

Part B – Health Facility Briefing & Design
52 Complementary and Alternative Medicine Centre



iHFG

International Health Facility Guidelines

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52 Complementary and Alternative Medicine Centre

1 Introduction

Description

Complementary and Alternative Medicine (CAM) is a wide reaching term that is usually used to describe a range of health approaches that have their history or origins outside of conventional, mainstream or 'Western' medicine. Other terms used include alternative therapy, holistic therapy, and traditional medicine. Whilst generally used interchangeably, the two terms 'complementary' and 'alternative' refer to different concepts:

- 'Complementary' refers to using a non-mainstream approach that is integrated with conventional medicine.
- 'Alternative' refers to using a non-mainstream approach to in place of conventional medicine.

Initially there was scepticism regarding the use and effect of complementary and alternative medicines, but recent scientific research into some complementary treatments has produced scientific evidence supporting their use, safety and efficacy.

CAM is usually provided on an outpatient basis within the context of the broader health system. An integrative approach of combining CAM with conventional treatment is more frequently being offered by healthcare providers in regard to:

- Health promotion
- The management and relief of symptoms/side effects of conventional treatments
- General improvement in health or well-being.

CAM services are generally classified into two subgroups:

- Natural products e.g. dietary, vitamin and mineral supplements
- Mind and body practices, which include a wide range of procedures and techniques administered by trained practitioners, e.g. yoga, massage therapy, acupuncture and meditation.

There are also CAM approaches which do not fit into either of these groups including homeopathy, naturopathy, traditional Chinese medicine and traditional healing practices.

Some common Complementary and Alternative therapies/medicine include:

- Acupuncture
- Aromatherapy
- Biofeedback
- Chiropractic and osteopathic
- Chinese herbal medicine
- Electromagnetic therapy
- Homeopathy
- Hypnosis
- Iridology
- Kinesiology
- Massage therapy
- Meditation
- Movement therapies including Feldenkrais method, Alexander technique, Pilates, Rolfing Structural Integration, Trager Psychophysical Integration
- Naturopathy
- Qi gong
- Reflexology
- Reiki
- Tai chi
- Yoga

The size, design, functional requirements (facilities and equipment), and internal/external relationships will be determined by the type, range and scope of services offered by the unit. These elements should be outlined and described in the Services and Operational Policy of the Unit/Centre. The CAM Center can be incorporated as part of another health facility or as a freestanding and independently-operated center.

Applicable local authority statutory requirements and guidelines are to be complied with.

2 Planning

Planning Models

Dedicated CAM Centre

It is recommended that the facilities of a CAM Center be contained within a dedicated space. If it is incorporated as a unit within a health facility, a CAM Center should be easily accessed by ambulatory patients and should have a functional relationship with outpatient clinic rooms. By confining the CAM Centre within a dedicated space the environment and ambience of the centre can be maintained and operational flow is optimised.

Unit/Department-Based CAM Treatment and Consultation Spaces

CAM Treatment and consultation spaces may be located within particular departments throughout a hospital and can be collocated with Allied Health services and spaces. This is not a commonly adopted model and may result in the duplication of resources, labour and equipment.

However, in specialty areas such as Cancer Day Care Units and Fertility and Women's Clinics, CAM treatments are becoming more popular and common place. Therefore it may be feasible, depending on the service profile of the centre/hospital, to provide dedicated CAM units adjacent to these units.

Operational Models

The service plan and operational model will determine the specific requirements for manufacture, storage and dispatch of products, and the provision/delivery of treatment and services. The CAM Center may extend its service from a single healthcare facility to outlying facilities.

Integrated CAM Centre

If the CAM center is collocated with a hospital, medical clinic or other health facility it is seen to be operating under an integrated model. The attached facility's operational policy shall determine, in part, the products and services to be supplied by the Center, with the aim of complementing the conventional/mainstream medicine that is provided in the healthcare facility. An integrated model of operation will require the creation of referral pathways between the Center and the health facility. Products and services beyond the scope of the facility's requirements shall be negotiated and predefined.

Private CAM Centre

A private CAM Center may be separate to any health facility and its operational model will resemble a private business. The success of the private CAM center relies on:

- Market demand
- The products and services supplied
- The availability of trained and qualified practitioners.

