
A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(a) Introduction

A1(a) INTRODUCTION

The Ambulatory Care Centre (ACC) comprises a wide range of outpatient clinics and services of the Abbotsford Hospital and Cancer Centre.

The following clinical output specifications are included in this section.

- Abbotsford Hospital Outpatient Services includes the centralized facilities for the provision of specialized treatment (e.g., hereditary cancer program, cast clinic), diagnostic and educational services on an outpatient basis, and chronic disease management. This area also includes the BC Cancer Foundation.
- Cancer Centre Chemotherapy Treatment Unit provides the facilities for chemotherapy (systemic) treatment services for cancer patients.
- Cancer Centre Clinical Trials Office includes the office facilities for the clinical trials staff.
- Cancer Centre General Clinic provides consultation and follow-up examinations of medical, radiation, and surgical oncology patients. In addition, consultations with multi-disciplinary staff (e.g., social workers, nutritionists) and specialized clinics (e.g., pain and symptom management clinic) are provided.
- Cancer Centre Professional Staff Offices provides centralized office and support facilities for executive administration and the professional offices for medical oncology, radiation oncology, surgical oncology, and other medical and support staff.
- Cancer Centre Patient Rehabilitation provides offices and support facilities for the multidisciplinary staff who provide patient rehabilitation services for cancer patients and their families during all stages of diagnosis and treatment.
- Cancer Centre Radiation Therapy Treatment includes all aspects of treatment planning, radiation therapy preparation, simulation, radiation therapy and treatment review, and dental consultation services.
- Cancer Centre Staff Facilities includes the central break room and locker/shower provisions specifically for the BCCA staff.

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A1(b) ABBOTSFORD HOSPITAL OUTPATIENT SERVICES

A1(b).1 SERVICE DESCRIPTION

A1(b).1.1 Scope of Clinical Services

This section A1(b) sets out the requirements for the centralized facilities for the central reception, information and waiting for Ambulatory Care Centre clinics and services, the BC Cancer Foundation area, and the medical, surgical and allied health consultative, assessment/diagnostic, treatment and educational services to be achieved or accommodated by Project Co in providing the Works and the Services. This component is a high priority component of the Facility. The plan provides for consolidation of many ambulatory care functions currently existing and scattered in the existing MSA Hospital, such as, but not inclusive:

- Diabetes services
- Nutrition services
- Respiratory rehabilitation program
- Respiratory rehabilitation exercise maintenance program
- Cast clinic/orthopedic services
- Pain clinic
- Endocrine studies
- Stroke and heart health clinic
- Anesthesia clinic
- Preadmission clinic (incl. O.R. booking)
- Podiatry clinic
- HIV/AIDS clinic
- Dermatology clinic
- Arthritis/rheumatology clinic
- GI/Urology clinic
- Allergy clinic
- Breast health program
- Hereditary cancer program
- Prostate health program
- Neuropsychology

The Fraser Health Authority's goal is to maximize the number of client's receiving outpatient care as an alternative to admission or as a follow-up after discharge. The centralization and integration of these services will be particularly accommodating to clinics and services which take an interdisciplinary approach to patient care, have special equipment requirements, and/or require diagnostic/treatment services not generally found in community-based physician's offices. The component will also serve as the home base for professional staff and supplies/equipment associated with specific specialty care programs geared to providing patient services to the immediate community and region.

Many of the specialized treatment and diagnostic services accommodated in this component will be utilized by outpatients as well as some inpatients.

The component provides facilities for a number of services, grouping them so as to take advantage of operational efficiencies in clinic management and staffing while maintaining a high quality of patient care. Activities have been allocated to one of the following functional areas within the component as detailed in the schedule of accommodation and are described in detail below:

- Central ACC reception/waiting area (includes BC Cancer Foundation area)
- General shared clinics area
- Chronic disease management area
- Specialized clinics
- Staff support area

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The Central ACC Reception/Waiting Area accommodates the large volumes of patients arriving at the Ambulatory Care Centre on a daily basis to attend clinics or access various services within this component. To accommodate this, the ACC central reception/waiting area will occupy a prominent location within the building with easy access from an outpatient entry and parking. It will accommodate patient reception and information access and a large waiting area with public amenities such as self-registration kiosks, educational materials displays, child play area, pay phones, and wheelchair accessible washrooms. It is anticipated that this area will be physically related to other public amenities associated with the main entry of the AHCC. Patients arriving at the Ambulatory Care Centre will be greeted by the ACC central reception. The role of the central reception will be limited to 'meet and greet patients' and assist with general enquires. Patients will be directed to the appropriate locations within the Abbotsford Hospital and Cancer Centre clinics for direct service. Each clinic area will have dedicated patient reception/registration and waiting areas, but the central waiting area adjacent to the central reception will be used by patients arriving early, relatives/carers waiting for patients in various clinics, and patients who are between consultations.

The central ACC reception/waiting area also includes area for the BC Cancer Foundation. The Foundation Area (office/donor recognition) provides an office for the BC Cancer Foundation, established to solicit monetary donations to the Cancer Centre, accept any donations made by patients, visitor or families, and manage the allocation of these funds for capital acquisitions. Distinct donor recognition areas for BC Cancer Foundation donors will be provided to recognize a list of an estimated 1,000 supporters/contributors. Innovative methods that provide flexibility yet pay tribute to donors that are integrated within the Cancer Centre will be explored by the service provider. It also includes a display area for BC Cancer Foundation activities information.

