



a california *health+* center

Your Health. Our Mission.

Facility Redesign / Patient Centered Medical Home Model

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Overview

- Facility redesign process in relation to the organization's Patient Centered Medical Home Model.
- Examples of physical elements of redesigned facilities.
- Examples of improvements based on:
 - Patient satisfaction scores
 - Employee satisfaction scores
 - Clinical quality measures

Background on Family HealthCare Network

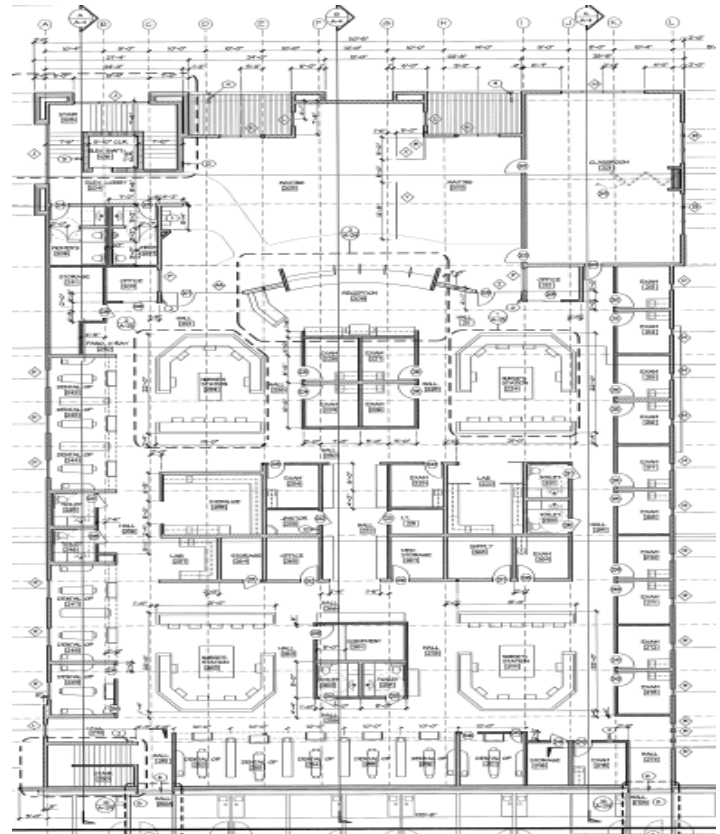
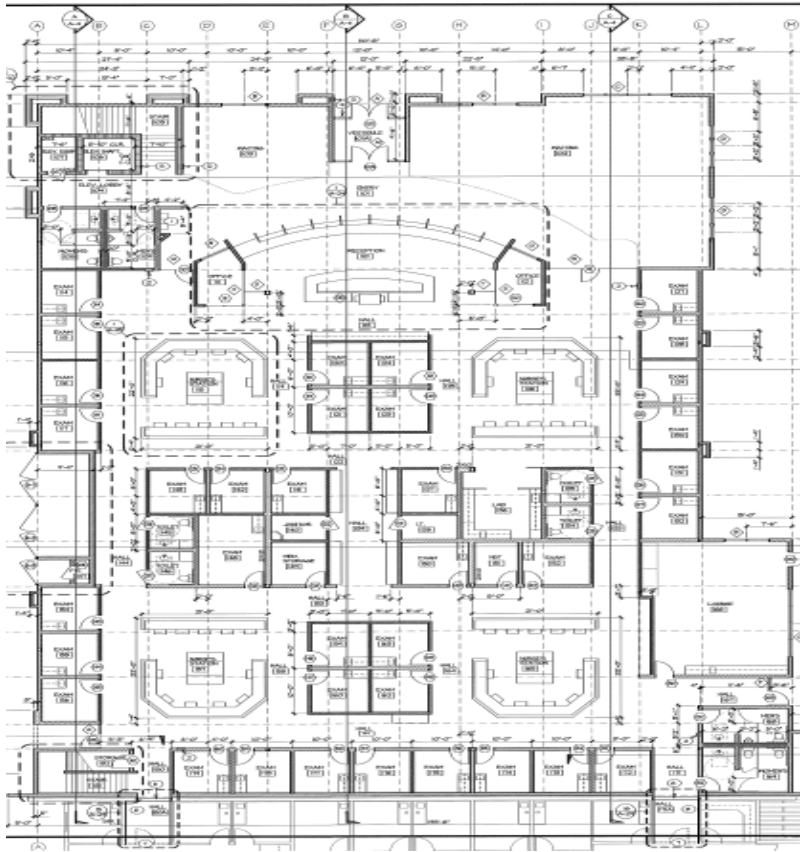
- 21 total locations in Tulare and Kings Counties in California's Central Valley
 - 17 clinical sites
 - 131,142 Total unique patients *
 - 614,950 Total visits *
 - 72,522 Migrant and Seasonal Farmworkers (55.3% of our patients) *
- Services: Family Medicine, Pediatrics, ObGyn, Internal Medicine, Dental, Pharmacy, Optometry, Podiatry, General Surgery Consultations, Behavioral Health, Nutrition, Patient Navigation, Community Health and Outreach, Transportation.
- Dually recognized by The Joint Commission with a Gold Seal of Approval®
 - Patient Safety and Quality
 - Primary Care Medical Home
- 13 clinical sites recognized by the National Committee for Quality Assurance (NCQA) as a Level 3 Patient-Centered Medical Home (PCMH)

