
A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(f) Cancer Centre Professional Staff Offices

A1(f) CANCER CENTRE PROFESSIONAL STAFF OFFICES

A1(f).1 SERVICE DESCRIPTION

A1(f).1.1 Scope of Clinical Services

This section A1(g) sets out the requirements for the centralized facilities for the Facility's Professional Staff Offices and administration for the Facility's Cancer Centre. This component provides centralized office and support facility accommodations for administration, medical oncology, radiation oncology, surgical oncology, clinical associates, physicists and other residents, medical/non-medical students, and support staff. It also provides a video conferencing meeting room for use by the professional staff and technicians at the Cancer Centre.

The Professional Staff Offices administer on-site clinical services operations that include, but are not limited to the following services:

- Senior administrative, managerial, and secretarial work
- Administrative and professional staff meetings
- Professional interviews and assessments
- General coordination and management of purchased services (with the Abbotsford Hospital)
- Utilization management, quality assurance, and quality improvement/risk management
- Liaison between medical, clinical and non-clinical support staff, community/regional partners, any relevant colleges of medicine, other external agencies and the public
- Labour relations
- Receipt of patient/family complaints
- General coordination of all Cancer Centre programs and processes
- Budget preparation and expenditure monitoring
- Purchasing and payment authorization
- Monitoring utilization of purchased Abbotsford Hospital services and drug costs
- Human resource requirements for the Cancer Centre
- Scheduled and drop-in use of offices by the BCCA staff from outside the Cancer Centre
- Developing and monitoring of Cancer Centre workload statistics and other performance measures
- Non-resident billing and authorization of drug bills
- Storage of office equipment, supplies and administrative files

The Professional Staff Offices will be also used for administrative, consultation and preparing reports.

A1(f).1.1.1 Current Trends *Not applicable*

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A1(f).1.2 Scope of Education Services

The Professional Staff Offices will provide clinical resources in support of teaching programs for medical/radiology/surgical oncology residents, up to 4 at a time, and for physics students (if not accommodated in the treatment planning module).

A1(f).1.3 Scope of Research Services

Not applicable

A1(f).1.4 Specific Exclusions

This specification excludes medical staff offices/workstations provided elsewhere, including:

- Workstation for CDA (see section A1(h) Cancer Centre Radiation Therapy)
- Offices/workstations for clinical trials staff (see section A1(d) Cancer Centre Clinical Trials Offices)
- Office/workstations for clinical nurse leader and registered nurses in General Clinic area (see section A1(e) Cancer Centre General Clinic)
- Offices for Radiation Therapy administrative staff (see section A1(h) Cancer Centre Radiation Therapy)
- Offices/workstations for treatment planning staff (see section A1(h) Cancer Centre Radiation Therapy)
- Office for registered nurse (see section A1(c) Cancer Centre Chemotherapy Treatment Unit)
- Offices/workstations for patient rehabilitation staff (see section A1(g) Cancer Centre Patient Rehabilitation)
- Abbotsford Hospital medical staff offices (see section D4 Site Administration)
- Information systems workstation in treatment planning (see section A1(h) Cancer Centre Radiation Therapy) and IM (see section D1 Information Management)

A1(f).2 OPERATIONAL DESCRIPTION

A1(f).2.1 Minimum Hours of Operation

It is expected that this component will generally open from 0800h to 16:30h, 5 days per week.

A1(f).2.2 Patient Management Processes

Not applicable

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A1(f).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.

A1(f).2.4 Staff Work Processes

A1(f).2.4.1 Administration

This component is primarily used by the Cancer Centre professional and administrative staff for their offices. Medical staff will go to the various outpatient examination and treatment areas of the Cancer Centre and the oncology inpatient unit in the Abbotsford Hospital to see their patients. Offices will be used for administration, consultation, reviewing clinical material and preparing various reports. Physicists will go to the treatment planning module to conduct hands-on planning duties and to the treatment module for machine QA, commissioning, etc.

Not applicable

Process Flow Diagram

A1(f).2.4.2 Staff Services

Staff coat closet and purse lockers will be provided for personal valuables and shared across shifts.

A1(f).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.