The Shared Clinics Area will provide general-purpose examination, consultation and interview rooms and associated support space to accommodate the scheduled clinic activities of a variety of medical and paramedical services, including pain clinic, stroke and heart health clinic, anesthesia clinic, HIV/AIDS clinic, dermatology clinic, GI/urology clinic, geriatric clinic and allergy clinic. These clinics will include those for visiting medical specialists whose practices are not based in the health service delivery area.

These examination room-based clinics will often employ an interdisciplinary approach to patient assessment and treatment. A number of interview rooms are provided to accommodate meetings with family members, between team members of different professional disciplines, or with students. Although generic space will be shared by various clinics, patients and family members will be received and treated by staff specific to their particular clinic, which is scheduled for that day.

The special needs of children accompanying patients will be accommodated through the provision of a play area.

Non-surgical dental services are not anticipated in the Ambulatory Care Centre, but will be provided as necessary in particular inpatient areas of the Abbotsford Hospital and in the Cancer Centre (see section A1(h) Radiation Therapy).

The Chronic Disease Management Area includes a range of health education, promotion and risk reduction programs for the assessment and treatment of individuals who currently have chronic disorders such as pulmonary and metabolic disorders, cardiovascular disease, cancers, arthritis, diabetes, and those at risk for osteoporosis, and who would benefit from healthy life-style management. The Cancer Centre will participate in the breast health program and prostate

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health program through a range of programs, including complimentary therapies, community-based epidemiology, education on prevention and other education programs.

This area will facilitate the coordination of all health promotion/disease prevention programs offered by the FHA and some of those offered by BCCA/PHSA and will include existing programs, such as the stroke prevention program which has an education and research component, but which currently lacks the exercise component, as well as, but not limited to:

- Diabetes services (education & exercise programs)
- Cardiac program groups
- Pre-admission group education
- Respiratory rehabilitation program (RRP)/RR exercise maintenance program
- Nutrition counselling
- Osteoporosis management

This area will participate in research in preventive medicine utilizing the risk reduction model, integrating this research with community programs.

In order to provide services to both outpatients and inpatients, the ACC will be physically located at the new AHCC site.

Specialized Clinics will require dedicated space due to relatively constant use, the use of specialized equipment, and/or in order to meet particular patient care needs (e.g., immunosuppression). This zone of the Ambulatory Care Centre accommodates the following special services:

- Pre-admission clinic (PAC) accommodates the reception, pre-operative patient assessment/care, and office space associated with the pre-admission services. The main objective of providing this service is to transfer a number of inpatient functions to the outpatient setting, thus streamlining the admission process for both patients and hospital staff, reducing the pre-and post-operative in-hospital length of stay, and minimizing last minute cancellation of surgical procedures.

The OR Booking office will receive the slates from the physician's office and all bookings. These will be placed into a computerized waitlist. The physician's office will provide the elective slate 2 weeks prior to the surgery date. The slate will be generated automatically along with a pick list that will go to SPD. The booking information will be available for pre-reading by the anesthetists who will then designate any patients that will require an anesthetic consult. All patients admitted for over 24 hours will be seen in the pre-admission clinic, plus any additionally specified patients (e.g., anesthetic consults, diabetics, patients on blood thinner, etc.).

Key PAC activities include:

- history review
- discharge planning/home management assessment
- social worker involvement as needed
- nursing assessment
- diagnostic work-up (e.g., blood, ECG, etc.)
- pre-operative teaching and orientation
- anesthetic consultation

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- allied health consultation/assessment (incl. PT/OT)
- general health education
- physical examination by physician
- the coordination of scheduled diagnostic procedures
- coordination of day surgery patient charts and phone data bases

The objectives of this clinic is to elicit, coordinate and disseminate to all members of the health care team, all appropriate information regarding the patient's history and health status to provide information so that the patient is aware of all aspects of his/her care in order to facilitate and maximize comfort and self-help and provide efficient, safe and effective delivery of care by the health care team.

The pre-admission clinic will be responsible for coordinating, updating and providing patient educational materials. These materials will include leaflets, booklets and cassette tapes and videos for loan.

- Cast clinic/orthopedic services provides for first and follow-up casting procedures for orthopedic corrections. This clinic needs to be located in close proximity to Medical Imaging, as these services are frequently utilized.
- The hereditary cancer program (HCP) provides information and genetic counselling for individuals and families with a strong history of cancer. Patients with or without a personal history of cancer are referred for genetic risk assessment. A pre-screening questionnaire is completed by all referred patients to determine eligibility and urgency for an assessment. Patients are seen by a medical geneticist and/or a genetic counsellor in an interview setting, and as many as 1-8 family members may also attend the appointment. Follow-up appointments may be required if genetic testing is pursued and/or further consultation is required. Educating doctors, nurses and other health-care providers in BC about hereditary cancer is also an important part of the HCP. In addition, HCP is involved in the training of medical and graduate students. As this is still a new field, research about all aspects of hereditary cancer is another key aspect of the program, whereas almost all members of the multidisciplinary team are involved in various projects.
- Breast health program provides a comprehensive 'one-stop-shopping' for a wide range of preventive education and clinical services surrounding breast health including screening mammography and education in conjunction with the Screening Mammography Program of British Columbia. In order to provide ultimate convenience to patients this program will be located directly adjacent to the diagnostic mammography area of Medical Imaging.

