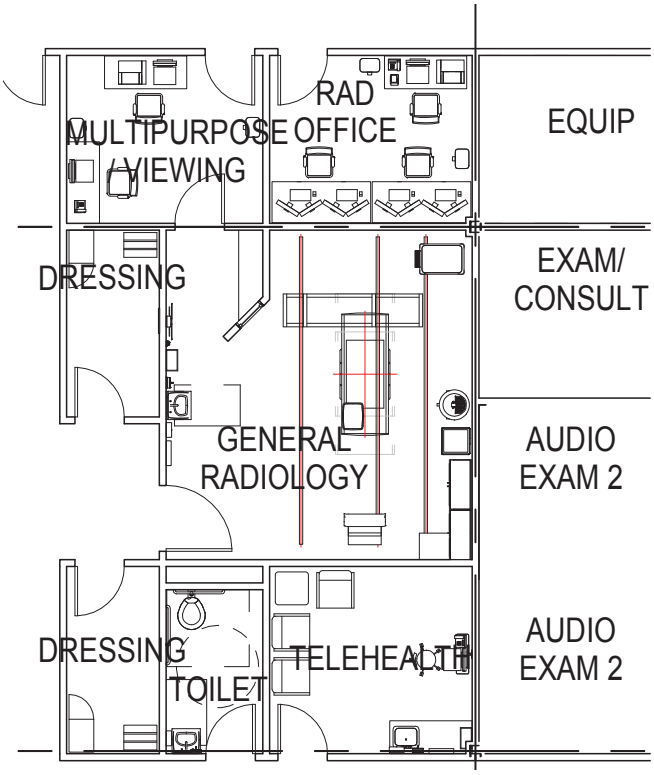


Figure 4.56
Equipment

Radiology - Two-PACT CBOC

In a Two-PACT CBOC, the Radiology component is centralized around one general radiology room. The two dressing rooms create a semi-private alcove entry into the room because patients will use the dressing rooms as sub-waiting space. This component is best located with proximity to an exterior wall, and near easily moved space for future expansion. An exterior door for access to a mobile imaging technology can be added along the back clinic corridor. Refer to page 4.34 for additional information on the mobile imaging technology pad considerations.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Dressing Room
- General Purpose Radiology Room
- Multi-Purpose/Viewing
- Office, Staff Radiologist/Technician
- Shared spaces:
  - Reception
  - Waiting

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components Radiology: Three-PACT CBOC Prototype

