

**Michigan Department of Licensing & Regulatory
Affairs (LARA)**

RECOMMENDATIONS

FOR

DEVELOPING AN

OPERATIONAL NARRATIVE

FOR

HEALTH CARE FACILITIES



**Bureau of Health Care Services
Health Facilities Division - Health Facilities Engineering Section**

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RECOMMENDATIONS FOR DEVELOPING AN OPERATIONAL NARRATIVE

This document is intended to assist health care facilities which are planning new construction, modernizations or additions. It should be used as a tool, using the concepts to identify characteristics and requirements for services even though the specific service may not be identified in this document.

Implementation of a narrative should provide facility staff the basis for logical decision making as well as a mechanism to evaluate ongoing facility operations. The narrative should describe how each area and service will function, including how patients, staff, supplies and other items enter and leave the area. It should also indicate what interim measures or relocations will be necessary during construction. Properly utilized, the narrative will provide the designer with basic information necessary for the development of schematic plans. A narrative must accompany the initial submittal of plans, to allow the reviewer an understanding of planning and design concepts, thus providing a basis for plan evaluation.

A narrative which describes the operational characteristics and special needs of a health care facility is an essential element in the planning process for construction or renovation. This outline is offered to assist health care facility personnel and planning consultants in identifying operational characteristics and space requirements for a proposed project.

I. General Information

- A. Facility name and the Bureau of Health Care Services (BHCS) facility ID number (The same name should be consistently used throughout the project and with all agencies.)
- B. Location (Street address, city, and county)
- C. Unique project name (identifier, particularly important with facilities that submit a high volume of projects)
- D. Contact person (owner/project sponsor) name, address, phone number, fax number, and e-mail address
- E. Designer (architect/engineer) name, firm, address, phone number, fax number and e-mail address
- F. Builder (general contractor/construction manager) name, firm, address, phone number, fax number, and e-mail address (if known)

- G. Indicate Certificate of Need number, approval date, or present status (submit approval letter if available).
- H. A description of existing or proposed facility to include the following:
 - 1. Number and type of licensed beds (existing and proposed);
 - 2. Available Utilities (indicate number of feeds, if water is from a looped system, and if electrical power is fed from independent sources);
 - 3. Construction type and number of floors;
 - 4. Private systems (Water, Sewage, etc.);
 - 5. Type and description of heating and cooling systems; and
 - 6. What systems/areas of the building are served by emergency power?
- I. Provide small scale floor plan of existing facility showing room usage and number of licensed beds in each room as applicable
- J. Indicate HFES Project Number (if known)

II. Planning Analysis (Answer all pertinent items)

- A. A detailed description of proposed project to include the following:
 - 1. New construction, remodeling, or equipment purchases;
 - 2. Changes in ancillary functions; and
 - 3. Project time table for plan development and construction.
- B. Indicate any impact that construction related flooding could have on the project.
- C. Describe impact of proposed changes to existing ancillary services, and the use of any temporary areas or facilities during construction.
- D. Identify present or proposed contract services (e.g. laundry, dietary, laboratory, housekeeping, building maintenance, clinical engineering, security, waste handling).
- E. Describe standby systems providing water, fuel, electricity, and heat.
- F. Address how all current and relevant regulatory deficiencies will be resolved within the scope of the project.
- G. Evaluate the operation and capacities of existing mechanical/electrical systems.

- H. Detail the utilization of all vacated and shelled in areas.
- I. Describe how the construction will be phased to:
 - 1. Maintain separation of existing patient services and construction activities;
 - 2. Maintain accessibility to handicappers;
 - 3. Maintain the integrity of essential mechanical and electrical systems;
 - 4. Maintain air flow from patient/resident care related areas towards areas under construction.

Refer to "[Protection of Essential Patient/Resident Care Functions During Construction Projects](#)", elsewhere at this website.

- J. Describe major equipment and systems which are not a part of the construction contract, and will be furnished by the owner.

III. Operational Analysis

The narrative for each affected Department should address the following applicable issues in addition to those unique departmental characteristics listed under category IV.