Areas that are viewed as integral to the Ambulatory Care Centre, but are specified separately include:

- General Day Care Unit (see section A3) including:
 - Endoscopy, including bronchoscopy, upper and lower gastro-intestinal endoscopy and motility studies, ENT endoscopies.
 - Cystoscopy and urodynamics, including outpatient and inpatient cystoscopies and urodynamics testing.
 - Colposcopy
 - Medical/surgical day care, including the accommodation of a number of procedures that can be performed in a stretcher-bed or recliner chair area, and the holding, preparation and recovery of patients going to the procedure rooms either elsewhere in the ACC or in the Medical Imaging component.

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- Enterostomal therapy/wound care/home IV therapy program
- Diagnostic Services (see section C1) including:
 - Satellite lab specimen collection station (including blood and urine specimen collection)
 - Electrocardiography (resting ECG and stress testing, holter monitoring, pacemaker testing)
 - Pulmonary function lab (spirometry, slow & forced vital capacity, functional residual capacity, CO₂ diffusion, bronchial challenge)
 - Electroencephalography, evoked potentials, and electromyography

A1(b).1.1.1 Current Trends

In providing the Works and Services, Project Co shall take into account the following trends:

- *There is a greater focus on multidisciplinary team involvement within all ambulatory care programs.*
- *Many hospitals are planning for fewer clinics that mirror physician office practices (however, as a recruitment strategy and a way to ensure adequate coverage by specialists, several hospitals are providing separate facilities that may be close to ambulatory care for physicians to conduct their office practices within, or close to, the hospital).*
- *Ambulatory assessment and diagnostic clinics are developing to support family physicians in managing their patients in the community.*
- *There is a greater focus on management of chronic illness, education and prevention.*
- *Programs that enhance the continuum of care and coordinate screening, diagnosis and treatment are being increasingly planned (these are typically associated with cancer related diseases).*
- *There is increased provision of a wider range of minor procedures resulting in higher levels of patient acuity with ambulatory care.*
- *There is increased provision of medical day care and diagnostic procedures such as endoscopy.*
- *There are an increasing number of patients with wounds that need treating on an outpatient basis. Those patients with skin grafts and flaps are treated today in an outpatient setting where previously they would have been an inpatient. As advances in plastic surgery occur it is anticipated that this activity will increase.*
- *As the elderly population increases, leg ulcers will also increase.*
- *As research and knowledge in hereditary cancer grows exponentially, we can predict significant increases in HCP referrals at certain points in time. For example, once the HCP publicly announces the availability of genetic testing for colon cancer gene testing, or when a major susceptibility gene is found for prostate cancer in the future, we can expect the flow of referrals to rise accordingly.*

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- *The HCP has been training and engaging in genetic counselling sessions using telemedicine technology in order to reach our patient referrals from remote rural communities. As this technology becomes more widely available and accepted, we can predict an increase in referrals from rural communities since the need to travel to the coast will no longer be a barrier for them to access such services. This increase in rural demand will tax the existing staff workload, possibly increasing the waiting period for an appointment in the Lower Mainland.*

A1(b).1.2 Scope of Education Services

The Abbotsford Hospital Outpatient Services component will participate in the clinical training of professional students on a one-to-one basis. A number of factors point toward an increasing need for practical experience opportunities in the ambulatory care setting including:

- Medical/surgical residents, 4 at a time
- Medical undergraduates, up to 4 at a time
- Nursing (diploma, undergraduate and graduate) students, up to 8 at a time (on one shift)
- Pharmacy undergraduates/residents, 1 at a time
- Physiotherapy students, up to 2 at a time
- Occupational therapy students, up to 2 at a time
- Respiratory therapy students, up to 2 at a time
- Dietetic intern, 1 at a time
- Social work students, up to 3 at a time

Separate areas for staff and patient education will also occur within the Abbotsford Hospital Outpatient Services area.

A1(b).1.3 Scope of Research Services

Research activities such as the management of clinical trials will occur from time to time within the area. The administration area will have offices, which may be shared by research coordinators, but the component does not require any unique staff or facility resources solely for research purposes.

A1(b).1.4 Specific Exclusions

This specification excludes outpatient services provided elsewhere, including:

- Sexual assault services (see section A2 Emergency)
- Hemodialysis, peritoneal dialysis and predialysis clinic services (see section A4 Renal Services and community-based resources)
- Chemotherapy treatment (see section A1(c) Cancer Centre Chemotherapy Treatment Unit)
- Dental services (see section A1(h) Cancer Centre Radiation Therapy)
- General cancer clinic services (see section A1(e) Cancer Centre General Clinic)
- Social services, nutrition and psychiatric counselling (see section A1(g) Cancer Centre Patient Rehabilitation)

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- Radiation treatment and radiation treatment planning (see section A1(h) Cancer Centre Radiation Therapy)
- Minor surgery, endoscopies, home IV, enterostomal therapy (see section A3 General Day Care Unit)
- Child health services (see section B5 Maternal Child Program)
- Maternal & fetal assessment (see section B5 Maternal Child Program)
- Psychiatric outpatient and day program(s) (see section B6 Mental Health/Psychiatry Program)
- Laboratory specimen collection (phlebotomy), cardiology diagnostics, pulmonary diagnostics, neurodiagnostics, and vascular diagnostics (see section C1 Diagnostic Services)
- Diagnostic mammography (see section C3 Medical Imaging)
- Physiotherapy, occupational therapy, and speech language pathology (see section C6 Rehabilitation Services)
- ECT services (see section C7 Surgical Services)
- Day care surgery (see section C7 Surgical Services)
- Hereditary cancer program high risk surveillance clinic (see section A1(e) Cancer Centre General Clinic)

A1(b).2 OPERATIONAL DESCRIPTION

A1(b).2.1 Minimum Hours of Operation

It is expected that this component will be routinely scheduled for patient activity between 0800 and 1800 hours, 5 days per week.

