

## GLOSSARY OF TERMS

**Accommodation:** An adjustment in operations that management may be called upon to make in recognition of unique employment-related concerns or needs of employees related to their religious beliefs or practices or physically or mentally handicapping condition.

**Accessibility:** Features of buildings or spaces that enable use by people regardless of their level of ability. Definition by NCIDQ.

**Acuity Adaptable Patient Room:** Single-bed patient rooms designed to allow for specialist equipment to be brought to the patient's bedside instead of requiring the patient to be moved to various departments or other rooms. Also referred to as Adaptable Private Room.

**Adaptable Private Room:** See "acuity adaptable patient room."

**Administrative Costs:** An estimate of the total cost for VA of personnel compensation and overhead (including all travel, transportation, standard level user charges (SLUC), communication, utilities, printing, supplies, equipment, insurance claims and other services) associated with the acquisition, management and disposition of property acquired under 36.4320.

**Admonishment:** Informal reprisal of an employee by a supervisor; usually oral, but some agencies require written notice.

**Adverse Action:** A removal, suspension, furlough without pay for 30 days or less, or reduction-in-grade or pay. An adverse action may be taken against an employee for disciplinary or non-disciplinary reasons.

**AFGE:** (1) American Federation of Government Employees - A major union of Federal employees including VA employees. (2) The American Federation of Government Employees is a labor union that is recognized as the sole and exclusive representative for all of those previously certified non-professional and professional employees, (full-time and temporary) in units consolidated and certified by the Federal Labor Relations Authority (FLRA).

**Alternate Duty Station:** A flexible workplace program which permits employees to work out of their home or other approved sites away from the office for all or part of the work week.

**Alternative Dispute Resolution (ADR):** A dispute resolution process which uses a neutral third party (often a trained peer) to mediate a resolution among disputing parties through development of a voluntary and mutually acceptable agreement. Mediators, unlike arbitrators, cannot make a decision for the disputing parties when they cannot reach agreement. The parties in ADR retain their right to pursue the traditional avenues of dispute resolution (i.e., grievance, EEO complaint, MSPB appeal, etc.).

**Alternative Medical Systems:** Complementary and alternative medical practices including homeopathy, naturopathy, traditional Chinese medicine, and ayurvedic.

**Amenities:** This term can refer to the location of the public restrooms and drinking fountains. For example a customer may be told "The public amenities are located..."

**Approval Structure:** This refers to the audience from whom you are obtaining approval in order to implement the design story. Each VA facility may have a different approval structure.

**Arbitration:** A process in which a neutral third party (arbitrator) makes a decision after a hearing at which both parties have an opportunity to be heard. Where arbitration is voluntary, the disputing parties select the arbitrator who has the power to make a binding decision. Arbitration is an arrangement for taking and abiding by the judgment of selected persons in some disputed matter instead of carrying it to established tribunals of justice, and is intended to avoid the formalities, the delay, the expense and vexation of ordinary litigation. Agreements to arbitrate have been declared to be valid and fully enforceable by statute (9 U.S.C.A. Section 2). Arbitration is often a tool included in collective bargaining agreements.

**Architectural Rules:** Policy and best practice.

**Area, Building Support:** The portion of the floor area that is not usable by an occupant's personnel or furnishings. It consists of the mechanical, toilet, custodial, circulation, and construction areas, including their enclosing walls, and represents the difference between gross area and usable area.

**Area, Circulation:** That portion of the gross area, both horizontal and vertical, which is for physical access to the space, including lobbies, ceiling-high corridors, and which cannot be removed or to which the public has unrestricted access. This includes stairwells, elevator shafts, and escalators.

**Area, Gross:** The sum of all floor areas of a building, which have floor surfaces and clear standing headroom of eight feet, including basement (except unexcavated portions), attics, garages, roofed porches, mezzanine, loading platforms, shipping platforms, penthouses, mechanical equipment, floors, lobbies, and corridors. Gross area does not include open courts, light wells, upper portions of rooms, lobbies, etc., which rise above the story being measured, drives, ramps, unroofed areas such as cooling towers and unenclosed portions of ground level, or intermediate stories.

**Area, Mechanical:** That portion of the gross area designed to house mechanical equipment, including boiler rooms, stacks, cooling towers, machine rooms, wire closets, telephone frame rooms, incinerator rooms and transfer vaults.

**Area, Rentable:** The space in a building upon which a tenant pays rent. It includes usable area plus the pro rata portion of building support/common areas such as elevator lobbies, building corridors, and floor service area.

**Area, Usable:** "Usable Area" or "BOMA Usable" means that portion of the gross area that is available for use by an occupant's personnel or furnishings. It is measured to the inside finish of the dominant portion (e.g., window glass line) of permanent exterior walls. It also includes circulation within the space assignment. On October 1, 1996, "BOMA Usable" replaced "Occupiable Area" as the standard measurement for the assignment of space to Federal agencies by the General Services Administration.

**Balanced Scorecard:** A balanced scorecard includes the four core performance measures to be used throughout the organization. The achievement of these measures result in outcomes that address the need of all stakeholders, including VA Central Office, OMB, GAO, Congress, veterans, service organizations, taxpayers, and employees. A balance of all core measures is more important than determining our success or failure in each category separately; therefore, achievement of these measures should be viewed as a "balanced scorecard."

**Bargaining Unit:** An appropriate grouping of employees represented on an exclusive basis by a labor organization. "Appropriate" for this purpose means that it is a grouping of employees who share a community of interest. Bargaining units promote effective union and agency dealings and efficient agency operations.

**Benchmarking:** The technique of comparing an organization's performance against the "best in the business," inside or outside government, to gauge room for improvement and progress toward excellence.

**Benefit Cost Analysis:** The methodology utilized to compare the relative advantages of procuring the following three interests in real property: (1) a leasehold interest; (2) a fee simple interest in improved real property; and (3) a fee simple interest in unimproved real property which the Government will improve by new construction.

**Best Practices:** In an era of innovation, this term refers to the identification and dissemination of proven techniques pioneered by various offices that result in improved efficiency and public service.

**Biologically-Based Therapies:** Complementary and Alternative Medicine practices including vitamins and minerals, herbals and supplements, animal products, special diets, and chelation therapy.

**Brand Identity:** A unique set of associations that the brand strategist aspires to create or maintain. These associations represent what the brand should stand for and imply a potential promise to customers. It is important to note that a brand identity refers to the strategic goal for a brand; while brand image is what currently resides in the minds of consumers.

**Break in Service:** The time between separation and reemployment that may cause a loss of rights or privileges. For transfer purposes, it means not being on an agency payroll for one working day or more. For the three-year career conditional period or for reinstatement purposes, it means not being on an agency payroll for over 30 calendar days.

**Building Code:** Locally adopted ordinance or regulation, controlling the design, construction, alteration, repair, quality of materials, use and occupancy, and related factors of any building or structure within its jurisdiction.

**Building Setback:** A line fixed at certain distances from the front, sides and back property lines beyond which no building or part of a building can project.

**Building Shell:** The architecture of the existing building, including the framework, the perimeter/exterior walls, the building core and columns, and other structural, load-bearing elements of the building. Definition by NCIDQ.

**Building Standards:** A building code is a set of rules that specify the minimum acceptable level of safety for constructed objects such as buildings and non-building structures. The main purpose of the building codes is to protect public health, safety and general welfare as they relate to the construction and occupancy of buildings and structures. The building code becomes law of a particular jurisdiction when formally enacted by the appropriate authority. Building codes are generally intended to be applied by architects and engineers, but are also used for various purposes by safety inspectors, real estate developers, contractors and subcontractors, manufacturers of building products and materials, insurance companies, facility managers, tenants, and other categories of users.

**Building Types:** This term can describe function or form of a facility; however it is used primarily to describe function of a facility in the Interior Design Manual. Examples of building types in this manual include medical centers, nursing homes, and outpatient clinics.

**Buyout:** The common term used in the Federal personnel system to refer to the voluntary separation of an employee through financial inducement; the actual legal term is Voluntary Separation Incentive Program (VSIP).

**Career-Conditional:** Tenure of a permanent employee in the competitive service who has not completed three years of substantially continuous-creditable Federal service.

**Center for Health Design:** The Center for Health Design is a nonprofit, non-membership organization that is working to make people's lives better by demonstrating that using evidence-based design in hospitals and healthcare facilities can improve the quality of healthcare.