Depending on the scope of services and products provided, a private Centre may choose to establish formal relationships with nearby health facilities or independent medical practitioners to optimize business operations.

Treatment and Procedural Services

For the delivery of treatment and procedural services offered by CAM Centers a sufficient amount of space and equipment is required. This may range from large studios for yoga, Pilates and meditation practices to small treatment spaces for massage therapy, chiropractic therapy and acupuncture. In some cases outdoor space may be required for classes such as tai chi.

Product Manufacture

Any dietary supplements or natural products manufactured onsite must comply with local and international regulatory requirements. Manufacturing practices and products should also be aligned and negotiated with the hospital's pharmacy procedures and products if the Center is collocated with such a health facility.

The safe manufacture of products for ingestion requires sterile handling and manufacturing techniques and extemporaneous manufacturing will require sufficient space for compounding products. The Center must include specialized space and equipment for the refinement, testing, compounding, packaging, labelling and storage of manufactured products.

Hours of Operation

A CAM centre will commonly provide services up to 12 hours per day, five-days a week. Hours of operation generally complement outpatient clinics and services. CAM centers coordinate multiple practitioners and services and generally create a weekly/monthly timetable which is updated as client demand changes.

Functional Areas

There are both 'accessible' and 'restricted' functional areas of a CAM Center:

Accessible Areas

- Reception counter
- Waiting areas; it is possible to share waiting areas with an adjacent unit if CAM is within a hospital/healthcare facility
- Patient counselling and consult areas (access is controlled to ensure privacy)
- Patient treatment and consultation spaces (accessed in the company or with the guidance of a staff member to ensure safety)

Restricted/Staff Areas

- Dispensing area for products
- Preparation and manufacturing areas of non-sterile products
- Active store for stock storage
- Bulk stores including an unpacking area
- Secured storage for refrigerated items and flammable goods as required
- Staff Areas which may include: Offices, Workstations, File Stores, Meeting Rooms, Staff Room, Change Rooms and Toilets.

Optional Areas

The operational policy and scope of services plan will determine additional areas that may be required in a CAM. These optional areas may include:

- Sterile manufacturing suites with support facilities including Anterooms, Change Rooms and Sterile Storage Rooms
- Facilities for clinical trials, which may include dedicated dispensing areas, additional treatment spaces, secured storage for records and workstations; clinical trials in CAM Centres may include trials of both products and therapies
- An Extemporaneous or 'practitioner dispensed product' manufacturing area which requires extra space for compounding products.

CAM Counter/Reception

The Reception counter should be prominent, clearly signposted, and have a clear functional relationship with the entry and the waiting area. If used for cashier functions, appropriate security measures should be taken to allow safe cash handling.

Patients will present at the counter for products or services and wait for a practitioner to dispense and counsel on the product or lead them to a treatment/consultation space for services.

Waiting Areas

A range of patients with varying mobility will need access to the waiting areas of a CAM unit. With this in mind, the waiting areas should be designed for easy accessibility. Waiting areas should

have a functional relationship with the reception counter, public amenities, baby change and feeding areas, refreshments, play facilities (optional) and public telephones. There should be ready access to counselling, consult and treatment areas

Patient Counselling and Consult Areas

The patient counselling and consult areas of a CAM Unit should be spatially related to the Counter/Reception and Waiting areas. Privacy is important and, if it is not possible to entirely enclose these areas, they should be designed to create perceived privacy using a confined space and barricades. There should still be adequate acoustic and visual privacy for spaces in which confidential information is being discussed.

Treatment/Consultation Space

Treatment or Consultation spaces should have controlled access, being accessible to a patient only when accompanied by a staff member or practitioner. The number and size of treatment spaces will be determined by the service plan and they can be located interior or exterior to the central CAM Center. The equipment required will be dependent on the number and type of services to be provided within that space. Equipment may include, but is not limited to:

- Hand-washing facilities
- Appropriate means for disposal of waste
- Patient treatment bench, table and/or chair for therapies such as acupuncture and massage
- Movement therapy machines and equipment for manipulative therapies such as Pilates
- Flashlight, magnifying glass, cameras and slit-lamp microscopes for iridology
- Adequate lighting and ventilation
- Storage for equipment used in therapies such as aromatherapy and acupuncture.
- Durable, comfortable and stain-resistant flooring, particularly for the delivery of yoga and other floor-based therapies.