A great deal of flexibility in accommodating increased patient volumes is possible in the future by offering extended hours of operations. This could include weekend hours for selected activities, as is the case now, plus after hours clinics for special services.

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A1(b).2.2 Patient Management Processes

A1(b).2.2.1 Reception/Registration/Booking

The majority of patients will access the Abbotsford Hospital Outpatient Services area via the Ambulatory Care Centre's entrance. New patients are to report to the ACC central reception desk for direction assistance. The role of the central reception located at the entrance to the Ambulatory Care Centre will be to assist with general enquiries. Patients will then be directed to the Abbotsford Hospital Outpatient clinics area.

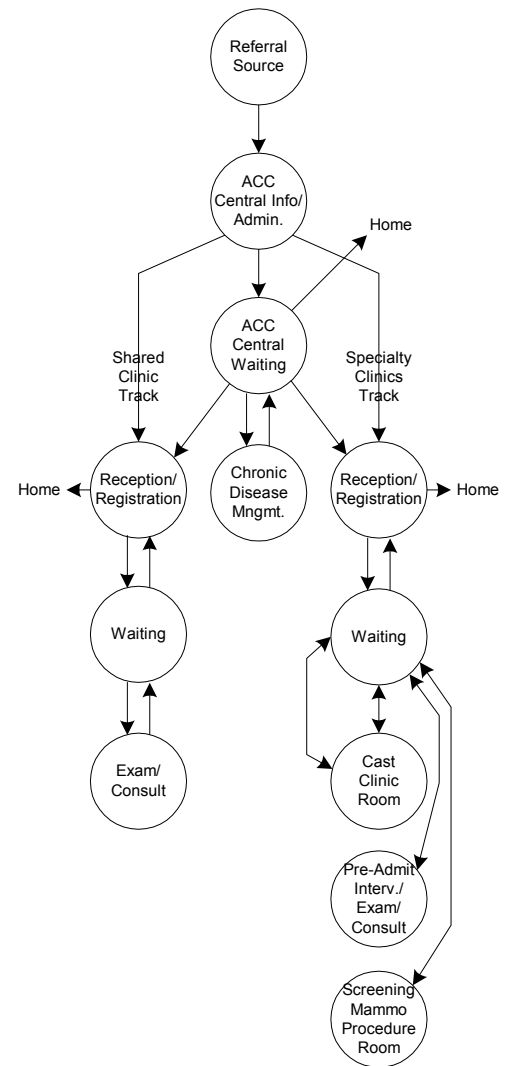
The central reception will overlook a central waiting area for up to 45 people. Since each Cancer Centre and Abbotsford Hospital clinic area will have a dedicated waiting area, it is expected that the central waiting area will be used by patients arriving early, relatives/carers waiting for patients in clinics, and patients who are between consultations. All waiting areas in the Ambulatory Care Centre will be well appointed, with daylight wherever possible. Chairs will be height adjustable or of different heights and space will be available for wheelchairs. A play area will be provided for children, supervised by relatives/carers. Facilities for patient self-education with interactive displays will be available alongside the more traditional means of entertainment.

All generic and dedicated Abbotsford Hospital clinic areas will have individual receptions where patient's details can be checked on arrival by the clinic clerk. Each reception will be designed:

- With patient privacy in mind as personal and confidential information may be required by reception staff
- To provide security for staff and for patient records, many of which will still be in note form

A designated waiting area will be provided for each Abbotsford Hospital clinic area supervised by a clinic clerk and/or clinic nurse, usually assisted by care assistants. Each waiting area should accommodate space for wheelchairs. Temporary storage space for mobility aids and pushchairs may also be required. Seating will be designed for persons with disabilities or frail patient in mind.

Patients with appointments in the HCP may or may not check in at the ACC central waiting area, where they will be instructed to check in at the HCP reception in the specialized clinic area. The HCP unit clerk will receive the patient(s) by confirming their confidential information and inform the genetic counsellor of their arrival. All HCP patients will be seen in the HCP genetic counselling interview rooms in the specialized clinic area.



Patient Flow Diagram

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A1(b).2.2.2 Consultation

The patient will be directed to the appropriate clinic room either by a member of the clinic staff, or through a call system which must be appropriate for a multi-ethnic community and for sight/hearing impaired patients.

In some clinics, patients receive a number of consultations and are required to move between rooms and the waiting area. The latter must be large enough to accommodate patients arriving at the clinic and those between consultations. Some patients may also leave the clinic for another department and return later the same day for further consultation. The design solution should address the need for well designed, comfortable and interesting waiting areas; good quality catering facilities; an interactive patient and carer education area, and play facilities for younger children.

