
A Outpatient Services

A1 AMBULATORY CARE CENTRE

A1(g) Cancer Centre Patient Rehabilitation

A1(g) CANCER CENTRE PATIENT REHABILITATION

A1(g).1 SERVICE DESCRIPTION

A1(g).1.1 Scope of Clinical Services

This section A1(g) sets out the requirements for the centralized facilities for the Facility's Patient Rehabilitation department to be achieved or accommodated by Project Co in providing the Works and the Services. The range of rehabilitation services to be provided within this component includes:

- Social workers and clinical counsellors will provide counselling of patients and their families, including adjustment to the diagnosis of cancer, coping with treatment, relaxation training, palliative care concerns and bereavement follow-up. Social workers and clinical counsellors will often meet with families in their offices. Services will be provided to Cancer Centre General Clinic patients as well as to the Abbotsford Hospital's oncology inpatients for discharge planning and counselling services.
- Nutritionists will provide counselling to patients and their families on the issues related to diets and the cancer treatment plan that have been recommended.
- Creative art and music therapy programs are offered to both inpatients and outpatients.
- Psychiatric counselling is available for 2 sessions per week, with the potential for evening service as workload increases.
- Group therapy sessions are conducted by the counselling staff in programs such as relaxation, therapeutic touch, women's health and children's support. The counsellors will work with other health members such as oncologists and nurses to develop an interdisciplinary approach to treatment of each cancer patient.
- Outpatient rehabilitation services and exercise programs will be offered and performed through the Abbotsford Hospital's Rehabilitation Services component (C6) as well as in the Abbotsford Hospital's exercise room in A1(b) Abbotsford Hospital Outpatient Services.

A1(g).1.1.1 Current Trends

In providing the Works and Services, Project Co shall take into account the following trends:

- *A greater focus on providing a comprehensive continuum of services that effectively integrates centre-based rehabilitation, community support and follow-up services.*
- *Providing a multidisciplinary approach to rehabilitation addressing: pain and system control and relief; improving and maintaining functional abilities; improving quality of life; increasing independence in activities of daily living (ADL); and providing caregiver support*
- *Early psychosocial intervention with breast cancer patients will continue to expand in the future and demonstrate effectiveness.*
- *There is increased emphasis on evidence-based care, and multidisciplinary research.*

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- *A move towards increasing the capacity of education and consultation services in the communities and working with community workers on treatment facility transition.*
- *Increased focus on research and clinical programs in oncology rehabilitation. Research will be subject to availability of funding resources and expect opportunities to be available in either the rehabilitation area or staff fitness center.*

A1(g).1.2 Scope of Education Services

Counselling, social worker, psychiatry and dietetic interns and graduate students will rotate through this department as part of a practicum placement (maximum 2-5 students at a time).

A1(g).1.3 Scope of Research Services

Staff located in this component will participate in clinical and social behavioural research activity of the Centre, but will do so within space provided. There is also an affiliation with research conducted at UBC. Staff may also collaborate with palliative care and neuropsychology in research activities.

A1(g).1.4 Specific Exclusions

This specification excludes Patient Rehabilitation services provided elsewhere, including:

- Abbotsford Hospital nutritional counselling services provided in the Ambulatory Care Centre (see section A1(b) Abbotsford Hospital Outpatient Services) and General Medical/Surgical Inpatient Units (see section B2 General Medical/Surgical Inpatient Care Units)
- Abbotsford Hospital physiotherapy, occupational therapy, and speech language pathology (see section C6 Rehabilitation Services)
- social work services provided in Hospital (see sections A1(b) Abbotsford Hospital Outpatient Services, A2 Emergency, B2 General Medical/Surgical Inpatient Units, B4 Intensive/Stepdown Care Units, B5 Maternal Child Program, B6 Mental Health/Psychiatry Program and B3 Tertiary Palliative Care Unit)
- spiritual care services (see section D3 Main Public Facilities)
- pain and symptom management services in Cancer Centre General Clinic (see section A1(e) Cancer Centre General Clinic)

A1(g).2 OPERATIONAL DESCRIPTION

A1(g).2.1 Minimum Hours of Operation

This component will typically operate from 0830h to 1630h, Monday to Friday.

