



NIAGARA HEALTH SYSTEM  
SYSTÈME DE SANTÉ DE NIAGARA  
TOGETHER IN EXCELLENCE - LEADERS IN HEALTHCARE

# Designing for the Future



Background on the design and development of our new  
Health-care Complex and Walker Family Cancer Centre



## *Mock-Up Overview*

From artist's concept...



## Welcome to the New Health Complex Mock-Up Site!

- We are thrilled to give you an idea of the look and feel of our new hospital
- This brief outline will provide you with background knowledge on the hospital's design and detailed reviews that have been undertaken by our architects, staff and physicians
- The concepts you will experience are currently under construction in various stages of completion at First Street and Fourth Avenue

to mock-up design...



to construction!



# Defining the Patient Experience



- While complying with required codes and approval processes, the most important goals in designing our new health complex were:
  - Creating the optimal patient experience;
  - Involving staff and the public to define our guiding principles
- Engagement process originated in 2007 with a public visioning session
  - Resulted in eight guiding principles for the design process

# Project principles:

- Satisfy essential elements requested through public input
- Align with the Ministry of Health and Long-Term Care OASIS guidelines which acted as the overarching checklist

# Outcome

**O**perational Efficiency

**A**ccessibility

**S**afety & Security

**I**nfection Control & Prevention

**S**ustainability

1	Welcoming and inviting environment
2	Reflecting concepts of wellness throughout
3	Encompassing universal design concepts
4	Separating inpatient and outpatient zones
5	Supporting a seamless care experience for the patient
6	Creating patient areas that protect confidentiality and promote patient independence
7	Creating a positive work environment
8	Creating areas for learning and research
9	Promoting infection control and outbreak management practices
10	Incorporating technology infrastructure that will enable the Facility to take advantage of technology innovations



# Improved patient, family and staff experience

- 80% private rooms
- Focus on infection control and prevention
- Accessible public spaces, patient washrooms
- Bariatric rooms
- Single triage links emergency department and urgent care centre
- Courtyards, natural light and views
- Walking paths and labyrinth gardens
- Healthy eating options
- Bedside entertainment/communication units
- Places of respite throughout the building
- Natural light and views
- Spiritual centre designed for diverse cultural healing practices
- Public vs. patient spaces
- Team rooms





# Design development

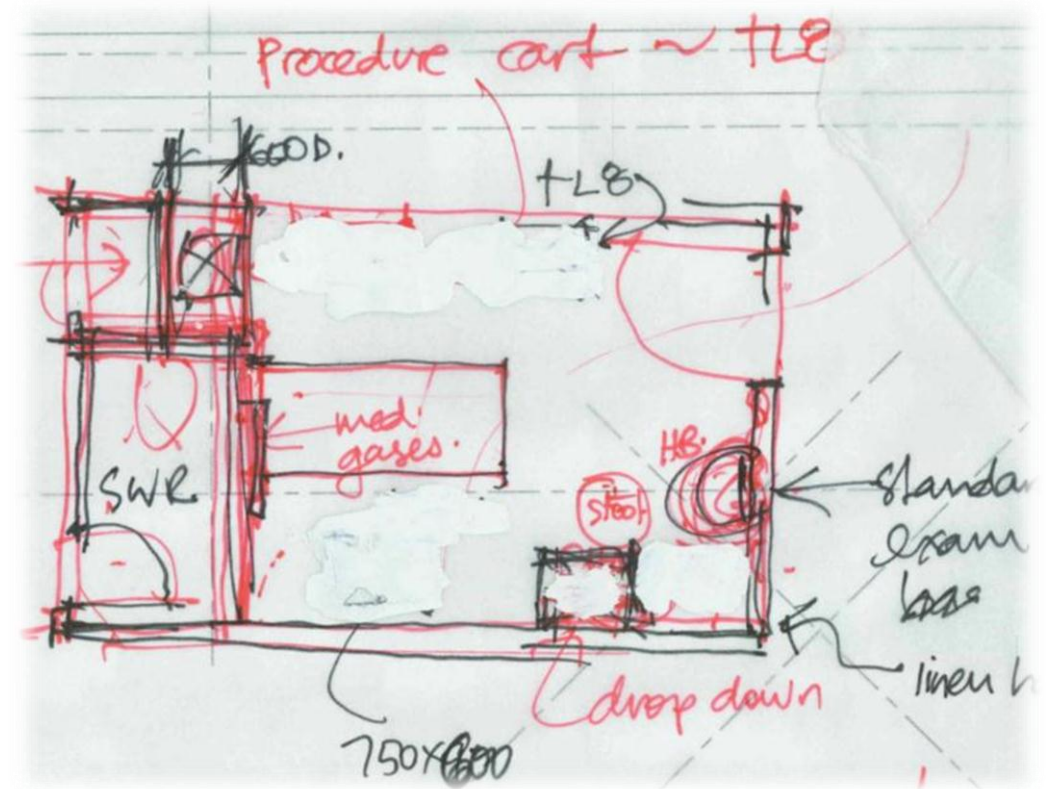
- Two years of design development meetings brought together an unprecedented team of professionals including:
  - World-class health-care designers
  - Hospital staff, physicians and volunteers
- 297 meetings were held in total over Summer/Fall 2009
- Representatives from all 38 departments and specialty areas like Infection Control contributed to the overall development of each space in the facility





