



Patient Centered Medical Home Improving Team Communication

Clinics are shifting toward a more collaborative and integrated approach to caregiving: the Patient-Centered Medical Home. As a result, many providers are asking us for help navigating the different design approaches and options. Therefore, the goal of this paper is to act as a primer that introduces the different design schemes used to bring teams together and improve communication.

CLINIC DESIGN

The design of a clinic is driven by a lot of different factors. During the programming and predesign phases of a project, the design team works with the client to research, gather, and analyze these factors before they start the design process. That information is then used to guide decisions as the design team takes the project from conceptual design through construction documents.

LEAN DESIGN

Lean Design was made popular by Toyota and is used in manufacturing as a way to eliminate costly wastes by streamlining their processes. Often, subtle shifts in how a task is handled can have a huge impact on work flow, employee satisfaction, and, as a result, the bottom line for the business. Healthcare is one of many industries that have recently tapped into Lean Design. Healthcare providers have been using it as a means of improving patient satisfaction, reducing errors, and cutting overhead costs. To put it simply, the goal of Lean Design in Healthcare is to identify and eliminate costly waste that doesn't create value for your patients.

SUSTAINABLE DESIGN

Whether it be the lure of being socially responsible, the desire to be a good steward of the environment, or simply being fiscally responsible, many clients are asking about and choosing to apply the principles of sustainable design. Not all sustainable principles add cost and many fall into the category of providing good quality design. It is therefore important to discuss the approach and level of sustainability you would like to accomplish with your project.

Cover Photo: Columbia Valley Community Health's 600 Orondo Medical/Dental Clinic in Wenatchee Washington.

Patient Centered Medical Home

The patient centered medical home (PCMH) is a patient-focused model of healthcare delivery that empowers patients by bringing them the necessary resources, evaluations, and education to help them make and then support their decisions. According to AHRQ and PCPCC, the features of a medical home are:

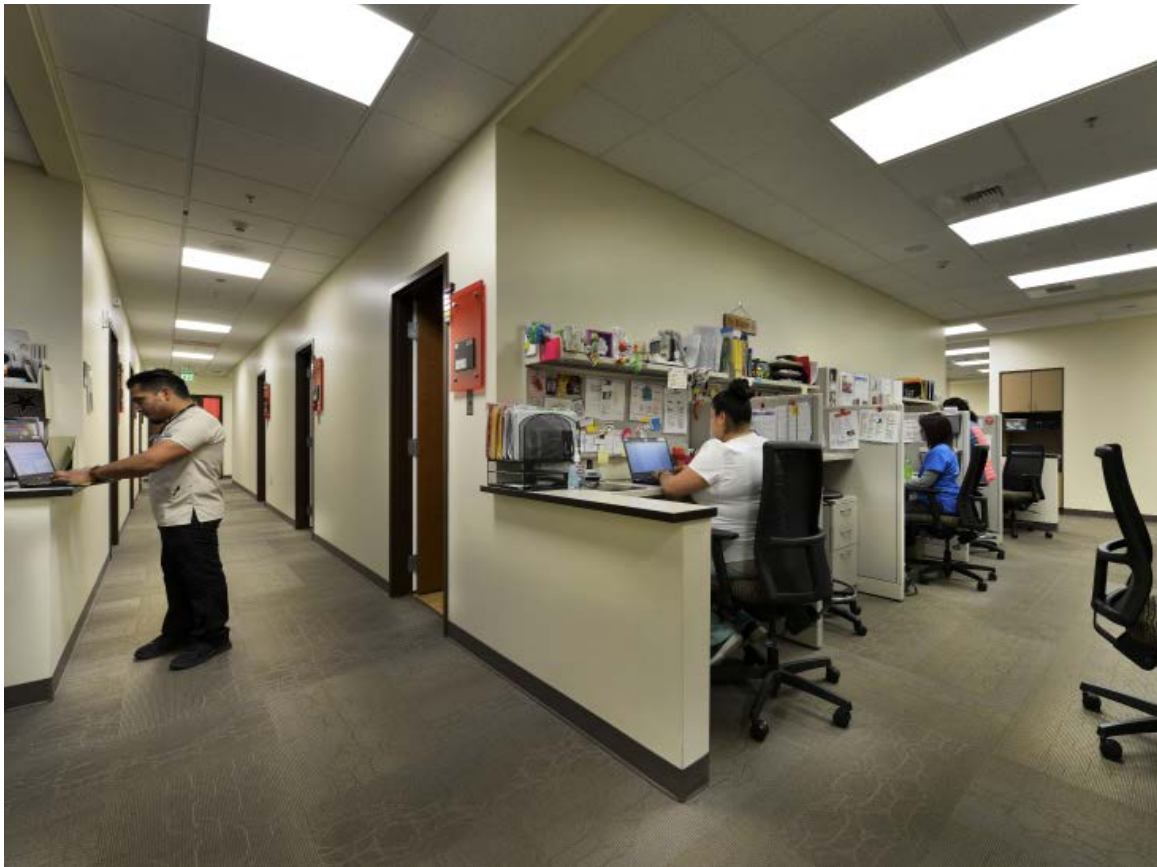
- **Patient-centered:** A partnership among practitioners, patients, and their families ensures that decisions respect patients' wants, needs, and preferences, and that patients have the education and support they need to make decisions and participate in their own care.
- **Comprehensive:** A team of care providers is wholly accountable for a patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.
- **Coordinated:** Care is organized across all elements of the broader health care system, including specialty care, hospitals, home health care, community services and supports.
- **Accessible:** Patients are able to access services with shorter waiting times, "after hours" care, 24/7 electronic or telephone access, and strong communication through health IT innovations.
- **Committed to quality and safety:** Clinicians and staff enhance quality improvement to ensure that patients and families make informed decisions about their health.