Patients required to re-book will be directed to a central booking service to avoid unnecessary queuing at reception. It is assumed that a dedicated outpatient scheduling system is available to co-ordinate the booking of clinics and support services. The Authorities are prepared to consider alternative proposals to scheduling where benefits can be shown.

A1(b).2.3 Patient Information Management

Key for the OR will be a computerized OR booking system provided by FHA that will generate slates, pick list, and the waiting list. Also, refer to Output Specifications, Section 3: Non-Clinical Services, subsection D1 Information Management; Section 5: Design and Technical, subsection 5.3.17 Technology and Communication Systems; and Section 6: IT/Tel Services.

A1(b).2.4 Staff Work Processes

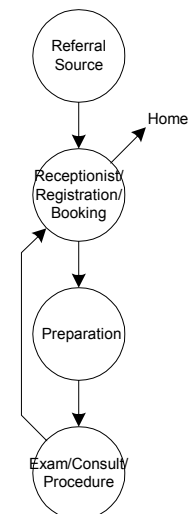
A1(b).2.4.1 Central Reception/Information/Administration

Staff located at the point of entry to the ACC component will receive all outpatients and then direct them to the appropriate area of the component to confirm their hospital registration for their scheduled services.

This area will accommodate the Abbotsford Hospital administrative offices associated with the management of ambulatory care activities, and will provide office accommodation for some of the healthcare care team involved with the services provided in the Abbotsford Hospital outpatient services. This will also include visiting specialists, and certain FHA staff involved in community programs.

A1(b).2.4.2 Reception/Registration/Booking

All scheduled and unscheduled patients (and/or accompanying porters and escort staff), clinicians, and visitors to each of the Abbotsford Hospital clinic areas are received at a reception/registration desk. All outpatients will register with the unit clerk. Inpatient will be portered to the component by porters. Patient



Process Flow Diagram

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information is checked against existing computer and manual records, and examination details are entered on the computer system. A variety of other tasks, including telephone call handling, appointment scheduling, patient preparation, receipt and dispatch of reports, tracings, answering patient queries etc. are also undertaken here. All procedures/ examinations will be scheduled through the booking system using the “community-wide scheduling model” currently on-line.

Some patients will attend the department to book an appointment and be given instructions and/or drugs to prepare them for the examination at a later date. In some cases, it will be necessary to take a patient history and/or ask questions for which a greater degree of privacy is required and auditory privacy is thus important. Information regarding procedure examinations is displayed in poster and leaflet form. It is envisaged that a touch-screen, computer-based information and self-registration system will be available for patients in reception areas within the future.

A small interview/counselling room is required close to reception for patient counselling and confidential discussions.

A1(b).2.4.3 Preparation/Changing

Some patients may require preparation and/or changing to a hospital gown prior to a procedure or examination. Staff will direct them to the appropriate facilities in preparation for their exam/procedure.

A1(b).2.4.4 Exam/Consult/Procedure

Staff will then execute the examination, procedure, teaching session, etc. with one or more patients.

A1(b).2.4.5 Staff Services

A staff break team room will be provided for beverage making, staff debriefing and rest. Outer clothing will be stored in coat closets located in a securable coat hanging area. Students and volunteers will also have space for coat storage in the coat closets. Purse lockers will be provided for personal valuables and will be shared across shifts.

A1(b).2.5 Materiel Services

Refer to Output Specifications, Section 4: Facility Management Services, subsection E7 Materiel Services, and Section 2: Clinical Services, subsection C8 Sterile Processing Services.

A1(b).2.6 Linen/Housekeeping Services

Refer to Output Specifications, Section 4: Facility Management Services, subsections E5 Housekeeping Services and E6 Laundry/Linen Services.

A1(b).2.7 Equipment Asset Management

Refer to Output Specifications, Section 4: Facility Management Services, subsection E2 Biomedical Engineering; and Section 7: Equipment.

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A1(b).3 ACTIVITY INDICATORS

The table below summarized the projected activity for Ambulatory Care Centre services which must be addressed by Project Co in performing the Works and the Services.

A1(b).3.1 Hospital Activity

Unit	Minimum Projected Yearly Activity
General Shared Clinics	
Anesthesia Consults	1,953
Neurology Consults	132
Internist Consults	241
Nutrition Clinic Visits	429
Orthopedic Clinic Visits	3,162
Total Consults/Visits	5,917
OP Nutrition Counselling Minutes	151,362
Chronic Disease Management Centre	
<u>Cardiac Programs</u>	
Heart Seminars	
Frequency (# Assemblies/Year)	200
Group Size (Persons)	12
Health Management Seminars	
Frequency (# Assemblies/Year)	20
Group Size (Persons)	12
Total (# Assembly yr.)	220
<u>Diabetic Services</u>	
Visits	5,265
Group Size	20
Specialty Clinics/Services	
<u>Pre-Admission Clinic</u>	
Acute Surgical Admissions	9,800
<u>Breast Health Program</u>	
OP Mammography Exams	15,000
<u>Hereditary Cancer Program</u>	
Referrals/Appointments for Genetic Counselling	377

A1(b).3.2 Cancer Centre Activity (Incl. in Hospital Activity above)

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A1(b).4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 45 FTE, consisting of 21 nurses/ clinicians, 2 therapists, 3 dietitians, 2 pharmacists/technicians, 2 social workers, 1 genetic counsellor, 1 Cancer Centre Foundation development officer, 3 technologists and 11 clerical/administrative personnel.

