CHAPTER 254: NURSING SERVICE ADMINISTRATION

1   PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 254: Nursing Service Administration. It applies to all medical facilities at the Department of Veterans Affairs (VA).

2   DEFINITIONS

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 takes into account 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 (VA RF): An organizational system of rooms / spaces grouped by function, a 'Room Family'. There are two "Orders" in the VA RF: 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 Nursing Service Administration Space Planning Criteria Matrix (SPCM) developed as a basis for this chapter. The SPCM lists all the spaces a VA Nursing Service Administration site would require; the quantity and NSF for each room is calculated based on Nursing Service Administration number of FTE positions authorized organized in four ranges each corresponding to fifteen FTE positions authorized each 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 Nursing Service Administration 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 Nursing Service Administration 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 Nursing Service Administration 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.

4   INPUT DATA STATEMENTS (IDS)

A. How many total FTE positions are authorized for this facility? (S) (Values: 50 to 4,000)

5   SPACE PLANNING CRITERIA

A.   FA 1: RECEPTION AREA

1. **Nrsng Svc Adm Waiting, Stff Sprt (SS222)** .... **80 NSF (7.5 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide one at 100 NSF if [total number of FTE positions authorized for this facility] is between 2,001 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.

2. **Nrsng Svc Adm Reception, Stff Sprt (SS221)** .... **56 NSF (5.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 4,000*

   Allocated NSF accommodates one Receptionist FTE, patient privacy area, and circulation.

3. **Nrsng Svc Adm Visitor Toilet, Bldg Sprt (SB191)** .... **60 NSF (5.6 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 4,000*

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

B.   FA 2: STAFF AND ADMINISTRATIVE AREA

1. **Nrsng Svc Adm Executive Chief Office, Stff Sprt (SS207)** ....**150 NSF (14.0 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 4,000*

2. **Nrsng Svc Adm Executive Waiting, Stff Sprt (SS222)** .... **80 NSF (7.5 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 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.

3. **Nrsng Svc Adm**
   Administration Support Workstation, Stff Sprt (SS218) .... **56 NSF (5.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 4,000*

4. **Nrsng Svc Adm Assistant Chief Office, Stff Sprt (SS204)** .... **100 NSF (9.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 4,000*

5. **Nrsng Svc Adm**
   Clinical Services Supervisor Office, Stff Sprt (SS204) .... **100 NSF (9.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 3,000*
   c. *Provide four if [total number of FTE positions authorized for this facility] is between 3,001 and 4,000*

6. **Nrsng Svc Adm**
   Administrative Officer (AO) Office, Stff Sprt (SS204) .... **100 NSF (9.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 4,000*

7. **Nrsng Svc Adm Staff Conference Room, Educ Svc (SS101)** ....**240 NSF (22.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide one at 300 NSF if [total number of FTE positions authorized for this facility] is between 2,001 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.

8. **Nrsng Svc Adm Clerical Workstation, Stff Sprt (SS218) .... 56 NSF (5.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 1,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 1,001 and 2,000*
   c. *Provide three if [total number of FTE positions authorized for this facility] is between 2,001 and 3,000*
   d. *Provide four if [total number of FTE positions authorized for this facility] is between 3,001 and 4,000*

9. **Nrsng Svc Adm Staff Breakroom, Stff Sprt (SS262)......................120 NSF (11.2 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 1,000*
   b. *Provide one at 140 NSF if [total number of FTE positions authorized for this facility] is between 1,001 and 2,000*
   c. *Provide one at 160 NSF if [total number of FTE positions authorized for this facility] is between 2,001 and 3,000*
   d. *Provide one at 180 NSF if [total number of FTE positions authorized for this facility] is between 3,001 and 4,000*

10. **Nrsng Svc Adm Staff Locker Room, Stff Sprt (SS282)..................... 80 NSF (7.5 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 1,000*
   b. *Provide one at 100 NSF if [total number of FTE positions authorized for this facility] is between 1,001 and 2,000*
   c. *Provide one at 120 NSF if [total number of FTE positions authorized for this facility] is between 2,001 and 3,000*
   d. *Provide one at 140 NSF if [total number of FTE positions authorized for this facility] is between 3,001 and 4,000*

Provide locker space only for those FTEs without assigned office or workspace. For less than five FTE combine Locker Room facilities with adjacent department or sum in chapter 410.

