

Part B – Health Facility Briefing & Design

10 Administration Unit



iHFG

International Health Facility Guidelines

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10 Administration Unit

1 Introduction

Description

The Administration Unit provides an area of offices, workspaces and associated facilities for supporting the management of the facility and may include both clinical and non-clinical support staff to oversee the management of a hospital or unit. This may include administrative tasks, interviews and meetings by a range of executive, medical, nursing and support personnel.

The level and range of facilities provided for general office and executive administration functions will vary depending on the size and level of the service being delivered in the proposed health facility and as described in the endorsed Service Plan.

The Administration Unit may include the following administrative positions or services:

- Main Reception and Enquiries
- Chief Executive Officer (CEO), Senior Managers and support staff
- Nursing Executive and Senior Nurse Managers
- Human Resources and Payroll staff
- Finance and Accounting Managers and support staff
- Facility Management
- Public Relations
- Legal Services
- Quality Management
- Training, Education and Research, this may be a separate area in large healthcare facilities
- Disaster Management coordination
- Clinical Administration, including medical, clinical, professional staff with support staff; this may be a separate unit in large healthcare facilities.

2 Functional and Planning Considerations

Operational Models

Depending on the size of the facility, Administration Unit may be provided as a single unit for small facilities, or as separate functional units grouped according to services (medical, nursing, finance, education, etc.) in multiple locations for larger facilities. The operational model will be determined by the size, Operational Policies and the Service Plan of the facility.

Hours of Operation

The Administration Unit will generally operate during business hours, Monday to Friday. Some functions such as Nursing Management, Clinical Management and Staff Allocation may be provided on an extended or 24-hours basis.

Meetings and functions being held after-hours will require safe and planned access for both staff and visitors.

Planning Models

The Administration Unit may be located in an area easily accessed by staff in the organisation and visitors. It is recommended that a separate secure entry be provided for staff.

The Administration Unit may be provided as:

- A distinct unit within the health facility
- A Unit located in a non-clinical zone of a health facility
- A unit within a separate building on the campus.

Functional Areas

The Administration Unit functional areas include:

- **Entry Area:**
 - Reception
 - Waiting areas with amenities for visitors

- **Administration Areas; Office/s and workstations for the following functions:**
 - General Administration including:
 - Executive Suite (CEO, Divisional Directors and secretarial support)
 - Public Relations
 - Legal Services
 - Ancillary support staff which may include Occupational Health and Safety, Infection Control, Quality Assurance, Disaster Coordinator, Complaints Management/ Patient Advocate, PABX/ operator/s/ telecommunications
 - Nursing Administration
 - Finance and Accounts
 - Human Resources that may include Payroll
 - Information Technology and Communications
 - Clinical and Medical Services Unit

- **General Support Areas:**
 - Beverage Bay for staff access
 - Cleaner's room
 - Disposal room
 - Mail Room
 - Pantry
 - Stores for files, stationery

- **Staff Areas**
 - Meeting Room/s; may be designated as a disaster coordination room or Board Room
 - Staff Room, may be shared
 - Staff toilets, may be shared

For facilities where space is not sufficient to include all functions required, some of the above components may be provided as separate units.

Entry Area

Reception and Waiting

The Reception is the first point of contact with the Administration Unit for visitors and may act as an access control point to restrict access and direct visitors to the area required. Waiting areas should be located nearby and be suitable for a range of occupants including those in wheelchairs. Smaller Waiting areas may be provided close to offices as required.

Administration Areas

Administration areas may be provided as offices and workstations within in one Unit to promote collaboration between divisions. The number of offices provided will be according to the endorsed full time positions required for the Administration Unit, dependent on the size of the facility and the Operational Policies.

Consideration should be given to provision of the following:

- Separate offices, shared offices and workstations where possible for executive, finance and clinical staff that are required to be situated in the Administration Unit according to the facility's Service Plan
- Specialised administration functions such as Quality Management, Public Relations, etc. as required according to the Service Plan

- Offices for roster management, staff allocation and bed allocation staff that may require access after-hours.

Support Areas

Support areas for the Administration Unit, including stores for files and stationery, should be located convenient to staff requiring frequent access. Secured storage should be provided for confidential records including administration, finance and human resources records.

