

17TH EDITION

Keeping you informed on progress and plans for the New Windsor/Essex Acute Care Hospital Project. Brought to you by the Project Management Office.

Project Vision

Create a state-of-the-art treatment and healing environment for all of those who we care for; a supportive workplace with the latest technologies to allow all of our staff to provide the most efficient and highest quality care, in a new hospital that supports well-being and has the capacity to provide timely, patient and family-centred care for generations to come.

Project Update

Designing Ouellette

The future of the Ouellette Campus has been a primary focus this month. The downtown location, which will include an urgent care centre, pharmacy, laboratory, diagnostic imaging and some outpatient services, is a critical part of future service delivery plans for the region. WRH will work closely with the Ministry of Health on a plan to provide the services in the existing facility after the New Windsor/Essex Acute Care Hospital opens and determine the optimal way of investing in the campus to make use of the good infrastructure that will remain.

User Group Engagement

The PMO team is developing an engagement strategy to ensure timely and efficient use of resources in the next planning stage.

As planning intensifies, so to will the demand on User Group members representing all clinical and non-clinical programs and services in the hospital. Staff and professional staff from each area will be called upon to provide input on more specific planning and design details, including everything from required furniture and equipment to technology, wayfinding and infection prevention and control measures.

The planning team is working with all of the consulting groups to determine who is needed at the table, when, and what type commitment is required. The goal is to streamline the engagement process and ensure resources are in place so planning can progress without overburdening staff or affecting patient care.

Engaging Subject Matter Experts

Following a competitive procurement process, JC Williams Group (JCWG) was selected to develop a retail strategy for the new hospital. The document will take about 6 months to complete and will include a holistic review of retail needs and opportunities, with recommendations for retail in the new facility. (see article on page 2)

The tendering process to select an Operational Readiness consultant to ensure a smooth transition for staff and patients to a new hospital is nearing completion and the successful bidder is expected to begin work later this year.

All open project-related procurement opportunities can be found online throughout the planning process at biddingo.com.

PROJECT MANAGEMENT OFFICE TEAM MEMBERS

New Windsor/Essex Acute Care Hospital Project

Brandon Bailey

Vice President of Redevelopment

Dr. Andrew Petrakos

Director of Clinical Services Planning

Jeff Geml

Director of Support Services Planning

Allison Johnson

Manager of Communications & Community Engagement

Jan Rickard

Executive Assistant

Learn more about the project and subscribe to the project email list for updates at www.WindsorHospitals.ca



Planning is currently underway for the future of the Ouellette Campus. The downtown location, which will include urgent care, pharmacy, laboratory and some outpatient procedures, is a critical part of future service delivery plans for the region.



Visitors at the Oakville Trafalgar Memorial Hospital enjoy a variety of retail options in vibrant public spaces throughout the hospital.

JC Williams Group (JCWG) selected to develop strategy for retail in the new hospital

When it comes to planning a hospital, Lisa Hutcheson says, “We get to do the fun stuff!”

As a Managing Partner at JC Williams, Hutcheson will oversee the development of a retail strategy recommending the types of retail services offered in the New Windsor/Essex Acute Care Hospital, where they should be located within the facility, and how to make them easily accessible to everyone in a facility so large it is often referred to as “mega.”

It’s like planning a small community according to Hutcheson. “If you add up the patients, staff and visitors at any given time, you have the population of a small town. We look at how to best provide amenities to support everyone’s unique needs and enhance the ‘quality of life’ in the hospital community.”

JCWG was selected through a competitive process to develop the retail strategy. As part of the process, the Canadian retail consulting team will examine current retail offerings at both Windsor Regional Hospital campuses, including food, pharmacy, gift shop and vendors. Members will also consider what is available in the area surrounding the new hospital, speak with users, and conduct a market scan to identify

emerging trends and innovative approaches used in other hospitals and across the retail sector.

The retail experts bring a wealth of experience to the project having worked with more than 15 Ontario hospitals and health networks, including Sick Kids and Oakville Trafalgar Memorial, but Hutcheson says every single one of them is unique.

“There is no cookie cutter; it’s not a one size fits all approach. It’s really catering to the needs and wants of the Windsor-Essex community and aligning them with the organization’s values.”

Over the next several months, JCWG will conduct focus groups and surveys, inviting users including staff, volunteers, patients and community members to share what types of retail services they would like to see in the new facility.

“It’s really important for us to think about how retail services can enhance the experience for everyone in the hospital,” says Hutcheson.

For example, a strategically placed retail pharmacy can eliminate the need for patients to make an additional stop for medication after being discharged, seeing a familiar coffee or food brand can reduce stress among anxious hospital visitors, and having easily accessible food options allows those visiting sick patients to step away

from the bedside, without worrying they will be gone too long.

For staff, the right strategy can enhance work-life balance by offering needed services, supporting overall wellness with nutritious food options and increasing downtime.

“Staff have a limited break time; we look at how to create an atmosphere that they feel they are getting a real break and not just spending all of their time searching for food or waiting in line.”

That could mean examining the use of digital channels and apps to allow advanced ordering.

... continued on page 3



JC Williams Group Managing Partner Lisa Hutcheson brings 3 decades of retail experience to the project.

... continued from page 2

The 2022 Together We Build Community Engagement Campaign to solicit community input on the design of the New Windsor/Essex Acute Care Hospital, identified convenient access to healthy and affordable food and beverage options, 24/7 as a top priority.

While it is difficult for service providers to keep kitchens open around the clock with limited demand, Hutcheson says there are “cool vending machines” that can be considered offering everything from hot pizza to fresh-baked cupcakes.

“It’s not just the candy bars and soda vending of the past.”

Maximizing the retail potential is essential, as revenue will contribute to the local share of the cost for furniture, equipment and other items in the new facility.

A final report recommending the amount, type and location of retail space in the new hospital is expected in early 2024 and will help inform the final hospital design.



Visitors at the Oakville Trafalgar Memorial Hospital enjoy a variety of retail options in vibrant public spaces throughout the hospital.



We’re hiring!

The recruitment process for internal leadership to support the project continues. Several key leadership positions are currently posted online, including:

- Director, Service Planning & Operational Readiness
- Director, Project Delivery Management
- Director, Planning and Design Technology (ICAT)
- Director, Equipment & Asset Management
- Manager, Contract Management

Everyone is encouraged to check out the hospital job board for more details and share the postings with qualified individuals who may be interested in this transformative project.

Meet the newest member of the PMO team

There is a new face in the Project Management Office. Executive Assistant Jan Rickard joined the team in September to support the project.

Jan recently relocated from the Niagara Region, where she worked in office administration for the Niagara Region Municipality for 20 years. She brings a wealth of experience to the project having worked in a variety of areas including Public Works, where she supported water and wastewater infrastructure projects, Corporate Services where she supported the Regional Clerk and the Municipal Councillors, and most recently, Public Health where she supported a variety of programs.



Jan Rickard says she is looking forward to this new roll and working on this exciting new project. If you see her around WRH, please make her feel welcome.

Estimated Project Timeline