Source: * 2015 UDS

Creating the Culture

- Re-evaluation of our physical plant began in 2011 in preparation for PCMH recognition.
- Creating an environment:
 - Supported team based care
 - Transparency with patients, families, and employees.
 - Efficiency to support patient experience and employee satisfaction.
 - Increasing access to technology and access to the electronic health record.
 - Opportunity to re-brand with the community.
- No more silos

Creating a Plan



School Avenue Site-34,000 sq. feet

Redesign Elements

- Open Floor Plans
- Central Reception
- Team Areas
- Exam Rooms
- Dental Operatories
- Lab Services
- Reading Corners and Murals

Transparency

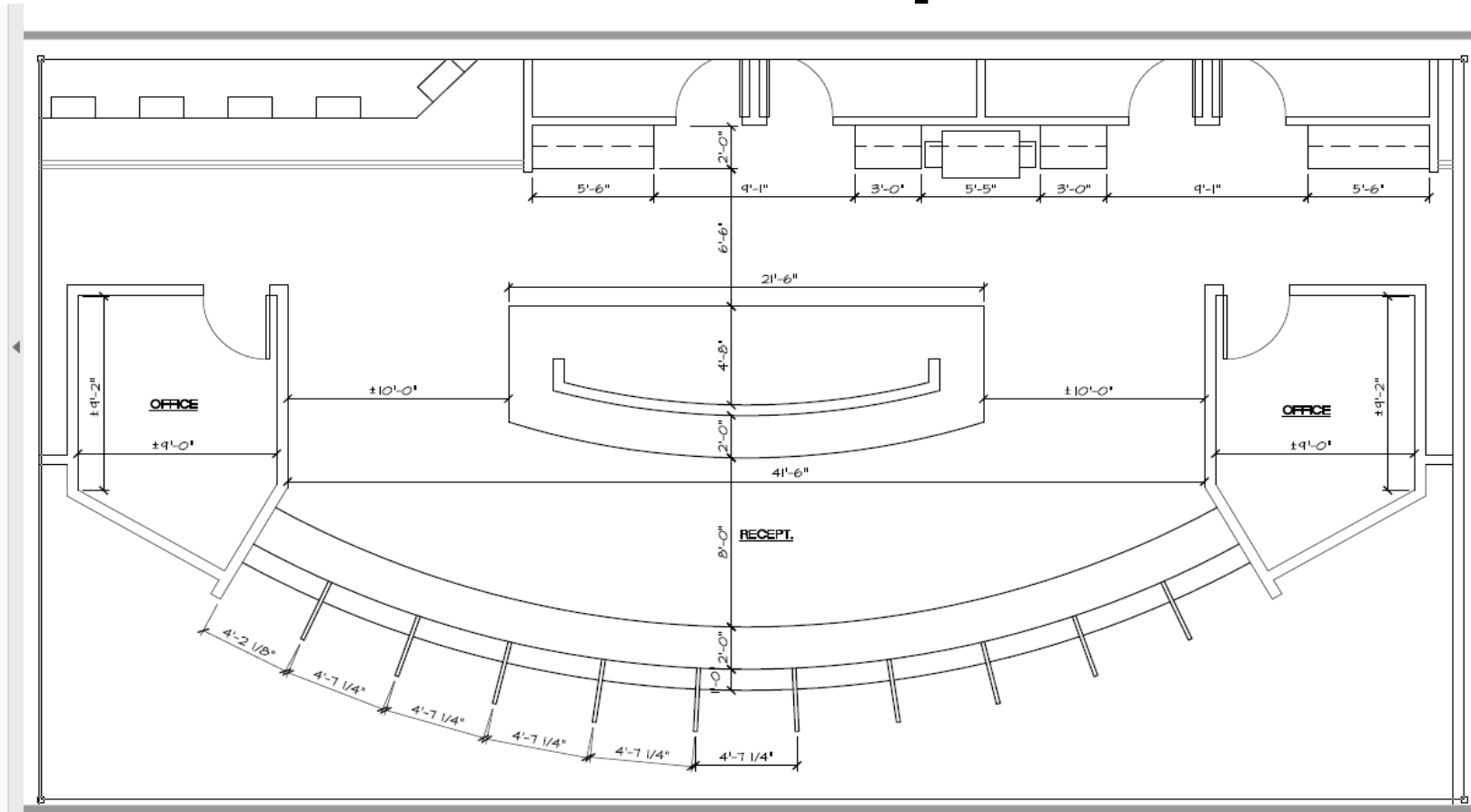
Open Floorplan

- Decreased office space in our new designs.
- Use of glass where staff can see out, and patients can see in.
- Team areas are not enclosed-or behind closed doors.

Transparency



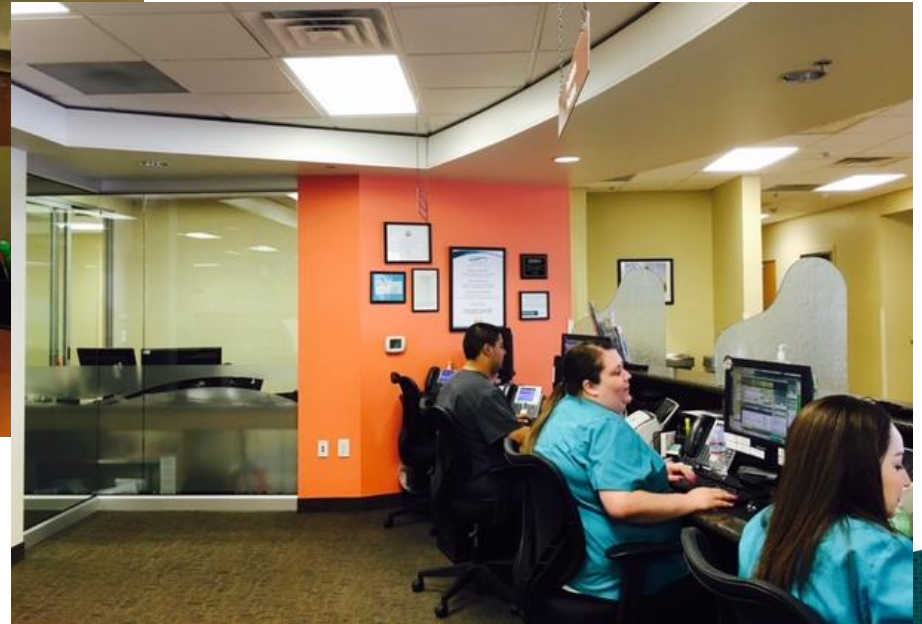
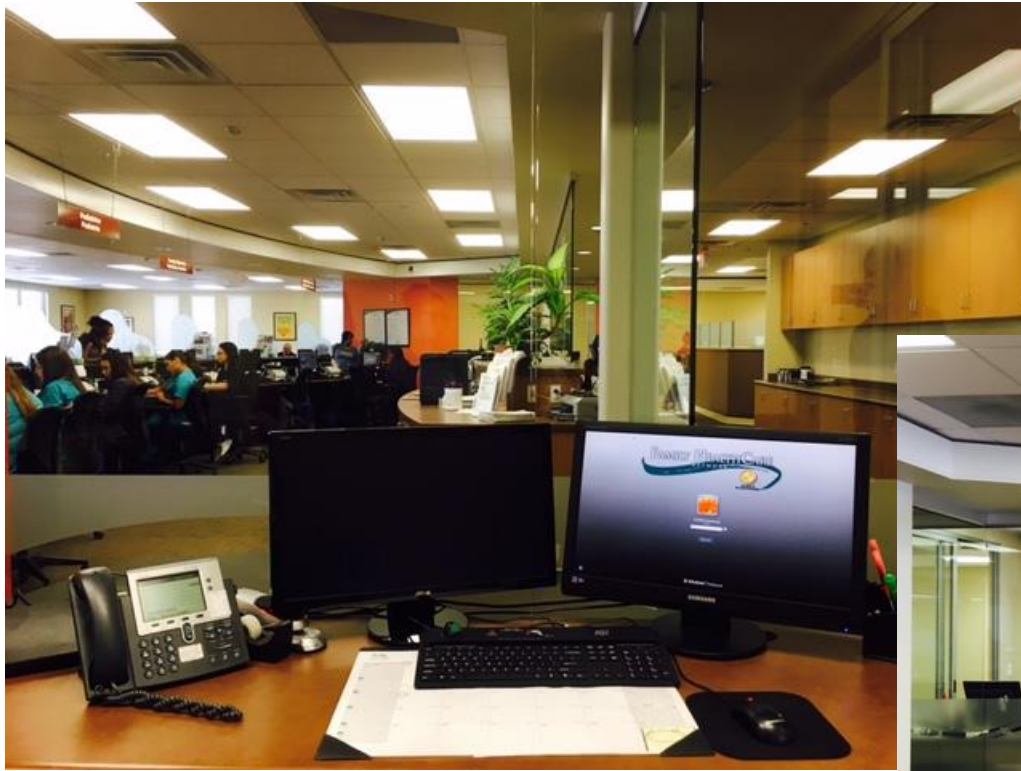
Central Reception