- A. List the weekday/weekend hours of operation and projected average and peak inpatients and outpatients caseloads.
- B. Describe separately the circulation and control of visitors, staff, inpatients, and outpatients.
- C. Describe the proposed electronic information and communication systems used for paging, alarms, voice, text, video, still images, medical records, lab results, pharmaceutical instructions, patient registration, visitor/patient computers, etc.
- D. Indicate the maximum number of male and female employees utilizing various staff facilities such as charting, conference rooms, lounges, on-call rooms, dining room, toilets, lockers/purse storage, change rooms, full sized lockers, and parking spaces (per shift and during shift changes).
- E. Describe distribution and collection systems for:
 - 1. Type of food services offered and various distribution modes for nourishments;
 - 2. Medications (automated dispensing, carts, etc.) including the need for security;
 - 3. Clean and sterile supplies;

4. Laundry (clean and soiled, bedding, personal laundry, scrubs, mop heads);
 5. General waste (including segregation for recycling);
 6. Method(s) for proper storage and disposal of body fluids;
 7. General (non-clinical) supplies;
 8. Other (i.e.; specimens, medical records, films, mail).
- F. Describe storage, holding, and disposal needs for:
1. Wheelchairs and stretchers used in transporting patients;
 2. Supplies (clean and sterile) and linens (list types of items to be stored, what quantities will be kept on hand, how often are they restocked, how many carts, shelving, dispensing machines will be needed);
 3. Specialized equipment (i.e.; portable x-ray, crash cart, scales, suture carts, c-arm x-ray devices, food carts, various dispensing machines);
 4. Holding of waste streams including regulated medical waste;
 5. Holding of trash and any segregation of waste for recycling;
 6. Housekeeping supplies and equipment;
 7. Secured storage of outpatient belongings.
- G. Describe specific area needs for administrative functions.
- H. Define the need for various forms of isolation (contact, air-borne, protective) in each department.
- I. Address how handling of patients within each department will be accomplished in a way that ensures quick, safe, comfortable, easy and dignified assisted transfers and/or repositioning and encourages partially dependent/recovering patients and residents to ambulate, rehabilitate, and/or exercise. This applies to nearly all patients or residents regardless of weight. Consideration should be given to methods which avoid all manual lifting.
- J. Describe space needs for teaching programs.
- K. Explain how the facility would cooperate in the event of a regional disaster, its surge capacity; and how many days it could be self-sufficient.
- L. List all rooms and corresponding square footage.

IV. Unique Departmental Characteristics

(Address only affected departments). The unique departmental characteristics should supplement the operational characteristics indicated in category III.

A. Administration

1. What functions are accommodated in decentralized or off-site locations?
2. Describe special space needs for computers, word processors, record storage, etc.

B. Central Sterile Supply Department

1. List all departments (and number of cases from each) that will be served by processing and sterilizing instruments, linen, and durable medical equipment.
2. Provide a list of specialized processing equipment (ultrasonic cleaners, pass through washers, cart washing, high level disinfection units, and various types of sterilization equipment).
3. Indicate if case carts will be used
4. Specify how much reserve supplies will be kept in the department.
5. Explain how loss of any particular piece of equipment will be accommodated.

C. Clinical/Outpatient Services

Describe the range of diagnostic and clinical services to be provided and their unique support needs (i.e. storage, equipment reprocessing, waste holding, charting, and recordkeeping).

D. Delivery Suite, Labor Suite and Nursery Area:

1. Labor Suite

- a. Explain if separate facilities are envisioned for ante-partum testing;
- b. Indicate how mothers in very early labor will be accommodated;
- c. Detail any alternative birthing methods (such as hydro-birthing) and the proposed facilities;
- d. Describe the method for storage of patient's clothing and valuables while the patient is in delivery and recovery.
- e. Address if on-call facilities are needed for physicians.

- f. List the need for various staff facilities (see section III.D).
- g. Address the various care support facilities (see sections III.E and III.F).

