

Work Space Design for Team Based Care



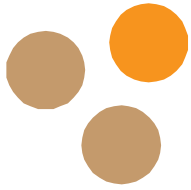


Space Design for Team Based Care

Pete Leibig

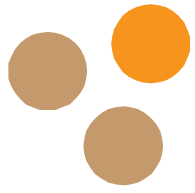
Leibig-Shepherd LLC

Leibig  **Shepherd**



Who Am I

- Began working with Primary Care Clinics for underserved in 1977 – *OMG 40 Years*
- CEO of Clinica Family Health Services in Lafayette Co from 1987 – 2013
- Remodeled 5 facilities to accommodate Team Based Care – some more than once
- Current:
 - A bit of consulting with primary care practices
 - Technical Assistance Director of TCHF Team Based Care Initiative



Objectives for This Webinar

- Don't be boring
- Pray for Questions
- Describe how clinic space design can improve teamwork, staff satisfaction and patient health

Expansion, another doctor will double Clinica capacity

By GEORGE WHITE

Clinica Campesina will be capable of handling thousands more patient visits when the expansion of the Lafayette health care center is completed in September, the facility's executive director said.

The clinic, which provides medical care and counseling to uninsured and financially-eligible families throughout the eastern county area, could see an immediate patient increase of perhaps 50 percent, said Pete Leibig. The center's present load of nearly 14,000 annual medical visits and patient "encounters" could be doubled by 1994, he added.

The expansion involves both increased space and additional medical staffing.

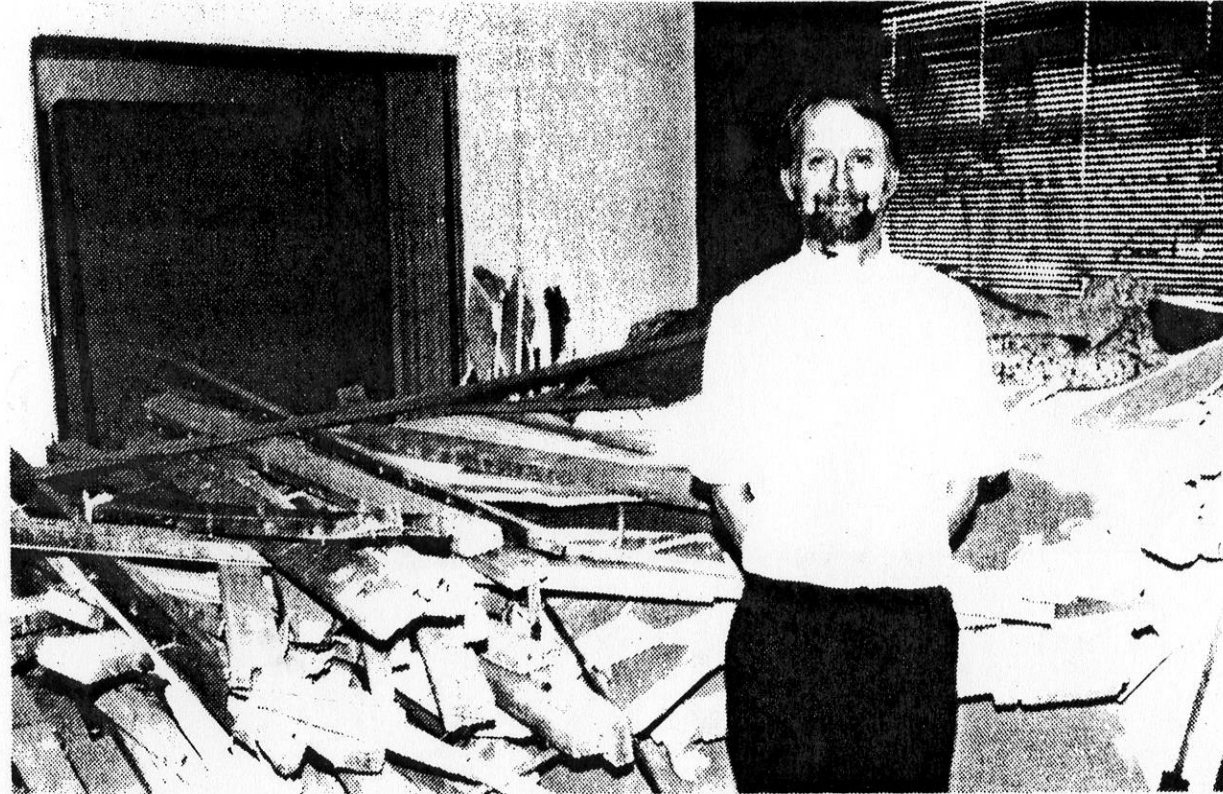
The structural improvements began last November when Clinica purchased two additional units in its building at 1345 Plaza Court North near South Boulder Road.