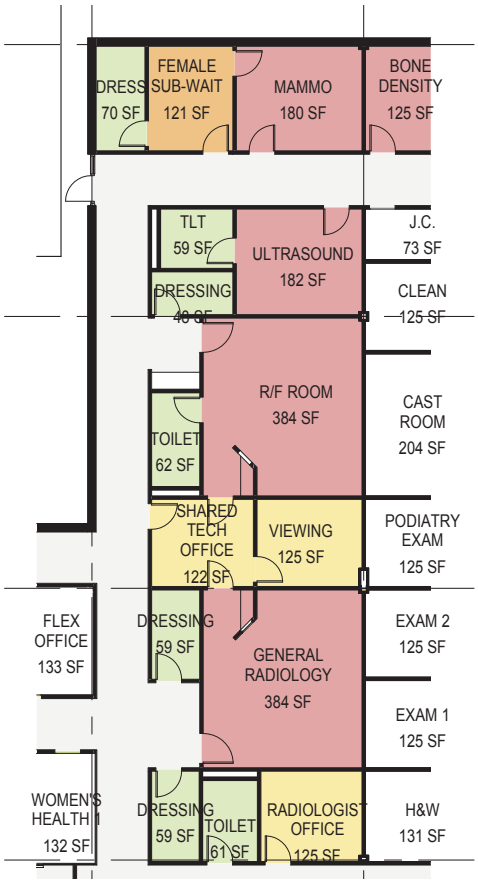


Figure 4.57
Component

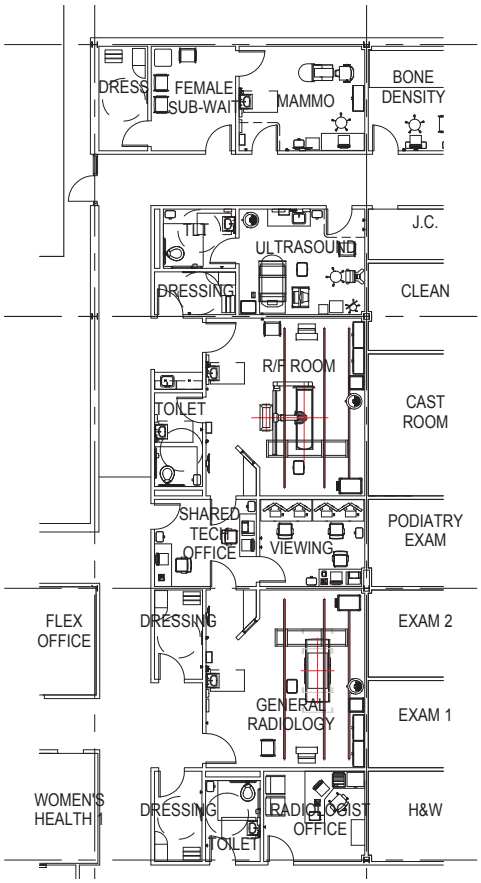


Figure 4.58
Equipment

Radiology - Three-PACT CBOC

The Three-PACT Radiology component consists of the general radiology and rad/fluoro rooms and their respective support spaces. The dressing rooms create semi-private entries for visual privacy as patients travel from the dressing rooms into the imaging rooms, as in Two-PACT. If necessary to support local programmatic need, the component can also have mammography and bone density. The female sub-wait with dedicated dressing room is appropriate for CBOCs with a justifiable female population. The sub-wait alcove also offers an additional layer of privacy for gowned women. Women enter the Mammography room directly from the sub-wait alcove. An exterior door for access to a mobile imaging technology can be added along the back clinic corridor. Refer to page 4.34 for additional information on the mobile imaging technology pad considerations.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Dressing Room
- General Purpose Radiology Room
- Multi-Purpose/Viewing
- Office, Staff Radiologist
- Radiographic/Flouroscopic (R/F) Room
- Shared Office, Technicians
- Ultrasound Room
- Ultrasound Toilet
- Shared spaces:
  - Waiting
- To meet programmatic needs:
  - Diagnostic Cone Densitometer
  - Mammography Room

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
Mobile Tech Pad: Two + Three-PACT CBOC Prototype

Figure 4.59
Component

Mobile Technology Pad - Two + Three CBOC Prototypes

Mobile Technology brings services to healthcare facilities to meet a specific service need that is otherwise not offered within the existing clinic footprint. Pre-planning for future use of a Mobile Technology Pad component is critical to consider not only what utility requirements are needed, but also the flow of patients and staff. In the Three-PACT CBOC Prototype, the Radiology Component is designed in such a way that a Flex office could be re-purposed to serve as a sub-waiting area or vestibule to the outside mobile technology pad. Other considerations include the design of a canopy to shield patients from varying weather elements and the levelness of the site. This pad can be used for mobile imaging, such as CT, MRI, or Mammography, or other mobile services, such as Dental.

