

**CHAPTER 266: VETERANS HEALTH ADMINISTRATION: HUMAN RESOURCES  
MANAGEMENT**

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## 1 PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 266: Human Resources Management. It applies to all medical facilities at the Department of Veterans Affairs (VA). The activities of Personnel Service relate to recruitment, placement, training, classification and pay administration; supervisor-employee relations, and labor management administration.

## 2 DEFINITIONS

- A. Affiliated: An arrangement whereby a school of medicine agrees to staff a VA facility with faculty physicians, residents and interns / externs. In return, the VA provides the medical school with a venue to train new physicians. In this arrangement, the VA retains responsibility for the care of its patients while the school of medicine retains responsibility for all graduate level education and training.
- B. Concept of Operations: A user-developed guide to the functional operation of the VA healthcare facility. It defines the function of the facility and the scope of medical or optometric services to be provided in the new or remodeled space.
- C. Departmental Net to Gross (DNTG) Conversion Factor: A parameter, determined by the VA for each space planning criteria chapter, used to convert the programmed Net Square Foot (NSF) area to the Department Gross Square Foot (DGSF) area. The **DNTG** Departmental Conversion Factor for **Human Resources Management** is **1.30**.
- D. 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 total time commitment equals that of a full-time employee. One FTE equals a 40 hours per week.
- E. Functional Area: The grouping of rooms and spaces based on their function within a clinical service.
- F. Input Data Statement: A set of questions designed to elicit information about the healthcare project in order to create a Program for Design (PFD) based on the criteria parameters set forth in this document. Input Data Statements could be Mission related, based in the project's Concept of Operations; and Workload or Staffing related, based on projections and data provided by the VHA or the VISN about the estimated model of operation. This information is processed through mathematical and logical operations in SEPS.
- G. Personnel Service Levels: Personnel Service provides staff assistance to all levels of management and service to employees in situations having personnel management implications. See 3. Operating Rationale and Basis of Criteria.
- H. Program for Design (PFD): A space program based on criteria set forth in this document and specific information about Concept of Operations, workload projections and staffing levels authorized.

- I. SEPS (VA-SEPS): Acronym for Space and Equipment Planning System, a digital tool developed by the Department of Defense (DoD) and the Department of Veterans Affairs to generate a Program for Design (PFD) and an Equipment List for a VA healthcare project based on specific information entered in response to Input Data Questions. VA-SEPS incorporates the propositions set forth in all VA Space Planning Criteria chapters. VA-SEPS has been designed to aid healthcare planners in creating a space plan based on a standardized set of criteria parameters.
- J. Workload: Workload is the anticipated number of procedures or suite stops 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. Staffing authorized for all planned services / modalities for a specific VA medical center, Hospital or outpatient clinic is provided by VA Central Office (VACO) / VISN based on workload projections / estimates. The workload projections are generated by methodology based upon the expected veteran population in the respective market / service area. Healthcare planners working on VA medical center, hospital or outpatient clinic projects will utilize and apply the staffing parameters set forth herein for identified services and modalities to determine room requirements for each facility.
- B. Space planning criteria have been developed on the basis of an understanding of the activities involved in the functional areas of the Human Resources Management and its relationship with other services of a medical facility. These criteria are predicated on established and/or anticipated best practice standards, as adapted to provide environments supporting the highest quality health care for Veterans.
- C. Personnel Service Levels will be determined by the number of employees (full and part time), as follows:

**TABLE 1: PERSONNEL SERVICE LEVELS**

LEVEL	TOTAL NUMBER OF FTE POSITIONS AUTHORIZED FOR THE FACILITY
A	50 - 699
B	700 - 1199
C	1200 or greater

### 4 PROGRAM DATA REQUIRED (Input Data Questions)

- A. Mission Input Data Statements
  - 1 Is an HRM Assistant Chief FTE position authorized? (M)
- B. Workload Input Data Statements
  - 1 How many inpatient beds in total are projected for this facility? (W)
  - 2 How many HRM workstations are projected? (W)

C. Staffing Input Data Statements

- 1 How many FTE positions in total are authorized for this facility? (S)
- 2 How many HRM Clerk FTE positions are authorized? (S)
- 3 How many HRM Clerical FTE positions are authorized? (S)
- 4 How many HRM Technical FTE positions are authorized? (S)
- 5 How many HRM Personnel Assistant FTE positions are authorized? (S)
- 6 How many HRM Personnel Management Specialist FTE positions WITH program responsibility are authorized? (S)
- 7 How many HRM Personnel Management Specialist FTE positions WITHOUT program responsibility are authorized? (S)

D. Miscellaneous Input Data Statements

- 1 How many HRM FTEs will work on peak shift? (Misc)

**5 SPACE CRITERIA**

A. Reception Areas

1. **Waiting (WRC01)..... 75 NSF (7.0 NSM)**  
*Minimum NSF; provide an additional 15 NSF if Personnel Service Level B is authorized; or, provide an additional 30 NSF if Personnel Service Level C is authorized.*

This area will be for visitors who have appointments relating to their current or pending employment, and should be adjacent to the open office space. Wall storage space is provided for employment materials and related forms.