**CHAMPVA:** Civilian Health and Medical Program of the Department of Veterans Affairs. CHAMPVA is a medical benefits program through which VA provides treatment in a VA facility or helps pay for medical care obtained from civilian sources for eligible dependents and survivors of veterans.

**Change in Duty Station:** Personnel action that changes an employee from one geographical location to another in the same agency.

**Check List:** A list of performance criteria for a particular activity or product.

**Code of Federal Regulations (CFR):** The Secretary's rules and regulations are contained in Title 38 of the Code of Federal Regulations (38 CFR). The Secretary of Veterans Affairs is empowered to prescribe all rules and regulations, consistent with existing law, necessary or appropriate to carry out the laws administered by the Department. (Section 501, Title 38 USC). The Code of Federal Regulations is a codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the Federal Government Code of Federal Regulations.

**Collaborative Resources:** Stewardship of people working together, sharing knowledge and resources.

**Color Theory:** The psychology of color as it affects the viewer through individual associations with color significance such as: white=purity, cleanliness, innocence, new beginnings and spiritual excellence;

black=absence of color, formal affairs, elegance, and mystery; red-bold, energetic, intense, impulsive, daring and pulsating; green=fertility, growth, rebirth, persistence, life, and hope; yellow=enlightenment, loyalty, optimism, idealism and represents a challenge; blue=peaceful, calm, cool, confident.

**Compensated Work Therapy/Veterans Industries (CWT/VI) Partnership:** This partnership was established in 1993 as a joint venture between the National Cemetery Administration and VA Compensated Work Therapy/Veterans Industries (CWT/VI). Under this venture, national cemeteries provide therapeutic work opportunities to veterans receiving treatment in the program. The partnership is successful, cost effective, and benefits all those involved.

**Competitive Status:** Basic eligibility of a person to be selected to fill a position in the competitive service without open competitive examination. Competitive status may be acquired by career-conditional or career appointment through open competitive examination, or may be granted by statute, Executive Order, or civil service rules without competitive examination. A person with competitive status may be promoted, transferred, reassigned, reinstated, or demoted subject to the conditions prescribed by civil service rules and regulations.

**Complementary and Alternative Medicine (CAM):** See Complementary Therapies.

**Complementary Therapies:** Also known as Complementary and Alternative Medicine (CAM). Many hospitals refer to the use of complementary therapies—along with conventional medicine—as "integrative medicine." These therapies serve as additions to conventional medicine and may help relieve symptoms, reduce stress and enhance well being. Complementary therapies are typically meant to be used in addition to - not in place of - conventional medical treatment.

**Compressed Work Schedule (CWS):** An 80 hour biweekly basic work requirement that is scheduled for less than ten workdays. Examples of this are eight workdays of 9 hours each plus one workday of 8 hours; eight workdays of 10 hours each; or six workdays of 12 hours each plus one eight hour workday.

**Concept:** A concept is the general idea behind a design that is later converted into variables to be measured.

**Contracting Officer (CO):** An individual with the authority to enter into, administer, and/or terminate contracts, and make related findings and determinations.

**Contracting Officer's Technical Representative (COTR):** The COTR is a qualified member of Engineering Service or a consultant who advises the CO on such matters as the progress of the lessor's alterations and conformance with the Government's plans and specifications.

**Cost:** Cost is the total spent for goods or services including money, time, and labor.

**Criteria:** Criteria are the standards, measures, or expectations used in making an evaluation, decision and/or verification.

**Culture:** The word culture comes from the Latin root colere (to inhabit, to cultivate, or to honor). In general, it refers to human activity; different definitions of culture reflect different theories for understanding, or criteria for valuing, human activity.

**Daylighting:** Daylighting is the passive solar practice of placing windows or other transparent media and reflective surfaces so that, during the day, natural sunlight provides effective internal illumination.

**Decision Criteria:** Decision criteria are the standards, measures, or expectations used in making an evaluation, decision and/or verification.

**Demographic:** A socioeconomic or similar factor that defines a certain group or area.

**Design-Build:** In the design-build method, a project's design and construction are included within one contract. This allows cost savings on a number of fronts. First, administration costs are lowered as there is only one contract to monitor. This is contrary to more traditional approaches where design, construction and other needs are covered by several contracts. Second, the possibility of costly design changes may be eliminated as construction and design are done simultaneously. When unexpected design changes are needed, it is easier

and less costly to alter the design during the design phase rather than ordering a change once the design phase is completed. In addition, by using a single contract for both design and construction, the owner does not have to coordinate the activities of the designer and builder since one party is responsible for both functions. Design-build also enhances the quality of the work performed. The AIA strongly advocates that qualifications of the design firm, not price, be the determining factor in choosing a design firm for a public project. Design-build incorporates this concept. Definition by AIA.

**Design Criteria:** Design criteria are the explicit goals that a project must achieve in order to be successful.

**Design Response:** The design response is a physical solution that meets the criteria set forth during the design process.

**Design Story:** The design story is a compelling explanation as to how a particular design was developed and how the design meets the goals established at the beginning of the design process.

**Disciplinary Action:** Action taken to correct the conduct of an employee; may range from an admonishment through reprimand, suspension, reduction in grade or pay, to removal from the service.

**Displaced Employee Program (DEP):** A system to help find jobs for career and career-conditional employees displaced either through reduction-in-force or by an inability to accept assignment to another commuting area.

**Drawings, As-Built:** Drawings prepared after construction showing actual placement of partitions and other architectural, structural, and mechanical features.

**Drawings, Shell:** Reproducible, scaled drawings showing exterior walls and permanent interior features such as columns, lobbies, and core areas, masonry corridor partitions, stairwells, elevator shafts, toilets, mechanical areas, and wire closets.

**DUNS Number:** The DATA Universal Numbering System (DUNS) Number issued by Dun and Bradstreet, Inc. identifies contractors and provides a link to information about the contractor's business.

**Emerging Healthcare Design:** The most provocative trends in healthcare design include acuity adaptable patient rooms, universal operating rooms, wait-less emergency departments, single-handed canted patient rooms, translational and personalized medicine as well as facility expansion.

**Energy Medicine:** Complementary and Alternative Medicine practices including Qi gong, reiki, therapeutic touch, and electromagnetic fields.

**Equipment:** Machinery designed to aid in the diagnosis and treatment of medical problems. Equipment does not include furniture, such as desks, chairs and tables.

**Evidence-Based Design:** Design which hypothesizes the expected outcomes of design interventions and subsequently measures the results.

**Evidence-Based Medicine:** The practice of medicine or the use of healthcare interventions guided by or based on supportive scientific evidence. Also, the avoidance of those interventions shown by scientific evidence to be less efficacious or harmful.

**External Resources:** Sources of information that are not a part of the Department of Veterans Affairs. External resources cited in the Interior Design Manual include industry associations and institutions, as well as private organizations.

**FF&E (Furniture, Fixture and Equipment):** Movable furniture, fixtures or other equipment that are have no permanent connection to the structure of a building or utilities.

**Flexibility:** Characterized by a ready capability to adapt to new, different, or changing requirements.

**Fad:** A design movement or element that becomes popular relatively quickly, remains popular often for a brief period, and then loses popularity dramatically.

**Floor Load:** The weight stated in pounds per foot which, if uniformly distributed, may safely be placed upon the floor of a building. This is also known as the live load. The weight of the building itself, including equipment such as boilers and machinery, is known as dead load and is not included.

**Footprint:** Describes the actual floor area for a function or activity; it does not include circulation space. Also refers to the building floor plate.

**Furniture:** Furniture is the collective term for the movable objects which support the human body (seating furniture and beds), provide storage, and hold objects on horizontal surfaces above the ground. Furniture also includes items such as desks and tables. Medical equipment is not considered furniture.

**General Schedule (GS):** The graded pay system as presented by Chapter 51 of Title 5, United States Code, for classifying positions.

**Green Guide for Health Care (GGHC):** Green Guide for Health Care™ is the healthcare sector's first quantifiable sustainable design toolkit integrating enhanced environmental and health principles and practices into the planning, design, construction, operations and maintenance of their facilities. This guide provides the healthcare sector with a voluntary, self-certifying metric toolkit of best practices that designers, owners, and operators can use to guide and evaluate their progress towards HIGH: performance healing environments. Definition by GGHC.