Dispensing Area

An effectively designed area dedicated to the dispensing of products should enable practitioners to prepare, pack and label products in a safe and efficient manner. The dispensing area should have the following equipment nearby to facilitate its operations:

- Adequate lighting including both task and ambient lighting
- Shelving and reference texts
- Hand-washing facilities
- Adequate bench space adjacent to dispensing units for product preparation.

Manufacturing Area

The manufacturing of products involves the preparation of oral or topical dosage forms, often requiring little manipulation of the main ingredients. If manufacturing is performed onsite the following elements shall be required:

- A confined, dedicated room with HEPA filtered air
- Hand-washing facilities located near the entry/exit point of the room
- Impervious surfaces with minimal joints and easy to clean walls and flooring
- Bulk compounding area
- Adequate space for packaging and labelling
- Quality control area.

Storage

Storage in the form of cabinets, cupboards, shelves, and/or separate rooms or closets, shall be included as required:

- Bulk storage
- Active storage
- Refrigerated storage (See Below)
- Storage for volatile fluids and alcohol with construction determined by the relevant regulations for substances involved
- Storage for general supplies and equipment not in use.

Store – Refrigerated

The refrigerated store can be a room/bay containing refrigerators to store specific ingredients and products. A commercial grade cool room may be used as an alternative if the service plan requires it. Refrigerated storage should be located close to assembly and preparation areas, packaging areas, manufacturing areas and other storage areas. All access doors of to the Refrigerated storage areas should be lockable and it is recommended that a temperature monitoring system connected to a warning system should be installed.

Clinical Trials Area

Clinical trials in Complementary and Alternative Medicine must adhere to the same stringent policies and regulations as clinical trials in conventional medicine. Policies regarding safety monitoring, data collection and management, privacy and confidentiality, and the protection of human and animal subjects are particularly important considerations when designing a space for clinical trials.

The treatment modes in CAM related clinical trials are varied; therefore the spatial requirements will be determined by the area of expertise, context, interests and focus of the CAM Center and its staff. Some examples of recent research areas in CAM include:

- The efficacy of Yoga practice for back pain
- Mind and body approaches to smoking cessation
- Spinal manipulation for chronic back pain
- Fish oil effects on immunity in mice
- The impact of acupuncture for IVF success
- The use of hypnosis to treat postmenopausal hot flashes
- Brain effects of meditation
- Mindfulness Based Stress Reduction techniques on psychological distress in cancer patients
- Using melatonin supplements for sleep problems in people with high blood pressure
- How milk thistle extract effects chronic hepatitis C.

An area for Clinical Trials should include adequate storage, dispensing, packaging, labeling and records holding for clinical trial therapies and treatments. If a CAM treatment that is being trialed incorporates the performance of therapies and procedures on/with patients then adequate space and equipment should be allocated. Facilities for Clinical Trials may be located within a separate area of the main CAM Center.

Staff Areas

Both administrative and clinical functions will require offices and workstations to facilitate educational/research activities. The approved staffing levels will determine the number of offices provided. Additional educational areas can include Meeting/Tutorial Room/s and the inclusion of technology facilities will provide additional capacity for educational activities.

Administration, education and staff welfare areas, including Staff Room/s, Toilets and Meeting Room/s may be shared with nearby adjacent units if the CAM Centre is within another facility.

Functional Relationship

External

The CAM Center shall be located for convenient access, staff control, and security. The CAM Center should be readily accessible from the Main Entry of the health facility and outpatient clinics for patient convenience. It should be well-signposted and it should have ready access to a loading dock for deliveries. Depending on the scope of its services and Operational Policy, it may be appropriate to situate the CAM Centre adjacent to the Inpatient Pharmacy Unit.

Various types of access points for visitors to the centre, patients, practitioners, centre staff, and professionals conducting maintenance and delivering supplies should be carefully considered.