# How the Mock-Ups were selected

- Identified key recurring spaces to maximize efficiency of the design
- Began the process to construct mock-ups to provide an experience of the look, feel and function of our new hospital
- Focus on clinical space



**Each mock-up space is a full-size structural model made with the exact construction techniques and materials being used on the project**



**Intensive Care Unit**



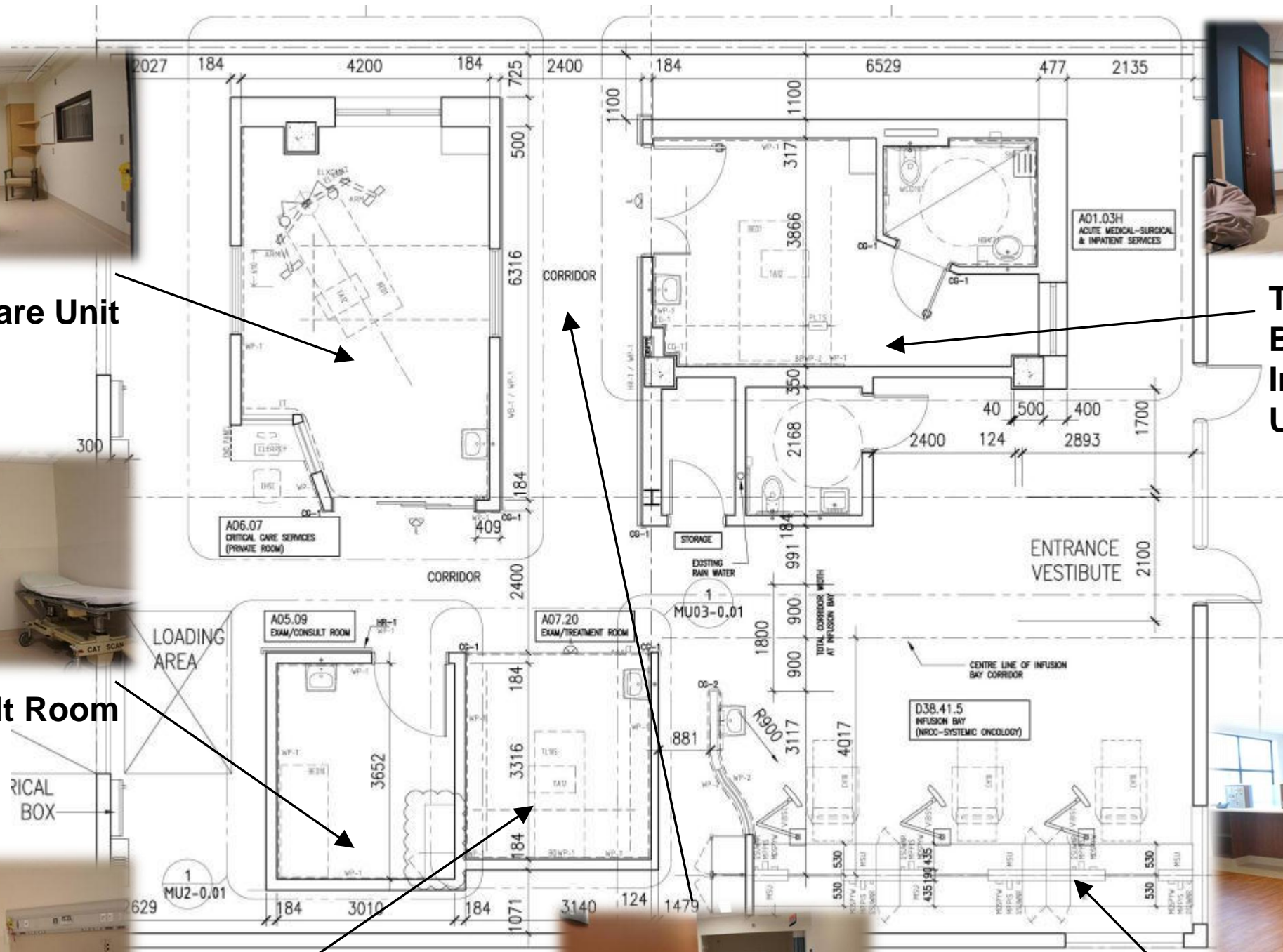
**Typical One  
Bedroom  
Inpatient  
Unit**



