
D4 SITE ADMINISTRATION

D4.1 SERVICE DESCRIPTION

D4.1.1 Scope of Services

This section D4 sets out the requirements for the Facility's Site Administration component to be achieved or accommodated by Project Co in providing the Works and the Services.

The range of activities to be provided within this component includes:

- Site executive administration offices
- Medical shared offices
- Physicians' lounge
- Human resources
- Workplace safety & wellness
- Quality improvement/risk management
- Miscellaneous offices

The Site Executive Administration Offices administer on-site clinical services operations, nursing operations, including patient utilization, quality assurance, quality improvement/risk management and human resources, and public affairs. In addition, program managers will be decentralized and FHA Administration will be located off-site.

Activities will include, but not be limited to:

- Reception and secretarial work
- Senior administrative and managerial work
- Administrative and professional meetings
- Professional interview and assessments
- Liaison with other administrative functional areas
- Liaison between medical, nursing, paramedical, support staff and the public
- Storage of office equipment, supplies and administrative files
- Future liaison visits by administrative staff from outside the Abbotsford Hospital residents and others
- General coordination to all Abbotsford Hospital departments
- Budget preparation and expenditure monitoring
- Liaison with colleges of medicine and other external agencies
- Human resource requirements for the Abbotsford Hospital
- Labour relations
- Scheduled and drop-in use of offices by the FHA staff
- Use of offices by administrative residents and graduate students
- Developing and monitoring of Abbotsford Hospital workload statistics
- Local clerical support for quality improvement/risk management
- Provide auxiliary supplies support
- Receipt of patient/family complaints

The Medical Shared Offices will provide office space to be shared by the Abbotsford Hospital clinical medical chiefs and for visiting administrators from FHA.

D4 SITE ADMINISTRATION

The Physicians' Lounge will include:

- Storage of outerwear on coat racks/hangers
- Communication (reading, conversation, coffee, etc.)
- Mail and message collection
- Telephoning (in 2-3 dictation cubicles)
- Educational instruction (computer assisted study carrel)
- Electronic physician registry (with satellites at key entrances)

Human Resources will provide office space for one human resources consultant and one full-time human resources assistant to interview and test new recruits.

Workplace Safety and Wellness: All employees absent from work are managed by staff in this area, to facilitate early return to work and to develop and implement modified work programs. Workplace safety and wellness will also provide the initial health assessment and immunization of all new employees. (Ill/injured employees will go to Emergency.)

Quality Improvement/Risk Management will provide office space for one quality improvement clerk and two infection control officers. Risk management utilizes a planned and systematic process to monitor and control risk exposure in conjunction with promoting quality improvement.

Miscellaneous Offices will provide space for one multipurpose office.

Consideration of a site for an Emergency operations centre will need to be evaluated during design.

D4.1.1.1 Current Trends *Not applicable*

D4.1.2 **Scope of Education Services** Not applicable

D4.1.3 **Scope of Research Services** Not applicable

D4.1.4 **Specific Exclusions**

This specification excludes site administration services/requirements provided elsewhere, including:

- Cancer Centre medical staff offices (see section A1(f) Cancer Centre Professional Staff Offices)
- Cancer Centre administration offices (see section A1(f) Cancer Centre Professional Staff Offices)
- Organizational development offices (see section D2 Learning Centre)
- Satellite cashier's office (see section D3 Main Public Facilities)
- First aid area for staff (see section A2 Emergency)
- Switchboard/call center/help desk (see Section 6: IT/Tel Services)
- Bed utilization officer office (see section D1 Information Management)

D4 SITE ADMINISTRATION

D4.2 OPERATIONAL DESCRIPTION

D4.2.1 Minimum Hours of Operation

Hours of operation for the component are as follows:

- Site administration offices.....0800h to 1700h, 5 days per week
- Shared offices.....0800h to 1700h, 5 days per week
- Medical offices.....0700h to 1500h, 5 days per week
- Physicians' lounge.....24 hours/day, 7 days per week
- Human resources (satellite).....0800h to 1600h, 5 days per week
- Workplace safety and wellness.....0800h to 1600h, 5 days per week
- Quality improvement/risk management.....0800h to 1700h, 5 days per week

D4.2.2 Patient Management Processes

Not applicable

D4.2.3 Patient Information Management

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.

D4.2.4 Staff Work Processes

D4.2.4.1 Staff Services

Outer clothing will be stored in coat closets located in a lockable coat hanging area.

A physicians' lounge will be provided for beverage making, staff debriefing and rest, and a coat rack will be provided for outer clothing.

D4.2.5 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.

D4.2.6 Linen/Housekeeping Services

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

D4 SITE ADMINISTRATION

D4.2.7 Equipment Asset Management

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

D4.3 ACTIVITY INDICATORS

D4.3.1 Hospital Activity

Not applicable

D4.3.2 Cancer Centre Activity

Not applicable

D4.4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 19 FTE consisting of 1 health service administrator, 1 administrative assistant, 2 health service directors, 2 executive assistants, 1 patient client representative, 3 secretaries/clerks, 1 human resources consultant, 1 human resources assistant, 1 occupational health nurse, 1 workplace safety and wellness manager, 1 disability prevention consultant, 1 case management assistant, 2 infection control officers and 1 quality improvement clerk.