2. Delivery Suite/LDRP

- a. Indicate where Caesarean sections and high risk vaginal deliveries will be performed.
- b. Describe the facilities needed for recovery and infant resuscitation procedures.
- c. Address how babies born outside the hospital (and their mothers) will be accommodated.
- d. Describe provisions for x-ray and laboratory services in the suite.
- e. Describe the space needs for anesthesia office, clean-up, bulk medical gases, secured storage of controlled substances, and bulk storage functions.
- f. Describe the location and facilities for emergent reprocessing of surgical patient care items needed for immediate use.
- g. List the need for various staff facilities (see section III.D).
- h. Address the various care support facilities (see sections III.E and III.F).
- i. Describe change facilities available for support person(s) entering the delivery suite/LDRP and how many will be allowed in the delivery room/LDRP.
- j. List the holding, testing, and disposal of placentas.
- k. Submit the rooming-in policy and how the nursery would be utilized.
- l. Specify the visiting policy and how many visitors are allowed in the LDR/LDRP/delivery room during birth.

3. Nurseries

- a. Describe the level(s) of care to be provided.
- b. Identify the proposed number of nurseries and bassinets in each nursery.
- c. Describe the space needed for observation, isolation, examination, circumcision, equipment storage, and photography;

- d. List all specialized equipment and indicate where it will be kept.
- e. Detail where lactation pumping, milk storage, mothers' feeding, or consultation will occur.
- f. List the various care support facilities (i.e. clean supply/linen storage, medication dispensing, soiled utility/holding, nourishments, toilet rooms, emergency equipment storage, stretcher/wheelchair storage, ice machine, housekeeping, and equipment storage).
- g. Address the need for various staff facilities (nurse station, lounge, lockers, toilet, dictation, offices, charting, and physician on-call).

E. Dietary

- 1. Describe food preparation systems (conventional, cook-chill, convenience, room service) and food delivery systems (heated plates, bulk, rethermalization carts, etc.)
- 2. Describe food service style (i.e. room trays, room service, wait person, etc.) and any remote warming/serving kitchens.
- 3. Describe ware washing facilities for pots/pans, plates, utensils and other kitchenware for the main food preparation kitchen and satellite warming/serving kitchens.
- 4. Indicate the number of employee meals to be prepared by the inpatient food service.

F. Emergency

- 1. Describe the level of emergency service to be provided.
- 2. Address the need for accommodating disruptive patients.
- 3. Explain the provisions for isolation of patients or public suspected of having an air-borne infection.
- 4. Specify what measures will be taken to maintain security throughout the department.
- 5. Explain how patients will be triaged.
- 6. Indicate what space is available for emergency medical services personnel (i.e.; garages, sleeping facilities, communications, report preparation).

7. Detail the facilities for routine (hygienic) decontaminating of patients versus those exposed to various chemical or biological agents.
8. List the need for various staff facilities (see section III.D).
9. Address the various care support facilities (see sections III.E and III.F).
10. Specify the provisions for participating in regional disaster support and on-site surge capacity.
11. List the facilities (rooms, communications, emergency power) needed to provide a command center.
12. Indicate where urgent care or fast-track care will be offered.
13. Address the need for a bereavement room.

G. End Stage Renal Disease Unit

1. Designate the number of inpatient and outpatient treatment stations for both staff assisted peritoneal and hemodialysis procedures.
2. Indicate space needs for Home Training Programs.
3. Specify if nocturnal staff assisted hemodialysis will be offered.
4. Detail the need and the facilities needed to support for various forms of isolation.
5. Describe procedure and space needs for reprocessing artificial kidneys including the number of reprocessing machines and type of germicide to be used.
6. Address how the need to clean the access site will be accommodated.
7. Explain how patients will be continually observed while still offering visual privacy.
8. List the need for various staff facilities (see section III.D).
9. Address the various care support facilities (see sections III.E and III.F).
10. Address if social worker, dietitian, physician (including examination), reception, medical records, management) need their own room or can share.
11. Indicate space needs for equipment repair and bulk storage.
12. Describe water processing system(s).