Internal

The public should have access to the Reception area, Waiting Areas, Amenities, Counselling and Consult Areas, and subsequent Treatment and Consultation Spaces. These spaces should have a

coherent functional relationship. The CAM Center must provide secure, discrete access for delivery of supplies to storage areas and access to these storage areas, as well as Offices and Operational Support Areas will be restricted to staff only. Assembly, Preparation, Dispensing Areas and Manufacturing Areas should be in proximity to drug storage areas. Manufacturing areas should be located in a discrete, low traffic zone within the CAM Center.

3 Design

General

The design of the CAM Center will be largely dependent on the scope of services and Operational Policy of the Center and the facility it is incorporated into, if relevant.

If integrated into a health facility the Operational Policy will determine the degree of integration, including access and entries, types of treatments and services provided, and the dispersion of CAM services throughout the facility or the containment of all CAM services in a distinct space. The provision of shared or exclusive entry points will have implications for controlled access, preventing unauthorized entry and the maintenance of privacy of the centre's operations.

It is considered best practice for comprehensive care that all treatments and products prescribed by practitioners in the CAM Centre should be recorded into the patient clinical records and integrated with the health facility's information technology and data systems. Extensive information and communication technology capabilities will be needed to facilitate this.

Environmental Considerations

Natural Light

Natural light and windows permitting outside views are highly desirable within a CAM Center in order to create a natural ambience. If necessary, windows can be frosted, tinted or treated to prevent views from any adjacent public thoroughfare while still permitting natural light to enter the space.

Privacy

Privacy should be provided for in all patient treatment, consultation and counseling areas. The following features should be considered to facilitate privacy in the design:

- Location of doors, windows, examination equipment and furniture to ensure patient privacy and promote staff security
- Appropriate window treatments to offer privacy from external and internal viewing
- security of patient records and confidentiality of patient discussion

Acoustics

Patient interview and counseling rooms will require acoustic treatment to maintain privacy. Consultation/Treatment spaces should be acoustically treated to reduce the transmission of noise to adjacent spaces. Waiting areas and other noisy areas should be located away from treatment spaces and staff areas to facilitate effective treatment and rest.

Space Standards and Components

Ergonomics

Ergonomics and Occupational Safety and Health (OSH) requirements must be considered in the design process particularly in regard to the selection and placement of fittings and equipment. These considerations ensure the health and safety of the staff, patients and visitors and the optimal operation of the Center. This can be achieved by paying particular attention to the placement of equipment and the heights and dimensions of counters and work areas.

Refer also to Part C of these Guidelines.

Size of the Centre

The approved Service Plan will determine the size of the CAM Center taking into consideration the needs of an associated health facility, if applicable, and other external facilities. A Schedule of Accommodation is provided below for a CAM Center servicing a tertiary level hospital with the capacity to undertake product manufacture onsite.

Safety and Security

The CAM Center and any external Treatment and Consultation Spaces must be secured to prevent unauthorized access through doors, windows, wall and ceilings.

Security measures for consideration include:

- A security intrusion detector alarm be fitted to monitor the Center 24-hours a day
- Duress alarms at Center counter/reception and in treatment/consultation spaces
- Electronic door controls and alarms to perimeter doors
- Movement sensors
- Solid ceilings to prevent access

Finishes

The desired ambience of a CAM centre is relaxing and calm therefore finishes, including fabrics, floors, walls and ceilings, should be as non-institutional as is possible while still facilitating cleanliness and infection control. The following factors should be considered when selecting finishes:

- Purpose of the rooms
- Movement of equipment
- Acoustic properties
- Durability
- Ease of cleaning and infection control
- Fire safety
- Aesthetic appearance

Refer also to Part C of these Guidelines.

Fixtures and Fittings

Equipment, furniture and fittings should be safe, robust and suitable for heavy use.

Refer also to Part C of these Guidelines.

Building Services Requirements

Heating, Ventilation, Air-Conditioning (HVAC)

Internal room temperature shall be kept below 25°C unless otherwise specified. All ingredients and product storage areas require temperature and humidity controls.

