



## Project Fact Sheet

# Niagara Health System St. Catharines Site Post Occupancy Evaluation

**STATUS:** Ongoing

**PROJECT TYPE:** Construction of a brand new acute and critical care hospital that also includes the Walker Family Cancer Centre, mental health and addiction services, paediatric care, complex care, intensive care, emergency and ambulatory services.

**LOCATION:** St. Catharines, Ontario

**ARCHITECTS:** Cannon Design, Planning, Design and Compliance Architects  
B+H Architects | Silver Thomas Hanley Architects, Design, Build, Finance and Maintain Architects

**TIMELINE:** Data Collection August 2017 to November 2017

**ABOUT THE HOSPITAL:** Opened on March 24th, 2013, the 5-storey acute care community hospital replaced two aging facilities - St. Catharines General and the Ontario Street site. Eighty per cent of the hospital's rooms are single patient rooms, which at the time of the official opening represented the highest percentage of single patient rooms for a community hospital in Ontario.

In addition to introducing new regional services such as comprehensive cancer care, cardiac catheterization and longer-term mental health, the hospital offers acute and critical inpatient services, surgical services, women, babies and children's health, emergency and ambulatory services all under one roof.



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**ABOUT THE HOSPITAL CONTINUED:** The core design intentions of the new St. Catharines Site are to create a patient centred design through simplified wayfinding, outdoor pathways, increased privacy and lounges; to capture and use an abundance of natural light with the intention of boosting spirits and enhancing the connection to the community; and to create an animated main street concourse at grade to foster a sense of community and expand public amenity spaces.

**RESEARCH ACTIVITIES:** Development of a framework for a post occupancy evaluation, coordination and execution of data collection, data analysis and reporting.

**RESEARCH DESIGN:** A posttest only design compares patient, staff, visitor, and community outcomes at the new St. Catharines Site Niagara Health System. A pretest posttest research design compares organizational outcomes from hospital administrative databases before and after the redevelopment of the St. Catharines Site Niagara Health System.

**RESEARCH METHODS:** Naturalistic observation, computer assisted surveys, online surveys, go along interview, and database extraction.

**KEY SPACES AND DESIGN FEATURES:** Hospital entrances, Main Street corridor, seating and transition areas, patient rooms, workstations, cafeteria, patient, staff and visitor lounges, outdoor spaces (terraces, gardens and pathways), rehabilitation and physiotherapy gyms, emergency department, the Walker Family Cancer Centre, mental health and addiction department, and women, babies and children department.

**OUTCOME MEASURES:** Impressions of the hospital design, connection to nature, sense of belonging, connection to others, use and impressions of spaces, social interaction, ease and intuitiveness of wayfinding, and well-being related outcomes including optimism and hope, perceptions of improvement, satisfaction, supportive work environment, stress and burnout.



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