11. **Nrsng Svc Adm Staff Toilet, Bldg Sprt (SB191) .... 60 NSF (5.6 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 4,000*

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

C. FA 3: EDUCATION AREA

1. **Nrsng Svc Adm**
   Education Associate Chief Office, Stff Sprt (SS204) .... 100 NSF (9.3 NSM)
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 4,000*

2. **Nrsng Svc Adm Waiting, Stff Sprt (SS222) .... 80 NSF (7.5 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 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.

3. **Nrsng Svc Adm**
   Administrative Support Workstation, Stff Sprt (SS218).................. 56 NSF (5.3 NSM)
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 4,000*

4. **Nrsng Svc Adm Instructor Workstation, Stff Sprt (SS218) .... 56 NSF (5.3 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 4,000*

5. **Nrsng Svc Adm Resident Workstation, Stff Sprt (SS217) .... 48 NSF (4.5 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 2,000*
   b. *Provide two if [total number of FTE positions authorized for this facility] is between 2,001 and 4,000*

   (Intern / Student)

6. **Nrsng Svc Adm Staff Training Room, Educ Svc (SS111)................545 NSF (50.7 NSM)**
   a. *Provide one if [total number of FTE positions authorized for this facility] is between 50 and 1,000*
   b. *Provide one at 590 NSF if [total number of FTE positions authorized for this facility] is between 1,001 and 2,000*
   c. *Provide one at 630 NSF if [total number of FTE positions authorized for this facility] is between 2,001 and 3,000*
   d. *Provide one at 675 NSF if [total number of 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. This space is used for classes dealing with ongoing educational requirements, e.g. CPR training, mandatory classes per employee in areas of fire and safety, patient abuse and assaultive behavior.

D. SEPS IMPORTER SHORTCUTS

The following shortcuts are used in the Room Criteria Statements in the Nursing Service Administration 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. *total number of FTE positions authorized for this facility*: [How many total FTE positions are authorized for this facility?]

6   PLANNING AND DESIGN CONSIDERATIONS

A. Centralize check-in/check-out for more efficient use of staff.

B. Space saving systems furniture will be used wherever possible

C. Administrative Conference Room - At any hospital, Nursing Service accounts for 30 percent to 40 percent of the total FTEE. It is difficult to schedule the hospital's conference room because the Medical Center Director has scheduling priority and all other hospital services also have need of the room. The Training Room already included in these criteria is in constant use for the educational requirements for 600 to 800 people, e.g., CPR training and 10 or 11 mandatory classes per employee per year in areas of fire and safety, patient abuse and assaultive behavior. With a staff as large as nursing service, there are always management and personnel functions which must be frequently supported.

D. Refer to Department of Veterans Affairs (VA) Office of Construction and Facilities Management Technical Information Library (www.cfm.va.gov/til/) for additional technical criteria.

7   FUNCTIONAL RELATIONSHIPS

Relationship of Nursing Service Administration to services listed below:

TABLE 1: FUNCTIONAL RELATIONSHIP MATRIX

SERVICES	FUNCTIONAL RELATIONSHIP
IP: ICU PCUs	2
IP: MS PCUs	2
IP: MH PCUs	2
IP: PRC: PCU	2
IP: SCI: AC PCU	2
STFF SPRT: Education: Auditorium	3
STFF SPRT: Education: Nursing Training	3
STFF SPRT: Education: Laboratory	3
STFF SPRT: Human Resources	3
CLNCL: Clncl Svc Adm: Medical Service	3
CLNCL: Clncl Svc Adm: Hospital Medicine	3
STFF SPRT: HAS: Ward Administration Section (WAS)	3
RSDNTL: PRC: RCUs	3
RSDNTL: MH: RCUs	3
RSDNTL: SH: Resident	3
RSDNTL: SCI: LTC RCU	3

Legend:

1. High
2. Moderate
3. Minimal

8   FUNCTIONAL DIAGRAM