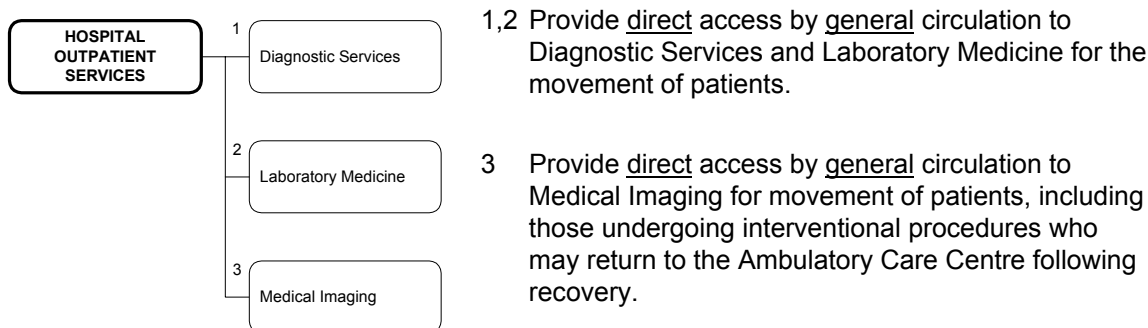
It is anticipated that the key functional areas in the component will need to accommodate the following maximum number of people.

Functional Areas	Patients	Staff	Visitors	Others	Total
<u>General Shared Clinics Area</u>					
Central Information/Administration Area	15-20	15-20	10-15	3-5	43-60
Shared Clinic Area	5	2-3	4-5	1-2	12-15
Staff Support Area	0	10-12	0	4-5	14-17
<u>Chronic Disease Management Area</u>					
	55-70	8-12	14-19	7-8	84-109
<u>Specialty Clinics/Services</u>					
Reception/Waiting Area	10-12	4-5	5-8	2-2	21-27
Pre-Admission Clinic Area	8-10	4-5	4-5	4-5	20-25
Cast Clinic Area	3-4	2-3	1-2	1-2	7-11
Hereditary Cancer Program	1-6	2-3	1-2	1-2	5-13
Breast Health Program Area	1	1-2	1-2	1-2	4-7
Staff Support Area	0	1-2	0	1-2	2-4

A1(b).5 DESIGN CRITERIA

A1(b).5.1 Key External Relationships

The following key relationships will be achieved in the priority order as numbered for the purposes stated:



Note: Provide direct external access to this area from parking and an outpatient entry.

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A1(b).5.2 Key Internal Relationships/ Environmental Considerations

The following will be achieved:

A1(b).5.2.1 Flexibility

Maintain standard room sizes and configurations wherever possible for short and long-term flexibility in change of use. Create versatile examination rooms and treatment rooms which may be used for a variety of disciplines and patient care activities.

The major space in the chronic disease management centre is to be designed such that it may be set up formally for seminars, or informally for group discussions, or with mats for exercise or relaxation sessions.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.3.3 Flexibility and Expandability.

A1(b).5.2.2 Visual and Acoustic Privacy

Visual privacy will be provided for patients in examination and treatment spaces and the medical day care stretcher-bed areas.

Acoustic privacy is important throughout the component. All examination, interview and treatment areas will be designed with this in mind.

The approach to the specialized centres should provide patients with a degree of privacy by being in a low traffic area of the component.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.5.4 Acoustics.

A1(b).5.2.3 Room Isolation Capability

Adequate ventilation of all areas must be ensured with particular attention to waiting areas, procedure rooms, examination rooms, etc.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.4.5 Infection Control; and Section 5: design & Technical, Division 15 Mechanical.

A1(b).5.2.4 Prevention of Drafts Adjacent to Entrance

Ensure that functional spaces adjacent to external entrances are draft-free.