The deal to get the extra space was not simple. Clinica bought two vacant units and then made an arrangement with the Boulder County Health Department to have that entity move into the two new spaces. Clinica will use the two units formally used by the health department.

Clinica now owns five units in the ten-unit structure. The purchase has in essence expanded Clinica's space from 3,520 to nearly 6,000 sq. ft.

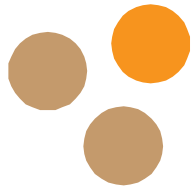
Design plans for the new space were drafted last winter. Construction teams began the process of converting and renovating Clinica space in June.

The first construction phase involved the relatively simple process of painting and installing carpeting in Clinica's existing offices and the offices once used by health department employees.



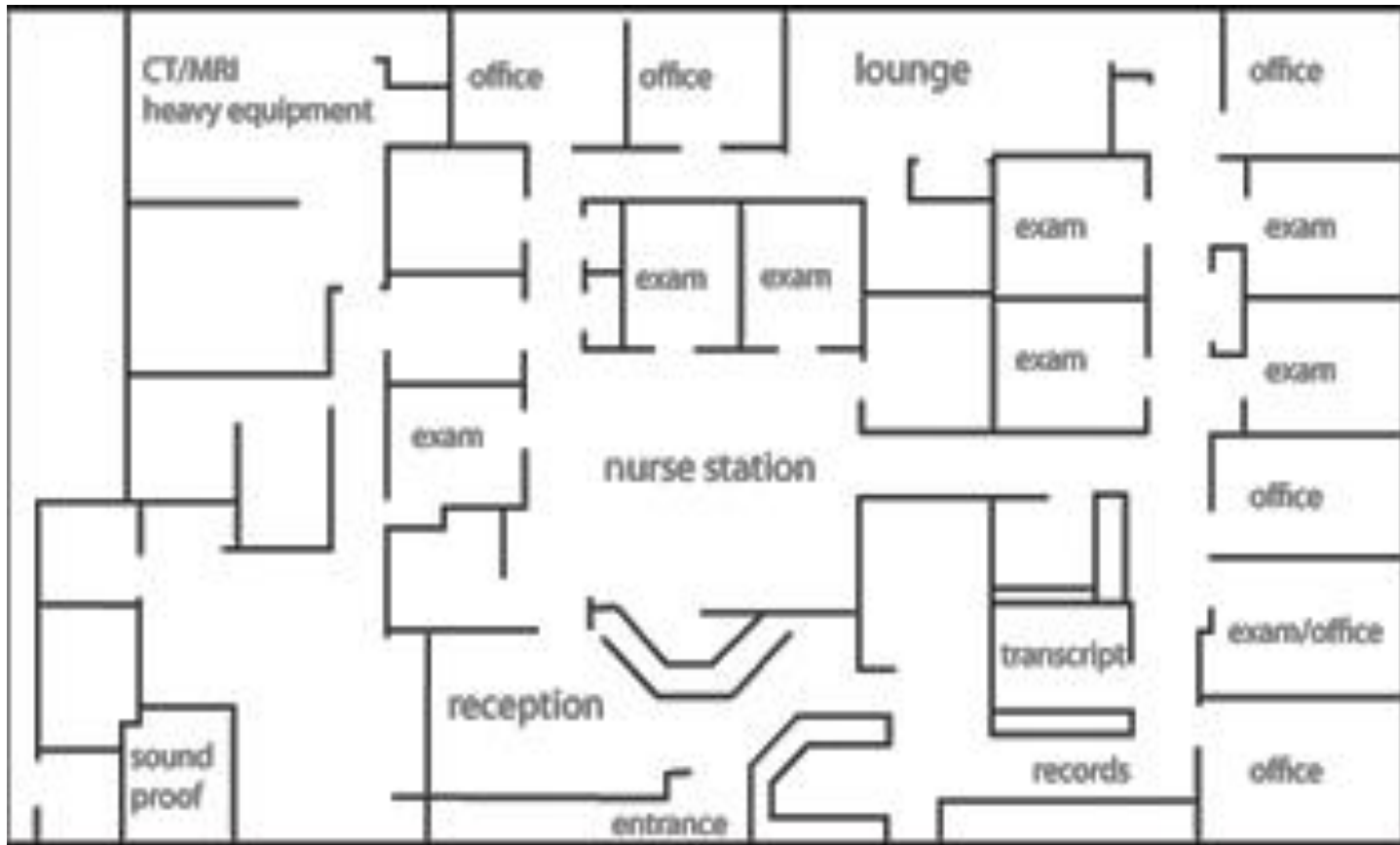
WHILE IT'S DIFFICULT to imagine Clinica Campesina director Pete Leibig being happy about the rubble behind him, the fact that the mess means the clinic is another day closer to completion sheds

