Clinic Design Post-Occupancy Evaluation Toolkit

Introduction

With a grant from the California HealthCare Foundation (CHCF) and The Kresge Foundation, The Center for Health Design (CHD) developed a standardized toolkit for the evaluation of the performance and effectiveness of safety-net and other clinic facilities in order to better inform clinic design decision making. This tool was created with the help of an advisory council of subject matter experts and pilot tested at five clinics across the country for feedback to improve its usability, validity and reliability. The toolkit includes five individual tools:

- Tool I focuses on design intent. It includes two parts.
  - Part A. General information
  - Part B. Organization goals/design principles
- Tool II is a physical environment audit tool to evaluate the implementation of design features
- Tool III is a patient questionnaire focusing on patient perception of the clinic design
- Tool IV is a staff questionnaire
- Tool V includes outcome data collection to evaluate the effects of design on healthcare outcomes

Each individual tool can be completed individually at different points in time. Tool I can be completed during design, construction, or after occupancy. Tools II - V should be completed after occupancy (minimum of six months) if the building project is a new construction, or can be completed multiple times to compare new facilities with old if the building project is a replacement or renovation. If intending to publish results from Tools III, IV, and certain parts in Tool V involving human subjects, it is important to receive approval from the Institutional Review Board (IRB) before conducting the questionnaires with patients and staff.

To start, identify an occupied building (e.g., recently completed building or existing building) in your organization to be the focus of the evaluation. This will be referred to as 'the building project under consideration' in the rest of the tool. The facility manager or another individual who is familiar with the built environment of this selected building should be responsible for the completion of this evaluation tool. However, this person may need support from other staff members of the clinic to gather the relevant information.

The tool can be customized and shortened based on the organization goals/design principles of the clinic, and data can be analyzed by a CHD researcher (this is available through CHD's Research Advisory Services) or analyzed by an external researcher. If interested in CHD's Research Advisory Services, please contact Carolyn Quist at cquist@healthdesign.org.

THE CENTER FOR
HEALTH DESIGN®

The Center for Health Design: 1850 Gateway Boulevard, Suite 1083; Concord, California 94520 USA; Phone: 925.521.9404; Fax: 925.521.9405

List of Volunteers and Participants

The Core Team
- Xiaobo Quan, PhD, EDAC, Senior Research Associate, The Center for Health Design
- Anjali Joseph, PhD, EDAC, former Director of Grants and Research Advisory Services, The Center for Health Design; Endowed Chair in Architecture+Health Design and Research, Assoc. Prof. of Architecture, Clemson University
- Catherine Ancheta, Project Manager, The Center for Health Design
- Debra Levin, EDAC, President and CEO, The Center for Health Design

The volunteers that made this tool possible include (listed alphabetically):
Advisory Council
- Anita Addison, MCP, MCH, Planning Director, La Clinica de La Raza (also a pilot test participant)
- Cindy Barr, Project Consultant, Capital Link
- Dina Battisto, M.Arch, Ph.D, Associate Professor, Architecture + Health, Clemson University
- Peter Caughlan, Partner, IDEO
- Ronda Kotelchuck, Executeive Director, Primary Care Development Corporation (PCDC)
- Nancy Lager, Director, Capital Investment, Primary Care Development Corporation
- Larry Mallak, Ph.D., Professor & Co-Director, EMRL, Western Michigan University
- Maria Montanaro, MSW, Former CEO, Thundermist Health Center
- Doug Moore, Facilities Manager, Clinica Sierra Vista
- Avein Saaty-Tafoya, MBA, HCM, CEO, Adelante Healthcare
- Melissa Schoen, MBA, MPH, Senior Program Officer, California HealthCare Foundation
- Mardelle Shepley, Professor, Cornell University
- Cheyenne Spetzler, Operations Director, Open Door Community Health Centers
- Stuart Stoller, LEED AP, Architect, SGPA Architecture and Planning
- Craig Zimring, Ph.D., EDAC, Professor of Architecture, Georgia Institute of Technology

Pilot Test Participants
Adelante Healthcare, Surprise, AZ
Avein Saaty-Tafoya, MBA, HCM, CEO, Adelante Healthcare
Deborah Wingler, President, Healing Design Integration, LLC
Clinica Sierra Vista, Bakersfield, CA
Doug Moore, Facilities Manager, Clinica Sierra Vista
La Clinica Monument, Concord, CA
Anita Addison, MCP, MCH, Planning Director, La Clinica de La Raza
Open Door Community Health Center, Eureka, CA
Cheyenne Spetzler, Operations Director, Open Door Community Health Centers
Stacy Watkins, Deputy Operations Director, Open Door Community Health Centers
Thundermist Health Center, West Warwick, RI
Xavier Arinez, Chief Operating Officer, Thundermist Health Center

THE CENTER FOR
HEALTH DESIGN®

Clinic Design Post-Occupancy Evaluation

I. General information, organizational goals & design principles

Part A. General Information
In this part, we are asking you to provide some general information about your clinic and the building project under consideration for classification purposes. The information will help identify projects with similar organizational characteristics as a basis for meaningful benchmarking. Please provide your name, contact information, and date of completion at the end of this part.

1. Organization information   (Please provide information about the **whole organization**, which may include multiple other clinics.)

Organization name:
Service area:
Headquarters address:
City:
State/Province:
Zip/Postal code:
Country:

# of clinics
Total # of exam and special procedure rooms   [Provide the number and type of rooms.]

Total building area   SF
Average number of visits per day   [The average number of visits per day for the last calendar year]
Number of doctors   [Include MD and DDS]
Number of nurse practitioners and physician assistants   [Include NP's/PA's]
Number of other licensed providers   [Include lab techs, imaging techs, hygienists, licensed MH workers (psychologists, LCSW's, etc.)]

Number of nurses   [Include registered nurses and other licensed nursing staff]
Number of other staff   [Staff who are not listed above, including reception staff, housekeeping, etc.]

2. Clinic information   (Please provide information relevant to **the clinic where the building project is located**)

a. Clinic name and address
Clinic name:
Address:
City:
State/Province:
Zip/Postal code:
Country:

b. Clinic size

Total # of exam and special procedure rooms		[Provide the number and type of rooms]
Total building area		SF
Days and hours of operation		
Average number of visits per day		[The average number of visits per day for the last calendar year]
Number of doctors		[Include MD and DDS]
Number of nurse practitioners and physician assistants		[Include NP's/PA's]
Number of other licensed providers		[Include lab techs, imaging techs, hygienists, licensed MH workers (psychologists, LCSW's, etc.)]
Number of nurses		[Include registered nurses and other licensed nursing staff]
Number of other staff		[Staff who are not listed above, including reception staff, housekeeping, etc.]

c. Clinic service (Please check all that apply): [choose one or more]

☐ Primary care ☐ Laboratory
☐ Dental care ☐ Pharmacy
☐ Women's health ☐ Health education
☐ Pediatrics ☐ Social work
☐ Behavioral health ☐ Retail markets
☐ Imaging services ☐ Child care
☐ Other (please specify)

d. Clinic type (Please check all that apply):

☐ Federally qualified health center
☐ Rural health clinic
☐ Free clinic
☐ County-run clinic
☐ School-based health center
☐ Other (please specify)

e. Electronic medical records implementation (check one):

☐ Use only electronic medical records
☐ Use only paper medical records
☐ Both electronic and paper medical records are used

3. Building project information

a. Scope

The building project includes:

☐ the complete clinic site (the clinic in #2) including one or multiple buildings
☐ one or part of one of multiple buildings on the clinic site
☐ several but not all of multiple buildings on the clinic site

b. Building project description. ONLY need to answer this question if the building project is not the whole clinic (i.e., answer #2 or #3 to previous question "a. Scope" is selected).