A1(f).2.6 Linen/Housekeeping Services

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

A1(f).2.7 Equipment Asset Management

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

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A1(f).3 ACTIVITY INDICATORS

The table below summarized the projected activity for Professional Staff Offices services which must be addressed by Project Co in performing the Works and the Services.

A1(f).3.1 Hospital Activity (Incl. in Cancer Centre Activity below)

A1(f).3.2 Cancer Centre Activity

Unit	Minimum Projected Yearly Activity
<u>New Patient Consultations</u>	
Radiation Therapy	2,829
Systemic Therapy	1,333
Surgical Oncology	953
Pain & Symptom Management/Palliative Care	120
Subtotal	5,235
<u>Active Treatment & Follow-Up Visits</u>	
Radiation Therapy	11,314
Systemic Therapy	8,000
Surgical Oncology	9,350
Pain & Symptom Management/Palliative Care	235
Subtotal	28,899

A1(f).4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 53 FTE for professional staff, consisting of 12 medical oncologists (including chief), 12 radiation oncologists (including chief), 2 surgical oncologists, 1 pathologist, 1 dentist, 5 clinical associates, 1 medical physics leader (planning module leader), 9 physicists and 10 clerical/administrative personnel. A total staff complement in the range of 12 FTE for administration, consisting of 1 site director, 1 executive assistant, 2 secretaries, 3 process leaders, 1 finance clerk, 1 human resources, 1 infection control/occupational health and safety, 1 education co-ordinator, and 1 Cancer Centre volunteer coordinator (to be located beside Cancer Foundation Offices (A1 (b) 5.3.08)).

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

Functional Areas	Patients	Staff	Visitors	Others	Total
Administration Offices	0	10-12	2-3	1-2	13-17
Professional Staff Offices	0	45-55	5-10	1-2	51-67
Conference Room/Meeting Room	0	10-12	1-2	1-2	12-16
Seminar Room	0	10-12	1-2	1-2	12-16
Staff Locker Room	0	5-10	0	0	5-10

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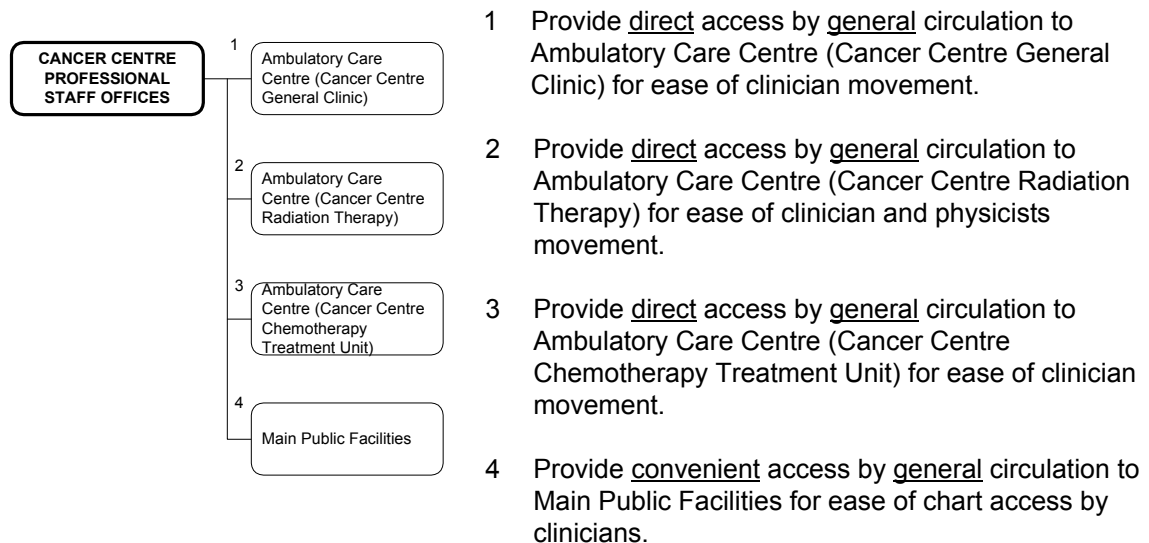
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A1(f).5 DESIGN CRITERIA

A1(f).5.1 Key External Relationships

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



A1(f).5.2 Key Internal Relationships/ Environmental Considerations

The following will be achieved:

A1(f).5.2.1 Clinical Groupings

Offices for radiation oncology, medical oncology, surgical oncology, physics, process leaders, and consultants and their respective support staff, should continue to be grouped together as a suite of offices. Generic offices will be assigned to a group of physicians and staff who work together. To the extent possible, there will be natural light and access to fresh air from each office.