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

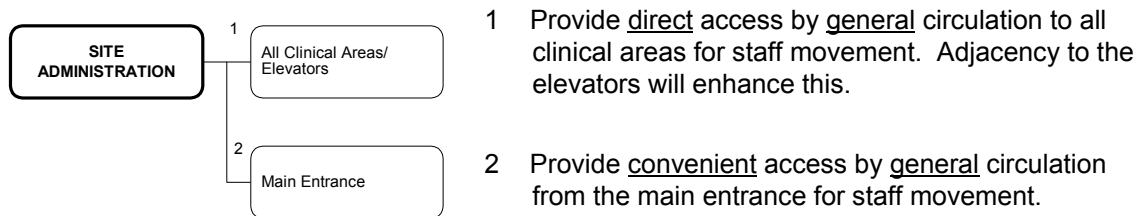
Functional Areas	Patients	Staff	Visitors	Others	Total
Administration Offices	0	15-20	1-3	1-3	17-26
Physicians' Lounge	0	20-25	0	1-2	21-27
Human Resources	0	2	1-2	0	2-4
Medical Shared Offices	0	1-2	1-2	0	2-4
Workplace Safety and Wellness	0	4-5	1-2	0	5-7
Other Offices	0	1	1	0	2

D4 SITE ADMINISTRATION

D4.5 DESIGN CRITERIA

D4.5.1 Key External Relationships

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



D4.5.2 Key Internal Relationships/ Environmental Considerations

The following will be achieved:

D4.5.2.1 Physicians' Lounge Mail Slots

Ensure that this area is conveniently accessible to other staff needing to file messages, mail and patient reports.

D4.5.2.2 Environment

Through the use of lighting, colour and furnishings, provide a comfortable, relaxing environment to encourage use of the facilities.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.5 Indoor Environmental Quality.

D4.5.2.3 Security

Refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.2.3 Security and Personal Safety.

D4.5.2.4 Privacy

Provide acoustic privacy in all offices. Provide open office planning for secretarial areas, but provide some visual and acoustic separation between workstations. Provide a reception counter to control public access through the area as confidential documents may be on desk areas.

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

D4.5.2.5 External Light/View

Locate this component to ensure an external view.

D4.5.2.6 Workplace Safety & Wellness

Provide acoustical attenuation between offices to ensure patient and staff privacy.

D4 SITE ADMINISTRATION

D4.5.2.7 Ergonomics Considerations

Refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.4.6 Ergonomics.

D4.5.2.8 Site Administration Offices

- The image of the component will be highly visible, welcoming and accessible for staff.
- Security will be provided to prevent access by disruptive and potentially violent patients/family etc. A secondary/staff entrance/exit will be provided.
- All workstations will have a computer.
- Acoustical attenuation will be provided between all office areas especially open workstations.
- Provide the offices with exterior windows if possible.

D4.5.2.9 Physicians' Lounge

This facility will be located so as to optimize accessibility and minimize travel time from building entrances and parking and staff work areas.

This component will be secured and access will be by card entry. However, mail will be delivered to the component with need for card/key access.

This area will also include an electronic physician registry provided by Health Co, used by staff entering the building to inform switchboard staff of their presence in the building. This area could be located elsewhere if necessary in order to facilitate ease of access by physicians' parking area.

