

## CHAPTER 246: HEALTH ADMINISTRATION SERVICE

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## 1 PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 246: Health Administration Service (HAS). It applies to all medical facilities at the Department of Veterans Affairs (VA).

The Health Administration Service (HAS) was previously referred to as Medical Administration Service (MAS). The organizational alignment of the functions noted in this chapter may vary from VHA facility to VHA facility. For example, some may also be aligned under a Business Office Service or under a Fiscal Service. It may also be that some of the offices mentioned may be assigned to another medical facility service. These criteria allocate space for each function and allow for flexibility with respect to the location of that space within a facility based on the specific requirements of that facility.

The Veterans Health Administration's Chief Business Office (CBO) is VHA's national focal point and the single accountable authority for the development of administrative processes, policy, regulations, and directives associated with the delivery of VA health benefit programs. As a principal health benefits administration advisor to the Under Secretary for Health, the Chief Business Officer develops, implements, and supports various aspects of administrative health care issues. This includes supporting most activities referred to in this chapter. The CBO is organized into offices that include business Development, Information, Operations, and Policy. CBO is also composed of independent offices in the field, dedicated to health benefits administration and revenue-related programs: Health Administration Center (Denver), Health Eligibility Center (Atlanta), Health Revenue Center (Topeka), and Compensation and Pension Exam Program (Nashville). Program managers at these activities may also be of assistance to field activities for guidance and recommendations concerning the application of space criteria in VHA facilities.

The Health Administration Service Program at the Department of Veterans Affairs (VA) medical center level includes a multiplicity of administrative / clerical functions including medical records management, telephone switchboard operation, and mail handling; essential to the effective, overall management of inpatient and outpatient care. This program generally consists of functions performed in the following major organizational activities:

1. Office of the Chief
2. Health Benefits Section: Centralized Registration Unit
3. Health Benefits Section: Outpatient Registration
4. Emergency Care Area (ER)
5. Health Information Management Section
6. Fee Services Section
7. Medical Care Cost Recovery (MCCR) Section
8. Ward Administration Section
9. Office Operations Section

Refer to the following Space Planning Criteria chapters to determine space requirements for the following:



1. Individual Nursing Unit chapters - Ward Clerk space:
  - a. Chapter 100, MS&N Patient Care Units
  - b. Chapter 102, Intensive Care Units
  - c. Chapter 104, Spinal Cord Injury / Disorders Center
  - d. Chapter 106, Nursing Home / Residential Care Center
  - e. Chapter 110, Mental Health and Behavioral Patient Care Units

## 2 DEFINITIONS

Administrative Personnel: Administrative personnel are all personnel who do not counsel, diagnosis, examine or treat patients, but who do work that is essential for the accomplishment of the mission of a medical treatment facility. This does include military (assigned and borrowed), contract and civilian personnel. It does not include volunteers.

AMIS: Acronym for Automated Medical Information System.

Bed Control Clerk, Patient Services Assistant and Administrative Officer of the Day: Staff members who interview patients being admitted to the hospital or Medical Center and who create the inpatient record and all documents necessary for the admission.

Cashier: Employee responsible for receiving, holding, and disbursing cash to and from hospital or Medical Center patients because of diagnostic care or treatment.

Centralized Registration Unit: For the purposes of these criteria, denotes spaces for integral administrative functions of the main Hospital. Administrative functions include:

1. Fee Services Section which manages budget execution; funding control; voucher control; and billing activities with State and community Nursing Home programs.
2. Medical Care Cost Recovery (MCCR) Section is responsible for the cost recovery of VA Medical Care funds from third party health insurance providers.
3. Medical information services such as FOIA; bed control; patient transfers; and patient support.

Decedent Affairs Clerk: Employee responsible for the administrative details (survivor counseling, paperwork, and notifications) incidental to the death of a patient.

ESA: Acronym for Emergency Services Area.

Fee Services Office (also referred to as Fee Basis and/or Non-VA Provided Care): This office accommodates staff and functions responsible for overall administration of programs that include, but are not limited to, authorization and payment processing related to Fee Medical and Fee Dental programs, non-VA hospitalizations, authorized and unauthorized medical services claims, Community Nursing Homes, State Homes, Hometown Pharmacy, and appeal processing. Administrative activities in this section include processing actions related to customer service, financial management, authorizations, payments, billing, workload and financial reporting and analysis, and correspondence.

HAS: Acronym for Health Administration Service.