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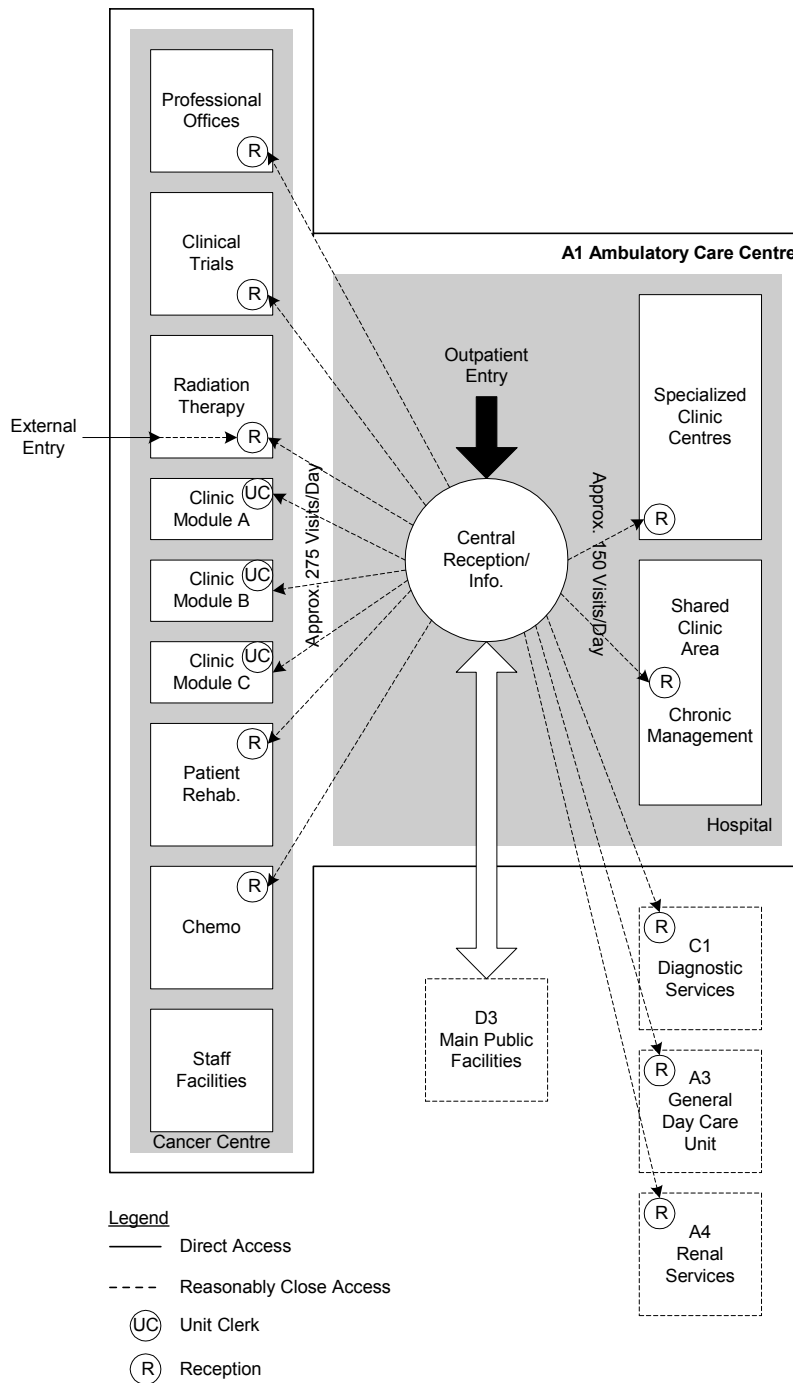
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A1(b).5.2.5 Component Functional Diagrams

The spatial organization of this component will be generally as shown in the diagrams below.

A1(b).5.2.5.1 Macro Relationship Diagram

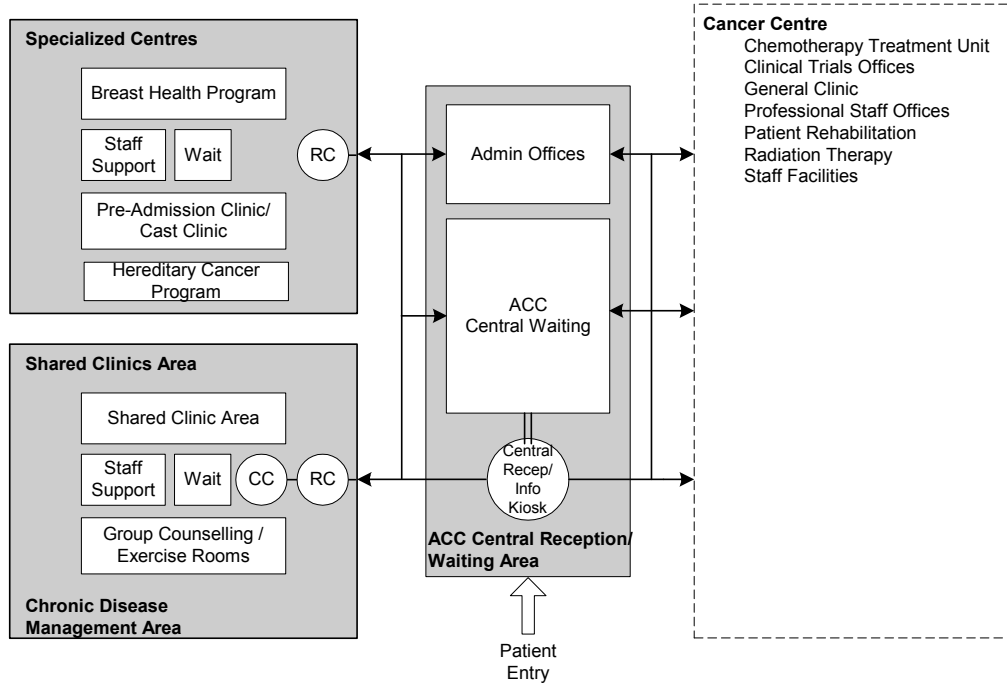


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A1(b).5.2.4.2 Micro Relationship Diagram



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A1(b).5.3 Schedule of Accommodation (Note: Spaces listed in parentheses () are spaces supporting services provided by Project Co and are included in the total net square metres.)