Meeting rooms with tele-conference or video-conference facilities provide for meeting flexibility with remote staff. A large Meeting Room may be used for disaster management and Board meetings.

If multipurpose meeting rooms are provided, they may be located to enable sharing by several services or Units. Meeting Room/s should have access to a pantry for food and beverages as necessary

Staff Areas

Staff Room/s and dining areas should include a beverage bay or access to a pantry for use during meal breaks.

Staff Room/s and toilets may be shared with adjacent units where possible.

Functional Relationships

External

The Administration Unit should be located to provide ease of access to visitors arriving from the Main Entrance of the facility. A ground level location is not required. The Administration Unit should be well sign posted and easily identifiable by staff and visitors.

Internal

The Executive Suite, Nursing Administration and the Finance Unit should ideally be located together in one zone to enhance staff communication and collaboration

Clinical Administration functions including the Division of Medicine, the Division of Surgery and Clinical Research Unit may be located within or in close proximity to the Administration Unit. Alternatively, these areas may be located close to the relevant clinical area or collocated with the Education Unit, according to the Operational Policy of the facility.

Functional Relationship Diagram

Administration Unit located within a health facility

The Functional Relationship Diagram below applies to a typical Administration unit, centrally located in a non-clinical zone within a health facility and including with sub units located together.

The key functional relationships are demonstrated in the diagram below.