2. **Toilet, Public (TLTU1)..... 50 NSF (4.7 NSM)**  
*Provide one for male and one for female.*

B. Staff and Administrative Areas

1. **Office, Chief (OFM01) ..... 150 NSF (14.0NSM)**  
*Provide one per Human Resources Management.*
2. **Office, Assistant Chief (OFA01 / OFA02)..... 120 NSF (11.2 NSM)**  
*Provide one if in Concept of Operations; provide OFA01 if standard furniture is authorized; or, OFA02 if systems furniture is authorized.*
3. **Office, Secretary (SEC01)..... 100 NSF (9.2 NSM)**  
*Provide one per Human Resources Management.*
4. **Office, Personnel Management Specialist with Program Responsibility (OFA01 / OFA02)..... 100 NSF (9.2 NSM)**  
*Provide one per Personnel Management Specialist with Program responsibility FTE position authorized; provide OFA01 if standard furniture is authorized; or, OFA02 if systems furniture is authorized; maximum of four.*
5. **Cubicle, Personnel Management Specialist (OFA03)..... 80 NSF (7.4 NSM)**  
*Provide one per Personnel Management Specialist without Program responsibility FTE position authorized.*

6. **Cubicle, Personnel Assistant (OFA03)** .....**64 NSF (6.0 NSM)**  
*Provide one per Personnel Assistant FTE position authorized.*

7. **Cubicle, Clerical (OFA03)** .....**64 NSF (6.0 NSM)**  
*Provide one per Clerical / Technical FTE position authorized.*

Personnel Assistant and Clerical employees will provide clerical, technical and administrative support to the Personnel Management Specialists; their cubicles should be in proximity to the private offices for Personnel Management Specialists.

8. **Conference Room / Placement and Examination Room (CRA02)**.....**120 NSF (11.2 NSM)**  
*Minimum NSF; provide an additional 80 NSF if Personnel Service Level B; provide an additional 180 NSF if Personnel Service Level C.*

This room will serve a dual purpose for Personnel Conference and for potential employee examinations. It will also supplement the waiting space and the space available for meetings and consultations requiring privacy. This room should be in proximity to the private offices for Personnel Management Specialists.

9. **Toilet, Staff (TLTU1)** .....**50 NSF (4.7 NSM)**  
*Minimum one; provide an additional staff toilet for each increment of five projected FTEs on peak shift greater than thirteen.*

C. Support Areas

1. **Records File, Active Personnel (MRS02)**.....**64 NSF (6.0 NSM)**  
*Provide one for up to 1800 FTE positions authorized for the facility.*

Located in an accessible area adjacent to the Personnel Management Offices and open office spaces. One "Powerfile" per 1,800 active personnel records. Maximum number of "Powerfiles" is 3. Standard file systems may be substituted as an alternative, if approved by VHA.

2. **Cubicle, Workstation (OFA03)**.....**64 NSF (6.0 NSM)**  
*Provide one for up to 1200 FTE positions authorized for the facility; provide an additional 64 NSF if Personnel Service Level C.*

Located in an accessible area adjacent to the Personnel Management Offices and open office spaces. Scanning personnel records Unit. Maximum number of workstations is two.

3. **Workroom (WRCH1)**.....**150 NSF (14 NSM)**  
*Provide one per Human Resources Management.*

4. **Storage (SRS01)**.....**40 NSF (3.8 NSM)**  
*Provide one per Human Resources Management.*

## 6 PLANNING AND DESIGN CONSIDERATIONS

- A. Departmental Net-to-Gross factor (**DNTG**) for **Human Resources Management** is **1.30**. This number when multiplied by the programmed Net Square Foot (NSF) area determines the Departmental Gross Square Feet (DGSF).
- B. Due to the constant interaction among Personnel Service in all sections, all office space should be contiguous and the whole Department be located on the same floor.
- C. The following office / cubicle spaces should be designed as a suite:
  - 1. Chief of Personnel
  - 2. Secretary
  - 3. Clerks
  - 4. Assistant Chief of Personnel (if in Concept of Operations)
- D. Provide a separate entry to the suite for the Chief and Assistant Chief of Personnel in addition to entry to the clerical-specialist area.

## 7 FUNCTIONAL RELATIONSHIPS

Relationship of Human Resources Management to services listed below:

**TABLE 2: FUNCTIONAL RELATIONSHIP MATRIX**

SERVICES	RELATIONSHIP	REASON
Food Service – Administration Office	3	G,I
Fiscal Service	3	G,I
Medical Center Director Suite	3	G,I
Main Lobby & information	3	G,I
Nursing Service - Administration	3	G,I

Legend:

Relationship

1. Adjacent
2. Close / Same Floor
3. Close / Different Floor Acceptable
4. Limited Traffic
- X. Separation Desirable

Reason:

- A. Common use of resources
- B. Accessibility of supplies
- C. Urgency of contact
- D. Noise or vibration
- E. Presence of odors or fumes
- F. Contamination hazard
- G. Sequence of work
- H. Patient's convenience
- I. Frequent contact
- J. Need for security
- K. Others (specify)
- L. Closeness inappropriate

### 8 FUNCTIONAL DIAGRAM