13. Indicate if a central dialysate mixing/dispensing system will be used.

H. Engineering-Maintenance-Housekeeping Departments

1. Describe storage needs for electrical supplies, bio-medical components, mechanical parts and supplies, bulk cleaning supplies and cleaning equipment, painting supplies, and carpentry materials.
2. Describe space needs for the repair and reconditioning of equipment and furniture.
3. Describe maintenance and storage needs for grounds keeping equipment and materials.

I. General Stores

1. Describe the procedure, location(s), and space needs for receiving, storage, and breakdown of supplies.
2. Indicate the utilization of off-site storage or “just-in-time” deliveries.
3. Describe the distribution system and frequency of delivering supplies to various departments.

J. Clinical Laboratory

1. Describe in general terms the types of testing conducted by the laboratory; blood banking, microbiology, chemistry, pathology, etc.
2. Detail any specialty laboratories; Level 3 lab (TB), tissue culture, virology, clean room, etc.
3. List any specialty equipment; automated accessioning and testing lines, bio safety cabinets, sterilizers, cryogenic storage units, etc.
4. Indicate space needs for reagents and general supplies.
5. Specify long term storage needs for tissue samples, glass slides, etc.
6. Describe space needs for blood drawing and specimen collection (including drug testing).
7. Detail the need for personal protective equipment (eye wash/drench shower).

L. Morgue/Autopsy

1. Describe body holding facilities, including provisions for body viewing.
2. If autopsies are conducted on site, describe the facilities; include need for air borne infection protection, personal protective equipment, specimen storage, support for the local medical examiner's office, etc.

K. Laundry

1. Provide a list of items (i.e. bedding, scrubs, personal items, mop heads) and quantities (pounds) to be processed each day.
2. List all processing equipment and their capacity.
3. Describe space needs for the repair of linens, gowns, etc.
4. Describe any automated handling system(s) within the laundry.
5. Where linens are processed off-site, describe the storage facilities for clean and soiled linen as well as the expected frequency of delivery/pick-up of laundry.

M. Neonatal Intensive Care

1. Describe any unique types of care or treatments to be provided.
2. Indicate how isolation, examination/treatment procedures, clean supply storage, and equipment storage functions will be accommodated.
3. Address the need for satellite pharmacy.
4. Detail where lactation pumping, milk storage, mothers' feeding, or consultation will occur.
5. List the need for various staff facilities (see section III.D).
6. Address the various care support facilities (see sections III.E and III.F).
7. List planned on-call rooms for physicians and/or family.
8. Explain how pre-discharge parental bonding will be handled.

N. Nursing Care Units - (medical/surgical, physical rehabilitation, pediatric, obstetrical, psychiatric, chemical dependency, long term care)

1. Describe any specialized utilization of each unit (intensive psychiatric care, memory loss, protective isolation, radioactive implant cases.)

2. Provide floor plan for typical patient rooms and adjoining toilet facilities showing location of all furniture and plumbing fixtures.
3. Indicate the number and location of special use rooms, such as common or assisted bathing, seclusion, and satellite pharmacy.
4. Describe space requirements for special treatments.
5. List space needs for patient/resident activities, such as lounging, group therapy, dining, or recreation.
6. Address the need for various staff facilities (see section III.D).
7. List the various care support facilities (see sections III.E and III.F).
8. Indicate what provisions will be made to ensure safety of pre-school aged patients (choking, electrocution, etc.)
9. Detail how the proposed nurse call system will ensure reliability and patient safety.
10. Confirm that obstetric units are arranged to preclude unrelated traffic.

O. Pharmacy

1. Indicate where bulk storage of supplies and breakdown will occur.
2. Describe the drug manufacturing, packaging, and dispensing systems which will be utilized including various automated equipment.
3. Submit the procedures for ensuring sterility of compounded drugs.
4. List special storage needs in pharmacy. (i.e.; refrigeration, narcotics, volatile liquids)
5. Describe dispensing facilities available to outpatients.
6. Specify how medications are dispensed when the pharmacy is closed.