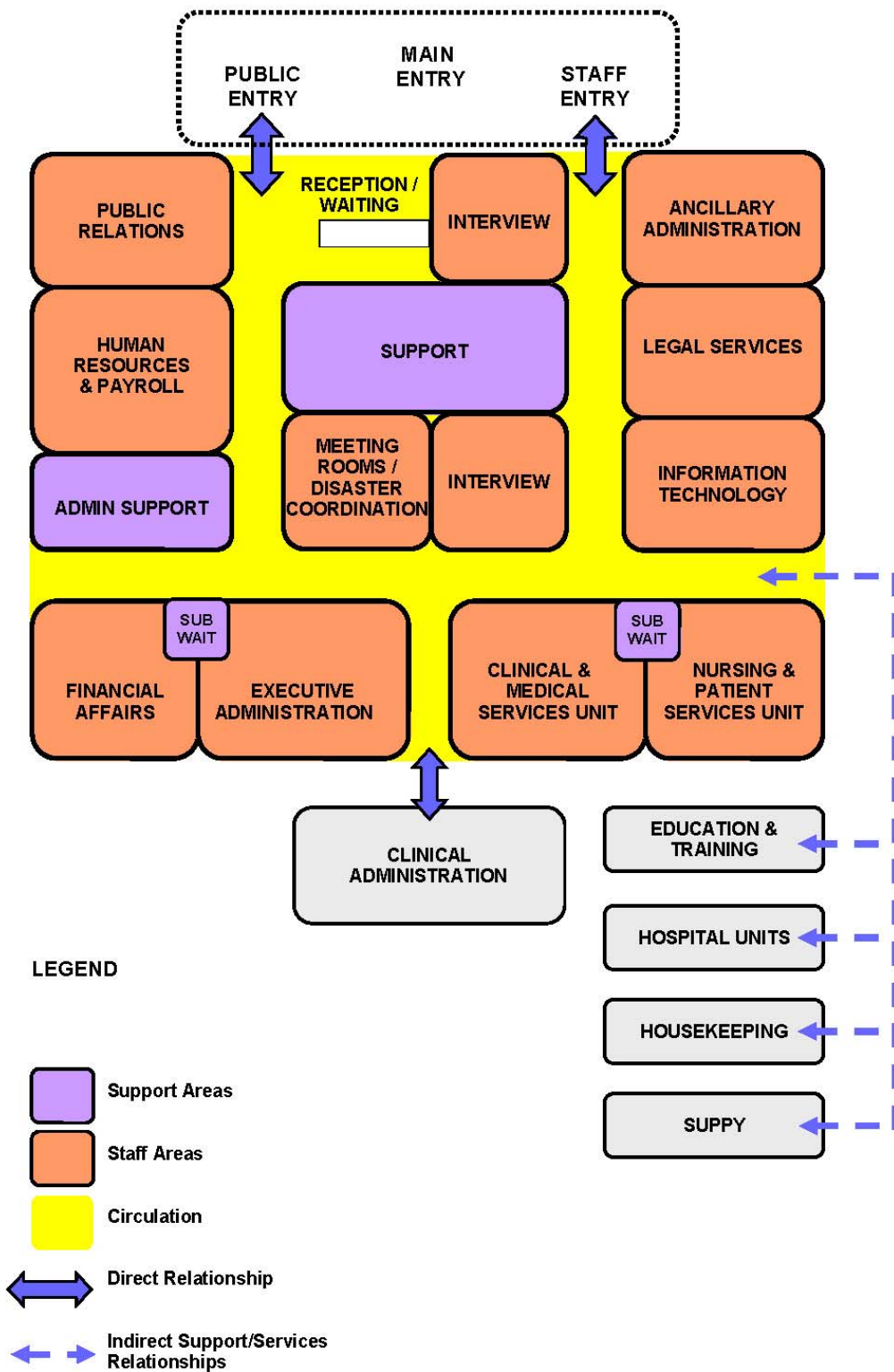


Figure 1 Functional Relationship Diagram: Administration Unit

The following represents preferred external functional relationships:

- Visitors access from a main circulation corridor from the Main Entrance
- Separate entry and access for staff
- Service corridor access for service units such as Supply and Housekeeping.

The optimum internal relationships include the following:

- Reception at the entrance that may act as an access control point and an interview area in close proximity
- Access to administrative sub units such as Public Relations, Human Resources, Finance, and Clinical Administration etc. via internal circulation corridors
- Administration sub units that are more frequently visited, such as Public Relations and Human Resources are located closer to the Entry and Reception
- Support areas located centrally for ease of staff access
- Interview rooms located close to sub units requiring frequent access.

3 Design

Environmental Considerations

Acoustics

Acoustic performance and sounds levels should be designed and documented to meet the function of spaces being provided.

Acoustic consideration should be given to the following during the design process:

- Acoustic separation of Meeting and Interview rooms to reduce the noise between rooms, particularly if used for tele-conferencing, video-conferencing and large meetings
- Acoustic separation should be provided between Offices, Meeting Rooms, Interview Rooms and adjacent corridors to reduce transfer of noise between rooms, particularly private conversations which should not be audible outside the room
- Location of waiting areas away from Offices, Meeting and Interview rooms
- Location of staff rooms away from public areas, Offices and Meeting rooms

Natural Light/ Lighting

Maximise the provision of natural light to areas where staff offices and workstations are located.

Artificial lighting should be arranged to avoid glare on computer screens. Refer to Part C Access, Mobility, OH&S in these Guidelines for further information.

Privacy

Visual privacy must be considered where confidential conversations are likely to take place in offices, meeting and interview rooms

Space Standards and Components

Accessibility

Reception, Offices, Meeting rooms and Waiting areas should be design to provided access for people in wheelchairs. Refer to Part C in these Guidelines - Access, Mobility, OH&S for further information and local Accessibility Guidelines.

Ergonomics/ Occupational Health and Safety (OH&S)

The design process and selection of furniture, fittings, fixtures and equipment must consider ergonomics and Occupational Health and Safety (OH&S) aspects to avoid injuries to staff and visitors. Particular attention should be made to design of workstations and storage areas. Adjustable height workstations may be considered. Shelving in storage areas should be placed at suitable reach heights.

Refer to Part C in these Guidelines - Access, Mobility, OH&S and local Occupational Health and Safety standards for further information.

Size of the Unit

The size of the Administration unit will be dependent on the size and level of service of the health facility, as determined by the facility's Service Plan and Operational Policies. Schedules of Accommodation have been provided for an Administration Unit in a typical hospital at Role Delineation Levels 2 to 6.

Safety and Security

The Administration Unit should include the following security considerations:

- Entry to the Administration Unit, Reception and Waiting may require restricted access such as electronic card reader; with an intercom/ phone, CCTV and remote door release from Reception
- All Offices require lockable doors
- Rooms located on the perimeter of the Unit should be locked when they are not in use
- All Store rooms for files, records and equipment should be lockable
- After-hours access which may be required to some Offices and Meeting Rooms and may also involve security personnel.