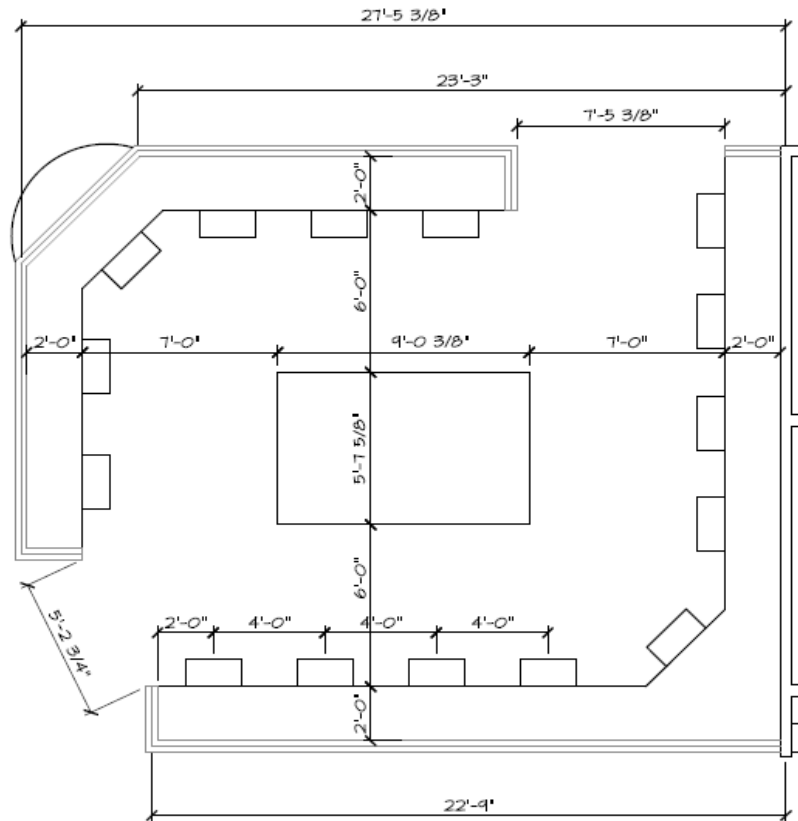
Central Reception



Multi-Function Offices



Team Rooms



- Include open floor plan.
- Islands that function as work stations, as well.
- Team rooms are surrounded by exam rooms that team members work out of.
- Teams are assigned by team room.