Building project name

Primary use of space constructed (Please check all that apply)

☐ Primary care ☐ Laboratory
☐ Dental care ☐ Pharmacy
☐ Women's health ☐ Health education
☐ Pediatrics ☐ Social work
☐ Behavioral health ☐ Retail markets
☐ Imaging services ☐ Child care
☐ Other (please specify)

# of exam/procedure rooms

Total building area _____ SF

# of floors

c. Construction information.

Type of construction: [choose one]

☐ New construction (construction of a new facility at a new site)
☐ Replacement (construction of new facility to replace an old facility at the same site or a site nearby serving the same patient population)
☐ Renovation (improvement or alternation of all or a part of an existing building without adding square footage)
☐ Expansion (expansion of existing building or addition of a new building at an existing site)

Year of construction/renovation

Architect of record:

    City:

    State/Province:

    Zip/Postal code:

    Country:

    Phone:

    Email:

Please provide your name, contact information, and date of completion below.

Name:

Title:

Phone:

Email:

Date of completion:

Clinic Design Post-Occupancy Evaluation

I. General information, organizational goals & design principles

Part B. Organizational goals & design principles

Clinic design is a significant component of the solution to the problems or challenges facing safety-net clinics. In this part, identify your clinic's key organizational goals as well as the model of care and specific challenge or problem in providing care to the community. In addition, please also identify the building project's specific design principles that address the problem or challenge and support the achievement of the organizational goals.

1. Challenge in providing care. What is the key challenge or problem that your clinic faces in providing care to the community in which clinic design may be a part of the solution?

2. Model of care. What is your clinic's model of care? If you moved from an existing clinic, what was the model of care practiced in that clinic? Please briefly explain.

3. Organizational goals. Below is a list of organizational goals. Please select 1-2 key goal(s) that were considered high priority during the development of the building project and add additional one(s) if appropriate in the text box. **Please limit to at most three top priority goals in total.**

- ☐ Provide whole-person care
- ☐ Promote cultural sensitivity
- ☐ Improve quality of care and safety
- ☐ Enhance patient-centered care
- ☐ Increase sustainability and reduce environmental impact
- ☐ Improve flexibility and adaptability
- ☐ Improve work efficiency and productivity
- ☐ Other (please specify below)

THE CENTER FOR
HEALTH DESIGN®

4. Design principles. Please identify the design principles that were articulated for the building project under consideration in order to support the organizational goals identified in question #3. Below is a list of evidence-based design principles that likely support the organizational goals commonly found in safety-net clinics. **Please limit to at most five top priority design principles that apply to your clinic and add additional one(s) in the text box**.

- ☐ Enhance privacy
- ☐ Improve access and wayfinding
- ☐ Enhance waiting experience
- ☐ Enhance communication/interaction between staff and patient
- ☐ Enhance communication/teamwork between staff members
- ☐ Reduce patient anxiety
- ☐ Reduce patient infection risk
- ☐ Reduce staff stress and improve job satisfaction
- ☐ Improve patient flow and throughput
- ☐ Reduce resource consumption
- ☐ Improve recycling and reduce waste
- ☐ Provide a healthy environment (reduce negative health effects)
- ☐ Enhance security (patient staff facility)
- ☐ Incorporate state-of-art technology
- ☐ Other (please specify below)

Please provide your name, contact information, and date of completion below.

Name: _____

Title: _____

Phone: _____

Email: _____

Date of completion: _____

THE CENTER FOR
HEALTH DESIGN®

Clinic Design Post-Occupancy Evaluation

II. Audit of Physical Environment

This part is to be completed after occupancy. The different tabs in this spreadsheet include design features in different types of clinic spaces to support the design principles and organizational goals (identified in previous tabs) including:

Principle #1 - Enhance privacy
Principle #2 - Improve access and wayfinding
Principle #3 - Enhance waiting experience
Principle #4 - Enhance communication/interaction between staff and patient
Principle #5 - Enhance communication/teamwork between staff members
Principle #6 - Reduce patient anxiety
Principle #7 - Reduce patient infection risk
Principle #8 - Reduce staff stress and improve job satisfaction
Principle #9 - Improve patient flow and throughput
Principle #10 - Reduce resource consumption
Principle #11 - Improve recycling and reduce waste
Principle #12 - Provide a healthy environment (reduce negative health effects)
Principle #13 - Enhance security (patient staff facility)
Principle #14 - Incorporate state-of-art technology

Each of the following tabs corresponds to one major type of clinic space. Please walk through each type of clinic space and mark on the tabs whether the design features listed are implemented and how well the design features achieve the design intents using a 5-point scale.

At the end of this section, please provide a list of photos and/or floor plans illustrating the design features relevant to each space.

Please provide your name, contact information, and date of completion below.

Name:	
Title:	
Phone:	
Email:	
Date of completion:	

THE CENTER FOR HEALTH DESIGN®

Building Exterior

Instructions:

Below is a list of design features in building exterior areas that may support the design principles stated on the first tab. One or several criteria can be found under each design feature. Please walk through all building exterior areas and verify if the feature is implemented. If it's implemented, please check the box next to the design feature and then assess how do you agree or disagree that the design feature has met the criterion/criteria to support the design principle(s) on a 5-point scale: (1-strongly disagree, 2-disagree, 3-neither agree/disagree, 4-agree, 5-strongly agree) or estimate the percentage of implementation on a 5-point scale (1-<20%, 2-21% to 40%, 3-41% to 60%, 4-61% to 80%, 5->80%). You may need to consult with designers or contractors for certain technical questions marked in blue such as 14-24.

If the design feature was not implemented, leave the box next to it blank and move to the next design feature.

Also included is a checklist for photos of building exterior. Please take each picture and check the box next to it.

#	Design Feature	Score
1.	**Convenient geographic location** ☐ Check the box if the design feature is implemented	
■	The clinic is located so that the majority of patients can arrive within 1 hour after departure from home using their typical transportation methods (car, bus, train, etc.).	1 2 3 4 5 N/A
■	The clinic is located close to major public transportation station(s).	1 2 3 4 5 N/A
■	The clinic is connected to surrounding residential areas by walkable paths.	1 2 3 4 5 N/A
2.	**Colocation of services** ☐ Check the box if the design feature is implemented	
■	The location of the facility is within 3-minute walking distance to other community services for the same population so that patients can do one-stop shop at one site.	1 2 3 4 5 N/A
3.	**Convenient parking** ☐ Check the box if the design feature is implemented	
■	Parking spaces are always available for patients so that there are no vehicles waiting for a parking space even during peak hours.	1 2 3 4 5 N/A
■	The majority of patients need to walk less than 3 minutes from parking to clinic.	1 2 3 4 5 N/A
4.	**Clear signage** ☐ Check the box if the design feature is implemented	
■	Clear and salient signage stands out the background and can be easily seen by patients.	1 2 3 4 5 N/A
■	Languages used on signage are easily understandable by patients.	1 2 3 4 5 N/A
■	Symbols used on signage are standard and easily understandable by patients.	1 2 3 4 5 N/A
5.	**ADA compliance** ☐ Check the box if the design feature is implemented	
■	There are sufficient ADA-compliant parking spaces for the patient population.	1 2 3 4 5 N/A
■	Ramps are available so that wheelchair patients can move from parking to building entrances by themselves.	1 2 3 4 5 N/A
■	Entrance doors (e.g., automatic) are convenient for wheelchair patients to use.	1 2 3 4 5 N/A