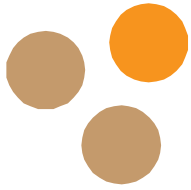
light on his smile. The area in which Leibig is standing will soon be the clinic's new lobby and waiting room.



Where's Wally? - Find Waldo!

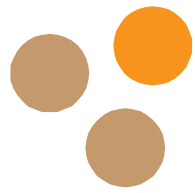
8 exam rooms – 5 offices





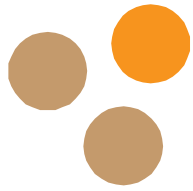
AH HA!

- Diabetes Collaborative in 1998
- Disciple of Dr. Don Berwick and Dr. Ed Wagner
- Patient focused Care Teams
- Opportunity to open new facility in Thornton in 2000
- Space matters!
- Dr Shepherd and Architect designed TEAM BASED CLINIC SPACE



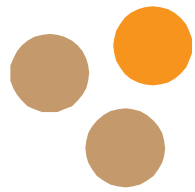
**Does your space get in your way?
Space design matters!**





Principles for Space

- Co-locate team members
- Line of sight to all team members and patient care rooms
- No searching for team members
 - Flags on doors
- Take care to not overbuild waiting room
- Take care to not overbuild team space



A Few Practice Design Concepts For Patient Centered Medical Home

Empanelment/Continuity

Improved efficiency – “top of license”

- Collaborative team approach to patient care
- Co-location of team members

Improved care delivery model

- Choice of group care or one-on-one visits
- Telephone, patient portal, etc

Delivery Design - Group Visit Space

- Facilitated group process for patient activation
- Care setting in space designed for groups
- Patients invited on basis of chronic disease history and utilization patterns
- The goal is patient activation
- Patients remain in same group for continuity