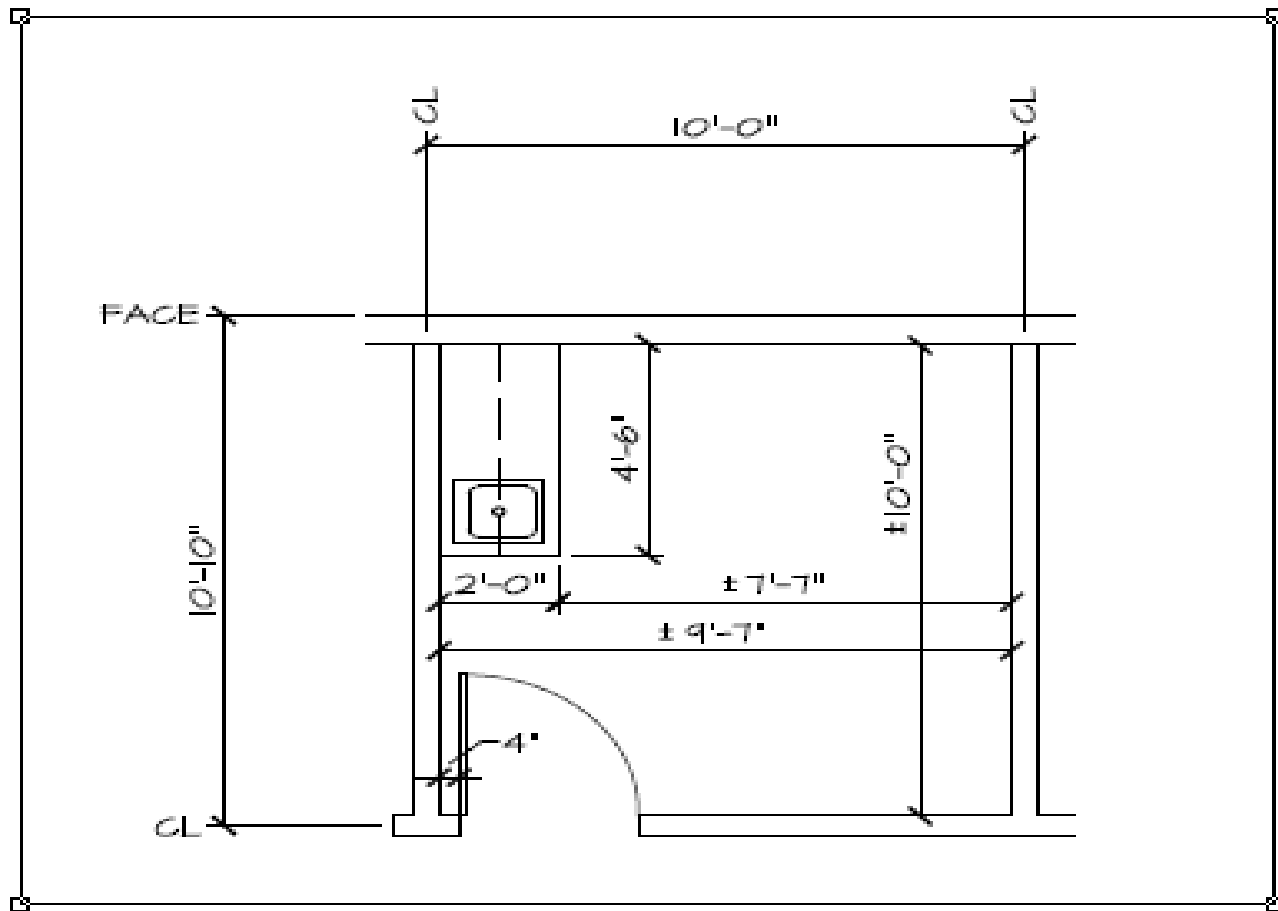
Team Rooms



Team Rooms



Exam Rooms



Exam Rooms



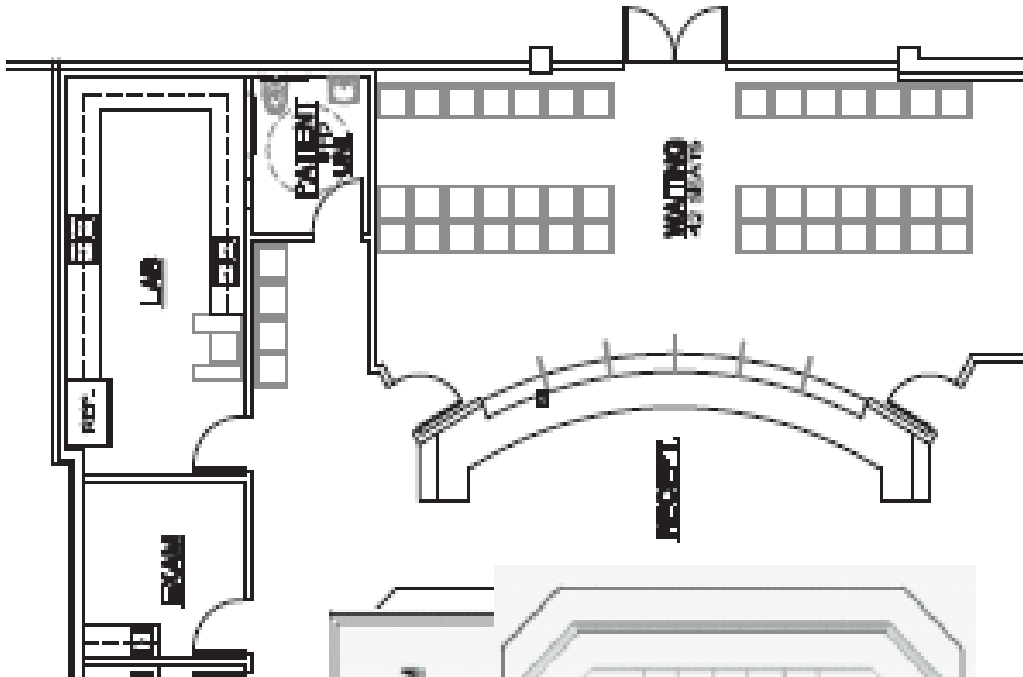
- Exam rooms surround team rooms.
- Exam rooms are used by multiple staff and are multi –purpose.
- Access the health records through EHR.

Dental



- Integrated with medical
- Dental staff is included in team rooms.

Placement of Lab Services



- Located in front of facility as patient enters.
- Supports accessibility for patient.
- Staff able to walk patient to lab area, as needed.

Placement of Lab Services



Classrooms



- Offers a space to offer patient and community classes.
 - Chronic Care
 - Wt. Loss
 - Parenting Classes
 - Childbirth
 - Lactation
 - Diabetes
 - Nutrition
 - Bailoterapia
- Employee learning
- Community partnerships

Reading Corners/Murals

- Provides a space for children and families to read, and promotes literacy.
- Volunteers read to children.
- Children are able to take books home with them.



Reading Corners



Murals



- Murals by local artists are enjoyed by staff and patients.



Sites using redesign process

2012

- Woodlake opened
- Goshen opened
- Porterville Dental opened

2014

- Visalia School Avenue opened
- Visalia Bridge renovated
- Terra Bella and opened

2015

- Tulare West opened
- Traver newly opened

2016

- Cutler/Orosi renovated
- Porterville renovated
- Visalia Oak renovation initiated
- Tulare Pediatric newly opened

2017

- New Strathmore location
- Expansion of Tulare Pediatric Site

2018

- New Hanford location

Facility Needs Assessment