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
<u>Central ACC Reception/Information Area</u>				
01	Central Reception/Information Desk	1		9.0
02	Office Equipment Room	1		12.0
03	Waiting Area, Patients/ Family	1		75.0
04	Child Play Area	1		6.0
05	Washroom, Patient/Public	2	13.0	26.0
06	Lounge, CC Volunteer Drivers	1		12.0
07	Workstation, CC Foundation Reception	1		9.0
08	Office, CC Foundation Development Officer	1		9.0
09	Office, Nurse Manager	1		9.0
10	Office, Nurse Clinician	1		9.0
11	Office, Staff Scheduler	1		9.0
12	Office/Interview, Social Worker	1		12.0
13	Office, Dietitian	1		12.0
14	Interview Room	1		9.0
15	Office, Clinical Pharmacist	1		9.0
16	Washroom, Staff	2	2.5	5.0
17	Conference/Education Room	1		30.0
	Staff Facilities			0 ¹
Subtotal, Central ACC Reception/Information Area				262.0

¹ See A3 General Day Care Unit.

A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(b) Abbotsford Hospital Outpatient Services

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
<u>Shared Clinics Area</u>				
18	Reception/Registration Desk	1		9.0
19	Pneumatic Tube Station	1		1.0
20	Waiting Room, Patients	1		24.0
21	Care Station	1		10.0
22	Multipurpose/Interview Room	1		9.0
23	Weight Scale Alcove	1		2.0
24	Examination/Consultation Room	6	11.0	66.0
25	Washroom, Patient, Wheelchair Type	2	4.5	9.0
26	Alcove, Linen Cart	1		(1.0)
27	Clean Supply Holding Room	1		(10.0)
28	Soiled Utility Room	1		(8.0)
29	Soiled Holding Room	1		(8.0)
Subtotal, Shared Clinics Area				157.0
<u>Chronic Disease Management Area</u>				
	Reception/Registration Desk			0 ²
30	Patient Education/Counselling Room	1		70.0
31	Exercise Room	1		84.0
32	Washroom, Patient, Wheelchair Type	1		4.5
33	Washroom, Patient, Wheelchair Access	1		3.5
34	Office, Registered Nurse	1		9.0
35	Office/Interview, Dietitian	1		12.0

² See Shared Clinics Area, Ref. 18.

A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(b) Abbotsford Hospital Outpatient Services

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
36	Office, Multipurpose	1		9.0
	Subtotal, Chronic Disease Management Area			192.0
	Specialty Clinics/Services Area			
	<u>Reception/Waiting Area</u>			
37	Reception/Registration Desk/Files	1		15.0
38	Pneumatic Tube Station	1		1.0
39	Office Equipment Room	1		9.0
40	Charting/Dictation Room	1		9.0
41	Waiting Area, Patients	1		50.0
42	Washroom, Patient, Wheelchair Type	2	4.5	9.0
	Subtotal			93.0
	<u>Pre-Admission Clinic Area</u>			
43	O.R. Booking Clerks	1		22.0
44	Teaching Room	1		20.0
45	Interview/Exam/Consult Room	2	11.0	22.0
46	Nurse Assessment/Interview	2	9.0	18.0
47	Washroom, Patient, Wheelchair Access	2	3.5	7.0
48	Office, Multipurpose	1		9.0
	Subtotal			98.0
	<u>Cast Clinic/Orthopedic Services</u>			
49	Cast Room	1		42.0
50	Viewing/Reporting Area	1		7.0
51	Soiled Utility, Plaster Disposal	1		(9.5)

A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(b) Abbotsford Hospital Outpatient Services

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
52	Patient Holding Area	1		8.5
	Exam/Consult Room			0 ³
53	Central Storage, Orthopedic Equipment	1		20.0
54	Office/Workroom	1		8.0
	Subtotal			95.0
	<u>Hereditary Cancer Program</u>			
55	Office, Genetic Counselor	1		12.0
56	Workstation, HCP Unit Clerk	1		9.0
57	Genetic Counseling Interview Rooms	2	12.0	24.0
	Subtotal			45.0
	<u>Breast Health Program Area</u> ⁴			
58	Patient Preparation/Education Room	1		15.0
	Exam/Consult Room			0 ³
59	Washroom, Patient, Wheelchair Access	1		3.5
60	Dressing Cubicles, Patient Assisted	3	2.5	7.5
61	Procedure Room, Screening Mammography	1		16.0
62	Dark Room & Processing Area	1		8.0
63	Viewing/Reporting Area, Radiologists	1		7.0
64	Workroom, Technologist	1		3.0
	Subtotal			60.0

³ See Shared Clinics Area, Ref. 24.

⁴ Locate adjacent to Diagnostic Mammography area in C3 Medical Imaging.

A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(b) Abbotsford Hospital Outpatient Services

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
	<u>Staff Support Area</u>			
65	Alcove, Linen Cart	1		(1.0)
66	Clean Supply Holding Room	1		(15.0)
67	Soiled Utility Room	1		(11.0)
68	Soiled Holding Room	1		(11.0)
69	Storage, Equipment	1		15.0
70	Housekeeping Closet	1		(5.0)
	Subtotal			58.0
	Subtotal, Specialty Clinics/ Services Area			449.0
	Total			1 060.0

A1.7 DESIGN GUIDANCE

None

A1.8 OTHER SPECIFICATIONS

Ambulatory care services are primarily based in the Ambulatory Care Centre, however, other specifications that will be consulted are:

- A1(c) Cancer Centre Chemotherapy Treatment Unit
- A1(e) Cancer Centre General Clinic
- A1(h) Cancer Centre Radiation Therapy
- A3 General Day Care Unit
- A4 Renal Services
- B5 Maternal Child Program
- C1 Diagnostic Services
- C6 Rehabilitation Services
- C7 Surgical Services