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A1(g).2.2 Patient Management Processes

A1(g).2.2.1 Reception/Registration/Booking

The majority of patients will access the Patient Rehabilitation area via the outpatient entry. New patients are to report to the central reception desk for assistance. The role of the central reception located at the entrance will be to assist with general enquires. Patients will then be directed to the Patient Rehabilitation area.

Patients arriving early, relatives/carers waiting for patients in Patient Rehabilitation, and patients in between consultations will utilize the central waiting area adjacent to the central reception in Ambulatory Care.

Patients will be referred to Patient Rehabilitation from a variety of services, including the community. Through a central scheduling program, patient's appointments will be coordinated during their time at the Cancer Centre. All patients, clinicians, and visitors to the Patient Rehabilitation will be received at the reception desk in this area. A variety of other tasks, including telephone call handling, appointment scheduling, answering patient's questions etc. are also undertaken here.

Reception will be designed:

- With patient privacy in mind as personal and confidential information may be required by reception staff
- To provide security for staff and for patient records, many of which will still be in note form

A1(g).2.2.2 Consultation

The patient will be directed to the appropriate counselling room, office or therapy room by a member of the staff. It is assumed that a dedicated central outpatient scheduling system is available to co-ordinate the booking of appointments.



Patient Flow Diagram

A1(g).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.

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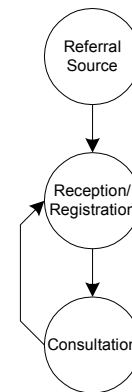
A1(g).2.4 Staff Work Processes

A1(g).2.4.1 Reception/Registration/Booking

The secretary located at the point of entry to Patient Rehabilitation will receive all outpatients and confirm their Cancer Centre registration for their scheduled services. A variety of other tasks, including telephone call handling, appointment scheduling, answering patient queries etc. are also undertaken here.

A1(g).2.4.2 Consultation/Counselling/Therapy

This area will accommodate offices, counselling rooms, a therapy workroom, and a multipurpose meeting room for the patient rehabilitation team. Selected rehabilitation services (i.e., social worker services and nutrition counselling) also provide services to the Abbotsford Hospital's oncology inpatients (and dependant on funding and resources available, may provide resources to surgical oncology inpatients). Social workers typically provide discharge planning and counselling services for the inpatients and would consult the inpatient and meet with their families in the Abbotsford Hospital.



Process Flow Diagram

A1(g).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(g).2.6 Linen/Housekeeping Services

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

A1(g).2.7 Equipment Asset Management

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

A1(g).3 ACTIVITY INDICATORS

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

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

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A1(g).3.2 Cancer Centre Activity

Unit	Minimum Projected Yearly Activity
<u>Patient & Family Counselling</u>	
Referrals	1,387
Contacts	3,744
Groups	160
Group Participants ¹	1,280
<u>Clinical Nutrition Contacts</u>	
	2,213
<u>Cancer Centre Programs</u>	
Relaxation Sessions	
Frequency (# Assembly Hrs/Yr)	200
Group Size (Persons)	45-45
Spiritual Therapy	
Frequency (# Assembly Hrs/Yr)	75
Group Size (Persons)	20
Women's Counselling	
Frequency (# Assembly Hrs/Yr)	48
Group Size (Persons)	50
Therapeutic Touch Clinic	
Frequency (# Assembly Hrs/Yr)	100
Group Size (Persons)	12

A1(g).4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 12 FTE, consisting of 5 social workers (includes 1 team leader), 3 dietitians (includes 1 professional practice leader), 1 art therapist, 1 music therapist, 2 secretaries/receptionists.