Health Information Management Services (HIMS): Activities include quantitative / qualitative review of medical records; coding of medical and demographic information from medical records; release and exchange of medical information; accumulation and reporting of statistical information (may include AMIS); Patient Treatment File management; assistance to professional and administrative staffs as a resource on medical records administration; support to medical staff committees; support to research activities involving medical record information; medical care cost recovery; medical reports; medical record files management; quality assurance and utilization review activities; and management of registry activities.

Inpatient Records: Inpatient medical records exist in hospitals and in clinics. They provide a record of diagnosis and treatment. Service regulation and Retention Schedules govern the creation and maintenance of inpatient records. The International Classification of Diseases largely governs the coding of the diagnoses and procedures. The Computerized Patient Record System (CPRS) is utilized.

MEDICARE Eligible: A patient who is entitled to Medicare benefits based on (1) 65 years of age or older, (2) disability, and/or (3) ESRD status as evidenced by a Medicare Identification Card. and is qualified for federal reimbursement for healthcare.

Office of the Chief: Functions performed in this section include, but are not limited to, overall management of the service; planning, directing, and controlling operations; budget planning; fund control; liaison with other services and facility management; staff assistance to management; interpretation and implementation of policies and standards; development and implementation of HAS Systematic Internal Review Program and coordination of HAS responses to reviews of HAS by external evaluators; training programs and employee development; information resource management; Privacy Act / Freedom of Information Act administration; and directing medical administrative assistant activities.

Outpatient Records: Record of diagnostic and treatment encounters of ambulatory patients in a clinic, hospital, or freestanding clinic. Outpatient records are maintained (filed) separately from inpatient records.

PAS: Acronym for Program Application Specialist. Replaces the previous term Automated Data Processing Application Coordinator (ADPAC).

Third Party Collection: Third party collection is the effort to obtain payment for health care services from a source other than the patient. The first two parties to a health care encounter are the patient and the provider or the organization, which the provider represents. The third party (not existing in all cases) is a payer other than the patient. Third Party payers may be insurance companies, employers or, in some case, governmental agencies.

WMS: Workload Management System.

Ward Administration Section: Provides administrative support on the wards necessary for admission, discharge, and transfer of patients and for safeguarding their funds and effects.



Veterans Identification Card (VIC): The VIC Card replaces the old, embossed card as a means of identifying veteran patients entitled to care and services at VA healthcare facilities. It includes current technology features such as the patient’s photograph, a bar code, and a magnetic stripe upon which is encoded patient demographic information. A commercial system was purchased from Data Card Corp. to allow all VA Medical Centers to make photo ID cards for patients.

### **Space Planning / SEPS**

Building Gross (BG) Factor: A Factor applied to the sum of all the Departmental Gross Square Footage (DGSF) in a project to determine the Building Gross Square Footage. This factor accounts for square footage used by the building envelope, structural systems, horizontal and vertical circulation including main corridors, elevators, stairs and escalators, shafts, and mechanical spaces. The Department of Veterans Affairs has set this factor at 1.35 and included guidance in case of variance when developing a Program for Design (PFD) in SEPS.

Department Net to Gross (DNTG) Factor: A parameter, determined by the VA for each clinical and non-clinical department PG-18-9 space planning criteria chapter, used to convert the programmed Net Square Feet (NSF) area to the Department Gross Square Feet (DGSF) area.

Full-Time Equivalent (FTE): A staffing parameter equal to the amount of time assigned to one full time employee. It may be composed of several part-time employees whose combined time commitment equals that of one full-time employee (i.e., 40 hours per week).

Functional Area (FA): The grouping of rooms and spaces based on their function within a clinical service or department.

Functional Area Criteria Statement (FACS): A verbalized mathematical / logical formulation assigned to a FA incorporating answers to Input Data Statements (IDSs) to determine the condition for providing the rooms / spaces listed in the FA in the baseline space program or Program for Design (PFD) for a project. Certain rooms / spaces may or may not have additional conditions.

Input Data Statement(s): A question or set of questions designed to elicit information about the healthcare project to generate a Program for Design (PFD) based on the parameters set forth in this set of documents. This information is processed through mathematical and logical operations in the VA Space and Equipment Planning system (SEPS).

JSN (Joint Schedule Number): A unique five alpha-numeric code assigned to each content item in the PG-18-5 Standard. JSNs are defined in DoD’s Military Standard 1691 and included in SEPS Content Table.