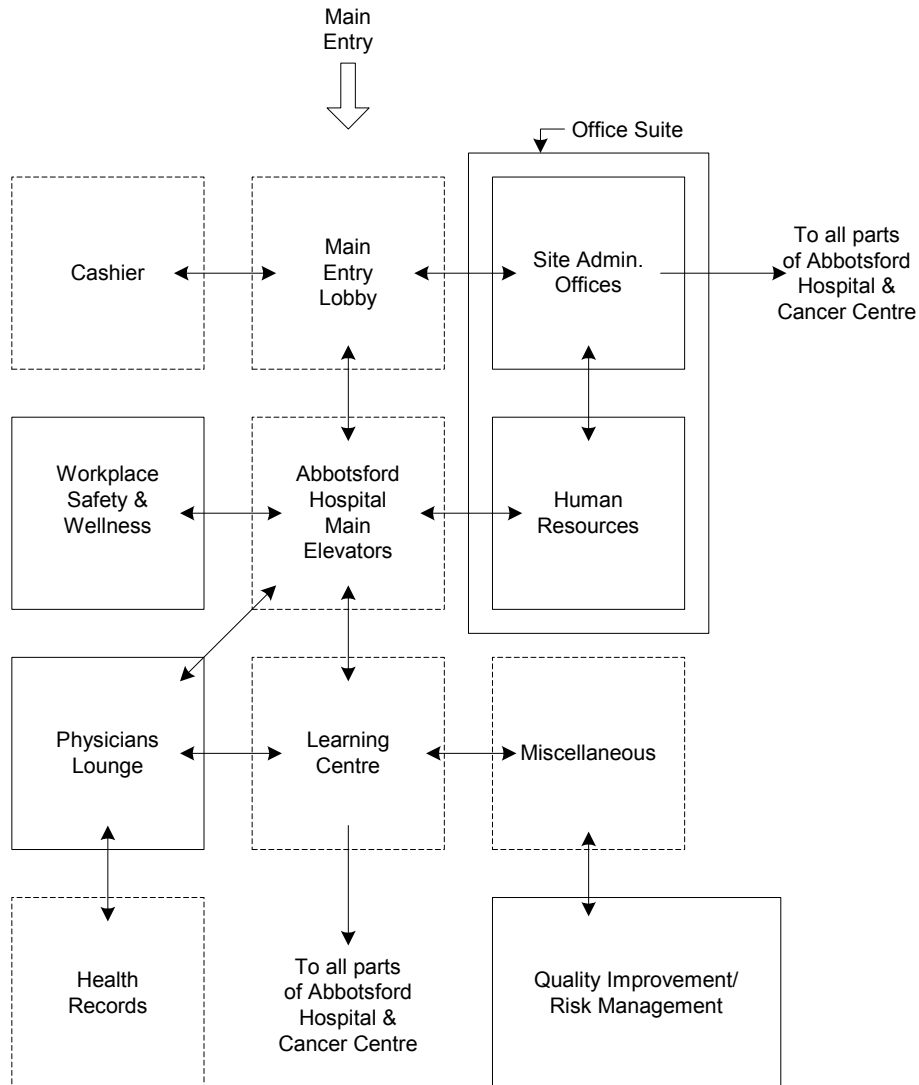
Facilities within the lounge will enable physicians to dictate, place telephone calls, collect mail, and access library material from a computer assisted education carrel. A monitor located at this carrel will allow for viewing and discussion of educational material by groups of up to 10. This carrel will allow for hook-up of a VCR machine. A small nourishment centre will be provided.

D4 SITE ADMINISTRATION

D3.5.2.10 Component Functional Diagrams

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

D3.5.2.10.1 Macro Relationship Diagram



D4 SITE ADMINISTRATION

D4.5.3 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>Reception/Waiting Area</u>			
01	Reception/Workstation, Secretary/Clerk	1		23.0
02	Waiting Area	1		10.0
03	Coat Closet	1		2.0
	Subtotal			35.0
	<u>Executive Administration Office Area</u>			
04	Office, Health Service Administrator	1		24.0
05	Workstation, Executive Assistant	1		6.0
06	Office, Health Service Director	2	12.0	24.0
07	Office, Patient Client Representative	1		12.0
08	Workstation, Administrative Assistant	2	6.0	12.0
	Subtotal			78.0
	<u>Medical Shared Offices Area</u>			
09	Office, Visiting Physicians and Regional Managers	2	9.0	18.0
	Subtotal			18.0
	<u>Physicians' Lounge Area</u>			
10	Lounge	1		43.0
11	Telephone Carrel	2	2.0	4.0
12	Computer Workstation	2	2.5	5.0
13	Coat Closet	1		2.0
14	Washroom, Staff	1		2.5

D4 SITE ADMINISTRATION

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
15	Washroom, Staff, Wheelchair Access	1		3.5
	Subtotal			60.0
	<u>Human Resources Area</u>			
16	Office, Human Resources Consultant	1		9.0
17	Office, Human Resources Assistant	1		9.0
18	Files Storage	1		12.0
19	Interview/Test Room	1		12.0
	Subtotal			42.0
	<u>Workplace Safety & Wellness Area</u>			
20	Office, Shared, Case Management Assistant/Consultants	1		12.0
21	Office, Occupational Health Nurse	1		9.0
22	Office, Manager	1		9.0
23	Office, Disability Prevention Consultant	1		9.0
24	Multi-Purpose Clinical/Meeting Room	1		15.0
	Subtotal			54.0
	<u>QI/Risk Management Area</u>			
25	Office, Infection Control Officer	2	9.0	18.0
26	Workstation, QI Clerk	1		6.0
	Subtotal			24.0
	<u>Miscellaneous Office Area</u>			
27	Office, Multipurpose	1		9.0
	Subtotal			9.0
	<u>Shared Support Area</u>			
28	Workroom	1		12.0

D4 SITE ADMINISTRATION

Ref	Space	Area Requirements		
		units	nsm/unit	nsm
29	Conference/Meeting Room	1		37.0
30	Nourishment Centre	1		(3.0)
31	Washroom, Staff, Wheelchair Access	1		3.5
	Subtotal			55.5
	Total			375.5

D4.6 DESIGN GUIDANCE

Project Co is referred to:

- FOIPPA (Freedom of Information and Privacy Act)
- Privacy Commission

D4.7 OTHER SPECIFICATIONS

Site administration services are primarily based in the Site Administration component, however, other specifications that will be consulted are:

- A1 Ambulatory Care Centre
- D2 Learning Centre
- D3 Main Public Facilities

D4 SITE ADMINISTRATION

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