Principle # 2

6. Nature elements in surrounding area ☐ Check the box if the design feature is implemented

- ■ Trees and plants around parking and areas surrounding the building contribute to the attractiveness of the building exterior. | 1 2 3 4 5 N/A
- ■ Trees and plants around parking and areas surrounding the building are well maintained. | 1 2 3 4 5 N/A

7. Gardens ☐ Check the box if the design feature is implemented

- ■ Please estimate the percentage of garden grounds covered by vegetation. | 1 2 3 4 5 N/A
- ■ There are a variety of trees and other plants in the gardens. | 1 2 3 4 5 N/A

8. Parking safety/security ☐ Check the box if the design feature is implemented

- ■ The parking is easy to navigate with a feeling of safety. | 1 2 3 4 5 N/A
- ■ The parking lot/garage has plenty of designated parking spaces for staff members so that there are no vehicles waiting for a parking space at all times. | 1 2 3 4 5 N/A

9. Outdoor lighting ☐ Check the box if the design feature is implemented

- ■ The parking and other areas surrounding the building are well lit during operation hours at night. | 1 2 3 4 5 N/A

10. Pleasant-looking building exterior ☐ Check the box if the design feature is implemented

- ■ The appearance of building exterior including style, color, and materials is specifically designed to the majority of the patients/staff members. | 1 2 3 4 5 N/A
- ■ There are no elements that may evoke negative feelings in patients/staff members with different cultural backgrounds. | 1 2 3 4 5 N/A
- ■ There is a full spectrum of natural, warm, and neutral colors with cool accents. | 1 2 3 4 5 N/A
- ■ Overall, the building appears to be non-institutional. | 1 2 3 4 5 N/A

11. Weather protection ☐ Check the box if the design feature is implemented

- ■ The building entrance is well covered, protecting patients/staff members from rain, sun, snow, and wind. | 1 2 3 4 5 N/A

12. Separate entrances for different patient groups ☐ Check the box if the design feature is implemented

- ■ The locations of entrances help prevent certain special patient populations from possibly interfering with other patients. | 1 2 3 4 5 N/A

13. Separate entrance for infectious patients ☐ Check the box if the design feature is implemented

- ■ Separate entrances are visually salient to patients who are suspected to carry certain infectious pathogens to prevent cross-transmission. | 1 2 3 4 5 N/A

14. Shading ☐ Check the box if the design feature is implemented

- ■ Proper shading (interior, integral, and exterior shading devices) help minimize direct sunlight and solar exposure in the main indoor spaces. | 1 2 3 4 5 N/A

15. Narrow floor plan/courtyard ☐ Check the box if the design feature is implemented

- ■ Narrow floor plan (including courtyards) maximizes daylight coverage. Please estimate the percentage of rooms where there is plenty of daylight to reduce electricity for artificial lighting. | 1 2 3 4 5 N/A

16. Light shelf (a horizontal overhang reflecting daylight deep into a space) ☐ Check the box if the design feature is implemented

- ■ Light shelf maximizes daylight penetration so that electricity for artificial lighting is reduced. | 1 2 3 4 5 N/A

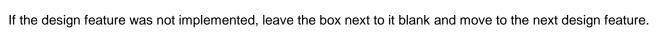|		
Principle #10	**17. Insulation** — ☐ Check the box if the design feature is implemented	
	■ Please estimate the percentage of building envelope area with insulating materials that meet Energy Star recommended levels to reduce heat transmission. (http://www.energystar.gov/index.cfm?c=home_sealing.hm_improvement_insulation_table)	1 2 3 4 5 N/A
	■ Please estimate the percentage of doors and windows with sealing that improves the air-tightness and minimizes air leakage to reduce heating or cooling load.	1 2 3 4 5 N/A
	18. Glazing with high visual transmittance — ☐ Check the box if the design feature is implemented	
	■ Glazing with high visual transmittance is used to maximize daylight penetration in the building without significantly increasing heat transmission.	1 2 3 4 5 N/A
	19. Building orientation — ☐ Check the box if the design feature is implemented	
	■ The building orientation facilitates passive air conditioning and reduces air conditioning load.	1 2 3 4 5 N/A
	Cool pavement — ☐ Check the box if the design feature is implemented 20. *(paving materials that reflect more solar energy, enhance water evaporation, or have been otherwise modified to remain cooler than conventional pavements)*	
	■ Cool pavement reduces heat island effect and improves comfort.	1 2 3 4 5 N/A
	21. Vegetation coverage — ☐ Check the box if the design feature is implemented	
	■ A large amount of vegetation in/around the parking, roofs, and other areas surrounding the building reduces heat island effect and improves heat insulation.	1 2 3 4 5 N/A
Principle #11	**22. Renewable or recycled building materials** — ☐ Check the box if the design feature is implemented	
	■ Please estimate the percentage of exterior materials that are rapidly renewable or contain recycled content.	1 2 3 4 5 N/A
Principle #12	**23. Low-VOC exterior materials** — ☐ Check the box if the design feature is implemented	
	■ Please estimate the percentage of building exterior materials (paints) that are low-VOC.	1 2 3 4 5 N/A
	24. Glazing with UV protection — ☐ Check the box if the design feature is implemented	
	■ Please estimate the percentage of exterior glazing that provides UV protection to reduce staff and patient UV exposure.	1 2 3 4 5 N/A
Principle #13	**25. Access control system** — ☐ Check the box if the design feature is implemented	
	■ The building perimeter is secured (e.g., locks, alarms) to prevent unauthorized entry.	1 2 3 4 5 N/A
	26. Visibility — ☐ Check the box if the design feature is implemented	
	■ All activities in front of entrances are visible to staff members inside the building.	1 2 3 4 5 N/A
	27. Monitoring and security system — ☐ Check the box if the design feature is implemented	
	■ Video monitoring system provides continuous coverage over all surrounding areas including parking lot.	1 2 3 4 5 N/A
Principle #14	**28. Access for mobile health clinic vehicles** — ☐ Check the box if the design feature is implemented	
	■ The maneuver and parking spaces are sufficient to accommodate mobile health clinic vehicles.	1 2 3 4 5 N/A
	Total	

Photos

- [ ] Photo of the front the building (including surrounding area)
- [ ] Photo of the side the building (including surrounding area)
- [ ] Photo of the back the building (including surrounding area)
- [ ] Photo of the building from parking lot
- [ ] Photo of parking lot from main entrance
- [ ] Photo of main entrance
- [ ] Photo of signage (if applicable)
- [ ] Photo of gardens (if applicable)

Building Interior - Overall

Instructions:
Below is a list of design features applicable to all or almost all building interior spaces that may support the design principles stated on the first tab. One or several criteria can be found under each design feature. Please walk through all building interior areas and verify if the feature is implemented. If it's implemented, please check the box next to the design feature and then assess how do you agree or disagree that the design feature has met the criterion/criteria to support the design principle(s) on a 5-point scale: (1-strongly disagree, 2-disagree, 3-neither agree/disagree, 4-agree, 5-strongly agree) or estimate the percentage of implementation on a 5-point scale (1-<20%, 2-21% to 40%, 3-41% to 60%, 4-61% to 80%, 5->80%). You may need to consult with designers or contractors for the technical questions in this section.

If the design feature was not implemented, leave the box next to it blank and move to the next design feature.

#	Design Feature	Score
1.	**Easy-to-clean or antibacterial finish materials** ☐ Check the box if the design feature is implemented	
■	Easy-to clean or antibacterial finish materials help reduce surface contamination so that all surfaces look clean and without visible dirt.	1 2 3 4 5 N/A
2.	**Air filtration or other disinfection methods** ☐ Check the box if the design feature is implemented	
■	Ventilation system includes HEPA filters or uses 100% outside air or other methods so that there are no visible particles in the air.	1 2 3 4 5 N/A
3.	**Water-saving measures** ☐ Check the box if the design feature is implemented	
■	Please estimate the percentage of faucets and toilets that are low-flow and use relatively less water.	1 2 3 4 5 N/A
■	Water recycling system facilitates water reuse (e.g., stormwater, gray water, air-conditioning condensate) and reduces water consumption.	1 2 3 4 5 N/A
4.	**Energy-efficient lighting fixtures** ☐ Check the box if the design feature is implemented	
■	Please estimate the percentage of lighting fixtures that use high-efficiency fluorescent lamps or LEDs that use relatively less lighting energy.	1 2 3 4 5 N/A
■	Please estimate the percentage of rooms or spaces where occupant sensors and daylight sensors are used to control lighting fixtures so that artificial lighting is turned off automatically when there is enough daylight or there is no occupant in one room/space.	1 2 3 4 5 N/A
5.	**Energy-efficient HVAC system** ☐ Check the box if the design feature is implemented	
■	Please estimate the percentage of HVAC equipment that is high-efficiency and uses relatively less energy for ventilation and airconditioning.	1 2 3 4 5 N/A

Principle #7 (features 1–2) and *Principle #10* (features 3–5)

■ Appropriate size of equipment is used to increase efficiency and reduce energy consumption.		1 2 3 4 5 N/A
■ Separate control of ventilation and airconditioning provides the flexibility of using only part of the building.		1 2 3 4 5 N/A
■ The building layout, operable windows, and other design features enable effective natural ventilation.		1 2 3 4 5 N/A

Principle # 11

6. Renewable or recycled interior materials   ☐ Check the box if the design feature is implemented

■ Please estimate the percentage of interior materials that are rapidly renewable materials (e.g., bamboo flooring, straw & wheat board, cotton batt insulation, etc.) or contain recycled content when possible. 1 2 3 4 5 N/A

7. Low-VOC interior materials   ☐ Check the box if the design feature is implemented

■ Please estimate the percentage of interior materials that are low-VOC. These include carpet, fabrics, resilient flooring, paints, coatings, adhesives, sealants, insulation, acoustical products, and so on. 1 2 3 4 5 N/A

■ There is not an irritative VOC-like smell in all interior spaces including less ventilated areas. 1 2 3 4 5 N/A

Principle # 12

8. Finish materials requiring low chemical use   ☐ Check the box if the design feature is implemented

■ Please estimate the percentage of interior materials that require less harsh chemicals during installation, cleaning, maintenance, or replacement than typical materials. 1 2 3 4 5 N/A

9. Mercury-free and CFC-free HVAC equipment   ☐ Check the box if the design feature is implemented

■ Please estimate the percentage of HVAC equipment that is mercury-free and CFC-free to minimize potential health risks and environmental impacts. 1 2 3 4 5 N/A

10. Effective ventilation   ☐ Check the box if the design feature is implemented

■ High-performance ventilation (e.g., high ventilation rate) minimize VOC level in indoor air so that no VOC smells exist. 1 2 3 4 5 N/A

Principle # 14

11. Flexibility that allow future changes   ☐ Check the box if the design feature is implemented

■ The building design related to technology is flexible to accommodate potential changes in the medical and communication technologies. 1 2 3 4 5 N/A

■ The technology rooms are either easy to expand or set aside extra spaces to accommodate additional equipment. 1 2 3 4 5 N/A
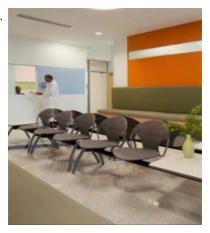
Total

THE CENTER FOR HEALTH DESIGN®

Check-in and Waiting Areas

Instructions:

Below is a list of design features in waiting/check-in areas that may support the design principles stated on the first tab. One or several criteria can be found under each design feature. Please walk through all check-in and waiting areas and verify if the feature is implemented. If it's implemented, please check the box next to the design feature and then assess how do you agree or disagree that the design feature has met the criterion/criteria to support the design principle(s) on a 5-point scale: (1-strongly disagree, 2-disagree, 3-neither agree/disagree, 4-agree, 5-strongly agree).

If the design feature was not implemented, leave the box next to it blank and move to the next design feature.

Also included is a checklist for photos of check-in and waiting. Please take each picture and check the box next to it.

#	Design Feature	Score
1.	**Audio barriers** ☐ Check the box if the design feature is implemented	
■	Physical separation (such as solid or glass walls) in registration/waiting prevents conversations at the registration from being overheard by other patients in registration and waiting area.	1 2 3 4 5 N/A
2.	**Visual barriers** ☐ Check the box if the design feature is implemented	
■	Physical separation (such as solid walls or foggy glass) and space between seating reduces nearby patients' visibility of patient information forms.	1 2 3 4 5 N/A
3.	**Sound masking** ☐ Check the box if the design feature is implemented	
■	White noise and/or music prevents conversations at the registration area from being overheard by other patients in registration and waiting areas.	1 2 3 4 5 N/A
4.	**Privacy screens on registration kiosks** ☐ Check the box if the design feature is implemented	
■	The information shown on the kiosk screens can be viewed only by person standing directly in front of the display.	1 2 3 4 5 N/A
5.	**Clear physical boundary** ☐ Check the box if the design feature is implemented	
■	Clear boundary exists (walls, etc.) between waiting/registration area and the main circulation hallway so that activities in the hallway or other areas do not cause interference to waiting/registration.	1 2 3 4 5 N/A

Principle #1

6. Kiosks for information or registration ☐ Check the box if the design feature is implemented

- Self-check-in kiosks are available to help streamline patient registration process (reduce time for patient wait for recipient). 1 2 3 4 5 N/A

- Kiosks are available to provide access to essential information relevant to patient visits. 1 2 3 4 5 N/A

7. Clear signage ☐ Check the box if the design feature is implemented

- Signage clearly indicates the locations of registration, waiting, and the direction to other destinations in the clinic. 1 2 3 4 5 N/A

- Languages used on signage are easily understandable by patients. 1 2 3 4 5 N/A

- Symbols used on signage are standard and easily understandable by patients. 1 2 3 4 5 N/A

8. Map/floor plan ☐ Check the box if the design feature is implemented

- Maps (floor plans) of the clinic are provided at easily accessible locations. 1 2 3 4 5 N/A

- Maps (floor plans) of the clinic are easy to understand. 1 2 3 4 5 N/A

9. Cleanliness ☐ Check the box if the design feature is implemented

- The layout and fixture design prevents patients from directly viewing trash. 1 2 3 4 5 N/A

- The available storage space reduces clutter. 1 2 3 4 5 N/A

10. Noise-reduction measures ☐ Check the box if the design feature is implemented

- Sound-absorbing ceiling tiles and other noise-reduction measures are used so that the waiting area is quiet. 1 2 3 4 5 N/A

- The noise level in waiting areas does not interfere with communications between patient and staff and between patient and family members. 1 2 3 4 5 N/A

11. Attractive/inviting colors/materials ☐ Check the box if the design feature is implemented

- High-quality home-like or natural materials are used as interior finishes, creating a non-institutional ambience for patients and families. 1 2 3 4 5 N/A

12. Size/layout to accommodate for different group sizes ☐ Check the box if the design feature is implemented

- Plenty of seating is available for different groups of patients and their family members. 1 2 3 4 5 N/A

- Every patient is properly seated during peak hours. 1 2 3 4 5 N/A

Principle # 3 & # 6

13. Positive distractions

- Indoor plants, outside nature/gardens, artwork, or other pleasant stimuli are visible for most patients. — 1 2 3 4 5 N/A
- Patients have easy access to magazines, information booklets, TV, or Internet. — 1 2 3 4 5 N/A
- Soothing music and nature sounds are accessible to patients. — 1 2 3 4 5 N/A
- Hard toys and books are available for children of different ages. — 1 2 3 4 5 N/A

14. Comfortable furniture

- Furniture is comfortable to use for the majority of patients (e.g., armless chairs for pregnant, obese, or disabled patients). — 1 2 3 4 5 N/A
- Furniture is easy to be adjusted to improve the comfort of various users. — 1 2 3 4 5 N/A

15. Information regarding time/waiting time

- Clock is in direct view of most patients. — 1 2 3 4 5 N/A
- Display of expected waiting time is available and in direct view of most patients. — 1 2 3 4 5 N/A

16. Daylight

- Windows and/or skylight provide plenty of direct or indirect natural light. — 1 2 3 4 5 N/A

17. Ventilation of air quality and comfort

- There is no unpleasant smell, including institutional smell, smoke, stuffy/stale smell, irritating smell, etc. Where used, deodorizers should be clean and functioning. — 1 2 3 4 5 N/A
- Air temperature, relative humidity, and flow speed are maintained at comfort level without dramatic difference between nearby spaces. — 1 2 3 4 5 N/A

18. Amenities

- Drinking water is easily accessible to all patients. — 1 2 3 4 5 N/A
- Plenty of spaces are available for storage of patients' personal items (e.g., coats, umbrellas) during waiting. — 1 2 3 4 5 N/A

19. Hard toys

- Easy-to-clean hard toys (as opposed to soft toys) are provided in children's play areas to reduce risk of contamination. — 1 2 3 4 5 N/A

Principle	Item		Rating

Principle # 7

20. Sinks or gel dispensers — Check the box if the design feature is implemented ☐
- ■ Plenty of sinks and/or alcohol gel dispensers are located within easy reach from patient path (e.g., door, registration window).   1 2 3 4 5 N/A

21. Separation or isolation of infectious patients — Check the box if the design feature is implemented ☐
- ■ Separate waiting areas are designated for patients who are suspected to be infectious.   1 2 3 4 5 N/A

Principle # 9

22. Appropriate size of waiting room — Check the box if the design feature is implemented ☐
- ■ There is enough seating in the waiting room so that patients do not need to stand or walk away during peak hours.   1 2 3 4 5 N/A

23. Appropriate size of registration — Check the box if the design feature is implemented ☐
- ■ There are enough registration spaces so that typically there are no more than 5 patients waiting for registration at any time.   1 2 3 4 5 N/A
- ■ At any time, the waiting line is not extended to the outside of the building.   1 2 3 4 5 N/A

24. Proximity of supplies — Check the box if the design feature is implemented ☐
- ■ Printers and supplies are close to registration staff so that they do not need to stand up frequently and travel to retrieve supplies and printouts.   1 2 3 4 5 N/A

Principle # 8

25. Access control — Check the box if the design feature is implemented ☐
- ■ Appropriate access control system prevents unauthorized entry into clinician-patient interaction spaces and staff spaces.   1 2 3 4 5 N/A
- ■ Protection devices (e.g., extra-thick window panels) safeguard staff in registration office.   1 2 3 4 5 N/A

26. Visibility — Check the box if the design feature is implemented ☐
- ■ All waiting areas and the entrance(s) are visible to staff members located in the registration office.   1 2 3 4 5 N/A

Principle # 14

27. Kiosk or display for information access — Check the box if the design feature is implemented ☐
- ■ Enough spaces are available to accommodate kiosks or other displays for patient information access.   1 2 3 4 5 N/A
- ■ The lighting design is optimized for the viewing of the screens so that there is no glare or ceiling reflection on the screens.   1 2 3 4 5 N/A

28. Wireless coverage in the whole waiting area — Check the box if the design feature is implemented ☐
- ■ Wireless signals are strong so that patients in the waiting areas have easy access to Internet through wireless connection.   1 2 3 4 5 N/A

Total

Photos

- [ ] Photo of waiting area from main entrance
- [ ] Photo of waiting area from registration
- [ ] Photo of registration window
- [ ] Photo of main entrance from the waiting area
- [ ] Photo of signage
- [ ] Photo of windows/skylights (if applicable)
- [ ] Photo of kiosks (if applicable).
- [ ] Photo of children pay area (if applicable)

Patient-Clinician Interaction Spaces

Instructions:

Below is a list of design features in patient-clinician interaction spaces (exam, consultation, procedure, operatory, meeting, pharmacy, lab, etc.) that may support the design principles stated on the first tab. One or several criteria can be found under each design feature. Please walk through all patient-clinician interaction spaces and select on a typical room that is representative of the most patient-clinician interaction spaces. Please provide the type of this selected room (exam, consultation, procedure, operatory, meeting, pharmacy, lab, etc.)_____.

Please verify if the feature is implemented in this room. If it's implemented, please check the box next to the design feature and then assess how do you agree or disagree that the design feature has met the criterion/criteria to support the design principle(s) on a 5-point scale: (1-strongly disagree, 2-disagree, 3-neither agree/disagree, 4-agree, 5-strongly agree).

If the design feature was not implemented, leave the box next to it blank and move to the next design feature.

Also included is a checklist for photos of patient-clinician interaction spaces. Please take each picture and check the box next to it.

#	Design Feature	Score
1.	***Audio barriers*** ☐ Check the box if the design feature is implemented	
■	Solid doors and walls sufficiently prevent the conversations in one room from being overheard by other patients in neighboring rooms/corridors.	1 2 3 4 5 N/A
2.	***Visual barriers*** ☐ Check the box if the design feature is implemented	
■	Solid doors and walls, curtains, and window blinds prevent patients in rooms from being seen from outside the rooms.	1 2 3 4 5 N/A
■	Curtains and other visual barriers prevent patient-sensitive information (such as measurements of weight) from being viewed by other patients or staff.	1 2 3 4 5 N/A
3.	***Visibility of exam table*** ☐ Check the box if the design feature is implemented	
■	The location and orientation of the exam table and room door are designed so that there is minimal possibility of patient's body parts accidentally being viewed by patients and staff outside the room.	1 2 3 4 5 N/A
4.	***Pod design/cluster*** ☐ Check the box if the design feature is implemented	
■	The exam rooms and other patient-staff interaction spaces are grouped in clusters, or a pod design is used to make the layout easier to understand.	1 2 3 4 5 N/A
5.	***Color aids for wayfinding*** ☐ Check the box if the design feature is implemented	
■	The rooms or cluster of rooms are color coded (e.g., floor, wall color, etc.) to make wayfinding easier for patients.	1 2 3 4 5 N/A
6.	***Furniture layout facilitating communication*** ☐ Check the box if the design feature is implemented	
■	The layout of furniture allows patient's and staff's equal access to the computer screen.	1 2 3 4 5 N/A
■	Computers in exam rooms do not interfere with the visual communication between providers and patients.	1 2 3 4 5 N/A
■	Sufficient seating is available for individuals (including families, translators) who accompany the patient.	1 2 3 4 5 N/A

Principle # 1 (rows 1–3), Principle # 2 (rows 4–5)

Principle # 4

7. Illumination for facial expression recognition ☐ Check the box if the design feature is implemented

- The lighting in the room allows good recognition of facial expressions of patients, clinicians, and other people in the room. | 1 2 3 4 5 N/A

- Ceiling glares or reflections are not seen by patients and clinicians during face-to-face conversation. | 1 2 3 4 5 N/A

8. Acoustics (sound-absorbing ceiling tiles, etc.) ☐ Check the box if the design feature is implemented

- The noise and reverberation do not hinder verbal communication. | 1 2 3 4 5 N/A

9. Teleconference room ☐ Check the box if the design feature is implemented

- Specially designed rooms are available for clinicians to conduct teleconferences with remote patients. | 1 2 3 4 5 N/A

- Background wall for video-conferencing has neutral color without busy patterns or direct light reflections. | 1 2 3 4 5 N/A

- Electric and Internet outlets are conveniently located close to the telemedicine equipment so that there is no visible clutter of electrical cables. | 1 2 3 4 5 N/A

10. Larger family visit room ☐ Check the box if the design feature is implemented

- An appropriate number of larger rooms are available to accommodate big family visits. | 1 2 3 4 5 N/A

Principle # 5

11. Visual indication of room status ☐ Check the box if the design feature is implemented

- Visual indicators such as color flags and lights clearly communicate to staff the presence of patient in each room and type of service needed. | 1 2 3 4 5 N/A

12. Open nursing station (similar to open office space) ☐ Check the box if the design feature is implemented

- Open nursing station increases the visibility of the presence and status of staff members. | 1 2 3 4 5 N/A

13. Cleanliness ☐ Check the box if the design feature is implemented

- The layout and fixture design prevents patients from directly viewing trash and medical waste. | 1 2 3 4 5 N/A

- The available storage space reduces clutter. | 1 2 3 4 5 N/A

14. Noise-reduction measures ☐ Check the box if the design feature is implemented

- Sound-absorbing ceiling tiles and other noise-reduction measures are used so that the rooms and corridors are quiet. | 1 2 3 4 5 N/A

- The noise level in rooms does not interfere with communications between patient and staff, and between staff members. | 1 2 3 4 5 N/A

15. Attractive/inviting colors/materials ☐ Check the box if the design feature is implemented

- High-quality home-like or natural materials were used as interior finishes, creating a non-institutional ambience for patients and families. | 1 2 3 4 5 N/A

16. Size/layout to accommodate different patient/family groups ☐ Check the box if the design feature is implemented

- Plenty of seating is available for patients and their family members. | 1 2 3 4 5 N/A

- Large rooms are available to accommodate patients accompanied by a large group of family members. | 1 2 3 4 5 N/A

Principle # 6 & # 8

17. Comfortable furniture ☐ Check the box if the design feature is implemented

- Furniture is comfortable to use for the majority of patients (e.g., armless chairs for pregnant, obese, or disabled patients). — 1 2 3 4 5 N/A

- Furniture is easily adjusted to improve the comfort of various users. — 1 2 3 4 5 N/A

18. Positive distractions ☐ Check the box if the design feature is implemented

- Indoor plants, outside nature, artwork, or other pleasant stimuli are visible for most patients. — 1 2 3 4 5 N/A

- Patients have easy access to magazines, information booklets, TV, or Internet. — 1 2 3 4 5 N/A

- Soothing music and nature sounds are accessible to patients when waiting in the room. — 1 2 3 4 5 N/A

- Hard toys and books are available for children of different ages when waiting in the room. — 1 2 3 4 5 N/A

19. Information regarding time/waiting time ☐ Check the box if the design feature is implemented

- Clock is in direct view of most patients. — 1 2 3 4 5 N/A

- Display of expected waiting time is available and in direct view of most patients. — 1 2 3 4 5 N/A

20. Daylight ☐ Check the box if the design feature is implemented

- Windows and/or skylight provide plenty of direct or indirect natural light. — 1 2 3 4 5 N/A

21. Ventilation of air quality and comfort ☐ Check the box if the design feature is implemented

- There is no unpleasant smell, including institutional smell, smoke, stuffy/stale smell, irritating smell, etc. Where used, deodorizers should be clean and functioning. — 1 2 3 4 5 N/A

- Air temperature, relative humidity, and flow speed are maintained at comfort level without dramatic difference between nearby spaces. — 1 2 3 4 5 N/A

22. Amenities ☐ Check the box if the design feature is implemented

- Drinking water is easily accessible to all patients. — 1 2 3 4 5 N/A

- Plenty of spaces are available for storage of patients' personal items (e.g. coats, umbrellas) during waiting. — 1 2 3 4 5 N/A

23. Patient control of window blinds, airconditioning, etc. ☐ Check the box if the design feature is implemented

- Air conditioning temperature, window blinds, music can all be adjusted by most patients. — 1 2 3 4 5 N/A

- Controls of air conditioning temperature, window blinds, music are within reach of most patients. — 1 2 3 4 5 N/A

- Controls of air conditioning temperature, window blinds, music are easy and intuitive to be used by patients. — 1 2 3 4 5 N/A

Principle # 7

24. Sinks or gel dispensers ☐ Check the box if the design feature is implemented

- At least one sink and one alcohol gel dispenser are located within easy reach in each clinician-patient interaction space. — 1 2 3 4 5 N/A

- Plenty of sinks and/or alcohol gel dispensers are located within easy reach from patient and staff walking paths. — 1 2 3 4 5 N/A

25. Isolation of infectious patients ☐ Check the box if the design feature is implemented

- Special isolation rooms are designated for patients who are suspected to be infectious. — 1 2 3 4 5 N/A

Principle # 9

26. Pod design/cluster ☐ Check the box if the design feature is implemented

■ The exam rooms and other patient-staff interaction spaces are grouped in clusters or a pod design is used to make it easy to monitor and reach individual interaction spaces. | 1 2 3 4 5 N/A

27. Nursing station central location ☐ Check the box if the design feature is implemented

■ The nursing station is located centrally, providing visibility to the status of interaction spaces (e.g., exam rooms) and reducing staff traveling. | 1 2 3 4 5 N/A

28. Decentralized nursing station ☐ Check the box if the design feature is implemented

■ The decentralized nursing station is located close to interaction spaces (e.g., exam rooms), providing visibility to the interaction spaces and reducing staff traveling. | 1 2 3 4 5 N/A

28. Sufficient patient-clinician interaction spaces ☐ Check the box if the design feature is implemented

■ Enough clinician-patient spaces at patient flow points (vitals, exam rooms, procedure rooms, etc.) are available so there are no apparent bottlenecks due to the lack of spaces. | 1 2 3 4 5 N/A

29. Proximity of supplies and workstations ☐ Check the box if the design feature is implemented

■ Medications and supplies are conveniently located close to exam rooms so that unnecessary travel by nurses and other staff is minimized. | 1 2 3 4 5 N/A

■ Providers' workstations are conveniently located close to exam rooms so that unnecessary travel by nurses and other staff is minimized. | 1 2 3 4 5 N/A

29. Wireless tracking/locating system ☐ Check the box if the design feature is implemented

■ Wireless tracking/locating system (such as radio frequency identification (RFID) and infrared (IR) tracking badges and tags displaying and notifying the location and status of people and equipment on a computer screen) minimizes the time patients spend waiting at different stages. | 1 2 3 4 5 N/A

■ Wireless tracking/locating system minimizes the time staff members spend looking for equipment, patients, or other staff. | 1 2 3 4 5 N/A

Principle # 13

30. Nursing station with high visibility ☐ Check the box if the design feature is implemented

■ Nursing staff members have a clear view of interaction spaces and corridors from the nursing station(s). | 1 2 3 4 5 N/A

31. Video monitoring ☐ Check the box if the design feature is implemented

■ Video monitoring system provides continuous coverage over all public areas without blind spots. | 1 2 3 4 5 N/A

32. Window design for security ☐ Check the box if the design feature is implemented

■ All windows that open to building exterior are secured and protected with entry alarms or other devices. | 1 2 3 4 5 N/A

Principle # 14

33. Wireless or wired connection in each interaction spaces ☐ Check the box if the design feature is implemented

■ Each exam room or other interaction space is equipped with the ability of wireless or wired connection to facilitate electrical medical records and telemedicine. | 1 2 3 4 5 N/A

Total

Photos

- [ ] Photo of corridor leading to the interaction spaces
- [ ] Photo of a typical interaction space from the corridor
- [ ] Photo of nursing station from interaction spaces
- [ ] Photo of nursing station from corridor
- [ ] Photo of a typical interaction space from inside (exam table)
- [ ] Photo of a typical interaction space from inside (sink/gel dispenser, if applicable)
- [ ] Photo of a typical interaction space from inside (computer)
- [ ] Photo of a typical interaction space from inside (artwork, if applicable)
- [ ] Photo of a typical interaction space from inside (windows, if applicable)

THE CENTER FOR
HEALTH DESIGN®

Checkout/exit areas

Instructions:

Below is a list of design features in patient-clinician interaction spaces that may support the design principles stated on the first tab. One or several criteria can be found under each design feature. Please walk through checkout/exit areas and verify if the feature is implemented. If it's implemented, please check the box next to the design feature and then assess how you agree or disagree that the design feature has met the criterion/criteria to support the design principle(s) on a 5-point scale: (1-strongly disagree, 2-disagree, 3-neither agree/disagree, 4-agree, 5-strongly agree).

If the design feature was not implemented, leave the box next to it blank and move to the next design feature.

Also included is a checklist for photos of checkout/exit. Please take each picture and check the box next to it.

Are the checkout/exit area and the check-in waiting area in the same space? ☐ Yes   ☐ No   If yes, go directly to the next tab.

#	Design Feature	Score
1.	**Audio barriers** ☐ Check the box if the design feature is implemented	
■	Physical separation (such as solid or glass walls) in checkout area prevents conversations at the checkout from being overheard by other patients in nearby area.	1 2 3 4 5 N/A
2.	**Visual barriers** ☐ Check the box if the design feature is implemented	
■	Physical separation (such as solid walls or foggy glass) and spatial distance reduces nearby patients' visibility of patient private information (such as billing statement, lab test form).	1 2 3 4 5 N/A
3.	**White noise generator** ☐ Check the box if the design feature is implemented	
■	White noise prevents conversations at the checkout from being overheard by other patients in nearby areas.	1 2 3 4 5 N/A
4.	**Clear signage** ☐ Check the box if the design feature is implemented	
■	Signage clearly indicates the locations of checkout and exits.	1 2 3 4 5 N/A
5.	**Connection to parking** ☐ Check the box if the design feature is implemented	
■	The exit is located close to the parking spaces so that the majority of patients need to walk less than 3 minutes to the parking spaces.	1 2 3 4 5 N/A
6.	**Daylight** ☐ Check the box if the design feature is implemented	
■	Windows and/or skylight provide plenty of direct or indirect natural light in checkout/exit.	1 2 3 4 5 N/A
7.	**Noise-reduction measures** ☐ Check the box if the design feature is implemented	
■	Sound-absorbing ceiling tiles and other noise-reduction measures are used so that the checkout and exit areas are quiet.	1 2 3 4 5 N/A

Principle # 1 applies to features 1–3. Principle # 2 applies to features 4–5.

Principle # 6			

8. Attractive/inviting colors/materials ☐ Check the box if the design feature is implemented

- High-quality home-like or natural materials were used as interior finishes, creating a non-institutional ambience for patients and families in checkout/exit areas.   1   2   3   4   5   N/A

9. Positive distractions ☐ Check the box if the design feature is implemented

- Indoor plants, outside nature, artwork, or other pleasant stimuli are visible from checkout area.   1   2   3   4   5   N/A

10. Seating ☐ Check the box if the design feature is implemented

- Seating is comfortable for weak patients to rest while checking out and/or waiting for pick-up.   1   2   3   4   5   N/A

11. Ventilation of air quality and comfort ☐ Check the box if the design feature is implemented

- There is no unpleasant smell, including institutional smell, smoke, stuffy/stale smell, irritating smell, etc. Where used, deodorizers should be clean and functioning.   1   2   3   4   5   N/A
- Air temperature, relative humidity, and flow speed are maintained at comfort level without dramatic difference between nearby spaces.   1   2   3   4   5   N/A

12. Weather protection ☐ Check the box if the design feature is implemented

- The building exit is well covered, protecting patients from rain, snow, and wind during pick-up.   1   2   3   4   5   N/A

Principle # 7

13. Separate exit for infectious patients ☐ Check the box if the design feature is implemented

- Separate exits are available for patients who are suspected to carry certain infectious pathogens to prevent cross-transmission.   1   2   3   4   5   N/A

Principle # 13

14. Access control system ☐ Check the box if the design feature is implemented

- The exit doors are automatically closed.   1   2   3   4   5   N/A
- The exit doors are equipped with alarms or continuously monitored to prevent them from being propped open.   1   2   3   4   5   N/A

Total

Photos

☐ Photo of checkout window
☐ Photo of exit door
☐ Photo of signage
☐ Photo of control system

THE CENTER FOR HEALTH DESIGN®

Staff Spaces

Instructions:

Below is a list of design features in patient-clinician interaction spaces that may support the design principles stated on the first tab. One or two criteria can be found under each design feature. Please walk through all patient-clinician interaction spaces and verify if the feature is implemented. If it's implemented, please check the box next to the design feature and then assess how you agree or disagree that the design feature has met the criterion/criteria to support the design principle(s) on a 5-point scale: (1-strongly disagree, 2-disagree, 3-neither agree/disagree, 4-agree, 5-strongly agree).

If the design feature was not implemented, leave the box next to it blank and move to the next design feature.

Also included is a checklist for photos of staff spaces. Please take each picture and check the box next to it.

#	Design Feature	Score
1.	**Audio barriers** ☐ Check the box if the design feature is implemented	
■	Physical separation (such as solid or glass walls) exists in staff interaction spaces so that staff conversation about patient-sensitive information may not heard by patients nearby.	1 2 3 4 5 N/A
2.	**Visual barriers** ☐ Check the box if the design feature is implemented	
■	Physical separation (such as foggy glass) and layout of the nursing station prevent viewing of computer screens and documents by patients walking by.	1 2 3 4 5 N/A
■	Physical separation prevents patients from viewing the inside of staff break room and staff personal items.	1 2 3 4 5 N/A
3.	**Changing spaces** ☐ Check the box if the design feature is implemented	
■	Sufficient spaces are available for staff changing. Staff changing spaces are not visible to patients.	1 2 3 4 5 N/A
■	Sufficient spaces are available for staff to securely store personal items.	1 2 3 4 5 N/A
4.	**White noise generator** ☐ Check the box if the design feature is implemented	
■	White noise helps to prevent private conversation between staff or private calls from being overheard by others.	1 2 3 4 5 N/A
5.	**Co-location of staff workstations** ☐ Check the box if the design feature is implemented	
■	Staff workstations are located close to each other so that staff can easily reach out to other staff.	1 2 3 4 5 N/A
■	Equipment and supplies are located close to staff workstations to reduce the need for staff travel.	1 2 3 4 5 N/A
6.	**Visual displays of work information** ☐ Check the box if the design feature is implemented	
■	Whiteboards and other visual displays of work information facilitate individual workers' ongoing awareness of other workers' locations, activities, and intention.	1 2 3 4 5 N/A
7.	**Visual connection between different spaces** ☐ Check the box if the design feature is implemented	
■	Visual connections between different spaces (e.g., windows on doors or walls) increase the visibility of workstations	1 2 3 4 5 N/A

Principle # 1

and reduce the sense of isolation.