Communications

Information technology/communications systems should provide for:

- Sufficient data and power outlets for computers and laptops
- Electronic records and computerized ordering systems
- Integration of CAMS records with attached healthcare facility's clinical records to ensure comprehensive care.
- Video-conferencing/tele-medicine in Meeting Room/s.

Infection Control

The quantity and ratio of hand basins to work areas will be determined by the size of the individual areas, the services provided and the operating policies and standard guidelines relating to the Center's services.

It is recommended that hand-washing facilities are provided in each area where ingredients and products are handled including Preparation Rooms, Assembly/Dispensing Areas and Manufacturing Areas. Facilities should also be provided in all support areas.

All hand basins in the Center should permit clinical hand-washing with hands-free activation. Taps may be wall-mounted, lever operated or sensor operated and should include dispensers for soap, antiseptic soap and paper towels. Hand basins in non-clinical areas should permit routine hand washing and taps may be basin -mounted and lever operated.

Refer also to Part D of these Guidelines.

4 Components of the Unit

The CAM Center will contain Standard Components to comply with details described in these Guidelines. Refer also to Standard Components Room Data Sheets and Room Layout Sheets.

5 Schedule of Accommodation – Complementary and Alternative Medicine Centre

Typical Complementary and Alternative Medicine Unit at levels 4 to 6

Public Areas

ROOM/SPACE	Standard Component	Level 4 Qty x m ²	Level 5 Qty x m ²	Level 6 Qty x m ²	Remarks
COUNTER	CAM-CO-SJ	1 x 9	1 x 9	1 x 20	
MEETING ROOM – SMALL	MEET-9-SJ	1 x 9	1 x 9	1 x 9	Interview function, small meetings

Staff Areas

ROOM/SPACE	Standard Component	Level 4 Qty x m ²	Level 5 Qty x m ²	Level 6 Qty x m ²	Remarks
OFFICE – SINGLE PERSON	OFF-9-SJ OFF-12-SJ	1 x 9	1 x 12	1 x 12	Director
OFFICE WORKSTATION	OFF-WS-SJ	2 x 5.5	4 x 5.5	6 x 5.5	Qty depends on staffing
ASSEMBLY/PREPARATION	ASPR-20-SJ	1 x 10	1 x 20	1 x 30	
BAY – HANDWASHING TYPE B	BHWS-B-SJ	3 x 1	4 x 1	5 x 1	Unit entrance and corridor recesses, as required.
CLEANER'S ROOM	CLRM-5-SJ	1 x 5	1 x 5	1 x 5	Include cupboard for dry goods
COOL ROOM	CORM-SJ		2 x 10	2 x 10	Optional, or refrigerators and freezers
CLINICAL TRIALS			1 x 12	1 x 12	Optional
MANUFACTURE ROOM	PREP-SJ	1 x 18	2 x 12	3 x 12	Based on 3 m ² per person
STORE – BLUK	STBK-20-SJ	1 x 40	1 x 100	1 x 150	May include pallets
STORE – FILES	STFS-8-SJ	1 x 8	1 x 10	1 x 20	Collocate with Ward Clerk
STORE – GENERAL	STGN-6-SJ	1 x 6	1 x 8	1 x 10	Size in accordance with service demand and operational policies
STORE – INGREDIENTS	STBK-5-SJ STBK-10-SJ	1 x 5	1 x 10	1 x 10	
STORE – PHOTOCOPY/STATIONARY	STPS-8-SJ	1 x 8	1 x 8	1 x 8	Collocate with Clerk
STORE – REFRIGERATION	STRF-8-SJ	1 x 6	1 x 6	1 x 6	Bay with fridges
MEETING ROOM - LARGE	MEET-15-SJ	1 x 15	1 x 20	1 x 25	
PROPERTY BAY – STAFF	PROP-3-SJ	2 x 2	3 x 3	4 x 3	Number of lockers depends on staff complement per shift
STAFF ROOM	SRM-15-SJ	2 x 15	2 x 20	2 x 20	Unit-specific space, with beverage bay
TOILET - STAFF	WCST-SJ	2 x 3	4 x 3	4 x 3	