Type of Space	Floor	Review Package	Square Footage			Notes
Table of Contents						
Conceptual Space Needs Outline		TOC				
Conceptual Overall 1st Floor Plan		TOC				
Conceptual Overall 2nd Floor Plan		TOC				
Medical Care			Net SF	Quant.	Dim.	
Exam Rooms - 1st Floor	1	A	2200	22	10	10
Exam Rooms - 2nd Floor	2	A	1600	16	10	10
Procedure/Exam - 1st Floor	1	A	155	1	10	15.5
Procedure/Exam - 2nd Floor	2	A	155	1	10	15.5
Team Area - 1st Floor	1	C	1232	2	22	28
Team Area - 2nd Floor	2	C	1232	2	28	22
Manager Office - 1st Floor	1		90	1	10	9
Manager Office - 2nd Floor	2		90	1	10	9
Patient Lab RR 1	1	A	160	1	10	16
Lab	1		160	1		
						Need separation for clean & dirty. Dirty sink to align with pass-through
Med Storage - 1st Floor	1	B	100	1	10	10
Med Storage - 2nd Floor	2		80	1	10	8
Storage	1		64	1	8	8
Dispensary	2	B	155	1	10	15.5
Pharmacy - 1st Floor	1	B	1015	1	29	35
MEDICAL SUBTOTAL			8488			
Dental Care			Net SF	Quant.	Dim.	
Dental Op (w/out doors)	1		1035	9	11.5	10
Dental Op (Kids Room w/ doors)	2	E	168	1	14	12
Office	1		90	1	10	9
						Is this require? Not on fir. Plan
Sterilization Room	2	E	228	1	19	12
Work Station	2	E	96	1	12	8
Dental Lab	2	E	96	1	12	8
Pano X-Ray	2	E	81	1	9	9
Dental Equipment	2	E	120	1	12	10
DENTAL SUBTOTAL			1814			

Programming Package

- Developed to outline each room of our health center.
- Provides the organization a standard template for each of our health centers.
- Breaks down a schematic for each of the line items in our feasibility assessment.
- Developed branding guidelines for our health centers.