A1(f).5.2.2 Open Office

Provide open office planning for secretarial areas and a secure coat and purse storage area.

A1(f).5.2.3 Privacy

Provide acoustic privacy in all offices and between offices to ensure patient and staff privacy. 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.

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Provide standard office configurations for flexibility in use over the long term.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.3.3 Flexibility and Expandability.

A1(f).5.2.5 Ergonomics Considerations

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

A1(f).5.2.6 Security

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

A1(f).5.2.7 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.

A1(f).5.2.8 External Light/View

Locate this component to ensure an external view.

A1(f).5.2.9 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 and will require appropriate space for multiple flat panel/monitors for viewing electronic charts and image viewing, etc.
- Acoustical attenuation will be provided between all office areas especially open workstations.
- Provide the offices with exterior windows if possible.

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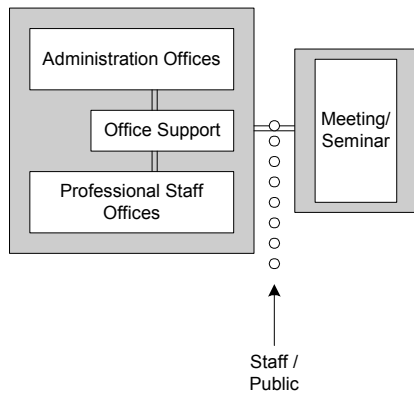
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A1(f).5.2.10 Component Functional Diagram

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

A1(f).5.2.10.1 Micro Relationship Diagram



Legend

- ==== Immediately Adjacent
- Direct Access
- Reasonably Close Access
- ◀--- Direct Visual Supervision

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A1(f).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>Cancer Centre Administration Offices</u>			
01	Reception/Workstation, Secretary/Clerk	1		12.0
02	Waiting Area	1		10.0
03	Workroom/Storage	1		25.0
04	Office, Site Director	1		12.0
05	Workstation, Executive Assistant	1		6.0
06	Office, Finance Clerk	1		9.0
07	Office, Process Leaders	3	12.0	36.0
08	Office, Cancer Centre Volunteer Coordinator	1		9.0
09	Office, Shared Work Area, Human Resources, Infection Control/Occupational Health, Education Coordinator	1		18.0
10	Interview Room	1		12.0
	Subtotal			149.0
	<u>Professional Staff Offices Area</u>			
11	Workstation, Secretary	10	6.0	60.0
	Workroom/Storage			0 ¹
12	Office, Chief Radiation Oncologist	1		12.0
13	Office, Chief Medical Oncologist	1		12.0
14	Office, Professional	32	11.0	352.0
15	Work Area, Clinical Associates	1		30.0
16	Office, Medical Physics Leader	1		12.0

¹ Shared with Administration above.

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Ref	Space	Area Requirements		
		units	nsm/unit	nsm
17	Office, Pathologist	1		11.0
18	Video Conference and Meeting Room	1		24.0
19	Seminar Room	1		18.0
20	Storage Area	1		7.5
21	Staff Locker Room	1		5.0
22	Washroom, Staff	2	2.5	5.0
23	Housekeeping Closet	1		(5.0)
	Subtotal			553.5
	Total			702.5

A1(f).6 DESIGN GUIDANCE

None

A1(f).7 OTHER SPECIFICATIONS

Medical staff offices are primarily based in this component, however, other specifications that will be consulted are:

- A1(c) Cancer Centre Chemotherapy Treatment Unit
- A1(d) Cancer Centre Clinical Trials Offices
- A1(e) Cancer Centre General Clinic
- A1(g) Cancer Centre Patient Rehabilitation
- A1(h) Cancer Centre Radiation Therapy
- D1 Information Management
- D2 Learning Centre
- D4 Site Administration

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