**Exam/Consult Room**



**Treatment Room**



**Corridor**



**Chemotherapy  
Infusion  
Bays**



# Quality assurance and control



Ceiling after IC cleaning



QAQC inspection

- Throughout construction progress:
  - Repeated, regular inspections to ensure achievement of the optimal patient experience
  - Participate in monthly QAQC (quality assurance and quality control) and Infection Control (IC) construction site tour with detailed checklist review
- The mock-ups have provided the ability to identify and correct deficiencies that may not have been noticeable from architectural plans, preventing them from being duplicated throughout the building

# Support Reviews

- PSOS (Project Specific Output Specifications) requirements
- Access / Control & Card Readers
- Porter review
- Rehab and staff safety
- Handwash sinks and eyewash stations



Mounting heights  
for toilets, sinks and  
grab bars



Interior finishes



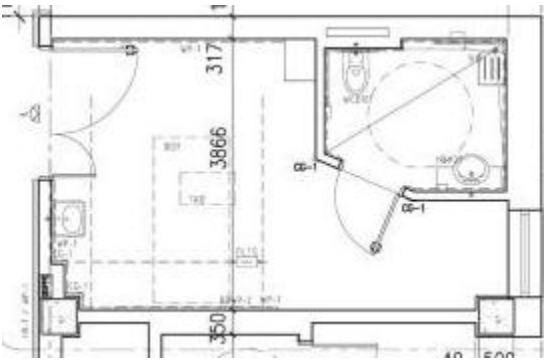
Accessibility



Review/Emphasis on  
Infection Control



# Private Patient Room Development Review



Final Plan



Charting solution and  
location  
Patient nursing side



Relocation of bedhead and  
bedhead details



Door size and configuration



Lighting and wall protection



Optimization of washroom and  
bedroom dimensions



Millwork

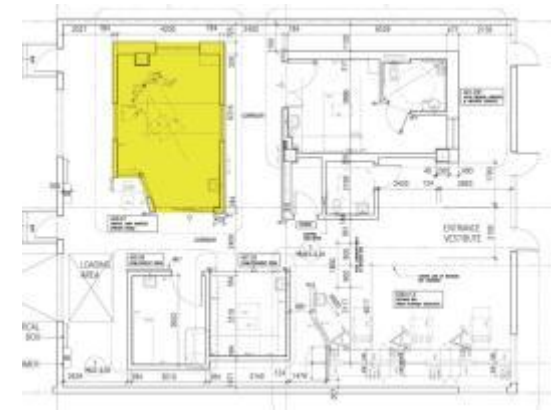


Family and treatment zones

# Intensive Care Unit Development Review



Improved sight lines



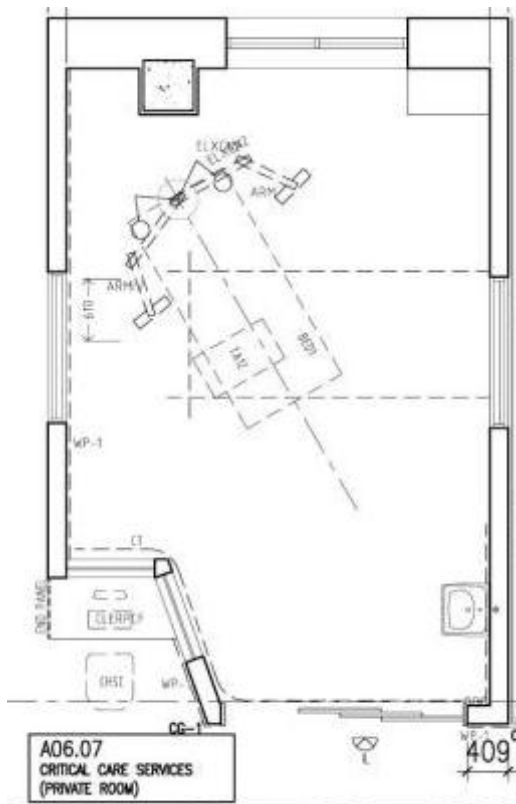
Charting Solution/Location



Patient safety



Functionality of Break-away Doors

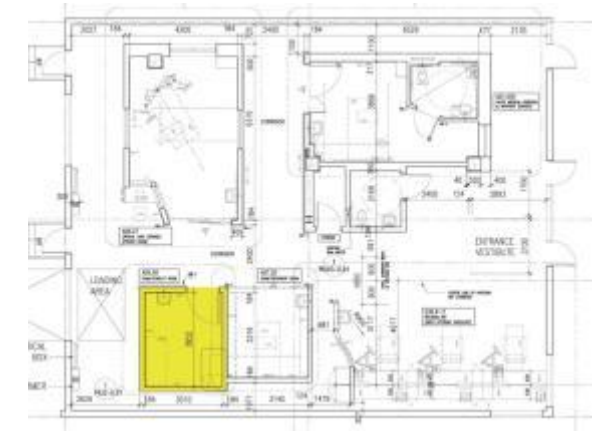


Final Plan



# Exam Consult Room Development Review

Supplies storage



Handwash Sink Review



Wall Protection Extent/ Headwall Type

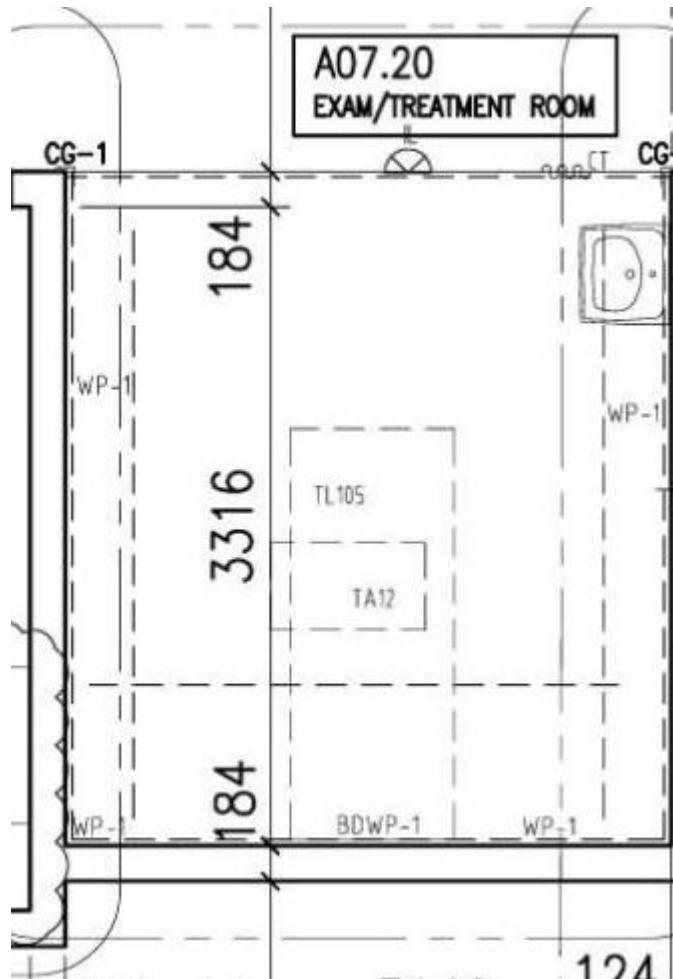


Millwork



Final Plan

