



**Office Environment Assessment
Kaiser Permanente**

Site Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Reviewer: _____ Date: _____

Reviewer's assessment is based on practical observation in applying criteria for the type, size, and location of the practice.

Standards and Criteria	Points	Comments
Physical Accessibility		
Is there ease of entry into the building and ease of accessibility to the space within the building? (2 points)		
Are there accommodations for challenged individuals to physically disabled parking, ramps, automatic doors, elevators, restrooms? (2 points)		
Are restrooms equipped with adequate wheelchair space and grab bars? (2 points)		
Are there enough parking spaces for the practice size, including adequate disabled parking? (2 points)		
Is there visible signage and posted office hours? (2 points)		
Physical Appearance		
Does the office, treatment rooms, and reception area appear clean and uncluttered to visual inspection? (2 points)		
Is the lighting adequate for the space? (2 points)		
Is furniture placed in an organized configuration? (2 points)		
Is there a fire safety and evacuation plan in place? (2 points)		
Are there an adequate number of fire extinguishers and are they easy to locate? (2 points)		
Are needles and drugs (including samples) inaccessible to patients? (2 points)		
Adequacy of Waiting and Examining Room Space		

Does the office an adequately sized waiting space for the type of practice? (2 points)		
Is there enough seating for patients in the waiting room?*(2 points)		
Are there enough exam rooms for the type and size of practice? (2 points)		
Are the exam rooms designed to ensure patient privacy? (2 points)		
Adequacy of Medical/Treatment Records Keeping		
Is the medical/treatment record system secure and confidential so that records are not accessible to unauthorized personnel? (2 points)		
Are the records legible? (2 points)		
Are the records easy to locate? (2 points)		
Is there a standard documentation process for records (paper or electronic) that includes key information such as history, treatment plan, diagnoses, allergies, medications, lab test results, etc.? (2 points)		
TOTAL SCORE		
<p>*Calculate using formula: Average number of patients seen in the office per hour divided by Average number of physicians in the office per hour to obtain minimum number of seats needed in waiting room: (i.e. 100 patients per hour/10 doctors per hour=minimum number of 10 seats in waiting room.</p> <p>Scoring the Site Review: Each affirmatively answered question is worth 2 points. OEA threshold >=90% (total of 38 points). Records management threshold>=75% (total of 8 points). Scoring below threshold requires a written corrective action plan (CAP) within 30 days with a follow-up site visit every six months until the deficiencies are corrected.</p>		