**Goals:** Specific objectives which relate to specific time periods, stated in terms of facts.

**Grade:** All classes of positions which, although different with respect to kind or subject matter of work, are sufficiently equivalent as to (1) level of difficulty and responsibility, and (2) level of qualification requirements of the work to warrant the inclusion of such classes of positions within one range of rates of basic compensation.

**Grievance:** A complaint filed by an employee regarding working conditions and for resolution of which there is procedural machinery provided in the union contract. An injury, injustice, or wrong which gives ground for complaint because it is unjust, discriminatory, and oppressive.

**Gross Square Feet:** Total building gross areas measured from exterior faces of exterior walls.

**Healing Environment:** The focus of creating a better environment that is less institutional.

**High-Tech High-Touch:** A facility has the best and latest technology and whose environment is warm and friendly.

**House Veterans Affairs Committee (HVAC):** The committee in the U.S. House of Representatives that is responsible for veterans' benefits legislation.

**Idea:** A specific thought or concept that arises in the mind of a person.

**Implementation:** Taking a change and making it a permanent part of the system. A change may be tested first and then implemented throughout the organization.

**In-House Project:** In this type of project, the team is typically made of the Designer, the Project Engineer and the Departmental User Client.

**Incentive Awards:** An all-inclusive term covering awards granted under Part 451 or OPM regulations. Includes an award for a suggestion submitted by an employee and adopted by management; a special achievement award for performance exceeding job requirements, or an honorary award in the form of a certificate, emblem, pin, or other item.

**Indoor Air Quality (IAQ):** Refers to the quantitative level of contaminations in the air as well as the qualitative level of satisfaction of those exposed to the air. Standards for acceptable IAQ have been developed by the U.S. Environmental Protection Agency.

**Indoor Environmental Quality (IEQ):** Characteristics of the indoor climate of a building, including the gaseous composition, temperature, relative humidity, and airborne contaminant levels.

**Innovation:** The process of converting knowledge and ideas into better ways of doing business or into new or improved products and services that are valued by the community.

**Institute for Healthcare Improvement (IHI):** The Institute for Healthcare Improvement is a non-profit organization driving the improvement of health by advancing the quality and value of healthcare. Its measures of success include improved safety, effectiveness, patient-centeredness, timeless, efficiency and equality.

**Institute of Medicine (IOM):** The Institute of Medicine is a non-profit organization used for science-based advice on matters of biomedical science, medicine, and health.

**Integrated Funds Distribution, Control Point Activity, Accounting & Procurement Package (IFCAP):** Provides electronic funds distribution for accounting and procurement activities between regional offices and medical centers.

**Interior Design:** Interior Design is a multi-faceted profession in which creative and technical solutions are applied within a structure to achieve a built interior environment. These solutions are functional, enhance the quality of life and culture of the occupants, and are aesthetically attractive. Designs are created in response to and coordinated with the building shell, and acknowledge the physical location and social context of the project. Designs must adhere to code and regulatory requirements, and encourage the principles of environmental sustainability. The interior design process follows a systematic and coordinated methodology, including research, analysis, and integration of knowledge into the creative process, whereby the needs and resources of the client are satisfied to produce an interior space that fulfills the project goals. Interior design includes a scope of services performed by a professional design practitioner, qualified by means of education, experience, and examination, to protect and enhance the life, health, safety and welfare of the public. Definition by NCIDQ.

**Internal Resources:** Documents and sources of support that can be found within the structure of the Department of Veterans Affairs. The majority of Internal Resources referenced in the Interior Design Manual focus on the Technical Information Library, found at VA's Office of Construction and Facilities Management website.

**Intuitive Wayfinding:** Wayfinding is the organization and communication of one's dynamic relationship to space and the environment. Intuitive wayfinding uses subtle cues and repetition to direct people along the appropriate path.

**Labyrinth:** A labyrinth is an ancient symbol that relates to wholeness. It combines the imagery of the circle and the spiral into a meandering but purposeful path. The labyrinth represents a journey to our own center and back again out into the world. Labyrinths have long been used as meditation and prayer tools.

**Leave without Pay (LWOP):** A temporary non-pay status and absence from duty granted at an employee's request. The permissive nature of "leave without pay" distinguishes it from "absence without leave."

**Leave, Annual:** Time allowed to employees for vacation and other absences for personal reasons.

**LEED:** The Leadership in Energy and Environmental Design (LEED) Green Building Rating System™ is the nationally accepted benchmark for the design, construction, and operation of high performance green buildings. LEED gives building owners and operators the tools they need to have an immediate and measurable impact on their buildings' performance. LEED promotes a whole-building approach to sustainability by recognizing performance in five key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection, and indoor environmental quality. Definition from the U.S. Green Building Council.

**Lessee:** Tenant. The person(s) holding rights of possession and use of property under terms of a lease.

**Lessor:** Landlord. The one leasing property to a lessee.

**Life Cycle Cost:** A measurement of understanding the cost of a product initially, the cost to maintain the product, the life time of replacement cost. Sometimes called a "cradle-to-grave analysis" which is the initial product cost to the final step of returning the product to its original or next use state.

**Living Document:** Traditional publishing required changes or modifications to content presented in subsequent editions, while a living document is enhanced in a manner producing more frequent versions. Documents of this nature become collections of information, indexed and interwoven like an ecosystem. A website is an example of a living document. In a living document a topic is covered more completely over time, materials are re-indexed, and most often the entire content base is searchable. Source: Center for Strategic Relations.

**Like-A-tecture:** When a design option is based on what a designer or stakeholder personally prefers, rather than on hard evidence.

**Maintenance:** The ability of a product or material to be kept to its proper condition, and the work required to sustain that condition over the life of the material. Definition from NCIDQ.

**Major Construction:** In this project type, the Central Office serves as leadership with outside design firm. A local VA designer may collaborate with the outside design firm.

**Managed Care:** A system of healthcare delivery that influences utilization and cost of services and measures performance. The goal is a system that delivers value by giving people access to quality, cost-effective healthcare.

**Manipulative and Body-Based Practices:** Complementary and Alternative Medicine practices including chiropractic, massage, reflexology, and osteopathy.

**Material Disbursement:** Tracking the allocation of materials throughout a space.

**Mind-Body Interventions:** Complementary and Alternative Medicine practices including yoga, guided imagery, meditation, hypnotherapy, spirituality, art dance, music therapies, and tai chi.

**Minor Construction:** For minor construction projects, the team is made of the Designer, the Project Engineer and the Departmental User Client and often Administration is involved.

**Mission:** Enduring statements of purpose. The mission statement should broadly answer the following questions: 1) What is the organization responsible for? 2) Why is it important? 3) How does it discharge those responsibilities? 4) For whom are the activities conducted?

**Mobile Technology:** Computers on Wheels (COWs) are the most common form of mobile technology in hospitals.

**Modular Building:** A system of constructing rooms as unit building elements, ready-made both internally and externally, under factory conditions. The room building elements are then combined to form the finished building. They are installed on pre-laid foundations and only the roof needs to be built on the site.

**Modularity:** A quality of a system where it consists of various parts which separate cleanly and fit together well. High modularity may take longer to design but pays back well through clarity, elegance, maintainability and flexibility.

**Net Area:** The area of rooms or spaces as measured from inside wall to inside wall and assigned to functional use by occupants.

**Net-to-Gross:** A measure of the ratio of assignable space to the total space in a building; typically expressed as a percentage.

**Needs Assessment:** This is a survey tool that is used to determine the personal importance placed on the ten individual needs categories. The second part of this assessment is to rate the ten individual needs categories.

**NRM Funds:** Funding for projects that provide for replacement or repair of major building systems, structural components of buildings and building service equipment where MI exceeds \$25,000. There is no upper cost limitation on NRM projects except that the MI must be less than \$500,000. NRM funds are a part of the Medical Care Appropriation and are allocated by the Veterans Integrated Service Network (VISN).

**Off-Gassing:** The release of chemicals from non-metallic substances used in construction or furnishings. Off-gassing compromises indoor air quality (IAQ). Common sources of off-gassing include interior-grade pressed wood materials and synthetic furnishings such as carpet.

**Official Personnel Folder (OPF):** The official repository of employment records and documents affecting personnel actions during an employee's Federal civilian service.