8. *Informal meeting spaces*   ☐ Check the box if the design feature is implemented

■ Informal meeting spaces such as small niches with working surfaces or seating with moveable furniture are located close to the main circulating route to encourage informal and more relaxed conversation and teamwork when needed. | 1 2 3 4 5 N/A |

9. *Formal team collaboration spaces (meeting rooms, team rooms)*   ☐ Check the box if the design feature is implemented

■ Meeting or team rooms are located close to individual workstations to improve problem-solving effectiveness. | 1 2 3 4 5 N/A |

10. Adjustable furniture   ☐ Check the box if the design feature is implemented

■ Furniture is comfortable and adjustable to support workers with various needs and tasks of different durations. | 1 2 3 4 5 N/A |

11. Wireless communication infrastructure   ☐ Check the box if the design feature is implemented

■ Wireless signals cover the whole facility so that individual staff members can be immediately reached. | 1 2 3 4 5 N/A |

12. Break room   ☐ Check the box if the design feature is implemented

■ The break room is designed for staff temporary escape, separated from the rest of the clinic. | 1 2 3 4 5 N/A |

■ There is a outdoor garden close to the break room designated for staff use. | 1 2 3 4 5 N/A |

■ The overall atmosphere of the break room is quiet and relaxing. | 1 2 3 4 5 N/A |

13. Storage design for tidiness   ☐ Check the box if the design feature is implemented

■ Enough storage spaces are available in convenient locations so that there is no equipment cluttered in corridors or other staff work spaces. | 1 2 3 4 5 N/A |

14. Noise-reduction measures   ☐ Check the box if the design feature is implemented

■ Sound-absorbing ceiling tiles and other noise-reduction measures are used so that the rooms and corridors in staff areas are quiet. | 1 2 3 4 5 N/A |

■ The noise level in staff areas does not interfere with communications between patient and staff, and between staff members. | 1 2 3 4 5 N/A |

Principle # 8

15. Attractive/inviting colors/materials
☐ Check the box if the design feature is implemented

- High-quality home-like or natural materials were used as interior finishes, creating a non-institutional ambience. | 1 2 3 4 5 N/A

16. Comfortable furniture
☐ Check the box if the design feature is implemented

- Furniture is comfortable to use for the majority of staff members. | 1 2 3 4 5 N/A
- Furniture is easily adjusted to improve the comfort of various users. | 1 2 3 4 5 N/A

17. Positive distractions
☐ Check the box if the design feature is implemented

- Indoor plants, outside nature, artworks, window views, and/or other pleasant stimuli are visible for most staff members. | 1 2 3 4 5 N/A
- Soothing music and nature sounds are accessible to staff. | 1 2 3 4 5 N/A

18. Ventilation of air quality and comfort
☐ Check the box if the design feature is implemented

- There is no unpleasant smell, including institutional smell, smoke, stuffy/stale smell, irritating smell, etc. Where used, deodorizers should be clean and functioning. | 1 2 3 4 5 N/A
- Air temperature, relative humidity, and flow speed are maintained at comfort level without dramatic difference between nearby spaces. | 1 2 3 4 5 N/A

19. Daylight
☐ Check the box if the design feature is implemented

- Windows and/or skylight provide plenty of direct or indirect natural light in staff areas. | 1 2 3 4 5 N/A

20. Amenities
☐ Check the box if the design feature is implemented

- Drinking water, microwave, refrigerator, and other amenities are easily accessible to staff. | 1 2 3 4 5 N/A
- Plenty of spaces are available for storage of staff's personal items (e.g., clothes, umbrellas). | 1 2 3 4 5 N/A

21. Medical records office *(This question only applies to clinics using paper medical records)*
☐ Check the box if the design feature is implemented

- The paper medical records are easy to retrieve. | 1 2 3 4 5 N/A
- The counters are adjustable for staff to comfortably read and write when standing. | 1 2 3 4 5 N/A
- The medical records office is located close to both the check-in and interaction spaces. | 1 2 3 4 5 N/A

Principle # 13

22. Information security
☐ Check the box if the design feature is implemented

- The storage of patient confidential information (physical and/or virtual) is secured. | 1 2 3 4 5 N/A

Total

Photos

- ☐ Photo of staff break room
- ☐ Photo of formal meeting spaces
- ☐ Photo of informal meeting spaces
- ☐ Photo of workstation
- ☐ Photo of visual display of work information
- ☐ Photo of storage/changing
- ☐ Photo of staff corridor

THE CENTER FOR HEALTH DESIGN®

Results

Below is a summary of ratings for each type of space as well as the total score. Please calculate the total number of design features implemented and the average of all scores for each type of space. Then calculate the overall score as the average of all types of spaces and add up the number of design features implemented.

Spaces	Score	# of design features
Building exterior		
Building interior overall		
Check-in/waiting		
Patient-interaction spaces		
Checkout/exit		
Staff spaces		
Overall		

THE CENTER FOR
HEALTH DESIGN®

Checklist for Visual Materials

Below is a list of photos and floor plans to illustrate the design of the facility. Please use this as a checklist and check the box next to each visual material that has been collected.

Photos

Building Exterior

- ☐ Photo of the front the building (including surrounding area)
- ☐ Photo of the side the building (including surrounding area)
- ☐ Photo of the back the building (including surrounding area)
- ☐ Photo of the building from parking lot
- ☐ Photo of parking lot from main entrance
- ☐ Photo of main entrance
- ☐ Photo of signage (if applicable)
- ☐ Photo of gardens (if applicable)

Check-in and Waiting Areas

- ☐ Photo of waiting area from main entrance
- ☐ Photo of waiting area from registration
- ☐ Photo of registration window
- ☐ Photo of main entrance from the waiting area
- ☐ Photo of signage
- ☐ Photo of windows/skylights (if applicable)
- ☐ Photo of kiosks (if applicable)
- ☐ Photo of children play area (if applicable)

Patient-Clinician Interaction Spaces

- ☐ Photo of corridor leading to the interaction spaces
- ☐ Photo of a typical interaction space from the corridor
- ☐ Photo of nursing station from interaction spaces
- ☐ Photo of nursing station from corridor
- ☐ Photo of a typical interaction space from inside (exam table)
- ☐ Photo of a typical interaction space from inside (sink/gel dispenser, if applicable)
- ☐ Photo of a typical interaction space from inside (computer)
- ☐ Photo of a typical interaction space from inside (artwork, if applicable)
- ☐ Photo of a typical interaction space from inside (windows, if applicable)

Checkout/exit areas

Are the checkout/exit area and the check-in waiting area in the same space?   ☐ Yes   ☐ No

- ☐ Photo of checkout window
- ☐ Photo of exit door
- ☐ Photo of signage
- ☐ Photo of control system

Staff Spaces

☐ Photo of staff break room
☐ Photo of formal meeting spaces
☐ Photo of informal meeting spaces
☐ Photo of workstation
☐ Photo of visual display of work information
☐ Photo of storage/changing
☐ Photo of staff corridor

Floor plan(s)

☐ Architectural plan for floor 1
☐ Architectural plan for floor 2

THE CENTER FOR HEALTH DESIGN®