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
Reception Area	1-2	2	1-2	1	5-7
Interview/Counselling/Office Area	15-18	10	3-5	1-2	29-35
Multipurpose Meeting Room	40-50	5-10	5-10	5-10	55-80

¹ Assumes an average of 8 participants per group.

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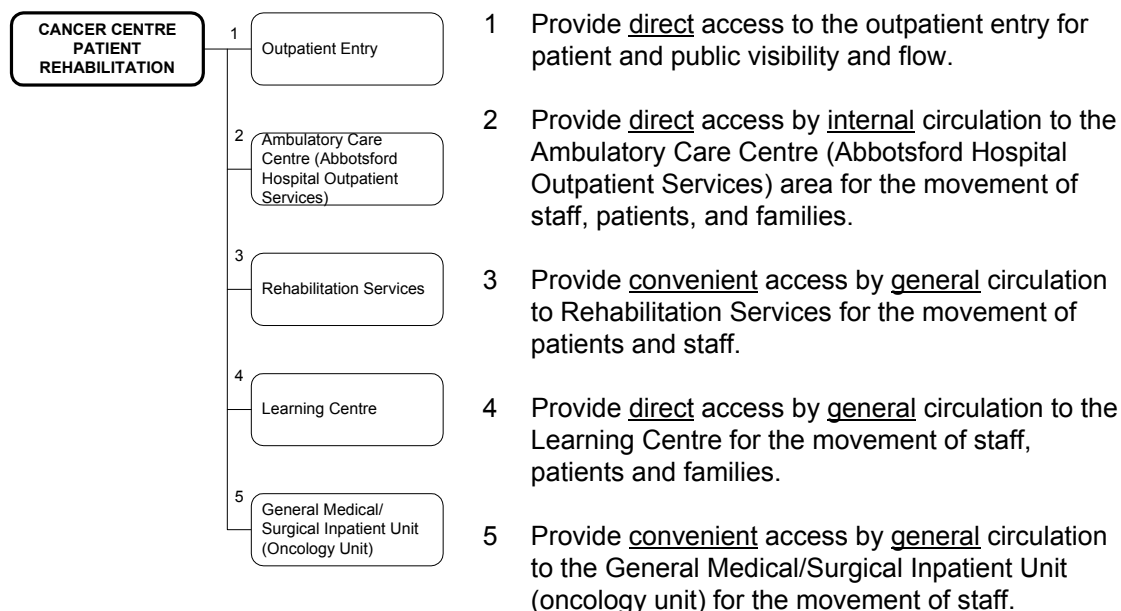
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A1(g).5 DESIGN CRITERIA

A1(g).5.1 Key External Relationships

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



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

The following will be achieved:

A1(g).5.2.1 Companion Space

Most cancer patients will be accompanied by at least one family member or friend and in many cases, more. Interview areas will be designed to accommodate these supporting companions. Provide for barrier-free access to all areas.

A1(g).5.2.3 Acoustic Control

All counselling rooms and offices must have acoustic privacy for confidentiality.

Waiting areas will be acoustically separate from main entry and from the staff offices and meeting rooms.

Machines that generate noise (e.g., transformer, the addressograph and printer) should also be acoustically separate from staff work areas.

Hard shiny surfaces that reflect, rather than absorb sound, will be avoided in waiting areas to minimize stress from a noisy environment.

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Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.5.4 Acoustics.

A1(g).5.2.4 Security

Security measures, as much as possible, will be invisible or non-obtrusive. However, personal security is a concern of the staff and will be addressed by personal alert systems utilizing wireless technology devices.

Doors to interview and counselling rooms will have vision panels and all doors require standard locks.

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

A1(g).5.2.5 Accessibility for Persons with Disabilities

All areas of the Centre will be wheelchair accessible. The arrangement of seating in the waiting area should allow open space for patients in wheelchairs.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.4.7 Design and Standards for the Disabled.