Net Square Feet / Net Square Meters (NSF/NSM): The area of a room or space derived from that within the interior surface of the bounding walls or boundaries.

Program for Design (PFD): A project specific itemized listing of the spaces, rooms, and square foot area required for the proper operation of a specific service / department, and



the corresponding area for each. PFDs are generated by SEPS based on the PG-18-9 Standard.

PG-18-5: A Department of Veterans Affairs' Equipment Guidelist Standard for planning, design, and construction of VA healthcare facilities; a Program Guide (PG) that lists assigned room contents (medical equipment, furniture, and fixtures) to each room in PG-18-9. PG-18-5 follows PG-18-9's chapter organization and nomenclature.

PG-18-9: A Department of Veterans Affairs' Program Guide for the Space Planning Criteria Standard use to develop space planning guidance for the planning, design, and construction of VA healthcare facilities; a Program Guide (PG) that provides space planning guidance for VA Medical Centers (VAMCs) and Community Bases Outpatient Clinics (CBOCs). PG-18-9 is organized by chapters, as of September 2021 there are 56 clinical and non-clinical PG-18-9 chapters; they are implemented and deployed in SEPS so that space planners working on VA healthcare projects can develop baseline space programs.

PG-18-12: A Department of Veterans Affairs' Design Guide Standard for planning, design and construction of VA healthcare facilities, a Program Guide (PG) that provides design guidance for VA Medical Centers (VAMCs) and Community Bases Outpatient Clinics (CBOCs). The narrative section details functional requirements and the Room Template section details the planning and design of key rooms in PG-18-9. Not all PG-18-9 chapters have a corresponding PG-18-12 Design Guide; one Design Guide can cover more than one PG-18-9 chapter.

Room Area: The square footage required for a clinical or non-clinical function to take place in a room / space. It considers the floor area required by equipment (medical and non-medical), furniture, circulation, and appropriate function / code-mandated clearances. Room area is measured in Net Square Feet (NSF).

Room Code (RC): A unique five alpha-numeric code assigned to each room in the PG-18-9 Standard. Room Codes in PG-18-9 are unique to VA and are the basis for SEPS's Space Table for VA projects.

Room Criteria Statement (RCS): A mathematical / logical formulation assigned to each room / space included in PG-18-9 incorporating answers to Input Data Statements (IDSs) to determine the provision of the room / space in the baseline space program or Program for Design (PFD) for a project.

SEPS: Acronym for Space and Equipment Planning System which produces equipment lists and Program for Design for a healthcare project based on specific information entered in response to Input Data Questions.

SEPS Importer: A style-based format developed to allow upload of RCSs and IDSs to SEPS to implement and operationalize space planning criteria in PG-18-9 in the SEPS digital tool. This format establishes the syntax used in the RCSs and allows the use of Shortcuts. Shortcuts allow developers of space planning criteria statements to simplify RCSs making full use of their logical and mathematical functionality. A shortcut can refer to an RCS, a



room in any FA or a formula. Shortcuts are [bracketed] when used in FAs and RCSs and are listed along with their equivalences at the end of the Space Planning Criteria section.

Space Planning Concept Matrix (SPCM): A working document developed during the chapter update process. It lists all the rooms organized by Functional Area and establishes ratios between the directly and the indirectly workload driven rooms for the planning range defined in this document. The matrix is organized in ascending workload values in ranges reflecting existing facilities and potential future increase. Section 5 of this document Space Planning Criteria reflects the values in the SPCM.

VA Room Family (VARF): An organizational system of rooms / spaces grouped by function, a 'Room Family'. There are two "Orders" in the VARF: Patient Care and Patient Care Support; Patient Care features four sub-orders: Clinical, Inpatient, Outpatient and Residential Clinical. There are also four sub-orders in the Patient Care Support order: Building Support, Clinical Support, Staff Support and Veteran Support. Each room in a Family has a unique Room Code and NSF assigned based on its Room Contents and function which correspond to the specific use of the room. The same RC can be assigned to different Room Names with the same function in this document and can be assigned an NSF that varies based on the PG-18-5 Room Contents assigned to the room.

VA Technical Information Library (TIL): A resource website maintained by the Facilities Standards Service (FSS) Office of Construction and Facilities Management (CFM) containing a broad range of technical publications related to the planning, design, leasing, and construction of VA facilities. VA-TIL can be accessed at: <https://www.cfm.va.gov/TIL/>

Workload: Workload is the anticipated number of procedures, clinic stops, clinic encounters etc. that is processed through a department/service area. The total workload applied to departmental operational assumptions will determine overall room requirements by modality.