**Options:** One of a number of things from which only one can be chosen.

**Outcome Measures:** Assessments which gauge the effect or results of treatment for a particular disease or condition. Outcome measures include the patient's perception of restoration of functional status, as well as measures of mortality, morbidity, cost, quality of life, patient satisfaction, and others.

**Overtime Work:** Under Title 5, U.S. Code, overtime work is officially ordered or approved work performed in excess of eight hours in a day or 40 hours in a week. Under the Fair Labor Standards Act, work in excess of 40 hours in a week by a non-exempt employee.

**Partition:** A wall which does not support a vertical load of a structure other than its own weight, but may support loads attached to it such as cabinetry, shelving or grab bars, and does not extend further than from the floor of an interior area of a structure to the underside of the deck of that structure. Definition from NCIDQ.

**Patient-Centered Care:** Patient-centered care emerged as a full-fledged medical model in the 1970s and involves treating patients as partners, allowing them to assist in planning their healthcare and encouraging them to take responsibility for their own health.

**Patient-Centered Design:** Patient-centered design addresses the needs and priorities of the individual patient and is evidence-based. Patient-centered design features can positively affect social, cognitive, motivational, emotional, and physical processes.

**Patient Experience:** The journey a patient experiences through a healthcare facility, physician office or treatment center. The spaces they encounter, the things they see and touch, and even the people they meet affect the patient experience.

**Patient Profile:** A Readily retrievable, centrally located information record that contains patient demographics, treatment history, allergies, and medication profile.

**Pay Retention:** The right of a General Schedule or prevailing rate employee (following a grade retention period or at other specified times when the rate of basic pay would otherwise be reduced) to continue to receive the higher rate. Pay is retained indefinitely.

**Pebble Project:** When a pebble is tossed into a pond, it creates a ripple effect. That is the goal of the Center for Health Design's Pebble Project research program, which was initiated with San Diego Children's Hospital and Health Center in 2000. By providing examples of healthcare organizations whose facility design has made a difference in the quality of care - as well as their financial performance, the Pebble Project is already creating ripples throughout the healthcare community. Pebble Project partners are demonstrating that facility design can: improve the quality of care for patients; attract more patients; recruit and retain staff; increase philanthropic, community, and corporate support; and, enhance operational efficiency and productivity. Definition from the Center for Health Design.

**Performance Appraisal:** The comparison, under a performance appraisal system, of an employee's actual performance against the performance standards previously established for the position.

**Performance Measures:** These indicate whether progress is being made against the specific problems and issues faced by Federal agencies. These problems and issues are generally surfaced and explained in the agencies strategic plan.

**Planetree Model:** The Planetree Model is committed to enhancing healthcare from the patient's perspective. It empowers patients and families through information and education, and encourages "healing partnerships" with caregivers to support active participation. Through organizational transformation, the Planetree Model creates healing environments in which patients can be active participants and caregivers are enabled to thrive.

There are ten components of the Planetree Model: human interaction; the importance of family, friends and social support; empowering patients through information and education; architectural design conducive to health and healing; the importance of the nutritional and nurturing aspects of food; healing arts: nutrition for the soul; spirituality: the importance of inner resources; the importance of human touch; complementary therapies: expanding patient's choices; and, healthy communities: expanding the boundaries of healthcare.

**Plans and Specifications:** Plans and specs include architectural and engineering drawings and specifications for construction of a building or project, including a description of materials to be used and the manner in which they are to be applied.

**Position Classification:** Analyzing and categorizing jobs by occupational group, series, class, and grade according to like duties, responsibilities, and qualification requirements.

**Positive Distraction:** The concept of a positive distraction implies that certain types of environmental features are especially effective in reducing patient stress and promoting wellness. A positive distraction is an element that produces positive feelings, effortlessly hold attention and interest, and therefore may block or reduce worrisome thoughts.

**Principle:** A basic generalization that is accepted as true and that can be used as a basis for reasoning or conduct.

**Programming:** The scope of work which includes, but is not limited to, conducting research; identifying and analyzing the needs and goals of the client and/ or occupant(s) of the space; evaluating existing documentation and conditions; assessing project resources and limitations; identifying life, safety and code requirements; and developing project schedules and budgets. Definition from NCIDQ.

**Purchasing Agent:** An in-house VA expert responsible for buying various products, furniture, services, etc. for the facility.

**Quality Increase:** An additional within-grade increase granted to General Schedule employees for high quality performance above that ordinarily found in the type of position concerned.

**Real Property:** Real estate. Physical property that is permanent and non-removable in nature. Land and appurtenances, including anything of a permanent nature such as structures, trees, minerals, and the interest, benefits, and inherent rights thereof.

**Reduction-in-Force (RIF):** A personnel action that may be required due to lack of work or funds, changes resulting from reorganization, downward reclassification of a position, or the need to make room for an employee with reemployment or restoration rights. Involves separating an employee from his/her present position, but does not necessarily result in separation or downgrading.

**Re-Engineer:** The technique of breaking a process down into basic steps so that these basic steps can be reordered, streamlined or eliminated to achieve greater efficiencies and improved public service.

**Reporting Structure:** This refers to the audience to whom you report.

**Reprimand:** An official rebuke of an employee. Normally in writing and placed in the temporary side of an employee's official personnel folder.

**Reprisal:** Any action taken by one person either in spite or as retaliation for an assumed or real wrong by another.

**Resident-Centered Care:** Facility design model that focuses care resources around the individual resident (patient). Essential services are near or are brought to the resident as compared to taking the resident (patient) to the point of care.

**Resident Engineer:** A VA Central Office (Office of Construction and Facilities Management) employee who manages Major/Minor construction projects. An R/E is responsible for contract administration; analyzing and issuing change orders; inspection; and coordination between the VAMC and contractor. This individual is usually located near the job site to oversee day-to-day construction activities.

**Residential Model:** Design philosophy based on incorporating home-like elements while minimizing institutional aspects.

**Responsible Design:** Architecture that respects the natural environment and integrates it into the building design, addresses the health of individuals and the community, and is sensitive to the cultural context of the site.

**Robot:** A mechanical device which performs automated physical tasks, either according to direct human supervision, a pre-defined program, or a set of general guidelines using artificial intelligence techniques. Robots are typically used to do the tasks that are too dirty, dangerous, difficult, repetitive or dull for humans.

**Safety:** A judgment of the acceptability of risk (a measure of the probability of an adverse outcome and its severity) associated with a given situation, e.g., for a patient with a particular health problem, by a clinician with certain training, or in a specified treatment setting.

**Same Handed:** Healthcare designs are incorporating the evidence that repetitive actions and standardization cause fewer errors, a concept first applied in manufacturing. This is the impetus behind the same-handed room; i.e., creating the same room orientation throughout to reduce medical errors. No study has yet proven the effectiveness of this application; it is largely intuitive.

**Senate Veterans Affairs Committee:** The committee in the U.S. Senate that is responsible for veterans' benefits legislation.

**Senior Executive Service:** A separate personnel system for persons who set policy and administer programs at the top levels of the Government (equivalent to GS-16 through Executive Level IV).

**Service Computation Date-Leave:** The date, either actual or adjusted, from which service credit is accumulated for determining the rate of leave accrual; it may be different from the service computation date, which determines relative standing in a subgroup for reduction-in-force, or service computation date for retirement.

**Service Connected or Service Connection:** A disability is considered to be service connected if it was incurred or aggravated during a period of active military service from which the veteran was discharged under conditions other than dishonorable and was not due to willful misconduct of the veteran. A service-connected disability evaluated 10 percent or more disabling by VA entitles a veteran to receive disability compensation.

**Sexual Harassment:** A prohibited personnel practice when it results in discrimination for or against an employee on the basis of conduct not related to performance (i.e., the taking or refusal to take a personnel action, including promotion of employees who submit to sexual advances, or refusal to promote employees who resist or protest sexual overtures.). Within Department of Veterans Affairs, a supervisor who uses implicit or explicit coercive sexual behavior to control, influence, or affect the career, salary, or job of an employee is engaging in sexual harassment. Similarly, an employee of an agency who behaves in this manner in the process of conducting agency business is engaging in sexual harassment. Sexual harassment occurs when certain behaviors or conduct exists in the work environment that substantially interferes with an employee's ability to work. A hostile environment results where verbal or non-verbal behavior in the work place (1) focuses

on the sexuality of another person or occurs because of the person's gender, (2) is unwanted or unwelcome and (3) is severe or pervasive enough to affect the person's work environment.