Outcomes

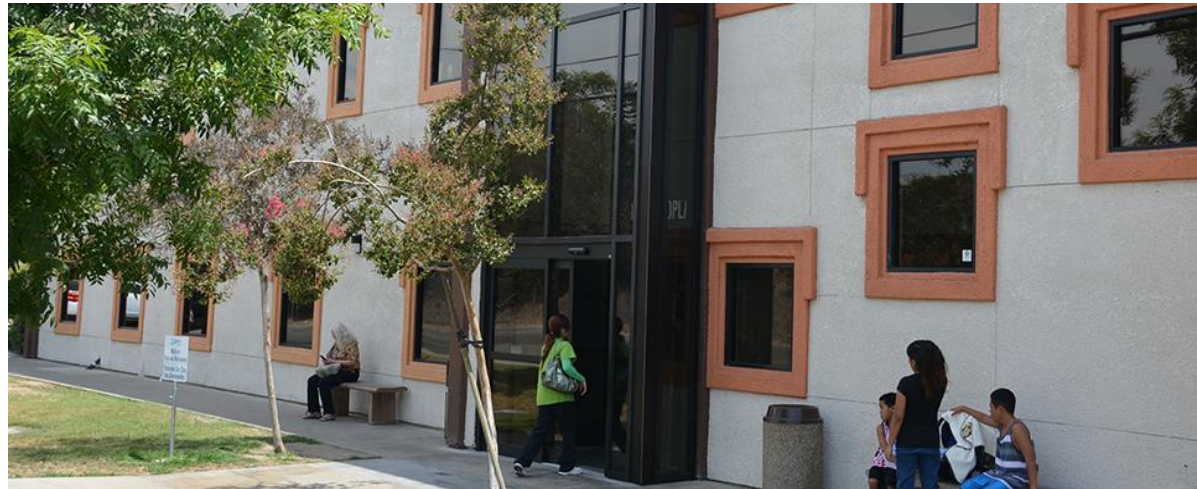


Redesigned - Visalia School Ave

- 51 Exam Rooms
- 34,000 square feet
- FM, Peds, OBGyn, Beh. Health, Nutrition, Navigator/Health Coach, etc.

Not Redesigned – Porterville

- 53 Exam Rooms
- 27,000 square feet
- FM, Peds, OBGyn, Beh. Health, Nutrition, Navigator/Health Coach, etc.



Outcomes

Patient Satisfaction – Top two boxes – **11% higher**

Cycle Times – **8.19 minutes lower**

Employee Satisfaction- Overall – **3.9% higher**

 Feel Part of a Team – **6.8% higher**

 Physical Work Environment and Comfort – **13.3% higher**

 Equipment and Resource Availability – **10.6% higher**

Clinical Quality Measures- Total Goal Ratio - **2.95% higher**

 Diabetic < 9 % - **5.92% higher**

Staff comments



Christopher Bencomo, MD
Obstetrics and Gynecology

“I have learned about the importance of the roles of our Navigator / Health Coaches, and all that they are doing for our patients.”



Ana Madrigal Garcia, LCSW
Behavioral Health

“When I need to coordinate care or complete a case review about a patient, I am able to speak to their PCP because they are sitting in the same team area.”



Carlos Guerra-Sanchez, MD
Pediatrics

“I am able to communicate easily with team members, and other providers, especially when there are complex cases as a newer provider.”

What is in store?

- Expansion of Pharmacy
- Expansion of Optometry
- Expansion of Other Specialties

Optometry



- Newly integrated into our system.
- Plans of expanding in near future.



Optometry



Pharmacy



Important Things to Consider

- Change takes time: Feedback from all levels of staff, and patients is important.
- Evaluate what works and does not work.
- “One size does not fit all”—there may be elements that work with physical space, and not work.
- Review how new regulations, and compliance codes impact your PCMH model, and redesign plans.



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