Finishes

The Administration Unit décor should be pleasant and professional in character. Finishes should be selected with consideration of the following:

- Acoustic properties of the materials; the use of carpet and acoustic panels will assist in absorption of sound
- Durability, replacement and cleaning of materials
- Fire safety of the materials.

Refer also to Part C – Access, Mobility, OH&S in these Guidelines for further information on internal finishes.

Fixtures, Fittings and Equipment

All furniture, fittings and equipment selections for the Administration Unit should be made with consideration to ergonomic and Occupational Health and Safety (OH& S) aspects.

Refer to Part C of these Guidelines - Access, Mobility, OH&S, the Room Layout Sheets (RLS) and Room Data Sheets (RDS) for more information.

Building Service Requirements

Communications

The Administration Unit has a managing role in the facility and requires reliable and effective IT / Communications service for efficient operation of the service. The IT design should address:

- Hospital networking requirements including wireless networks
- Video-conferencing and tele-conferencing
- Communications and Server Room/s
- Telephone systems including cordless and mobile phones
- Computers, mainframes, laptops and hand-held devices
- Duress alarms and paging master system for staff and emergencies

Heating, Ventilation and Air conditioning (HVAC)

Offices, open plan workstation areas, Meeting Rooms, Interview Rooms and Staff Rooms should be air-conditioned for the benefit of staff and visitors to the Unit. The local or country specific mechanical requirements should be consulted.

Infection Control

Infection Control measures applicable to the Administration Unit will involve prevention of cross infection between staff and visitors. Hand hygiene is an essential element and provision of medicated hand gel dispensers or hand wipes at the Reception and in circulation corridors is recommended.

For further information refer to Part D – Infection Control in these Guidelines.

4 Components of the Unit

Standard Components

The Administration Unit will contain Standard Components to comply with details in the Standard Components Room Data Sheets and Room Layout Sheets in these Guidelines.

5 Schedule of Accommodation – Administration Unit

Administration Unit located within a health facility

ROOM/ SPACE	Standard Component Room Codes	RDL 1/2 Qty x m ²			RDL 3 Qty x m ²			RDL 4 Qty x m ²			RDL 5 Qty x m ²			RDL 6 Qty x m ²			Remarks
Entry Area																	
Reception/ Clerical	RECL-9-I RECL-10-I RECL-12-I	1	x	9	1	x	9	1	x	10	1	x	12	1	x	12	1 - 2 staff. May be replaced by a workstation.
Waiting	WAIT-SUB-I WAIT-10-I WAIT-15-I	1	x	5	1	x	5	1	x	10	1	x	15	1	x	15	May be divided by gender; 1.2 m ² per person
Waiting - Sub	WAIT-SUB-I							1	x	5	1	x	5	2	x	5	Areas for visitors to wait close to Offices.
Toilet - Accessible	WCAC-I	1	x	6	1	x	6	1	x	6	1	x	6	1	x	6	If not available nearby. May require separate family/female facilities
Toilet – Public, 3 m ²	WCPU-3-I	1	x	3	1	x	3	2	x	3	2	x	3	2	x	3	If not available nearby
General Administration																	
Note 1																	
Office - CEO	OFF-CEO-I	1	x	18	1	x	18	1	x	18	1	x	18	1	x	18	
Office – Directors (Divisional)	OFF-CEO-I				1	x	15	2	x	15	3	x	15	5	x	15	Nursing, Medical, Finance, HR, Operations, Disaster Coordinator
Office – Deputy Directors/Manager (Divisional)	OFF-S12-I				1	x	12	2		12	3	x	12	5	x	12	Nursing, Medical, Finance, HR, Operations
Office – Workstation (Secretarial)	OFF-WS-I	1	x	5	1	x	5	2	x	5	4	x	5	6	x	5	Executive support; Note 1
Office – PABX/Operator	OFF-2P-I							1	x	12	1	x	12	1	x	12	PABX workstation & mainframe modules
Office – Single Person	OFF-S9-I										1	x	9	2	x	9	Public Relations, Legal Services, Complaints, Patient Advocate
Office – 2 Person Shared	OFF-2P-I							1	x	12	1	x	12	1	x	12	OH&S staff
Nursing Administration																	
Note 1																	
Office – Supervisors (Nursing)	OFF-S9-I	1	x	9	1	x	9	1	x	9	2	x	9	4	x	9	
Office - Workstation (Nursing)	OFF-WS-I				1	x	5	1	x	5	2	x	5	4	x	5	Infection Control, QM, Education etc.
Finance & Accounts																	
Note 1																	
Office – Managers (Finance)	OFF-S9-I	1	x	9	1	x	9	1	x	9	1	x	9	2	x	9	Finance and Accounts
Office - Workstation	OFF-WS-I							4	x	5	6	x	5	8	x	5	Accounts support
Human Resources																	
Note 1																	
Office Managers (HR)	OFF-S9-I	1	x	9	1	x	9	1	x	9	2	x	9	2	x	9	
Office – 2 Person Shared	OFF-S12-I				1	x	12	1	x	12	2	x	12	2	x	12	HR clerical support
Office - Workstation	OFF-WS-I				1	x	5	1	x	5	2	x	5	2	x	5	HR administrative staff.
Interview Room (s)	OFF-S9-I				1	x	9	1	x	9	2	x	9	2	x	9	For interviews of 2-3 people
IT/ Communications																	
Note 1																	