Ancillary Services Diagnostic Components Dentistry: Three-PACT CBOC Prototype

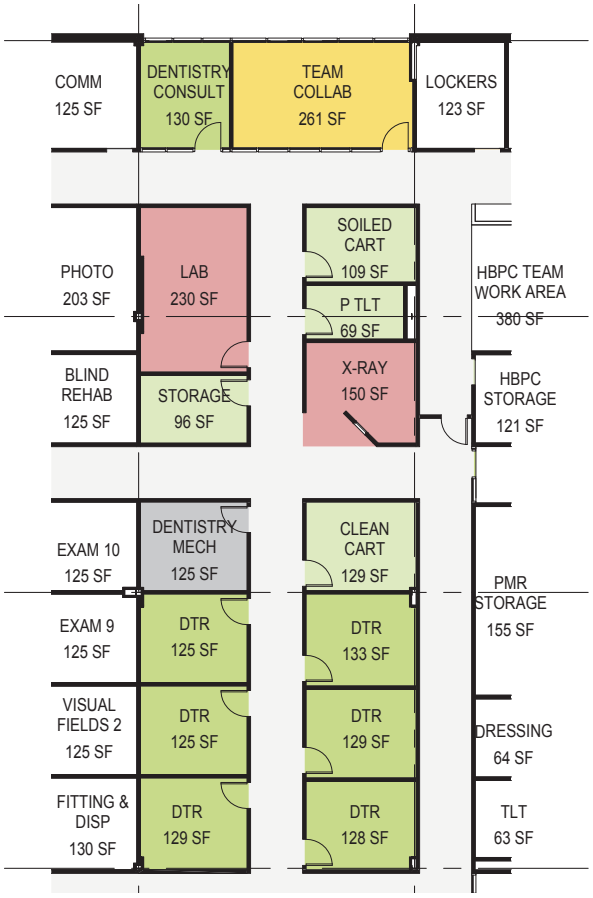


Figure 4.60
Component

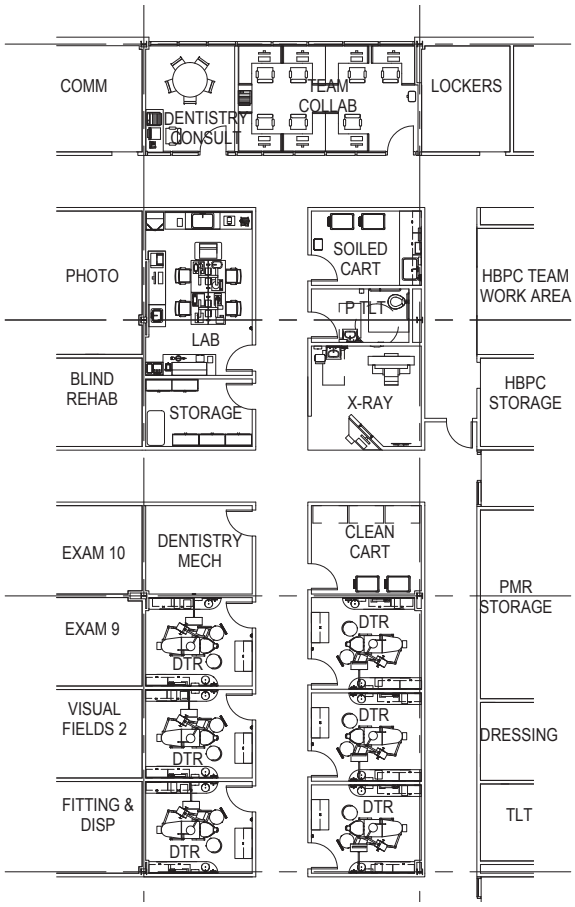


Figure 4.61
Equipment

Dentistry - Three-PACT CBOC Prototype

Dental treatment rooms (DTRs) have been sized at the universal room size to fit into the modular concepts of the CBOC Prototype. The DTRs are clustered at the front of the component for ease of patient access. The lab is at the back of the hallway, near staff circulation. A team work area is provided at the rear of the component to support a collaborative provider environment. This Dentistry component is planned with clean and soiled cart holding spaces, as the processing will be done by the CBOCs parent VA Medical Center. Bite wing x-rays occur in each DTR. The dedicated X-ray Room is specific for Panoramic/Cephalometric.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Dental Treatment Room
- Patient Toilet
- X-Ray, Panoramic/Cephalometric
- Dental Equipment Mechanical Room
- Linen Room and Clean Room
- Soiled Cart Holding
- Storage Room
- Team Collaboration Room, Staff
- Dental Prosthetic Laboratory
- Shared Spaces:
  - Reception
  - Waiting
  - Consult Room
  - Public Toilets