# Treatment Room Development Review



Storage of personal protective equipment (PPE)

BedHead Review

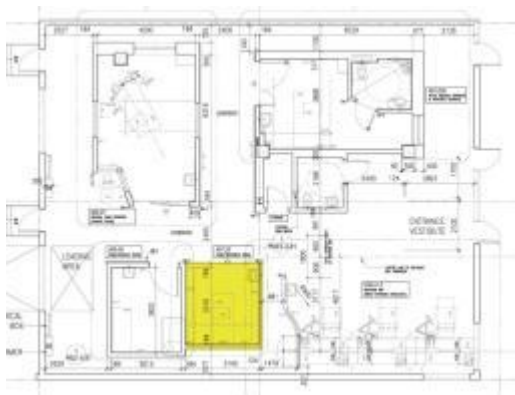


Medical Gases Review



Future Flexibility Review

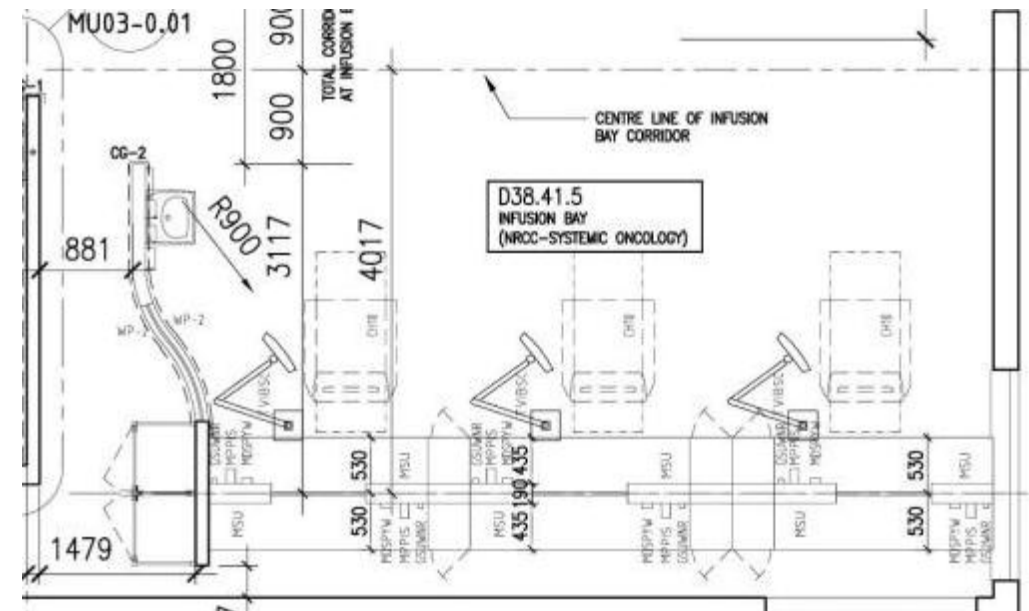
Final Plan





# Chemotherapy Infusion Bay Development Review

Final Plan



Ceiling Interface Review  
Patient Entertainment Review

Millwork Review

Infection Control Review





# Thank you for joining us today

We hope your visit has helped you envision our new health complex which will provide exemplary care for our family and loved ones for generations to come



CONSTRUCTION LEADERS

NHS Healthcare Complex and Walker Family Cancer Centre  
Aerial view looking Northwest - January 27 2012

Opening to provide patient care in Spring, 2013



**For more information,  
or to book a visit/presentation at  
the mock-up, please contact:**

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