Heart of the Rockies Regional Medical Center
Salida, CO

Facility Master Planning

<u>Main Entry/ Registration Evaluation:</u>

Supervisor name: Cindy Smith

Supervisor e-mail: Cynthia.smith@hrrmc.net

A. The design of the main entrance and registration effectively contributes to productivity and efficiency.

1. The design of the main entrance allows for legible and visual wayfinding by patients and visitors.

    Comment: If we could create the new desk at the lab area this would help take patient's flow away from the front desk and scheduled services

2. The design of the main entrance allows for an organized and controlled flow of patients and visitors into the hospital.

    Comment: Separating walk-ins patient's from scheduled patient would greatly improve the front desk flow.

3. The main entry's design allows staff to have visual sightlines from the registration to the main entry.

    Comment: Being able to clear the flow of patient's coming in is not always good for care but also for safety.

4. The main entry and registration space design encourages and supports interaction with patients and visitors.

    Comment: Agree with this statement once new desk is created.

5. The design of the registration area allows for a private consultation to happen.

    Comment: When new desk is created this would also allow a better consultation flow.

6. Line of sight connections between waiting areas and registration bays are successful.
   Comment: Agree with statement once other desk is created.

7. The main entry design fosters a quiet and calming environment.
   Comment: Once the new area is created this will help out dramatically.

8. The main entry guides patients and visitors toward the registration bays.
   Comment: Agree with statement.

9. Linkages to other units (corridors, stairs, and elevators) are efficient and convenient.
   Comment: Agree with statement.

10. Linkages to treatment services (surgery, emergency department, etc.) by corridor, stair, or elevator are efficient, legible, and easy to understand.
    Comment: Agrees with statement.

11. There is appropriate work and meeting space for the registration team and other support functions (HR, Financial Counseling, etc.).
    Comment: Once the new lab area is completed this will help with this cluster at the front desk/registration area.

12. There are convenient places for visitors to wait/gather other than in the main corridor intersection outside of the registration bays.
    Comment: Disagree, there is not a lot of space at the front area if visitors are gathered. Once the new area is put in this will help with the clutter of patient's

B. The size, shape, and location of the following support spaces promote efficiency and a logical flow for their intended use and work cohesively with the registration bays and process.

1. HR: *Once the new area is built this will help clear the front to help out.*

2. Consultation: *Once the new area is built this will help clear the front to help out.*

3. Financial Counseling: *Once the new area is built this will help clear the front to help out.*

4. Waiting Areas/Lobbies: *Once the new area is built this will help clear the front to help out.*

5. Storage/Copy/Filing Area: *Registration will have enough space once the back is completed and we can straighten out the back.*

6. Staff locker/lounge and toilet facilities are conveniently located for registration and admittance staff.

> *Comment: Registration doesn't have any individual locations for any of this.*

7. Lounge provisions (size and design) have a calming, stress reducing impact on staff.

> *Comment: Registration doesn't have any individual locations for any of this.*

C. Provide a setting that is functionally efficient and effective for delivering patient care.

1. Does the registration location minimize the time, motion (staff) and effort necessary for patient admittance and care?

> *Comment: Once the new area is created this will help with functionality.*

2. Does the main entry and registration support patient and staff safety through visual sight lines? (If so, describe features.)

> *Comment: Once the new area is created this will help with functionality.*
> *At this time when it is full there could be safety concerns.*

3. Are the registration areas easy to maintain and operate during peak census times?

> *Comment: once the new area is created this will help with operation during this time.*

4. Does the registration portal and function provide clear support and direction for patients and visitors?

> *Comment: When talking to patients they do indicate that this area is not ideal when it comes to waiting area space of confidentiality.*

5. The design achieves an appropriate balance between patient visibility and patient privacy.

> *Comment: Once the new area is created this will help a lot but it is not ideal at this time.*

6. The registration and support spaces design promotes efficient work processes for staff.

> *Comment: Once the new area is created this will help with this are.*

D. Life Safety, Regulatory Compliance, Existing-non-Conforming conditions.

1. Within the patient Registration Portal areas of the medical center, there are currently no known and/ or documented Life Safety, Regulatory Compliance or Existing-non-Conforming conditions and deficiencies that the A/E Design Team would need to be aware of and address in the Facility Master Plan and upcoming design and improvement projects within the medical center.