ROOM/ SPACE	Standard Component Room Codes	RDL 1/2 Qty x m ²			RDL 3 Qty x m ²			RDL 4 Qty x m ²			RDL 5 Qty x m ²			RDL 6 Qty x m ²			Remarks
Office Managers (IT/Communications))	OFF-S9-I	1	x	9	1	x	9	1	x	9	2	x	9	2	x	9	
Office – 4 Person Shared	OFF-4P-I										1	x	20	1	x	20	IT support/Technical staff
Server Room	COMM-I (similar)	1	x	20	1	x	20	1	x	20	1	x	30	1	x	30	Size dependent on IT operational system.
Support Areas																	
Bay – Beverage, Open Plan	BBEV-OP-I	1	x	4	1	x	4	1	x	4	1	x	4	1	x	4	If no Staff Room
Cleaners Room	CLRM-6-I	1	x	6	1	x	6	4	x	6	5	x	6	6	x	6	With storage of cleaning materials.
Communications Room	COMM-12-I	1	x	12	1	x	12	1	x	12	1	x	12	1	x	12	Area as required, part of Engineering
Disposal	DISP-8 DISP-10	1	x	8	1	x	8	1	x	10	1	x	10	1	x	10	With locked confidential paper waste bins
Mail Room	SECR-10-I										1	x	10	1	x	10	Lockable
Pantry	PTRY-I										1	x	8	1	x	8	Optional for functions
Store - Files	STFS-8-I STFS-10-I STFS-20-I				1	x	8	1	x	10	1	x	20	1	x	20	Documents & minutes
Store - Files	STFS-8-I STFS-10-I	1	x	8	1	x	8	1	x	10	1	x	10	1	x	10	Personnel files
Store - Photocopy/ Stationery	STPS-8-I or similar	1	x	8	1	x	8	1	x	8	1	x	8	1	x	8	Storage of paper and stationery supplies.
Staff Areas																	
Meeting Room - Large, 55 m ²	MEET-L-55-I										1	x	55	1	x	55	Up to 45 persons; disaster coordination
Meeting Room – Medium/Large 30 m ²	MEET-L-30-I							1	x	30				1	x	30	Up to 20 persons; may be Board Room
Meeting Room - Medium/ Large, 20 m ²	MEET-L-20-I	1	x	20							1	x	20	1	x	20	Up to 16 persons
Meeting Room - Small, 12 m ²	MEET-12-I				1	x	12	1	x	12	2	x	12	4	x	12	Interviews
Meeting Room - Small, 9 m ²	MEET-9-I	1	x	9	1	x	9	2	x	9	2	x	9	2	x	9	Interview/ small meeting functions
Staff Room	SRM-12-I SRM-18-I SRM-25-I				1	x	12	1	x	18	1	x	18	1	x	25	Optional; includes Beverage Bay
Toilet - Staff M/F	WCST-I	2	x	3	2	x	3	2	x	3	2	x	3	2	x	3	
Sub Total		183			253			412			654			846			
Circulation %		20			20			20			25			25			
Area Total		219.6			303.6			494.4			817.5			1057.5			

