

Project Newsletter

SOUTH NIAGARA HOSPITAL

January 2024
Issue 2

In This Issue

Project Goals

Design Development

Construction Update

Photo: Steel piles are driven into the bedrock to provide structural support for the 12-storey hospital building.



Project Goals Shaping Design

Developing a new hospital is a major undertaking that requires a significant amount of research, brainstorming, planning, and most importantly, teamwork. Over the last few years, hundreds of people, including staff, physicians, community members and partners, have come together to provide input to help shape the scope of the new hospital. In addition, thousands of Niagara residents provided feedback online about what they wanted to see in the hospital. Teams also looked at past experiences and other healthcare facilities to determine what works well, and where there are areas for growth and improvement. This collective input was used to determine the vision for the new hospital, and the creation of six project goals that act as the guiding pillars for the hospital scope and design.



Patient, Family and Staff Experience

The first goal is *Patient, Family and Staff Experience*. It focuses on a design that supports and responds to the key elements of an individual's satisfaction, health and wellness in a person's experience or journey through the facility. This important aspect of the future hospital strives to ensure that each person who experiences the facility will have their needs met by the building.



Connectedness

Second, *Connectedness*; a design that strengthens social connection and processes within and across staff, physicians, patients and community partners. A design whereby patients, families and caregivers have access to community-based services and supports seamless transitions within the community. Creating a connected environment will allow for patients to have better, more streamlined healthcare experiences.



Operational Excellence

Operational Excellence focuses on a design that supports patients, families, caregivers, staff and physicians in receiving and providing safe and quality care in the facility and beyond into the community. Where all individuals are equipped with the appropriate tools and access to information required for the right care at the right place and time. With this goal in mind, the new facility will focus on ensuring patients have access to care that meets best practices and techniques.



Accessibility and Inclusiveness

Accessibility and Inclusiveness; a design that supports all elements of accessibility and inclusiveness with a particular focus on Niagara's older adults. From the beginning of the project, it has been imperative to ensure that the design of the hospital caters to the needs of seniors, a large population of our surrounding communities. By designing a more compact building than what we've seen in the past, focusing on wayfinding for older adults and asking our community what will benefit them, our goal will progress beyond the completion of this facility.



Environmental Leadership

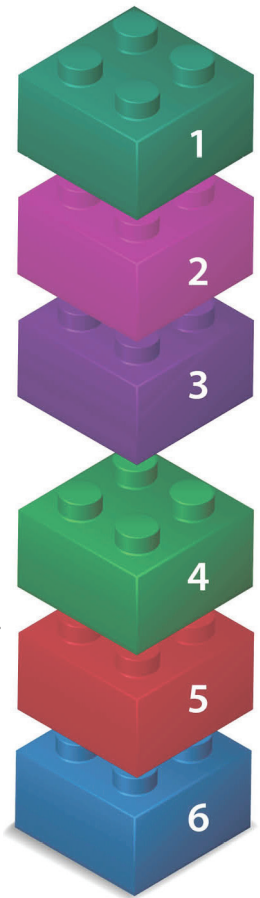
Environmental Leadership is a goal with a design that supports the health of natural ecosystems at all levels - global, local and individual - and contributes towards reducing our carbon footprint, energy consumption and waste. From construction and landscape plans that focus on sustainability, to a hospital design that limits our emissions, we're ensuring that our organization does its due diligence to protect our natural environment.



Adaptable, Flexible and Responsive

Finally, *Adaptable, Flexible and Responsive*. This goal emphasizes a design that meets the current needs and anticipates future needs in order to flourish the health of all individuals and environments in Niagara. COVID-19 has given us valuable insight into the effects a global pandemic can have on healthcare systems, which is why we're building the South Niagara Hospital with a new mindset. Situations like these prove that healthcare has to be able to adapt when needed, change if necessary to care for all patients and respond to situations that are hopefully only worst case scenarios.

Niagara Health is paving the way for advancements in healthcare through the South Niagara Hospital. These project goals will guide us in creating a healthcare facility that meets the unique needs of Niagara residents, both today and in the future. ■



Watch Live!

