

Public Abstract

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Environmental Analysis of Pathology Laboratory Patient Service Centers: A Pattern Language Approach

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Just as there are consultants and experts for all types of business management situations, there are also consultants and experts for environmental issues. For over 40 years environment and behavior research has been combining social science theory with design to provide an entirely new perspective of our everyday environments. This thesis employs the theories underlying environment and behavior research to address the needs of an expanding pathology laboratory organization.

Because this project is largely descriptive, it is categorized as a non-experimental, qualitative study. The main issue is to establish basic space requirements for new patient service centers (PSCs). The PSC is where patients have simple lab work performed for routine medical procedures. Because the organization seeks to service a variety of locations, it is inclined to lease space wherever possible to provide the best access to those who would use the space. The goal of this thesis is to establish a taxonomy of minimum criteria for new PSCs.

To achieve this goal, a series of visits was made to a selected group of PSCs to perform an environmental assessment. Additionally, non-directed interviews were conducted with staff members to determine the existing and desired conditions within each facility. After all the information was gathered, it was compiled to determine common issues that affect the PSCs. These data were then used to develop a criteria template that will direct the future acquisition of space for new PSCs. The methods employed in this project can be used to assess the expansion possibilities of any business.