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

Ancillary Services Diagnostic Components
Multi-Specialty Care: Three-PACT

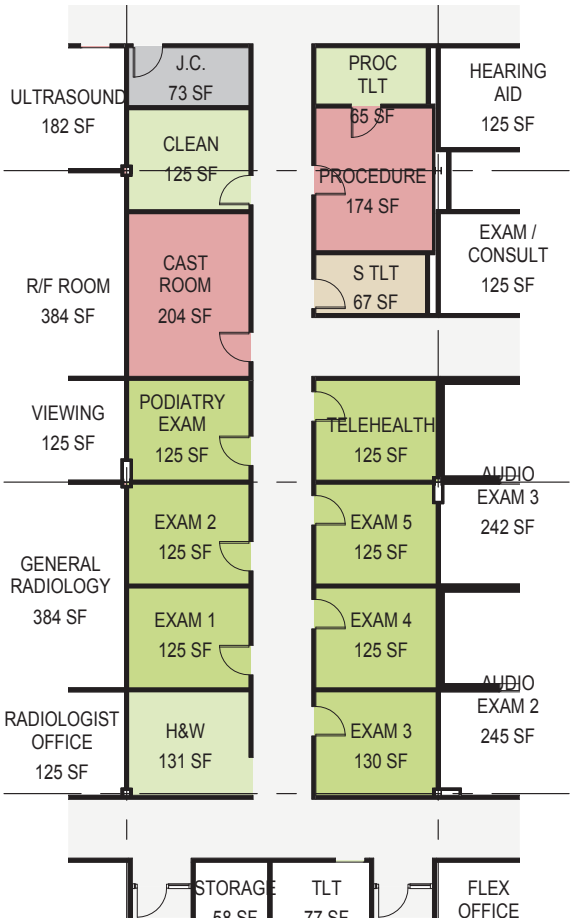


Figure 4.62
Component

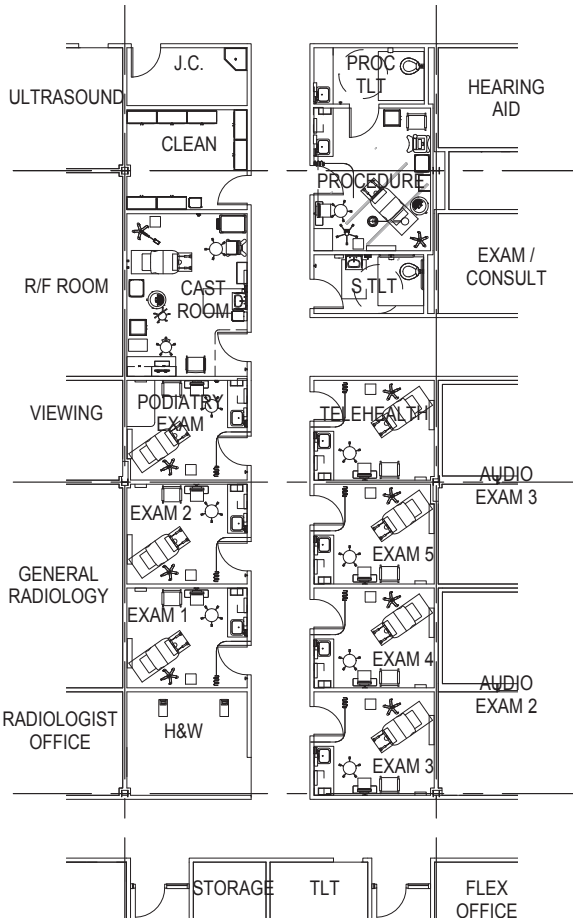


Figure 4.63
Equipment

Multi-Specialty Care - Three-PACT CBOC Prototype

The Multi-Specialty Care component is unique to the Three-PACT CBOC Prototype. The component includes exam rooms at the universal room size to maximize flexibility as diverse providers utilize the spaces throughout the week. Those providers include specialties such as Cardiology, Pulmonology, Dermatology, etc. A procedure room is arranged similar to the procedure room in the PACT module. Providers using this component will work out of an adjacent Team Work Area, shared with other providers in this module. The exercise room for stress testing is placed along the exterior wall to take advantage of natural light.

In final design, consider adjacencies within the module with other specialties depending on services provided.

Refer to Section - 5 Proposed Prototype Layouts for additional information.

