

Survey of Sacramento County Health Center February 8, 2019

As the Sacramento County Health Center is expecting a large expansion of its patient base, Elise Bluemel, Health Center Co-Applicant Board Member, had expressed concerns about information available to guide new patients to the facility. On February 8, 2019 Elise, Louise Steenkamp, Health Program Manager, Sacramento County Health Center and I surveyed the Sacramento County Health Center for usability for patients.

Following are some of our observations:

Access

1. Automatic door openers in the lobbies are not marked or poorly marked as such and are hidden in plain sight. Without using the door openers, the double doors at the beginning of the hallways would be challenging for wheelchair users, small children, and adults in a weakened condition to open.
2. Within the hallways, doorways to various clinics, often inset from the halls, have no automatic openers, making it difficult again for wheelchair users.

Signage

1. There is a limited number of directional or informational signs in languages other than English.
2. The signs outside various clinics marking their locations are flat against the wall, making it hard to look down a hall and spot the clinic you are seeking.
3. We did not spot a clinic plan or map showing the locations of various clinics.
4. On entering a clinic it is often impossible to know if you are in the right place. There are often no signs telling you where you are or what's available.
5. Usually there are windows where you can get ask, and the staff were helpful. However, if there is a line, you will spend time finding out if this is the clinic you need and then obtaining paperwork that will require time to complete.
6. We did not observe accommodations made for obtaining and completing paperwork, prior to standing in line. There seemed to be no small tables, desks, or counters, or instructions.
7. We saw no signs listing the information patients should be prepared to provide to the staff.

Jan Winbigler
County of Sacramento DHS
Chair, Health Center Co-Applicant Board

Survey of Sacramento County Health Center Issue Solutions/Suggestions

- Color coded LED directory of doctors near entrance
- Color-coded flags outside offices along hallway that coordinate with LED directory signage
- Quest Diagnostic signage to echo with same logo and color as a flag, to make it easier to see and more recognizable
- In the lobby, get a tall registration table that runs the length of the waiting line. This would be like the ones that you see in banks with attached pens and forms available to allow completion while waiting in line. This will speed wait time by having the forms completed ahead of time instead of completing them at the window.
- All downstairs doors need to be ADA accessible and up to code. Upstairs most accessibility issues have been addressed already, however, our busiest lobbies downstairs have not been updated.
- Our two vertical ADA Access buttons at either entrance of the building are very difficult to find. I didn't know we had them until on our walk when thru they were pointed out to me. Without better markings, or a help desk, patients might literally miss the mark. I think a simple solution would be to paint a rectangle around the vertical buttons with neon yellow paint for better viability.
- Our lobbies could be utilizing our old flat screen televisions to notify our patients of services that we offer, transportation, translation, classes, and prescriptions, and so many other educational opportunities. We are greatly under utilizing our resources.
- The Women's Clinic currently does not 'feel' like a Women's Clinic at all... it's very sterile, with too many things on the walls, and not welcoming to a family. We can do better.
- Our wayfinding signs and instructions should be clearly visible, cohesive, up-to-date, and matching. Signage was problematic 10 years ago, and they haven't improved at all to this day. As we partner with UC Davis we expect so many new members to come through our doors for the first time. We need to direct them to where the need to go easily, efficiently, and in a timely manner. We don't want to cause congestion around signs that are cluttered, difficult to read, complicated, or confusing.
- The signage on the exterior of the building is outdated and incorrect

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