The South Niagara Hospital construction camera is now broadcasting live. See an updated image from the construction site every five minutes, or watch the time-lapse video. ■

[CLICK TO WATCH](#)



A Building for the People



How the South Niagara Hospital will improve the patient, family, staff and physician experience

When the South Niagara Hospital Project Team began planning for Niagara Health's newest facility, it was clear that improving the user experience was one of the project priorities. From the moment you pull into the entrance, the experience needs to be as simple and stress-free as possible for everyone who uses the facility. Below are some of the ways the South Niagara Hospital will improve the patient, family, staff and physician experience.

- The building will have designated entrances and parking lots that align to help reduce travel distances and improve wayfinding. For example, patients visiting the hospital for an MRI can park near the medical imaging entrance instead of having to navigate within the building.
- The site and building have been designed to be warm and welcoming, offering a calming experience for users.
- Travelling within the site will be intuitive, with clear direct paths, convenient drop off and pick-up areas, and sheltered entrances.
- The vertical design supports walkability, meaning there will be less distance between programs and services. Rest stops will be spaced every 30 metres, both inside and outside of the building.
- There will be only single patient bedrooms for improved privacy, with space for family or caregivers. This will also improve infection prevention and control measures.
- Designated care spaces will promote privacy and dignity for patients, as well as spaces that support family involvement in the delivery of care, such as family rooms, quiet rooms and breastfeeding rooms.
- Wayfinding strategies will use colour, themes and patterns in addition to signage, making it easier to navigate throughout the facility.
- The building will include the latest technology, for example 100 per cent wireless capabilities as well as digital registration and displays.
- The South Niagara Hospital is working towards being the first WELL-certified hospital in Canada. This certification is given to buildings that prioritize the health and well-being of users. Features such as an emphasis on natural daylight, access to gardens and outdoor spaces, and improved walkability help to make the building more enjoyable for users.
- Robust wellness and workplace strategies will improve the staff and physician experience, helping to recruit and retain healthcare professionals.

Look for future issues of the South Niagara Hospital Project Newsletter, where we'll share more about our project goals and the way they are guiding us to build a state-of-the-art hospital. ■

Senior Wellness

Our Donors

Information

Incorporating the Patient Voice

Patient, Indigenous and community partners are influencing the design of the South Niagara Hospital

Patients are at the centre of everything we do at Niagara Health, and this is especially true when it comes to planning for the new South Niagara Hospital. We want a building that will be friendly, welcoming and meet the needs of all hospital users. From the beginning, patient, Indigenous and community partners have been helping us to design a building that will do just that. These groups took part in planning and design workshops hosted by Niagara Health and consultants from 2019 to 2022, helping to shape the vision of the future South Niagara Hospital. Senior friendly features, patient and family experience, accessibility, safety, wayfinding, and environmental leadership are only some of the areas where partners helped to provide meaningful input into the overall design.

Today, we are continuing our work with patient and Indigenous partners to collect feedback and ensure the hospital is designed with patient, family and community voices. New and returning partners were recruited to form the Patient and Indigenous Partner Committee (PIPC) for the new hospital. Input collected from the committee helps influence decisions for the new hospital, largely in areas around accessibility, patient journey, art, interior design, wayfinding and signage. Members of the committee will also take part in events, such as room mock-ups, furniture road shows and other community events.

“I just want to make a difference,” said Lynne Legallais, a member of the PIPC. Lynne has been a volunteer with Niagara Health for six years, and prior to that was a volunteer for 12 years at a hospital in North Carolina where she spent her winters. Lynne was interested in joining the committee as an opportunity to help improve the patient experience. As a volunteer, she is familiar with the patient journey, and some of the challenges that patients and family members may face as they are navigating through the hospitals.



Lynne Legallais, Patient and Indigenous Partner Committee member, and Niagara Health volunteer.

“I know great time has been spent planning a building that is going to be outstanding, but I wanted an opportunity to represent the people who will be using that space and their experiences. Without the people, it’s just a building,” Lynne said.

We are grateful to our patient, Indigenous and community partners who are lending their time and voices to this extraordinary project. Together, we are designing a new kind of healthcare that puts the focus on the health and well-being of all hospital users. ■



Members of our Patient and Indigenous Partner Committee meet regularly with Niagara Health and EllisDon Infrastructure Healthcare to learn about design features of the new hospital and provide important input from the patient perspective.