A1(g).5.2.6 Flexibility

Maintain standard room sizes and configurations wherever possible for short and long-term flexibility in change of use. Create versatile interview and counselling rooms which may be used for a variety of disciplines and patient care activities.

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

A1(g).5.2.7 Ergonomics Considerations

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

A1(g).5.2.8 Work Environment

A comfortable working environment will be provided with task lighting. All offices and workstations should have access to natural light.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.5 Indoor Environmental Quality.

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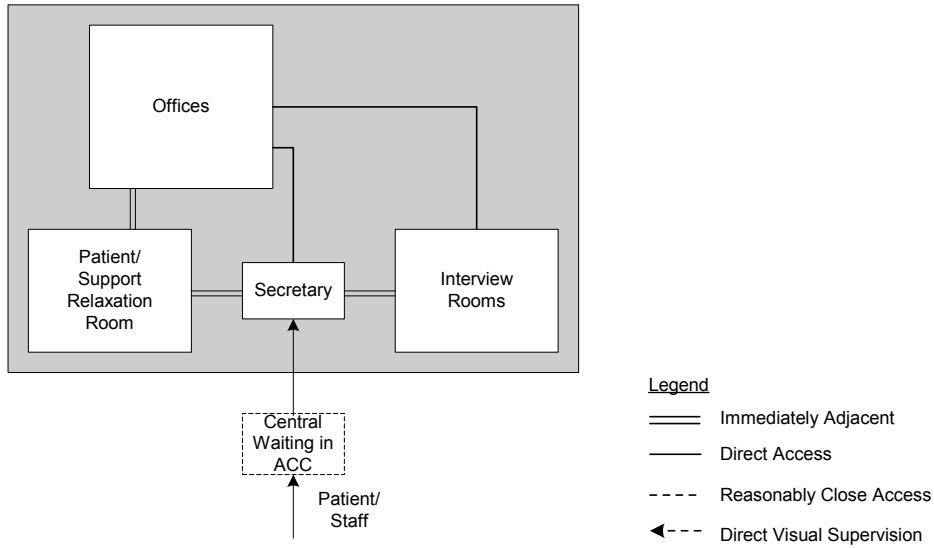
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A1(g).5.2.9 Component Functional Diagrams

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

A1(g).5.2.9.1 Macro Relationship Diagram



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A1(g).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>Patient Rehabilitation Area</u>			
	Waiting Area			0 ²
01	Workstation, Secretary	1		7.5
02	Office Work Room/Storage	1		15.0
03	Interview/Counselling Room	2	12.0	24.0
04	Office, Team Leader	1		12.0
05	Office, Social Workers	4	11.0	44.0
06	Office, Professional Practice Leader	1		12.0
07	Office, Dietitians	2	11.0	22.0
08	Office, Psychiatrist	1		12.0
09	Office, Shared	1		12.0
10	Therapy Work Room	1		15.0
11	Patient/Support Relaxation Room	1		72.0
12	Storage, Equipment	1		18.0
13	Washroom, Patient/Public, Wheelchair Access	1		3.5
14	Washroom, Public	1		2.5
15	Housekeeping Closet	1		(5.0)
	Total			276.5

² Shared with other outpatient clinics in the Central ACC Reception Area (see A1b).

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A1(g).6 DESIGN GUIDANCE

Project Co is referred to:

- Canadian Association of Psychosocial Oncology (National Psychosocial Oncology Standards for Canada)
- National nutrition standards

A1(g).7 OTHER SPECIFICATIONS

Patient Rehabilitation services for cancer patients and families are primarily based in the Patient Rehabilitation component, however, other specifications that will be consulted are:

- A1 Ambulatory Care Centre
- A2 Emergency
- B1 Comprehensive Cardiology Care Units
- B2 General Medical/Surgical Inpatient Care Units
- B3 Tertiary Palliative Care Program
- B4 Intensive/Stepdown Care Units
- B5 Maternal Child Program
- B6 Mental Health/Psychiatry Program
- C6 Rehabilitation Services