### 3 OPERATING RATIONALE AND BASIS OF CRITERIA

- A. Space Planning parameters and metrics in this document are based on the Health Administration Service Space Planning Criteria Matrix (SPCM) developed as a basis for this chapter. The SPCM lists all the spaces a VA Health Administration Service site would require; the quantity and NSF for each room is calculated based on the facility total number of FTE positions authorized organized in three ranges each corresponding to at least 1,000 FTE positions incrementally.
- B. The room quantity (Q) and area (NSF) values included for each range in the SPCM are reflected in the Room Criteria Statements, placed immediately below each room name, room code and NSF/NSM, for each room in Section 5 of this document. The number of facility total number of FTE positions authorized is included in the Input Data Statements (IDSs) in Section 4. Both Sections are implemented in the Space Planning and Equipment System (SEPS) software accessible through the MAX.gov website. Planners programming a VA Health Administration Service project shall develop a baseline Program for Design (PFD) in SEPS.



- C. SEPS incorporates a Net-to-Department Gross (NTDG) factor of **1.30** for Health Administration Service and a Building Gross (BG) factor of 1.35 in the space calculation. These factors generate the Department Gross Square Feet (DGSF) and the Building Gross Square Feet (BGSF) for the project based on the aggregate resulting Net Square Feet (NSF) for all Departments included. Planners can adjust the BGSF factor in SEPS; the NTDG factor is fixed.
- D. The space planning and design Program Guides: PG-18-9, PG-18-5, and PG-18-12 are available at the [Department of Veterans Affairs Office of Construction and Facilities Management \(CFM\) Technical Information Library \(TIL\)](#) website.
- E. The Health Administration Service (HAS) at the Department of Veterans Affairs (VA) medical center level includes a multiplicity of administrative / clerical functions essential to the effective, overall management of inpatient and outpatient care.
- F. Patient Records: Patient records in VA facilities will be created, managed, and stored in a manner which maintains patient privacy. The current standard for maintaining patient records utilize the Computerized Patient Record System (CPRS). For additional information, refer to VHA Handbook 1907.1, Health Information Management and Health Records.

#### 4 INPUT DATA STATEMENTS (IDS)

- A. Is Health Benefits Section: Centralized Registration Unit (CRU) authorized? (M)
- B. Is Health Benefits Section: Outpatient Registration authorized? (M)
- C. Is Health Information Management Section (HIMS) authorized? (M)
- D. Is Ward Administration Section (WAS) authorized? (M)
- E. Is Fee Services (FS) Section authorized? (M)
- F. How many FTE positions in total are authorized for this facility? (S) (Values: 1 to 4,000)

#### 5 SPACE PLANNING CRITERIA

##### A. FA 1: OFFICE OF THE CHIEF

- 1. **HAS Director Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 4,000*  
The space will accommodate meeting with up to five individuals.
- 2. **HAS Health Benefits Chief Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 4,000*
- 3. **HAS Visitor Waiting, Bldg Sprt (SB003) ..... 80 NSF (7.5 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 4,000*  
Allocated space accommodates one standard chair @ 9 NSF, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total three people.





- 4. HAS Administration Support Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000
  
- 5. HAS Medical Administrative Assistant Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000
  
- 6. HAS Program Application Specialist (PAC) Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide four if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide six if [FTE positions authorized for this facility] is between 3,001 and 4,000
  
- 7. HAS Workroom, Stff Sprt (SS296) ..... 80 NSF (7.5 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 100 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 120 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000

The space provided accommodates miscellaneous equipment and supplies for the Office of the Chief suite.

- 8. HAS Staff Conference Room, Educ Svc (SS101) .....240 NSF (22.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 300 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 500 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000

Allocated NSF accommodates six conference chairs @ 7.5 NSF each, two 5'-0" x 2'-0" tables at 10 NSF each, one credenza @ 8 NSF, and circulation; total six people.

- 9. HAS Staff Toilet, Bldg Sprt (SB191) ..... 60 NSF (5.6 NSM)**
  - a. Provide two if [FTE positions authorized for this facility] is between 1 and 4,000

Allocated NSF accommodates one accessible toilet @ 25 NSF, one wall-hung lavatory @ 12 NSF, ABA clearances, and circulation.