Note 1: Offices to be provided according to the number of approved full time positions within the Unit

Please also note the following:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the FPU.
- Rooms indicated in the schedule reflect the typical arrangement according to the Role Delineation.
- Exact requirements for room quantities and sizes will reflect Key Planning Units identified in the Service Plan and the Operational Policies of the Unit.
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit.
- Office areas are to be provided according to the Unit role delineation and number of endorsed full time positions in the unit.
- Staff and support rooms may be shared between Functional Planning Units dependent on location and may provide scope to reduce duplication of facilities.

6 Future Trends

Future trends that may affect the Administration Unit include:

- Management innovation that focuses on new ways of allocating scarce resources as the workforce becomes more adaptable, creative and mobile, requiring more flexibility
- Increased focus on developing talent of individuals in the workforce while robots perform the routine tasks; this may require fundamental organisational redesign
- An increased pressure on hospital management to reduce costs while increasing productivity and service, supporting an increasing population
- A greater use of technology and improved software to support managing the service, particularly portable devices which enables administrative staff to be more mobile with instant information sources available to make decisions

7 Further Reading

- Australasian Health Facility Guidelines (Aus). 'Part B - Health Facility Briefing and Planning 0120 Administration Unit Revision 5, 2016, refer to website www.healthfacilitydesign.com.au
- European Union Program for Employment and Social Solidarity PROGRESS (2007-2013) Occupational Health and Safety Risks in the Healthcare Sector - Guide to Prevention and Good Practice, Refer to: www.acoem.org%2FuploadedFiles%2FPublic_Affairs%2FPolicies_And_Position_Statement_s%2FGuidelines%2FGuidelines%2FMCOH%2520Guidance.pdf&usg=AFQjCNFIXIZ5ImE_azYC-Mcj6p9lrCCNw
- Facility Guidelines Institute, Guidelines for Design and Construction of Health Care Facilities; 2014 Edition; refer to website www.fgiguideines.org
- Gov.UK: Department of Health, Building Notes, Designing health and community care buildings (HBN 00- 01), refer to: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316247/HBN_00-01-2.pdf
- Gov.UK Department of Health, Building Notes, Designing Generic Clinical and Support Spaces (HBN 00-03), Refer to: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/147845/HBN_00-03_Final.pdf
- Health and Building Executive, UK. The law on VDUs: An easy guide: Making sure your office complies with the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002), refer to: <http://www.hse.gov.uk>
- Health Building Note 00-01 Health Facilities Scotland, Core elements: General design guidance for healthcare buildings, refer to www.hfs.scot.nhs.uk%2Fpublications%2F1413797038-HBN_00-01%2520General%2520design%2520guidance%2520for%2520healthcare%2520buildings_cover.pdf&usg=AFQjCNEN2QU5lauE4vr7cdLU0wybA_HfPw
- U.S. Department of Veterans Affairs, Office of Construction & Facilities Management, Technical Information Library, Refer to: <http://www.cfm.va.gov/til/index.asp>



The International Health Facility Guidelines recommends the use of HFBS “Health Facility Briefing System” to edit all room data sheet information for your project.

HFBS provides edit access to all iHFG standard rooms, and departments, and more than 100 custom report templates.

HFBS Health Facility Briefing System



Briefing Module

The Health Facility Briefing System (HFBS) has numerous modules available via annual subscription. It suits healthcare Architects, Medical Planners, Equipment Planners Project Managers and Health Authorities.

Use the HFBS Briefing Module to quickly drag in health facility departments or pre-configured room templates from the iHFG standard, edit the room features such as finishes, furniture, fittings, fixtures, medical equipment, engineering services. The system can print or download as PDF more than 100 custom reports including room data sheets, schedules, and more...

To learn more about the HFBS web-based Healthcare Briefing and Design Software and to obtain editable versions of the “Standard Components” including Room Data Sheets (RDS) and Room Layout Sheets (RLS) offered on the iHFG website, signup for HFBS using the link below.

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