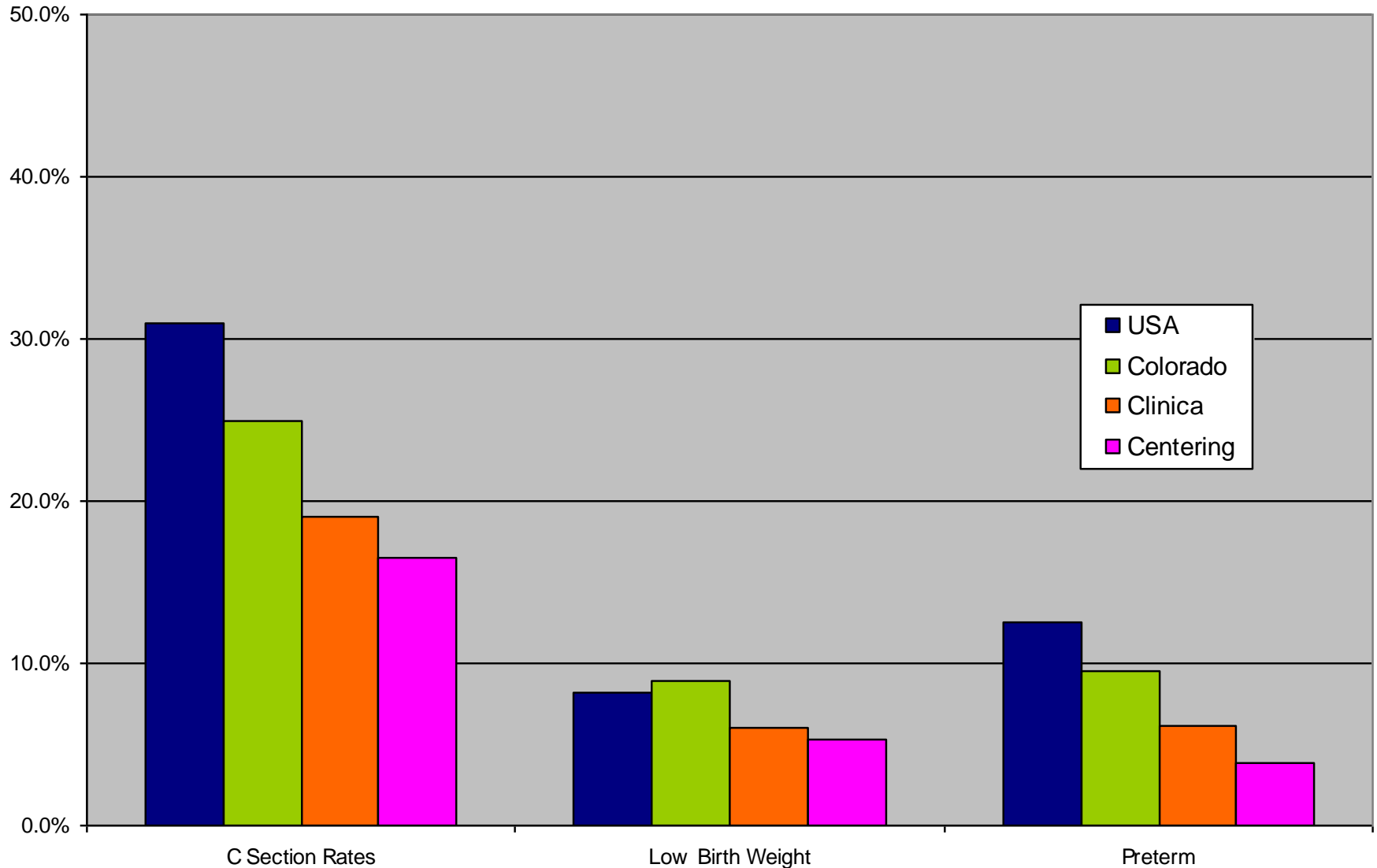


Group Visit Outcomes

- Better diabetic outcomes
- Low birth weight rates are lower
- Breast feeding initiation is higher
- Better compliance with INR testing
- Decreased total narcotic dose
- Patient satisfaction is higher
- Staff satisfaction is higher



Improving Pregnancy Outcomes:



2009 Data

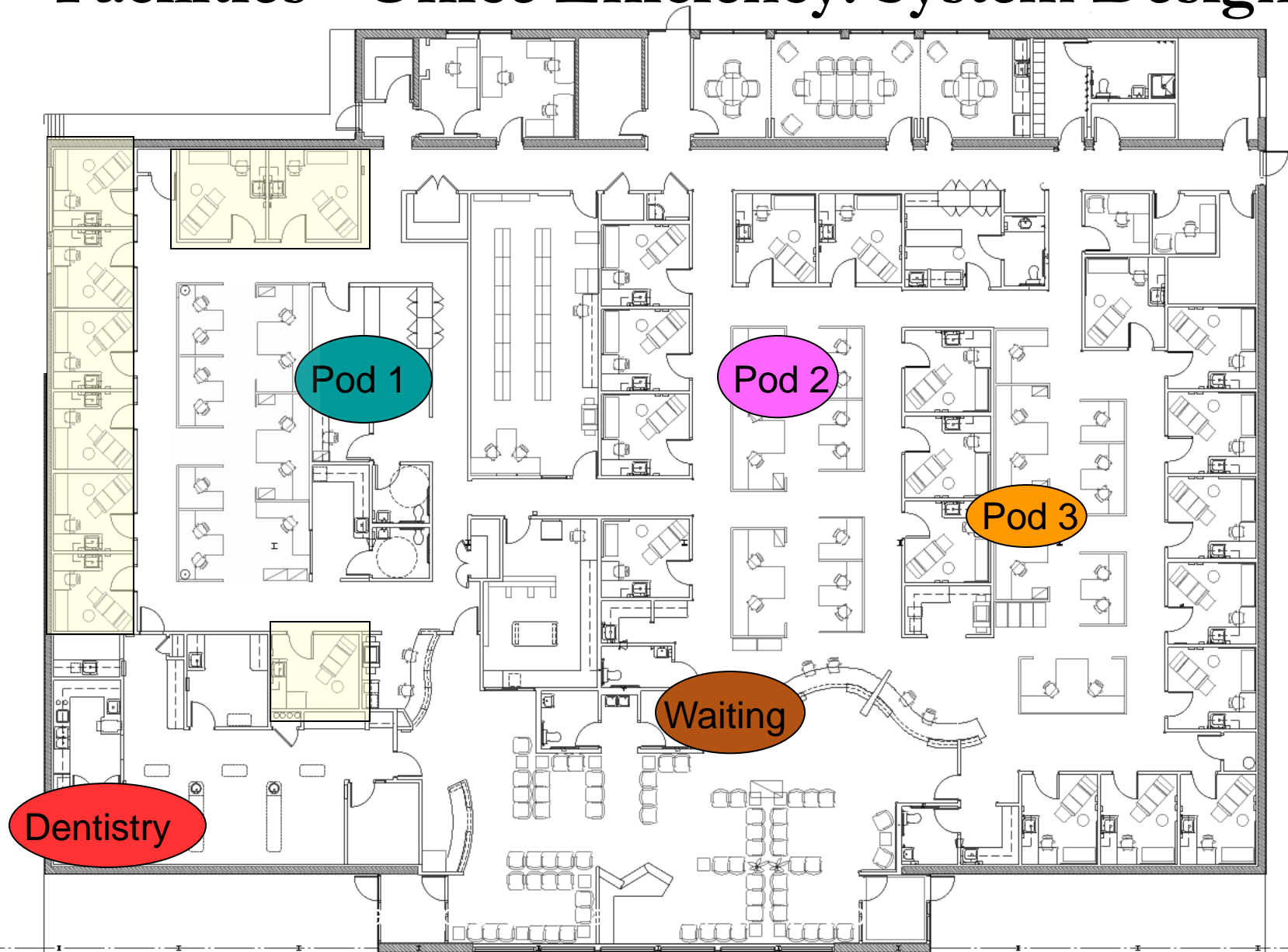
Leibig  Shepherd

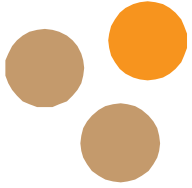
Colocation - Architecture to Support Teams



B O U L D E R A S S O C I A T E S , I N C .
Architecture + Interior Design

Facilities - Office Efficiency: System Design





Let's huddle

- Your first patient scheduled for this afternoon is a 68 year old female with chief complaint of dizziness, weakness and constipation.
- Review the Care Plan (Tool) for this patient with the care team:
 - Receptionist
 - Nurse
 - Medical assistant
 - Behavioral health professional
 - *Pharmacist*



It Takes a Team – Daily Huddle



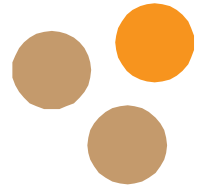
1:00 P		
1:20 P		
1:40 P		
2:00 P		
2:20 P	♀	Recheck ✓✓
2:40 P	♀	ez, Zoe - Recheck ✓✓
3:00 P	♀	ssa - Brief ✓✓
3:20 P	♀	erida - Brief ✓
3:40 P	♀	ermina - Established/ New Patient + 3 ✓✓
4:00 P	♀	edios - O ✓✓ Xitalli - RE ✓✓
4:20 P	♂	el - Cold And Flu ✓✓
4:40 P	♂	tion - Recheck ✓✓
5:00 P	♀	n - Recheck ✓✓
5:20 P	♀	adalupe - Obstetric ✓✓
5:40 P	♀	Recheck ✓
6:00 P	♀	ia - Brief ✓✓
6:20 P	♀	eyna - Recheck ✓✓
6:40 P	♂	rana, Mario - Cold And Flu ✓
7:00 P	♀	Leticia - Acute ✓✓
7:20 P	♂	o, Ignacio Alejandro - Acute ✓
7:40 P		

Work Space for Team Based Care



Data Wall for the Team





Who is on the team?

- 3 FTEs of Provider
- 3 FTEs of Medical Assistant
- 1 Nurse Team Manager
- 1 Case Manager
- 1 Referral/Utilization case manager
- 1 Behavioral Health Professional
- 2 Front Desk
- 1 Medical Records – still paper in the system
- Recently added Dental Hygienist, Clinical Pharmacist



How Much Waiting Space?