**Solution:** An answer to a problem.

**Space Planning:** The analysis and design of spatial and occupancy requirements, including, but not limited to, space layouts and final planning. Definition from NCIDQ.

**Specialty:** The term used to describe the particular field of medicine in which a specialist doctor practices i.e., neurosurgery, ophthalmology, or gynecology.

**Specification:** A precise statement of a set of requirements, to be satisfied by a material, product, system or service.

**Staffing:** Use of available and projected personnel through recruitment, appointment, reassignment, promotion, reduction-in-force, etc., to provide the work force required to fulfill the agency's mission.

**Stakeholder:** Any organization or individual who has a vested interest in the product or the activities of any other organization.

**Station Level Project:** Construction, renovation or nonrecurring maintenance and repair projects where the MI costs are less than \$25,000. Total project costs must be less than \$150,000. Station level projects are funded as a lump sum figure in the non-recurring maintenance program.

**Stress Reduction:** An approach to the recognition and treatment of negative and self-defeating patterns of behavior. It utilizes a variety of modalities such as biofeedback, meditation, visualization, nutritional and addiction counseling.

**Sustainable Design:** The art of designing buildings to comply with the principles of economic, social, and ecological sustainability. The goal of sustainable design is to provide for current needs without damaging the ability of future generations to provide for themselves.

**Therapeutic Environments:** Therapeutic Environment theory stems from the fields of environmental psychology (the psycho-social effects of environment), psychoneuroimmunology (the effects of environment on the immune system), and neuroscience (how the brain perceives architecture). Patients in a healthcare facility are often fearful and uncertain about their health, their safety, and their isolation from normal social relationships. The large, complex environment of a typical hospital further contributes to the stressful situation. Stress can cause a person's immune system to be suppressed, and can dampen a person's emotional and spiritual resources, impeding recovery and healing. Healthcare architects, interior designers, and researchers have identified four key factors which, if applied in the design of a healthcare environment, can measurably improve patient outcomes: reduce or eliminate environmental stressors; provide positive distractions; enable social support; and, give a sense of control. Definition from Whole Building Design Guide.

**Technology:** Human innovation in action that involves the generation of knowledge and processes to develop systems that solve problems and extend human capabilities.

**TeleWork:** A work place tool that enables employees to work effectively from an alternate location. Whether employees work from home, a satellite office, or a TeleWork center, forward thinking managers, and labor officials agree that telecommuting is effective in blending employees' moral with increased productivity and efficiency.

**Term:** The period of time between the commencement date and termination date of a note, mortgage, legal document, or other contract.

**Tour of Duty:** The hours of a day (a daily tour of duty) and the day of an administrative workweek (weekly tour of duty) scheduled in advance and during which an employee is required to work regularly.

**Tracking:** The detailed noting of patients' healthcare experience throughout their contact with the system. This can automate all steps of the patient management and documentation process from triage to charting and can make for more efficient management of resources.

**Trailer:** A temporary facility that can be placed on wheels and towed.

**Trends:** A direction demonstrated through observation of data and/or indicators over time. Trends should not be confused with fads, which become dated quickly and typically go away.

**Turnkey:** A term used to describe any job or contract in which the contractor agrees to complete the work to a certain specified point and to assume all risk. For leases, a turnkey contract requires the lessor to complete all specified alterations necessary for the Government to occupy the space.

**Universal Room:** A concept that embraced the idea that a patient room could be designed to adapt to a patient's changing acuity levels, enabling the patient to stay in one room for the duration of their stay.

**Value Engineering:** An analysis of materials, processes, and products in which functions are related to cost and from which a selection may be made so as to achieve the desired function at the lowest overall cost consistent with performance.

**VA Staff:** Employees of the Department of Veterans Affairs. Most references to VA Staff in the Interior Design Manual refer to those staff members most intimately involved in the interior design process, both on site and in the Central Office.

**Veterans Service Organization (VSO):** An organization dedicated to advocating veterans' causes and interests, and assisting veterans in their interactions with VA. Examples include the Disabled American Veterans (DAV), American Legion (AL), and the Veterans of Foreign Wars (VFW).

**Vision:** A brief description of the desired ideal state. Due to its idealistic nature, it may in fact never be realized by the organization. Rather, the vision should serve to inspire the organization to move towards the ideal state.

**Wage Employees:** Those employees in trades, crafts, or labor occupations covered by the Federal Wage System, whose pay is fixed and adjusted periodically in accordance with prevailing rates.

**Wayfinding:** Wayfinding means knowing where you are, knowing your destination, following the best route, recognizing your destination, and finding your way back. Definition by Carpmann Grant Associates.

**Wellness Environments:** The Wellness Environment™ incorporates three distinct areas or zones: patient/family, hygiene, and professional staff. The patient area is arranged for privacy, accessibility and access to natural light. Definition by Wellness Environments.

**Within-Grade Increase:** A salary increase provided in certain Government pay plans based upon time-in-grade and acceptable or satisfactory work performance. Also known as "periodic increase" or "step increase."

## GLOSSARY OF ACRONYMS AND ABBREVIATIONS

A&MM	Acquisition and Materiel Management
A/E	Architect/Engineer
A/L	Annual Leave
AAAH	American Academy of Architecture for Health
AABC	Associated Air Balance Council
AAHID	American Academy of Healthcare Interior Designers
AAMC	Association of American Medical Colleges
ACEC	American Consulting Engineers Council
ACGIH	American Conference of Governmental Industrial Hygienists
ACI	American Concrete Institute
ACMD	Associate Chief Medical Director
ACO	Administrative Contracting Officer
ACOS	Associate Chief of Staff
ACRS	Accelerated Cost Recovery System
ADA	Americans with Disability Act
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ADC	Air Diffusion Council
ADHC	Adult Day Health Care
ADP	Automated Data Processing
ADR	Alternative Dispute Resolution
ADS	Addictive Disorders Section
AEMS/MERS	Automated Engineering Management System/Medical Equipment Reporting System
AERS	Adverse Event Reporting System
AEU	Ambulatory Evaluation Unit
AFBMA	Anti-Friction Bearing Manufacturers Association
AFC	Austin Finance Center
AHA	American Hospital Association
AHJ	Authority Having Jurisdiction
AIA	American Institute of Architects
AISC	American Institute of Steel Construction
AISI	American Iron and Steel Institute
AITC	American Institute of Timber Construction
ALA	American Lung Association

## GLOSSARY

ALOS	Average Length of Stay
AMCA	American Moving and Conditioning Association
AMMS	Acquisition and Materiel Management Series
ANSI	American National Standards Institute
AOD	Administrative Officer on Duty
ARF	Animal Research Facility
ARI	American Refrigeration Institute
ASCE	American Society of Civil Engineers
ASHE	American Society of Hospital Engineers
ASHES	American Society of Healthcare Environmental Services
ASHRAE	American Society of Heating, Refrigerating and Air Conditioning Engineers
ASID	American Society of Interior Designers
ASME	American Society of Mechanical Engineers
ASTM	American Society of Testing and Materials
AWA	American Water Works Association
AWOL	Absence without Leave
AWS	American Welding Society
BAS	Building Automation System
BETEC	Building Enclosure Technology and Environmental Council
BIS	Biomedical Instrumentation Service
BOMA	Building Owners and Managers Association
BPA	Blanket Purchase Agreement
BSC	Biological Safety Cabinet
BSL	Biosafety Level
BVAC	Behavioral VA Care
C&P	Compensation and Pension
CAB	Construction Advisory Board
CAD	Computer Aided Design
CAM	Complementary and Alternative Medicine
CARES	Capital Asset Realignment for Enhanced Services
CARF	Commission on Accreditation of Rehabilitation Facilities
CBOC	Community Based Outpatient Clinic
CC	Contractor Furnished, Contractor Installed
CCU	Cardiac Care Unit
CD	Construction Document