**B. FA 2: HEALTH BENEFITS SECTION: CENTRALIZED REGISTRATION UNIT (CRU)**

FA Condition: [*Centralized Registration Unit (CRU) authorized*]

- 1. HAS CRU Visitor Waiting, Bldg Sprt (SB003) .....130 NSF (12.1 NSM)**
  - a. Provide one if [*FTE positions authorized for this facility*] is between 1 and 1,000
  - b. Provide one at 170 NSF if [*FTE positions authorized for this facility*] is between 1,001 and 3,000
  - c. Provide one at 215 NSF if [*FTE positions authorized for this facility*] is between 3,001 and 4,000

Allocated space accommodates eight standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total ten people.

- 2. HAS CRU Reception, Stff Sprt (SS221) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [*FTE positions authorized for this facility*] is between 1 and 4,000

Allocated NSF accommodates two Receptionist FTEs, patient privacy area, and circulation. Counter area to accommodate two rotating Medical Support Assistants. Reception Counter to be located at registration entry adjacent the waiting area.

- 3. HAS CRU Health Benefits Supervisor Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. Provide two if [*FTE positions authorized for this facility*] is between 1 and 1,000
  - b. Provide four if [*FTE positions authorized for this facility*] is between 1,001 and 3,000
  - c. Provide six if [*FTE positions authorized for this facility*] is between 3,001 and 4,000

This position may supervise multiple clinics including the Emergency Department, Specialty and Outpatient Clinics.

- 4. HAS CRU Decedent Affairs Consult Room, Clncl Sprt (SC271) .....120 NSF (11.2 NSM)**
  - a. Provide one if [*FTE positions authorized for this facility*] is between 1 and 1,000
  - b. Provide two if [*FTE positions authorized for this facility*] is between 1,001 and 3,000
  - c. Provide three if [*FTE positions authorized for this facility*] is between 3,001 and 4,000

- 5. HAS CRU MCCR Section Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide two if [*FTE positions authorized for this facility*] is between 1 and 1,000
  - b. Provide three if [*FTE positions authorized for this facility*] is between 1,001 and 3,000
  - c. Provide four if [*FTE positions authorized for this facility*] is between 3,001 and 4,000



- 6. HAS CRU Eligibility Clerk Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide four if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide six if [FTE positions authorized for this facility] is between 3,001 and 4,000*
  
- 7. HAS CRU Eligibility Interview Room, Clncl Sprt (SC174) .....120 NSF (11.2 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 4,000*
  
- 8. HAS CRU Veteran Identification Card (VIC) Issue Workstation, Stff Sprt (SS219) ..... 64 NSF (6.0 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 4,000*

This space is required for equipment necessary for staff to take photos (camera, PC, etc.) for veterans identification cards (VICs). The current dimensions of a VIC workstation are: 2-3 feet of desk space and an area where subject to be photographed is 3-6 feet from camera. The area accommodating the equipment needs to be secure.
  
- 9. HAS CRU Release of Information Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000*
  
- 10. HAS CRU Program Support Clerk Workstation, Stff Sprt (SS218).... 56 NSF (5.3 NSM)**
  - a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000*
  
- 11. HAS CRU Bed Control Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*



- 12. HAS CRU Medical / Patient Support Assistant Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
- a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 13. HAS CRU Lead Patient Services Assistant Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 14. HAS CRU Patient Personal Belongings Storage Room, Lgstcs Svc (SB711) .....240 NSF (22.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 320 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 400 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000
- This office to be located near, but not in the Centralized Registration Unit. It should accommodate one person plus storage of supplies, safe, and the holding of patient belongings during outpatient procedures.
- 15. HAS CRU Outpatient Transfer Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
- a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 16. HAS CRU Inpatient Transfer Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000



- 17. HAS CRU Supplemental Equipment Storage Room, Lgstcs Svc (SB776) .....120 NSF (11.2 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 240 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000

The space provided accommodates office equipment, file cabinets, supplies and worktables for Centralized Registration staff.