P. Physical Therapy

1. Describe programs and their corresponding space. (i.e. pediatric therapy, hydrotherapy, speech therapy, occupational therapy, adaptive living, recreational therapy).
2. List the need for various staff facilities (see section III.D).

3. Address the various care support facilities (see sections III.E and III.F).
3. Describe space needs for outpatient dressing, locker, toilet, and shower facilities.

Q. Radiology (including Nuclear Medicine, C/T Scanner, MRI, Ultrasound, Radiation Therapy)

1. Describe all proposed treatments, diagnostic, and special procedures.
2. Specify the various needs for patient stretcher holding and recovery from interventional procedures,
3. Describe areas to be used for outpatient changing, gowned, and un-gowned waiting.
4. Describe where support for x-ray rooms will be installed, such as computers, transformers and film processing.
5. Indicate what areas are designated for the storage and preparation of radioactive and non-radioactive contrast materials, both injected and ingested.
6. Address the need for handwashing in interventional procedure rooms.
7. Indicate what storage facilities are needed for radioactive materials and waste.
8. List the need for various staff facilities (see section III.D).
9. Address the various care support facilities (see sections III.E and III.F).
10. Describe the radiation shielding needed for all diagnostic, treatment, and uptake areas.
11. Specify the precautions planned to avoid unforeseen incidents caused by the strong magnetic field associated with MRI.
12. Explain what facilities will be needed for cryogenic gases to service the MRI.

R. Special Care Units

1. Identify the type of special care unit proposed. (i.e. intensive, coronary, burn, step-down, clean gynecological, etc.)
2. Describe provisions for isolation.
3. Describe facilities for any minor procedures.

4. Indicate how patients will be observed/monitored.
5. List the need for various staff facilities (see section III.D).
6. Address the various care support facilities (see sections III.E and III.F).
7. Indicate where patient belongings will be secured.

S. Surgery/Recovery

1. List the surgical procedures to be performed.
2. Describe the various types of outpatient surgical procedures as well as the process of registration, waiting, testing, preparation, changing, and each stage of recovery as planned.
3. Specify the facility needs for various surgical and recovery patients.
4. Indicate the facilities needed to support surgical documentation and imaging requirements.
5. Describe provisions for x-ray and laboratory services in the suite.
6. Describe the space needs for anesthesia office, clean-up, bulk medical gases, secured storage of controlled substances, and bulk storage functions.
7. Describe the location and facilities for emergent reprocessing of surgical patient care items needed for immediate use.
8. List the need for various staff facilities (see section III.D).
9. Address the various care support facilities (see sections III.E and III.F).

T. Traveling Mobile Units (Cardiac Catheterization, CT, Lithotripsy, MRI)

1. Provide detailed drawings of the mobile unit, including patient lift, handwashing, on-board generator, and HVAC system.
2. Describe proposed treatments, diagnostics, and special procedures.
3. Confirm that handwashing facilities will be provided where invasive procedures are planned to be performed.
4. Describe space needs for outpatient dressing, locker, and toilet facilities.
5. Specify the need for patient stretcher holding and recovery from interventional procedures,

6. Describe where computers, transformers and film processing will be located.
7. Indicate what areas are designated for the storage and preparation of radioactive and non-radioactive contrast materials, both injected and ingested.
8. Address the need for handwashing in interventional procedure rooms.
9. Indicate what storage facilities are needed for radioactive materials and waste.
10. Describe waste handling and storage.
11. List the need for various staff facilities (see section III.D).
12. Address the various care support facilities (see sections III.E and III.F).

U. Cardio-Pulmonary Department

1. List the types of non-invasive cardiac testing planned (i.e. sonogram with or without stress, EKG, EEG, halter monitoring, TEE)
2. Specify the types of pulmonary testing procedures planned.
3. Discuss the need to reprocess various testing associated equipment.
4. Indicate if sleep studies are included.
5. List the need for various staff facilities (see section III.D).
6. Address the various care support facilities (see sections III.E and III.F).

V. Waiting Areas

1. Describe facilities provided for inpatient holding and outpatient waiting in related support service areas.
2. Confirm that convenient wheelchair user accessible toilet facilities are provided.