## GLOSSARY

CDA	Copper Development Association
CDC	Centers for Disease Control and Prevention
CF	Construction Funds, VA Furnished, Installed by VA or Contractor
CFM	Office of Construction and Facilities Management
CFMO	Chief, Facilities Management Officer
CFR	Code of Federal Regulations
CHAMPVA	Civilian Health and Medical Program of the Department of Veterans Affairs
CHER	Coalition for Health Environments Research
CLO	Chief Logistic Officer
CO	Contracting Officer
CO	Central Office, Headquarters for the Department of Veterans Affairs
COLA	Cost of Living Adjustment
COS	Chief of Staff
COTR	Contracting Officer's Technical Representative
COW	Computer on Wheels
CPI	Consumer Price Index
CPRS	Clinical Patient Records System
CSI	Construction Specifications Institute
CSRS	Civil Service Retirement System
CT	Computed Tomography
CTI	Cooling Tower Institute
CWS	Compressed Work Schedule
CWT	Compensated Work Therapy
DD	Design Development
DEP	Displaced Employee Program
DFMO	Deputy, Facilities Management Officer
DHS	Department of Homeland Security
DMMS	Decentralized Medical Management System
DOD	Department of Defense
DOE	Department of Energy
DOM	Domiciliary
DUSH	(VA) Deputy Under Secretary for Health
EAP	Employee Assistance Program
EBD	Evidenced Based Design
ECC	Extended Care Center

# GLOSSARY

ECHO	Echocardiography
ED	Emergency Department
EDMS	Electronic Document Management System
EDRA	Environmental Design Research Association
EEG	Electroencephalograph
EEO	Equal Employment Opportunity
EES	(VA) Employee Education System
EFT	Electronic Funds Transfer
EIS	Environmental Impact Statement
EKG	Electrocardiography
EMG	Electromyography
EMI	Electromagnetic Interference
EMPO	Emergency medical Preparedness Office
EMS	Energy Management System
ENT	Ear, Nose and Throat
EO	Executive Order
EOY	End of Year
EPA	Environmental Protection Agency
EPACT	Energy Policy Act of 2005
EPS	Environmental Programs Service
ER	Emergency Room
ETA	Electronic Time and Attendance
FAR	Federal Acquisition Regulation
FDA	U.S. Food and Drug Administration
FEHB	Federal Employee Health Benefits Program
FEMA	Federal Emergency Management Agency
FERS	Federal Employee Retirement System
FF&E	Furniture, Fixtures and Equipment
FHA	Federal Housing Administration
FMOC	Facility Maintenance and Operations Committee
FPI	Federal Prison Industries
FSC	Federal Supply Class
FTE	Full Time Employee
FY	Fiscal Year
GAO	Government Accounting Office

# GLOSSARY

GC	General Contractor
GEC	Geriatrics and Extended Care
GGHC	Green Guide for Health Care
GI	Gastroenterology
GPF	General Post Fund
GRECC	Geriatric Research, Education and Clinical Center
GS	General Schedule
GSA	General Services Administration
HBHC	Hospital Based Home Care
HCC	Home and Community Care
HEPA	High Efficiency Particulate Air
HIPAA	Health Insurance Portability and Accountability Act
HIV	Human Immunodeficiency Virus
HR	Human Resources
HSR&D	Health Systems Research and Development
HUD	Housing Urban Development
HVAC	Heating, Ventilation and Air Conditioning
HVAC	House Veterans Affairs Committee
IBC	International Building Code
ICC	International Code Council
ICU	Intensive Care Unit
IEEE	Institute of Electrical and Electronics Engineers
IFCAP	Integrated Funds Distribution Control Point Activity, Accountability and Procurement
IFMA	International Facility Management Association
IG	Inspector General
IH	Industrial Hygienist
IHI	Institute for Healthcare Improvements
IIDA	International Interior Design Association
IMIS	Integrated Management Information System
IMS	Information Management System
IOM	Institute of Medicine
IPCC	Intensive Psychiatric Community Care
IRB	Institutional Review Board
IRM	Information Resources Management
ISA	Instrument Society of America

# GLOSSARY

ISO.....	Information Security Officer
IT.....	Information Technology
JCAHO.....	Joint Commission on Accreditation of Healthcare Organizations
JWOD.....	Javits-Wagner-O'Day Program
LAFW.....	Laminar Air Flow Workbench
LEED.....	Leadership in Energy and Environmental Design
LPN.....	Licensed Practical Nurse
LVA.....	Leadership VA
LWOP.....	Leave Without Pay
M&R.....	Maintenance and Repairs
MAS.....	Medical Administrative Service
MCCR.....	Medical Care Cost Recovery
MI.....	Minor Improvements
MICU.....	Medical Intensive Care Unit
MIS.....	Medical Information Section
MMC.....	Multi-hazard Mitigation Council
MOU.....	Memorandum of Understanding
MRI.....	Magnetic Resonance Imaging
MS&N.....	Medical, Surgical and Neurological
MSS.....	Manufacturers Standardization Society
MVAC.....	Medical VA Care
NACE.....	National Association of Corrosion Engineers
NAILM.....	National Association of Institutional Linen Management
NAPHCC.....	National Association of Plumbing and Heating-Cooling Contractors
NASA.....	National Aeronautics and Space Administration
NB.....	National Board of Boiler and Pressure Vessel Inspectors
NCA.....	National Cemetery Administration
NCCAM.....	National Center on Complementary and Alternative Medicine
NCID.....	National Center for Infectious Diseases
NCIDQ.....	National Council Interior Design Qualifications
NEA.....	National Endowment for the Arts
NEC.....	National Electric Code
NEMA.....	National Electrical Manufacturers Association
NEBB.....	National Environmental Balancing Bureau
NFPA.....	National Fire Protection Association

# GLOSSARY

NHCU	Nursing Home Care Unit
NIAID	National Institute of Allergy and Infection Diseases
NIB	National Institute for the Blind
NIBS	National Institute of Building Sciences
NIH	National Institute of Health
NIOSH	National Institute for Occupational Safety and Health
NIST	National Institute of Standards and Technology
NMIC	National Mechanical Insulation Committee
NRM	Non-Recurring Maintenance
NSF	National Sanitation Foundation
NSPC	National Standard Plumbing Code
NUSF	Net Usable Square Feet
NUSIG	National Uniform Seismic Installation Guidelines
NSF	Program Net Square Feet
NSPE	National Society of Professional Engineers
OIG	Office of the Inspector General
OMB	Office of Management and Budget
OPF	Official Personnel Folder
OPM	Office of Personnel Management
OR	Operating Room
OSHA	Occupational Safety and Health Administration
OT	Occupational Therapy
OWCP	Office of Workers Compensation Program
PAO	Public Affairs Officer
PBT	Persistent and Bioaccumulative Toxins
PDA	Personal Digital Assistant
PET Imaging	Positron Emission Tomography
PHI	Protected Health Information
PM	Project Managers
PM&R	Physical Medicine and Rehabilitation
POV	Privately Owned Vehicle
PPH	Psychiatry Partial Hospitalization
PRRTP	Psychiatric Residential Rehabilitation Treatment Program
PT	Physical Therapy
PTSD	Post Traumatic Stress Disorder

## GLOSSARY

PTSR	Post Traumatic Stress Recovery
PVA	Paralyzed Veterans of America
RCN	Reports Control Number
RE	Resident Engineer
RFP	Request for Proposal
RIF	Reduction in Force
RMS	Rehabilitation Medicine Services
RSES	Refrigeration Service Engineers Society
SAMA	Scientific Apparatus Makers Association
SBA	Small Business Administration
SCI	Spinal Cord Injury
SCIU	Spinal Cord Injury Unit
SD	Schematic Design
SDTU	Special Diagnostic Treatment Unit
SEPS	Space and Equipment Planning Software System
SES	Senior Executive Service
SICU	Surgical Intensive Care Unit
SL	Service Line
SLA	Supplemental Lease Agreement
SMACNA	Sheet Metal and Air Conditioning Contractors National Association
SOC	Satellite Outpatient Clinic
SPD	Supply, Processing and Distribution
SSPC	Steel Structures Painting Council
TB	Tuberculosis
TBI	Traumatic Brain Injury
TEMA	Tubular Exchanger Manufacturers Association
TIL	Technical Information Library
TQI	Total Quality Improvement
UBC	Uniform Building Code
UFAS	Uniform Federal Accessibility Standards
UFGS	Unified Facilities Guide Specifications
UL	Underwriters Laboratories
UR	Utilization Review
USC	United States Code
USGBC	US Green Building Council