Relationships Matter

Your team is made up of individuals that have complimentary skills and share a common goal. Therefore, it goes without saying, that good clear communication is vital to their success.

While different situations will necessitate different ways of communicating, face-to-face interaction cannot be beat. Providing space for the team to work side by side and regularly interact with each other builds a strong social connection and sense of trust that improves communication and coordination.

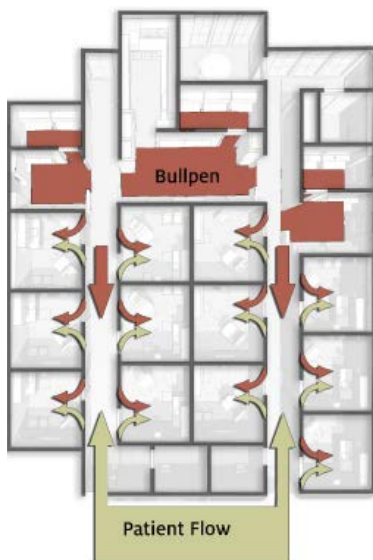
The design of your clinic's team work area can change the culture of your organization, impact the perception of both patients and staff, and play an important role in the success of your team. However, no single design approach will work for every clinic. The pros and cons of each should be carefully weighed during the early design phases of your project.



The team bullpen located at the back of the medical pods at Toppenish Medical Dental Clinic

Team Bullpen

The team bullpen approach carves out a team space at the back of the exam room pods. This allows the patients and the team to enter the corridor from opposite ends and effectively separates the patient from most of the medical team's activities. The team area allows clinical staff and providers to build strong habits for communication and collaboration as they work together to take care of their patients. The area often includes flex spaces for providers and team members that move between pods and sometimes even between clinics. Some facilities still like to maintain a separate provider office but that varies between facilities and depends on how they want to function.