Key Spaces

- Cast Room
- Exam Room
- Exercise Room
- Height/Weight Station
- Podiatry Exam Room
- Patient Toilet
- Procedure Room
- Tele-Health Room
- Clean Utility Room
- Staff Toilet
- Shared Spaces:
  - Reception
  - Waiting
  - Public Toilets

Refer to Section 3 - Prototype Program for Design, for specific programmatic requirements.

4.3 Planning Modules

Primary Care Module

The Primary Care Module is designed to support the "Patient Aligned Care Team" or PACT which is based on VA's visionary model of care. PACT is a patient-driven, team-based approach to deliver efficient, comprehensive and continuous healthcare. At its core is active communication and coordination of all healthcare services. PACT depends on a core and expanded team of healthcare personnel who work with the Veteran patient to plan for their overall health.

The internal organization of the modules is to create optimal adjacencies, increase staff efficiency and limit patient travel distances. The modules subject themselves to expansion of each CBOC type; as well as, growth from One-PACT, Two-PACT & Three-PACT CBOC prototypes. While this scenario is does not occur frequently, especially in leased spaces, this design lends itself for future growth for VA owned CBOCs.

Refer to Section 2.6- Clinic Growth - Block + Stack Diagrams.

In a One-PACT CBOC, Mental Health Module is integrated with the Primary Care Module due to the integration of the model being implemented by VHA. In the Two and Three-PACT CBOCs, mental health is located adjacent to primary care. This adjacency allows Mental Health use the same reception area/front door as primary care and reduce the stigma sometimes associated with Mental Health. They are also able to shared many of the support spaces and staff.

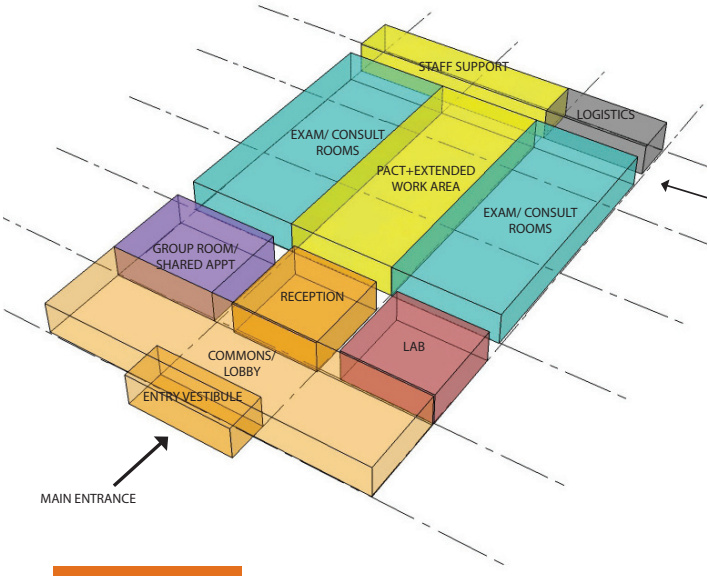


Figure 4.64
Primary Care Module

Ancillary Services Diagnostic Module (ASDM)

The Ancillary Services Diagnostic Modules are developed with the same type of internal organization as the Primary Care Module to create optimal adjacencies, increase staff efficiency and limit patient travel distances. The front area of the module is for the reception and public/clinical shared spaces, to include areas such as reception areas, public toilets, Shared Medical Appointments, Group Rooms and Conference Rooms.

The reception areas are shared with the different departments contained in this module allowing for efficient utilization of staff. Behind the reception area, off the clinical corridor are the components for the different ancillary and specialty services; such as, Audiology, Radiology, Eye Clinic and Physical Medicine and Rehabilitation (PMR). The size of these components and the number of different components included in this module changes between the different clinic sizes and can be easily modified if the clinic population has an additional need since the universal room concept is used as frequently as possible. Refer to Section 2 - CBOC Prototype Planning Assumptions for a list of services included in the One, Two and Three-PACT Modules.

The Ancillary Services Diagnostic Module also maintains Team work areas similar to the PACT Module with the conference room and training/consult rooms behind the teaming area to allow natural light to spill into the space. Located at the rear of the module are the additional support spaces; such as, staff lounges, staff toilets, lockers, equipment and clean storage areas.

Refer to Section 5 - Proposed Layout, for Component Adjacencies Overview.

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