# GLOSSARY

USH .....	(VA) Under Secretary for Health
USP .....	United States Pharmacopeias
UVGI .....	Ultraviolet Germicidal Irradiation
VA .....	Department of Veterans Affairs
VAAR .....	VA Acquisition Regulation
VABOB .....	VA Business Oversight Board
VACO .....	VA Central Office
VAHBS .....	VA Hospital Building System
VAMC .....	VA Medical Center
VARO .....	VA Regional Office
VAV .....	Variable Air Volume
VBA .....	Veterans Benefits Administration
VC .....	VA Furnished and Contractor Installed – Medical Care Appropriation for Equipment and Construction Appropriations for Installation
VCS .....	Veterans Canteen Service
VE .....	Value Engineering
VHA .....	Veterans Health Administration
VISN .....	Veterans Integrated Service Network
VSO .....	Veterans Service Organization
VMU .....	Veterinary Medicine Unit
VV .....	VA Furnished and Installed – VHA Appropriation
WBDG .....	Whole Building Design Guide
WHO .....	World Health Organization

## INTERNAL RESOURCES

**Accessibility** ..... <http://www.va.gov/facmgt/standard/accessibility.asp>

**A/E Information** ..... [http://www.va.gov/facmgt/ae/des\\_sub.asp](http://www.va.gov/facmgt/ae/des_sub.asp)

**A/E Review Checklists** ..... [http://www.va.gov/facmgt/standard/ae\\_checklist.asp](http://www.va.gov/facmgt/standard/ae_checklist.asp)

**Asbestos** ..... <http://www.va.gov/facmgt/standard/asbestos.asp>

**Construction Project Information** ..... <http://www.va.gov/facmgt/construction/>

**Design Alerts** ..... [http://www.va.gov/facmgt/standard/d\\_alert.asp](http://www.va.gov/facmgt/standard/d_alert.asp)

General

Architectural

Automatic Transport

Electrical Engineering

HVAC Engineering

Plumbing Engineering

Sanitary Engineering

Site Development

Steam Generation / Distribution

Structural Engineering

**Design and Construction Procedures** ..... [http://www.va.gov/facmgt/standard/proc\\_idx.asp](http://www.va.gov/facmgt/standard/proc_idx.asp)

**Design Guides** ..... [http://www.va.gov/facmgt/standard/dg\\_idx.asp](http://www.va.gov/facmgt/standard/dg_idx.asp)

### **Acquisition and Materiel Management Series**

Supply, Processing and Distribution

### **Clinical Series**

Ambulatory Care (Hospital Based)

Ambulatory Care Invasive Procedures Suite

Eye Clinic

Pharmacy Service

Pulmonary Medicine Service

Spinal Cord Injury Center

### **Imaging Series**

Magnetic Resonance Imaging

Nuclear Medicine Service

Radiation Therapy

Radiology Service

## Primary Care Series

- Community Based Outpatient Clinic
- Satellite Outpatient Clinic

## Primer Series

- Outpatient Pharmacy
- Tuberculosis

## Research Series

- Research Laboratory
- Veterinary Medicine Unit

## Surgical Series

- Ambulatory Surgery
- Surgical Service

## Other Design Guides

- Lease Based Outpatient Clinic
- National Cemetery Administration
- Nursing Home Design Guide
- VA Signage Design Guide
- Veterans Benefits Administration

**Design and Construction Procedures** ..... [http://www.va.gov/facmgt/standard/proc\\_idx.asp](http://www.va.gov/facmgt/standard/proc_idx.asp)

**Design Manuals** ..... <http://www.va.gov/facmgt/standard/manuals.asp>

## Architectural

- Architectural Design Manual for Ambulatory Care/Outpatient Clinic Projects
- Architectural Design Manual for Hospital/Clinical Addition Projects
- Architectural Design Manual for Nursing Home Care Units and Domiciliary Projects
- Architectural Design Manual for Nursing Home (Design/Build) Projects
- Architectural Design Manual for Regional Office Projects

## Asbestos Abatement

- Asbestos Abatement Design Manual

## Automatic Transport

- Transport Systems Design Manual for Hospital Projects
- Transport Systems Design Manual for Parking Structure/Regional Office Projects

## Critical Path Method

- Manual for Development of CPM Phasing for Hospital Projects

## **Electrical**

- Electrical Design Manual for Hospital Projects
- Electrical Design Manual for Regional Office Projects

## **Estimating**

- Manual for Preparation of Cost Estimates for Hospital Projects

## **Equipment**

- Equipment Design Manual for Hospital Projects

## **Fire Protection**

- Fire Protection Design Manual

## **HVAC**

- HVAC Design Manual for Domiciliary and Nursing Home Projects
- HVAC Design Manual for Hospital Projects (Ambulatory Care/Clinical Addition/Energy Center/Outpatient Clinic)
- HVAC Design Manual for Regional Office Projects
- HVAC Design Manual Veterinary Medical Unit Projects
- Supplement to HVAC Design Manual for Veterinary Medical Unit Projects

## **Interior Design**

- Interior Design Manual for Hospital Projects Clinic/Domiciliary/Nursing Home
- Interior Design Manual for Regional Office Projects

## **Plumbing**

- Plumbing Design Manual for Domiciliary Projects
- Plumbing Design Manual for Hospital Projects (Ambulatory Care/Clinical Addition/Energy Center/Outpatient Clinic)
- Plumbing Design Manual for Laundry Projects
- Plumbing Design Manual for Nursing Home Projects
- Plumbing Design Manual for Parking Structure Projects
- Plumbing Design Manual for Regional Office/Warehouse Projects
- Plumbing Design Manual for Veterinary Medical Unit Projects

## **Sanitary**

- Sanitary Design Manual for Hospital Projects

## **Site Development**

- Site Development Design Manual

## **Specifications**

- Manual for Preparation and Issuance of Construction Solicitation and Contract Documents

## Steam Generation/Distribution

- Steam Generation Systems Design Manual
- Outside Steam Distribution Systems Design Manual

## Structural

- Structural Design Manual for Ancillary Facilities/Outpatient Clinics/Laundries/Warehouse Projects
- Structural Design Manual for Energy Center Projects
- Structural Design Manual for Hospital/Replacement Hospital/Clinical Addition/Domiciliary/Nursing Home/Psychiatric Building/Outpatient Clinic/Veterinary Medical Unit Projects
- Structural Design Manual for Nursing Home (Design/Build) Projects
- Structural Design Manual for Parking Structure Projects
- Structural Design Manual for Regional Office Projects

**Energy Conservation and Sustainability** ..... <http://www.va.gov/facmgt/standard/energy.asp>

**Environmental Compliance** ..... [http://www.va.gov/facmgt/standard/env\\_idx.asp](http://www.va.gov/facmgt/standard/env_idx.asp)

**Equipment Guide List** ..... <http://www.va.gov/facmgt/standard/equipment.asp>

**Equipment Reference Manual** ..... <http://www.va.gov/facmgt/standard/equiprm.asp>

**Fire Safety** ..... <http://www.va.gov/facmgt/standard/fire.asp>

**Grants** ..... <http://www.va.gov/facmgt/standard/grants.asp>

**Hospital Building System Development Study** ..... <http://www.va.gov/facmgt/standard/bsds.asp>

**National CAD Standards and Details** ..... <http://www.va.gov/facmgt/standard/details.asp>

- Architectural
- Auto Transport
- Electrical
- Graphics (Plaques and Seals)
- HVAC
- Plumbing
- Site
- Steam

**Master Construction Specifications** ..... [http://www.va.gov/facmgt/standard/spec\\_idx.asp](http://www.va.gov/facmgt/standard/spec_idx.asp)

- Division 0 – Procurement and Contracting Requirements (previously Special Sections)
- Division 1 – General Requirements
- Division 2 – Existing Conditions (previously Sitework)
- Division 3 – Concrete
- Division 4 – Masonry
- Division 5 – Metals
- Division 6 – Wood, Plastics and Composites (previously Wood and Plastic)

# RESOURCES

- Division 7 – Thermal and Moisture Protection
- Division 8 – Openings (previously Doors and Windows)
- Division 9 – Finishes
- Division 10 – Specialties
- Division 11 – Equipment
- Division 12 – Furnishings
- Division 13 – Special Construction
- Division 14 – Conveying Equipment (previously Conveying Systems)
- Division 21 – Fire Suppression (new)
- Division 22 – Plumbing (new)
- Division 23 – Heating, Ventilating and Air Conditioning (new)
- Division 26 – Electrical (previously Division 16)
- Division 27 – Communications (new)
- Division 28 – Electronic Safety and Security (new)
- Division 31 – Earthwork (new)
- Division 32 – Exterior Improvements (new)
- Division 33 – Utilities (new)