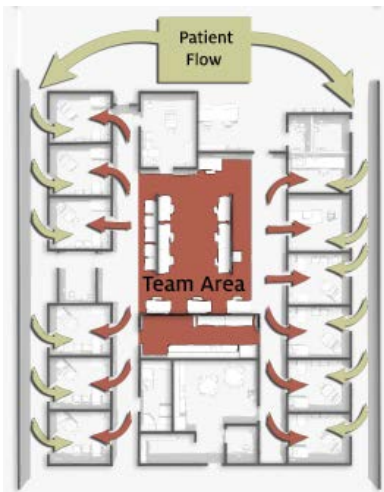
Bullpen Organizational Diagram

EXAMPLE
Toppenish Medical Dental Clinic,
Toppenish, WA
Status: Completed in 2015



Confluence Health's Ephrata Clinic Central Teaming Area

Two Door Exam Room / Central Teaming



Two Door Exam Organizational Diagram

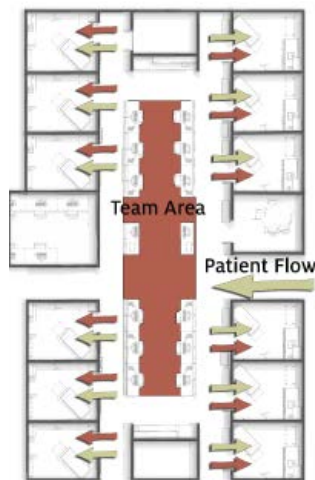
The two entry exam room is a design scheme that supports the medical home concepts of improving caregiver communication and bringing all of the patients care needs to them at one location. This scheme includes exam rooms that have a public/patient entrance and a separate staff/provider entrance (on-stage versus off-stage). The patient enters off of a public corridor while the staff and providers enter from an adjacent team work area. This approach results in medical teams that work closely together improving communication, collaboration, and patient care coordination. It also allows the busy active nature of the clinic to remain out of the patients sight and helps create a more relaxed patient environment. This approach is often used in facilities with "self rooming" which is becoming increasingly popular as a way to reduce patient wait times.

EXAMPLE
 Confluence Health, Ephrata, WA
 Status: Completed in 2017



The Central Team Area surrounded by Exam rooms at Family Health Centers' Omak Clinic

Neighborhood / Central Teaming



Neighborhood Organizational Diagram

The neighborhood concept is another design scheme that supports the medical home concept. This approach creates a cubicle style staff area that functions similar to the one described in the two entry exam rooms. However, it is not separated from the patient flow. The patient flows around it and into the exam rooms. This approach has the same communication benefits of the Two Entry Exam room but places the providers and staff in a position to interact with and be visually aware of patients as they are roomed. Some facilities see this as a benefit believing that it reinforces the idea that their clinic is a friendly community of people that are there to take care of you.

EXAMPLE
 Family Health Centers, Omak, WA
 Status: Completed in 2014

Tri-State Medical Office Building,
 Clarkston, WA
 Status: Completed in 2015

Firm Profile

Principals
Rod Knipper, AIA
Dennis W. Dean, AIA
Brian J. Andringa, AIA

KDA Architecture started with a single Architect with a vision. Since then it has grown, won numerous awards, and been recognized as a design leader in our region. However, it isn't the awards that keep clients coming back. Clients return to KDA because they trust our three foundational principles; provide good quality design, have a positive impact on people's lives, and be honest in everything that we do.

Location
1310 North 16th Avenue
Yakima, WA 98902
T 509 575 5408

Client/Architect Relationships

A long-term client/architect relationship has tremendous value. It provides an opportunity to obtain a thorough understanding of your facility and staff. Once trust and confidence are established, design decisions are arrived at quickly and efficiently, saving both time and resources. At KDA Architecture we strive to provide expert service that will meet all of your architectural needs, for projects of all sizes.

Team Approach

It is the responsibility of principals and project managers to select team members and consultants based on their unique strengths and requirements of the job. Our staff is well-educated and has many years of experience in programming, planning, interiors, equipment coordination, and construction. This multi-level experience and team approach provides clients with a sound decision-making process that results in the best possible design solution.

A minimum of two highly experienced staff members are assigned to every project, regardless of size. This method assures that the client will always have access to an individual who understands their concerns when decisions need to be made quickly.

Design Philosophy

Meeting your requirements with innovative design solutions is our first goal. Whether your project is new construction, renovation, or an addition, we work hard to be sure it functions smoothly, meets code requirements, fits well with the site, and complements existing structures.

Our staff understands the value of efficiency and works with you to maximize the potential of your project while developing solutions that uniquely address your needs. Our focus is to give every client excellent service. You will know your project is successful when you see the excitement and appreciation it generates, and the positive effect it has on the people who use it.

ARCHITECTURAL SERVICES

- Architectural Design
- Interior Design
- Cost Estimation and Analysis
- Project Management

FACILITY PLANNING SERVICES

- Feasibility Studies
- Site Selection
- Space Planning
- Predesign
- Master Planning
- Cost Control
- Permit Approvals

PROGRAMMING

- Space Programming
- Space Planning
- Systems Review
- Wayfinding

CONSTRUCTION SERVICES

- Construction Administration
- Equipment Coordination
- Site Observation