

Project Fact Sheet

St. Michael's Hospital Post Occupancy Evaluation Framework

STATUS: Completed

PROJECT TYPE: Construction of a new 17 story patient tower and an expansion of the emergency department.

LOCATION: Toronto, Ontario

ARCHITECTS: Diamond Schmitt Architects | DIALOG Ontario, Planning, Design and Compliance Architects
NOOR Limited, Design, Build, Finance and Maintain Architects

ABOUT THE HOSPITAL: Since its inception in 1892, St. Michael's Hospital has been located in the heart of Toronto, Canada's largest city. As the city grew so too did the hospital. The hospital's maturation and evolution was facilitated through a series of redevelopment projects that solved many immediate and foreseeable problems but, as time passed a new set of challenges materialized. Some of which were a direct result of how the hospital had expanded over the years. The collection of new buildings and their integration into an ever more sophisticated hospital produced some capacity, logistics and people flow challenges.

The current redevelopment project includes the construction of a new 17 story patient tower and an expansion of the emergency department. The inspiration behind the new hospital design was to transform patient care and become the premier critical care hospital in Canada.



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RESEARCH ACTIVITIES: An evaluation framework for both pre and post occupancy was created to assess the impact of healthcare facility design on relevant outcomes for the St. Michael's Hospital redevelopment. Engagement activities focused on understanding the context of care, mapping the design intentions for the new hospital, identifying priority spaces for observation and developing the evaluation framework.

RESEARCH DESIGN (PROPOSED): Pretest posttest quasi experiment to compare patient, staff, visitor, community and organizational outcomes across the existing and to be constructed facilities

EVALUATION OBJECTIVES: To assess whether user impressions of the new and redeveloped St. Michael's Hospital facilities are in alignment with the design intentions relative to the existing St. Michael's Hospital facilities. To examine the relative impact of the design of the existing St. Michael's Hospital facilities as well as the new and redeveloped St. Michael's Hospital facilities on patient, visitor, staff and community impressions, behaviour, well-being and health related outcomes. To examine the user experience of the current St. Michael's Hospital facilities relative to the new and redeveloped St. Michael's Hospital facilities.

RESEARCH METHODS (PROPOSED): Naturalistic observation, computer assisted surveys, online surveys, go along interviews, database extraction

KEY SPACES AND PRIORITY AREAS FOR STUDY: Hospital entrances, lobby and circulation corridors, emergency department, inpatient units including acute care and the medical surgery intensive care unit



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