**C. FA 3: HEALTH BENEFITS SECTION: OUTPATIENT REGISTRATION**

FA Condition: [Outpatient Registration is authorized]

- 1. HAS OP Registration Supervisor Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
- a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000

**D. FA 4: HEALTH INFORMATION MANAGEMENT SECTION (HIMS)**

FA Condition: [Health Information Management Section (HIMS) is authorized]

- 1. HAS HIMS Chief Office, Stff Sprt (SS204)..... 100 NSF (9.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000
- 2. HAS HIMS Benefits Chief Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
- a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 3. HAS HIMS File Room Supervisor Office, Stff Sprt (SS204)..... 100 NSF (9.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000



- 4. HAS HIMS Billing Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*
- 5. HAS HIMS Coding Unit Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide two if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000*
- 6. HAS HIMS Tumor Registry Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000*
- 7. HAS HIMS QA Technician Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*
- 8. HAS HIMS Release of Information Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*
- 9. HAS HIMS Transcription Coordinator Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*
- 10. HAS HIMS Transcriptionist Health Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*



- 11. HAS HIMS Transcription Equipment Storage Room, Lgstcs Svc (SB783) ..... 100 NSF (9.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000
- 12. HAS HIMS EPRP Technician Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 13. HAS HIMS Record Review Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 14. HAS HIMS Document Scanning Room, Stff Sprt (SS227) ..... 80 NSF (7.5 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000
- 15. HAS HIMS Document Scanning Supply Room, Stff Sprt (SS228) ..120 NSF (11.2 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000
- 16. HAS HIMS File Room, Clncl Sprt (SC176) .....200 NSF (18.6 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000

**E. FA 5: WARD ADMINISTRATION SECTION (WAS)**

FA Condition: [Ward Administration Section (WAS) is authorized]

- 1. HAS WAS Supervisor Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000

This office to be located within the Office of the Chief Functional Area.
- 2. HAS WAS Lead Clerk Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000

This office to be shared by two clerks and shall be located within one of the patient care units.
- 3. HAS WAS Ward Clerk Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 4. HAS WAS Alcove Storage, Lgstcs Svc (SB707) ..... 20 NSF (1.9 NSM)**
  - a. Provide one if [FTE positions authorized for this facility] is between 1 and 4,000



**F. FA 6: FEE SERVICES (FS) SECTION**

FA Condition: [*Fee Services (FS) Section is authorized*]

- 1. HAS FS Section Chief Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 4,000*
- 2. HAS FS Supervisor Office, Stff Sprt (SS204) ..... 100 NSF (9.3 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. *Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. *Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*

- 3. HAS FS Reception, Stff Sprt (SS221) ..... 56 NSF (5.3 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 4,000*

Allocated NSF accommodates two Receptionist FTEs, patient privacy area, and circulation.

- 4. HAS FS Administrative Support Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. *Provide one if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. *Provide two if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. *Provide three if [FTE positions authorized for this facility] is between 3,001 and 4,000*

This space accommodates clerks (claims, audit, program, and correspondence) who review, examine and explain fee authorizations and medical claims payment determinations for non-VA care.

- 5. HAS FS Interview Workstation, Stff Sprt (SS218) ..... 56 NSF (5.3 NSM)**
  - a. *Provide two if [FTE positions authorized for this facility] is between 1 and 1,000*
  - b. *Provide three if [FTE positions authorized for this facility] is between 1,001 and 3,000*
  - c. *Provide four if [FTE positions authorized for this facility] is between 3,001 and 4,000*

This space accommodates Fee Services staff who discusses non-VA care health care claim issues with non-staff visitors, such as veterans, family members, clinicians, and representatives from Veterans Service Organizations (VSOs). These visitors should not have general access to the Fee Services office area due to privacy and confidentiality concerns.





- 6. HAS FS Supplemental Equipment Storage Room, Lgstcs Svc (SB776) ..... 80 NSF (7.5 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 100 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 120 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000

**G. FA 7: OFFICE OPERATIONS SECTION**

- 1. HAS Mailroom, Lgstcs Svc (SB653) .....250 NSF (23.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 400 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 550 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000
- 2. HAS Telephone Switchboard Room, Bldg Sprt (SB275) .....120 NSF (11.2 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 1 and 1,000
  - b. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 1,001 and 3,000
  - c. Provide one at 240 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000

The main telephone PBX equipment is located in this Room.

**H. SEPS IMPORTER SHORTCUTS**

The following shortcuts are used in the Room Criteria Statements in the Health Administration Service Functional Areas. These shortcuts are used during upload of this document into the Space and Equipment Planning System (SEPS) software during implementation of the space planning parameters contained herewith to allow for mathematical or logical calculations to be performed. Input Data Statements (IDSs), Rooms or a partial calculation formula can have a shortcut.