    Comment: This will help with the clutter of patient's in this area once new area is created.

2. If yes to Item D. 1 above, please provide comments and copies of all AHJ or Regulatory survey documentation articulating deficiencies and Existing-non-Conforming conditions for Design Team assessment and advisory recommendation.

    Comment: Patients have indicated to use that there is not enough room or confidentially it the current area. Too cluttered.

E. Other Issues and Conditions

1. Item: *The front area is too small for the number of patients that are currently seeing daily. I am not sure if there would be a way of making this area any larger as the hospital grows the concern with confidentiality, safety and space will become larger.*

2. Item:

3. Item:

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Facility Master Planning

<u>**Main Entry/ Registration Evaluation:**</u>

Supervisor name: ___michael Gunn___

Supervisor e-mail: ___michael.gunn @ hrrmc.net___

A. The design of the main entrance and registration effectively contributes to productivity and efficiency.

1. The design of the main entrance allows for legible and visual wayfinding by patients and visitors.

   Comment: Patients have difficulty with way finding with addition of OPP

2. The design of the main entrance allows for an organized and controlled flow of patients and visitors into the hospital.

   Comment: No - Big bottleneck with both OR + OP diagnostic registration in one station

3. The main entry's design allows staff to have visual sightlines from the registration to the main entry.

   Comment: yes

4. The main entry and registration space design encourages and supports interaction with patients and visitors.

   Comment: No - Plexiglass up; interactions are challenging + limited.

5. The design of the registration area allows for a private consultation to happen.

   Comment: No - 2 reg in one space + patients are in close proximity in line. Privacy design could be improved.

6. Line of sight connections between waiting areas and registration bays are successful.

Comment: yes

7. The main entry design fosters a quiet and calming environment.

Comment: NO

8. The main entry guides patients and visitors toward the registration bays.

Comment: yes

9. Linkages to other units (corridors, stairs, and elevators) are efficient and convenient.

Comment: yes

10. Linkages to treatment services (surgery, emergency department, etc.) by corridor, stair, or elevator are efficient, legible, and easy to understand.

Comment: yes

11. There is appropriate work and meeting space for the registration team and other support functions (HR, Financial Counseling, etc.).

Comment: NO, space is limited

12. There are convenient places for visitors to wait/gather other than in the main corridor intersection outside of the registration bays.

Comment: Yes

B. **The size, shape, and location of the following support spaces promote efficiency and a logical flow for their intended use and work cohesively with the registration bays and process.**

1. HR: No in Administration on 2nd floor
2. Consultation: Yes
3. Financial Counseling: yes
4. Waiting Areas/Lobbies: yes
5. Storage/Copy/Filing Area: limited

6. Staff locker/lounge and toilet facilities are conveniently located for registration and admittance staff.

Comment: Not aware that this space exists

7. Lounge provisions (size and design) have a calming, stress reducing impact on staff.

Comment: Not aware that this space exists.

C. Provide a setting that is functionally efficient and effective for delivering patient care.

1. Does the registration location minimize the time, motion (staff) and effort necessary for patient admittance and care?

Comment: No

2. Does the main entry and registration support patient and staff safety through visual sight lines? (If so, describe features.)

Comment: No

3. Are the registration areas easy to maintain and operate during peak census times?

Comment: No

4. Does the registration portal and function provide clear support and direction for patients and visitors?

Comment: No Registration Portal

5. The design achieves an appropriate balance between patient visibility and patient privacy.

Comment: No

6. The registration and support spaces design promotes efficient work processes for staff.

Comment: No

D. Life Safety, Regulatory Compliance, Existing-non-Conforming conditions.

1. Within the patient Registration Portal areas of the medical center, there are currently no known and/ or documented Life Safety, Regulatory Compliance or Existing-non-Conforming conditions and deficiencies that the A/E Design Team would need to be aware of and address in the Facility Master Plan and upcoming design and improvement projects within the medical center.

   Comment: None known

2. If yes to Item D. 1 above, please provide comments and copies of all AHJ or Regulatory survey documentation articulating deficiencies and Existing-non-Conforming conditions for Design Team assessment and advisory recommendation.

   Comment:

E. Other Issues and Conditions

1. Item:

2. Item:

3. Item: