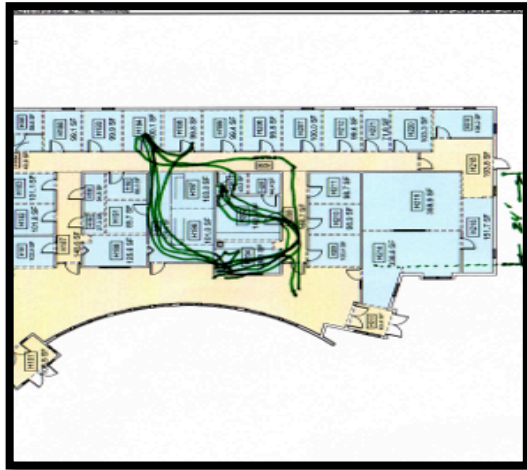


# PHYSICIAN PRACTICE LAYOUT (3P PROCESS)



*The layout in Physicians Practices should possess clear logic and pathways for all users (patients, providers, staff). A thoughtfully designed layout, using the 3P process, results in:*

- Reduced Capital Expense (10%-30%)
- Improved Productivity
- Improved Care Team Collaboration
- Clear Visual Communication
- Reduction of non-value added activities such as:
  - Searching and gathering (for information, people and materials)
  - Walking distance

What if your space could act as a contributing member of your care team? What if you could lay out your space to remove over 4 miles of walking while simultaneously reducing confusion, improving collaboration, increasing productivity and improving patient and staff satisfaction? What if these benefits could be achieved while simultaneously reducing capital costs by 10-30%? This is the impact of (appropriately) using 3P in the specification, design, planning and budgeting phase(s) of a new/remodeled facility.

Approach: First, understanding that space is used and experienced differently by all users our approach takes the time to understand all of the different flows and impacting factors necessary to make your space work for you. This includes the perspectives of:

- Patient
- Care team (Providers, RN's, Clinical Support, Patient Service Representatives (PSR), Medical Assistants (MA))
- Information
- Materials

Additionally understanding the various needs for *space to meet the needs of the users*: collaborative, quiet, and private. With a clear understanding of needs, space can be designed saving providers and their care teams tremendous time walking, (4 miles removed from 7 Provider practice) and searching (for each other or their patient, supplies or information). Layout of space can improve flow and collaboration through visibility to patient rooms and shared clinical team space. At the same time, purposeful layout creates clarity for patients and improved experience for staff and patient alike. Moreover, with some areas combined (check in/check out) and others separated (phone calls), staff productivity can be optimized (50% fewer check in/out staff 20% improvement of phone service levels) and the reason for needing space is eliminated. When layouts are designed around your practice needs it can become a contributing part of your team.



High quality physical layouts, designed with patient, provider and care team flow in mind can reduce capital expense, while improving productivity, quality and staff/patient satisfaction:

- i. Improve Patient Flow
- ii. Minimize handoffs
- iii. Minimize walking
- iv. Improve visibility
- v. Communicate status at a glance
- vi. Enable/support Collaborative Care
- vii. Reduce confusion