- 1. *FTE positions authorized for this facility:* [How many FTE positions in total are authorized for this facility?]
- 2. *Centralized Registration Unit (CRU) authorized:* [Is Health Benefits Section: Centralized Registration Unit (CRU) authorized?]
- 3. *Outpatient Registration is authorized:* [Is Health Benefits Section: Outpatient Registration authorized?]
- 4. *Health Information Management Section (HIMS) is authorized:* [Is Health Information Management Section (HIMS) authorized?]
- 5. *Ward Administration Section (WAS) is authorized:* [Is Ward Administration Section (WAS) authorized?]
- 6. *Fee Services (FS) Section is authorized:* [Is Fee Services (FS) Section authorized?]



**6 PLANNING AND DESIGN CONSIDERATIONS**

- A. Organize Health Administration Service rooms / spaces in a Suite style arrangement.
- B. HAS should be in proximity to the Medical Director's suite and other administrative services.
- C. Locate the Mail Room and Switchboard in proximity to other medical center support services.
- D. Refer to Department of Veterans Affairs (VA) Office of Construction and Facilities Management Technical Information Library ([www.cfm.va.gov/til/](http://www.cfm.va.gov/til/)) for additional technical criteria.

**7 FUNCTIONAL RELATIONSHIPS**

Relationship of Health Administration Service to services listed below:

**TABLE 1: FUNCTIONAL RELATIONSHIP MATRIX**

SERVICES	FUNCTIONAL RELATIONSHIP
OUTPATIENT SERVICES (Community Based)	2
CLNCL SPRT: Nursing Service Administration	2
VET SPRT: Voluntary Svc	3
INPATIENT SERVICES	3
VET SPRT: Service Organizations	3
VET SPRT: Veterans Assistance	3
CLNCL: Emergency	3
CLNCL SPRT: EMS: Administration	3
STFF SPRT: Fiscal Service	3
STFF SPRT: Human Resources	3
CLNCL: Clncl Svc Adm: Medical Service	3
CLNCL: Clncl Svc Adm: Hospital Medicine	3
BLDG SPRT: Lobby	3
VET SPRT: Social Work	3
CLNCL: Urgent Care	3
STFF SPRT: Education: Auditorium	3
VET SPRT: PHRM Svc: Outpatient	3
VET SPRT: PHRM Svc: Inpatient	3