<b>Metriciation</b> .....	<a href="http://www.va.gov/facmgt/standard/metr_idx.asp">http://www.va.gov/facmgt/standard/metr_idx.asp</a>
<b>Physical Security</b> .....	<a href="http://www.va.gov/facmgt/standard/physecurity.asp">http://www.va.gov/facmgt/standard/physecurity.asp</a>
<b>Plaques and Seals</b> .....	<a href="http://www.va.gov/facmgt/standard/plaques.asp">http://www.va.gov/facmgt/standard/plaques.asp</a>
<b>Room Finishes, Door and Hardware Schedule</b> .....	<a href="http://www.va.gov/facmgt/standard/">http://www.va.gov/facmgt/standard/</a>
<b>Quality Alerts</b> .....	<a href="http://www.va.gov/facmgt/standard/q_alerts.asp">http://www.va.gov/facmgt/standard/q_alerts.asp</a>
Architecture	
Asbestos	
Cost Estimating	
Critical Path Method	
Electrical Engineering	
HVAC Engineering	
Plumbing Engineering	
Sanitary Engineering	
Site and Landscape Development	
Specifications	
Structural Engineering	
<b>Seismic Information</b> .....	<a href="http://www.va.gov/facmgt/standard/seismic.asp">http://www.va.gov/facmgt/standard/seismic.asp</a>
<b>Signage</b> .....	<a href="http://www.va.gov/facmgt/standard/signage.asp">http://www.va.gov/facmgt/standard/signage.asp</a>

## RESOURCES

<b>Space Planning Criteria</b> .....	<a href="http://www.va.gov/facmgt/standard/spacework/">http://www.va.gov/facmgt/standard/spacework/</a>
<b>Standard Details</b> .....	<a href="http://www.va.gov/facmgt/standard/details.asp">http://www.va.gov/facmgt/standard/details.asp</a>
<b>Technical Information Library</b> .....	<a href="http://www.va.gov/facmgt/standard/">http://www.va.gov/facmgt/standard/</a>
<b>Technical Summaries</b> .....	<a href="http://www.va.gov/facmgt/standard/tsum_idx.asp">http://www.va.gov/facmgt/standard/tsum_idx.asp</a>
Acquisition and Materiel Management	
Life Safety	
A/E Submission Requirements	
Patient Bed Rooms	
Clinical Services	
Research Facilities	
Imaging and Procedures	
Support Facilities	
Laboratories	
Surgery	
<b>Tuberculosis Facility Guidance</b> .....	<a href="http://www.va.gov/facmgt/standard/tb_idx.asp">http://www.va.gov/facmgt/standard/tb_idx.asp</a>
<b>VA Design and Construction Procedures</b> .....	<a href="http://www.va.gov/facmgt/standard/proc_idx.asp">http://www.va.gov/facmgt/standard/proc_idx.asp</a>
<b>VA Door Schedule</b> .....	<a href="http://www.va.gov/facmgt/standard/spec_8.asp">http://www.va.gov/facmgt/standard/spec_8.asp</a>
<b>VA Homepage</b> .....	<a href="http://www.va.gov/">http://www.va.gov/</a>
<b>VA Office of Construction and Facilities Management Homepage</b> .....	<a href="http://www.va.gov/facmgt/">http://www.va.gov/facmgt/</a>
<b>Wage Rate Information</b> .....	<a href="http://www.va.gov/facmgt/standard/wagerate.asp">http://www.va.gov/facmgt/standard/wagerate.asp</a>

## EXTERNAL RESOURCES

<b>Academy Journal</b> .....	<a href="http://www.aia.org">www.aia.org</a>
<b>American Academy of Architecture for Health</b> .....	<a href="http://www.aia.org/aah/aah">www.aia.org/aah/aah</a>
<b>American Association of Critical Care Nurses</b> .....	<a href="http://aacn.org">aacn.org</a>
<b>American Hospital Association</b> .....	<a href="http://www.aha.org">www.aha.org</a>
<b>Academy of Neuroscience for Architecture</b> .....	<a href="http://www.anfarch.org">http://www.anfarch.org</a>
<b>American Society of Healthcare Engineering</b> .....	<a href="http://www.ashe@aha.org">www.ashe@aha.org</a>
<b>Building Design and Construction</b> .....	<a href="http://www.bdcnetwork.com">www.bdcnetwork.com</a>
<b>BREEAM, ECD Energy and Environment Canada</b> .....	<a href="http://www.breeamcanada.ca">www.breeamcanada.ca</a>
<b>Center for Health Design</b> .....	<a href="http://www.healthdesign.org">www.healthdesign.org</a>
<b>Coalition for Health Environments Research (CHER)</b> .....	<a href="http://www.cheresearch.org">www.cheresearch.org</a>
<b>Environmental Design Research Association (EDRA)</b> .....	<a href="http://www.edra.org">www.edra.org</a>
<b>Facility Care</b> .....	<a href="http://www.facilitycare.com">www.facilitycare.com</a>
<b>Facility Zone Search Engine</b> .....	<a href="http://www.facilityzone.com">www.facilityzone.com</a>

## RESOURCES

Family Centered Care.....	<a href="http://www.familycenteredcare.com">www.familycenteredcare.com</a>
Federal Suppliers Guide .....	<a href="http://www.federalsuppliers.com">www.federalsuppliers.com</a>
GSA.....	<a href="http://www.gsa.gov">www.gsa.gov</a>
GSA E-Library .....	<a href="http://www.gsaelibrary.gsa.gov">www.gsaelibrary.gsa.gov</a>
Green Guide for Health Care .....	<a href="http://www.gghc.org">www.gghc.org</a>
Guide to Nursing Facility Performance Measures.....	<a href="http://www.wbdg.org/design/nursing_home.php">www.wbdg.org/design/nursing_home.php</a>
Health Technology Center .....	<a href="http://www.anfarch.org">http://www.anfarch.org</a>
Healthcare Design Magazine .....	<a href="http://www.healthcaredesignmagazine.com">www.healthcaredesignmagazine.com</a>
HIPAA.....	<a href="http://www.hhs.gov/ocr/hipaa/">http://www.hhs.gov/ocr/hipaa/</a>
InformeDesign.....	<a href="http://www.informedesign.umn.edu">www.informedesign.umn.edu</a>
Interiors and Sources Magazine.....	<a href="http://www.isdesignet.com">www.isdesignet.com</a>
International Interior Design Association .....	<a href="http://www.iida.org">www.iida.org</a>
Institute for Healthcare Improvement (IHI) .....	<a href="http://www.ihl.org">www.ihl.org</a>
Institute of Medicine (IOM).....	<a href="http://www.imu.edu">www.imu.edu</a>
Labyrinth Society.....	<a href="http://www.labyrnithsociety.org">www.labyrnithsociety.org</a>
LEED .....	<a href="http://www.usgbc.org/LEED/">www.usgbc.org/LEED/</a>
Minnesota Sustainable Design Guide, University of Minnesota .....	
.....	<a href="http://www.sustainabledesignguide.umn.edu/">http://www.sustainabledesignguide.umn.edu/</a>
Modern Healthcare .....	<a href="http://www.modernhealthcare.com">www.modernhealthcare.com</a>
National Council for Interior Design Qualification (NCIDQ) .....	<a href="http://www.ncidq.org/">http://www.ncidq.org/</a>
National Center of Complementary and Alternative Medicine .....	<a href="http://www.nccam.nih.gov">www.nccam.nih.gov</a>
NY High Performance Building Guidelines, New York City Department of Design and Construction.....	
.....	<a href="http://www.ci.nyc.ny.us/html/ddc/html/highperf.html">http://www.ci.nyc.ny.us/html/ddc/html/highperf.html</a>
Pebble Project.....	<a href="http://www.healthdesign.org/research/pebble/">http://www.healthdesign.org/research/pebble/</a>
Planetree.....	<a href="http://www.planetree.org">www.planetree.org</a>
United States Access Board.....	<a href="http://www.access-board.gov">www.access-board.gov</a>
U.S. Department of Health and Human Services .....	<a href="http://www.hhs.gov">www.hhs.gov</a>
U.S. Green Building Council (USGBC) .....	<a href="http://www.usgbc.org">www.usgbc.org</a>

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