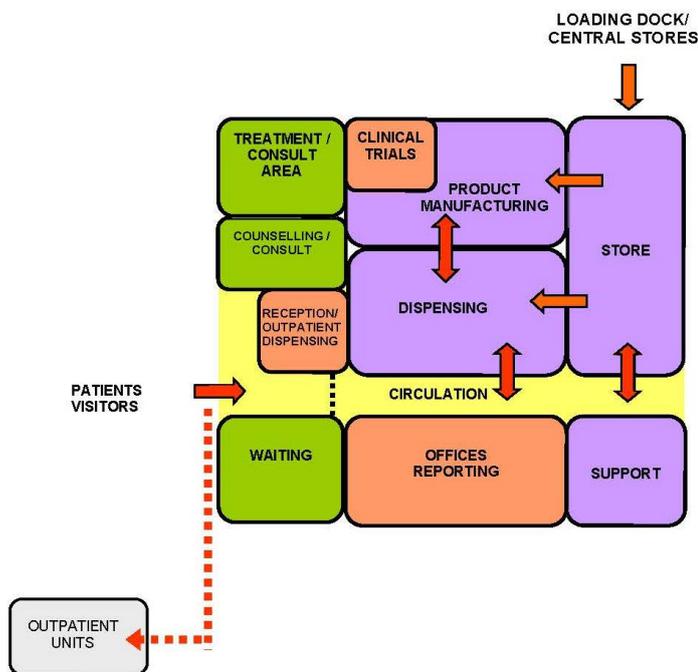
Shared Areas

ROOM/SPACE	Standard Component	Level 4 Qty x m ²	Level 5 Qty x m ²	Level 6 Qty x m ²	Remarks
WAITING	WAIT-SUB-I	2 x 5	2 x 10	2 x 10	Separate male/female areas
TREATMENT ROOM/SPACES	TRMT-SJ	1 x 14	1 x 14	1 x 14	For specialist units, or shared; Depends on operational policy

Notes:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the FPU
- Rooms indicated in the schedule reflect the typical arrangement according to the Role Delineation
- Exact requirements for room quantities and sizes will reflect Key Planning Units identified in the Service Plan and the Operational Policies of the Unit
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit
- Office areas are to be provided according to the Unit role delineation and staffing establishment; Executives and Managers may be responsible for more than one area but should have only one office assigned within the campus
- Staff and support rooms may be shared between Functional Planning Units dependent on location and accessibility to each unit and may provide scope to reduce duplication of facilities.

6 Functional Relationship Diagram - Complementary and Alternative Medicine Centre



The external and internal functional relationships are demonstrated in the diagram above, including:

- Entry for patients and visitors directly from public corridor
- Access to key clinical units associated with the CAM Center via staff corridor
- Entry of good via loading dock directly into stores areas
- Service access required for materials and housekeeping via service corridor.

The optimum internal relationships include the following:

- Reception and waiting areas at the entrance of the CAM Center
- Restricted access to operational areas
- Treatment and Consultation rooms located between accessible and staff-only areas
- Support rooms located on the perimeter for ease of access
- Administration and office areas easily accessible to staff.

7 Further Reading

- Australasian Health Facility Guidelines (Aus.). '*Part B Health Facility Briefing and Planning, Rev 4*', 2012. Retrieved from website: x3o;/ 2014
- Melbourne IVF (Aus.). '*Adoption of Complementary Therapies*' 2014. Retrieved from website: <http://mivf.com.au/about-fertility/how-to-get-pregnant/complementary-therapies-for-pregnancy-2014>
- National Cancer Institute (US). '*Recommendations for use of CAM*' 2014. Retrieved from website: <http://www.cancer.gov/cancertopics/cam-2014>
- National Center for Complementary and Alternative Medicine (NCCAM) (US) 2014 for general research information. Retrieved from website: <http://nccam.nih.gov/research/results-2014>
- Refer to DHA website for local licensing requirements www.dha.gov.ae and MOH website www.moh.gov.ae for local approval procedures
- The Facility Guidelines Institute (US). '*Guidelines for Design and Construction of Health Care Facilities*' 2010 Edition. Retrieved from website: www.fgiguidelines.org 2014.



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

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

HFBS Health Facility Briefing System



Briefing Module

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

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

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

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