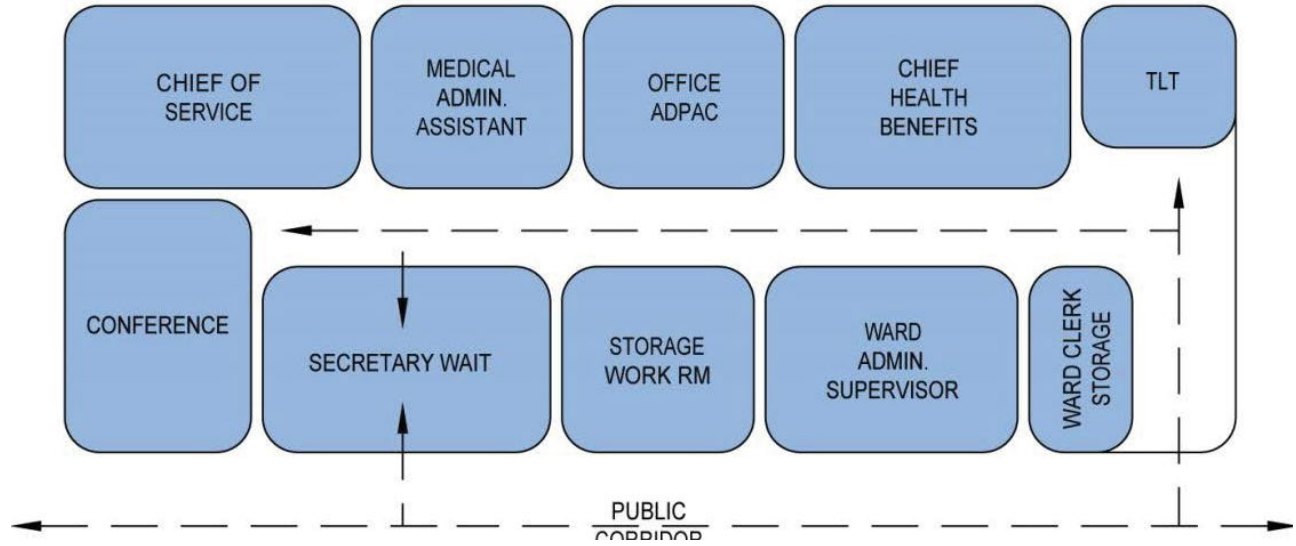
**Legend:**

- 1. High
- 2. Moderate
- 3. Minimal

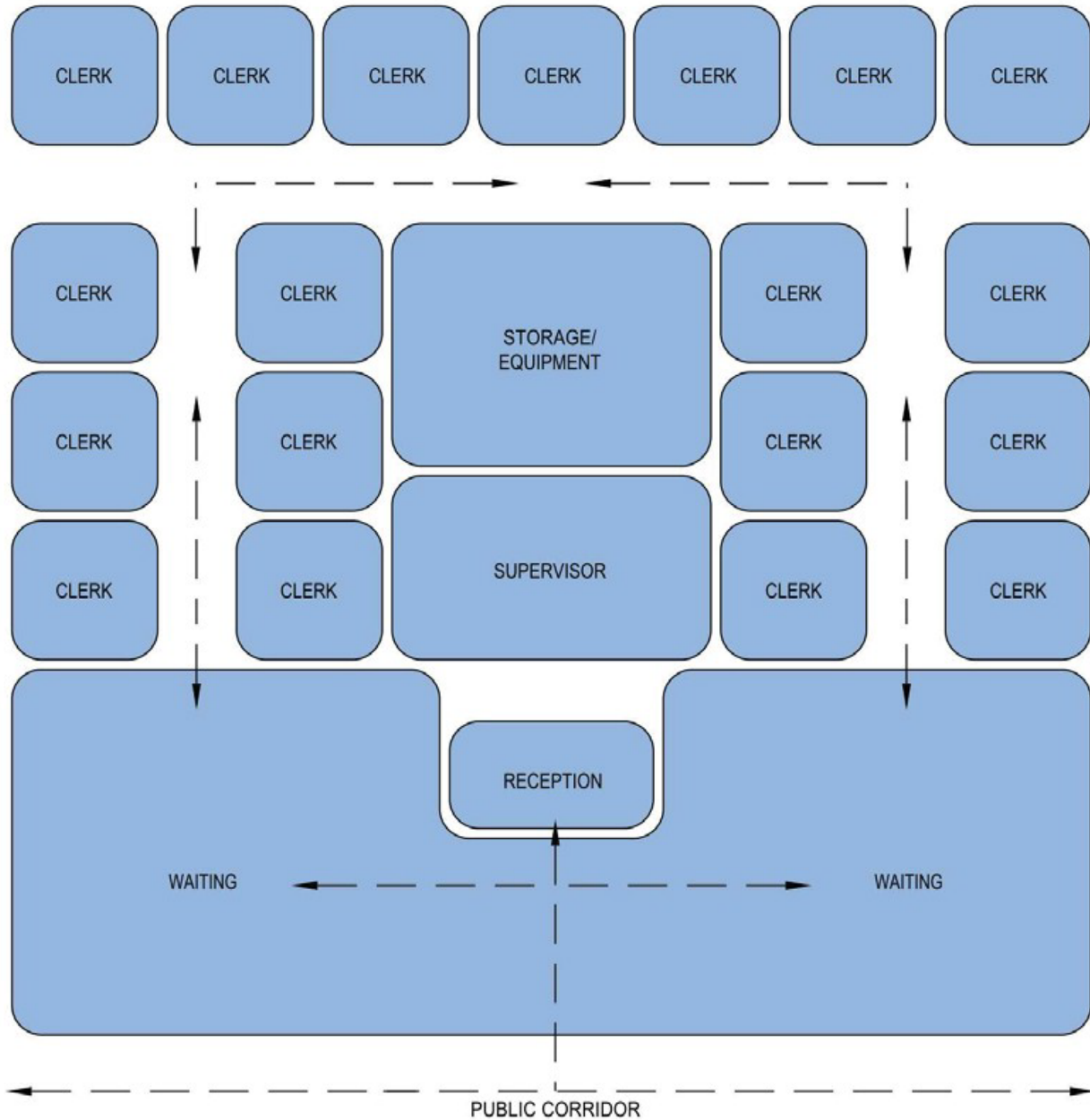


## 8 FUNCTIONAL DIAGRAM

### Office of the Chief



**Health Benefits Section**



**Health Information Management Section**