It's all in the Details

The design process for a new hospital is a lengthy endeavor. In the case of the South Niagara Hospital Project, design consultations and planning began years ago. Input that was collected in the early stages was used to put together a 15,000-page Project Specific Output Specifications (PSOS) which was used by EllisDon Infrastructure Healthcare (EDIH) to guide its final design submission for the South Niagara Hospital. After EDIH was awarded the contract to design, build, finance and maintain the hospital in February 2023, the PSOS became a contractually-binding document against which all design requirements are evaluated.

We are designing a truly exceptional hospital that will meet our needs not only when the hospital opens, but well into the future. ”

At this point in the design development process, Niagara Health is working closely with EDIH to fine tune all of the hospital details. Decisions such as where sinks should be placed in the 469 hospital bedrooms, to where the lighting is located in the eight operating suites, are all being decided in this phase. Some decisions are governed by design codes and best practices, while others can be made based on staff experiences and what they feel is best for our unique situations.

Some of these decisions may seem like minor details, but they have long-term impacts on how the rooms function.

This is why nearly 300 Niagara Health staff and physicians, along with consultants and industry experts, have a role to play in this stage of the design development process. We also call upon members from partnering organizations, and patient and Indigenous partners, to provide input from their unique perspectives.

In total, there are eight rounds of user group meetings that span 18 months. Led by EDIH, each round includes meetings with 35 different clinical groups, and up to an additional 14 technical and ad hoc groups that meet as needed. Every aspect of the hospital is reviewed, from the clinical program spaces to wayfinding, signage and accessibility features. The patient and staff experience within the building is also a priority, to ensure we are designing spaces that improve the health and well-being of all hospital users.

“The user group meetings are an incredibly important part of the design development process because they bring together our Niagara Health staff with EDIH to dive deep into the details of every room that will be in the new hospital,” said Ben Embir, Director, Planning and Design for the South Niagara Hospital Project.

In addition to these user group



Ben Embir, Director, Planning and Design for the South Niagara Hospital Project.

meetings, there are also three rounds of room mock-up reviews, including paper, low-fidelity and high-fidelity versions. Eight rooms are built to scale, complete with furniture, fixtures and equipment to help our users visualize what the new hospital spaces will actually look like, and how these rooms will function in real scenarios.

“Our users are looking at blue prints and drawings to answer important questions about room layouts and functions. They’re touring mock-up spaces and bringing their professional working experiences to the table to make sure that we are designing a truly exceptional hospital that will meet our needs not only when the hospital opens, but well into the future.”

Thousands of hours are spent analyzing every detail of the hospital layout and spaces so that in the end we are building a state-of-the-art hospital that will meet the unique needs of patients, physicians and staff here in Niagara. ■

CONSTRUCTION ZONE



In October, contractors began driving steel piles into the bedrock to provide the structural support needed for the building foundation. This work is expected to be complete by the end of February.



Project Timeline

July 2023
Construction begins

Jan. 2024
First concrete pour

Oct. 2025
Halfway point
50% completion

April 2026
Structure complete

June 2026
Exterior finish complete

March 2028
Substantial completion

Summer 2028
Grand Opening

SOUTH NIAGARA HOSPITAL

Coming Summer 2028



We are transforming the way healthcare is delivered in Niagara, and the South Niagara Hospital is going to play a significant role in these positive changes.

Located in Niagara Falls at the corner of **Montrose and Biggar roads**, the **1.3-million-square-foot facility** will offer a full scope of hospital services, including emergency, critical care, diagnostic, therapeutic and surgical services, as well as **Centres of Excellence in complex care, wellness in aging and stroke**.

We are working towards building the **first WELL-certified hospital in Canada**, with features that focus on the health and well-being of staff, volunteers, patients, families, caregivers and all hospital users.

The hospital will also feature an **Indigenous healing space and garden** that was designed with Indigenous partners to create culturally safe and welcoming areas for Indigenous Peoples.

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CONNECT WITH US

- For questions about the project: southniagaraproject@niagarahealth.on.ca
- For business opportunities and community involvement: snh@ellisdon.com
- Visit our website: www.niagarahealth.on.ca/site/south-niagara-hospital-project

Approximately
1.3 Million square feet.

Featuring Centres of
Excellence in **complex**
care, **wellness in aging**
and **stroke**.



74% increase
in MRI diagnostic capacity



Accommodate 7,400
more senior wellness visits



469 single patient bedrooms
156 more beds for the region



Accommodate 20,000
more emergency visits



45 hemodialysis stations
12 additional for the region



Reduce
wait times