



together
WE BUILD
THE FUTURE OF HEALTHCARE

Review & Summary of
Town Hall Meetings & Public Feedback

AUGUST 29, 2022

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1. INTRODUCTION

1.1. Project Summary

In early 2022, the Project Management Team for the New Windsor/Essex Acute Care Hospital initiated a public engagement process, seeking community input on the design of the new hospital. The overarching goal was to collect data needed to ensure the future design of the new hospital reflects the interests of the community.

On March 3, 2022, Windsor Regional Hospital (WRH) launched the Together We Build online engagement platform and virtual town hall series. All interested and affected parties were encouraged to visit www.TogetherWeBuild.wrh.on.ca to:

- Register to attend 11 program-and-services specific Virtual Town Halls
- Participate in surveys asking for feedback on the design of different hospital areas
- Share ideas for the design of those areas
- Ask questions
- Subscribe to the project newsletter

This document provides an overview of the engagement process, the resulting feedback and a breakdown of input by program and service-specific areas.

The suggestions and feedback provided as part of this engagement process will be shared with decision makers, partners and consultants working on the design of clinical and non-clinical service areas of the new hospital going forward.

1.2. Background

WRH leadership is committed to ensuring the planning process for the New Windsor/Essex Acute Care Hospital is fair and transparent, and includes community engagement at every step.

During Stage 1, community members had the opportunity to participate in more than 65 town hall events and eight radio phone-in discussions. The feedback helped shape Stage 1A & 1B proposals outlining the scope and master plan for the project. Community members also had the opportunity to provide feedback on criteria for the new hospital location and apply for a seat on the sub-committee responsible for recommending a site for the new hospital.

In 2021, prior to starting work on Stage 2 planning, WRH surveyed the community asking for individuals to share their top priorities for the design of the new hospital. The Project Management Team used the nearly 1000 submissions to develop a [project vision and set of design principles](#) to guide decision-making throughout the planning and design process.

New Windsor/Essex Acute Care Hospital — 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 wellbeing and has the capacity to provide timely, patient and family-centred care for generations to come.

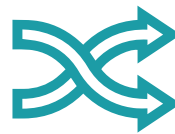
New Windsor/Essex Acute Care Hospital — Design Principles:



High Quality & Safe Care



Operationally Efficient



Flexible & Adaptive



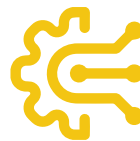
Integrated Education, Learning & Research



Outstanding Patient, Family & Visitor Experience



Healthy, Safe & Inclusive Workplace



Technology Enabled Service Delivery



Sustainable

Stage 2 planning began in January 2022. As part of the process, 38 User Groups, representing all clinical and support programs and services within the hospital, began meeting with Agnew Peckham Healthcare Planning Consultants to develop the Functional Program (FP). The FP is a planning document detailing future services, activity volumes, staffing levels, new technologies and space requirements.

The [Stage 2 Community Engagement Strategy](#) reaffirms the hospital's commitment to incorporating public input into the planning process, and establishes a set of engagement principles and a decision-making model that includes community/public input.

1.3. Engagement Objectives

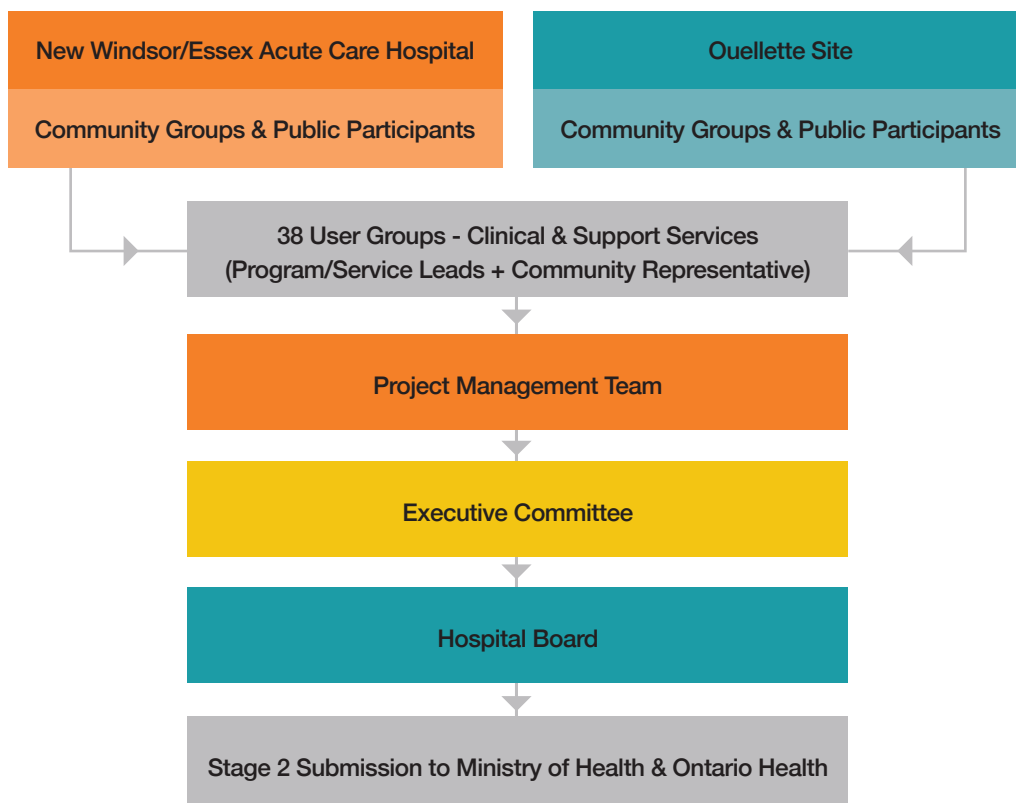
While working toward the overarching goal of ensuring the future design of the new hospital reflects the interests of the community, the Project Management Team outlined four strategic objectives for the Stage 2 public engagement process:

- to share highlights from 11 key areas of functional programming with the community,
- to introduce community members to individuals leading the planning for Functional Programming,
- to provide an opportunity for questions and meaningful input at an early planning stage, and
- to gather meaningful feedback to help inform decisions made by User Groups, hospital leadership and those who will be involved in the project going forward.

1.4. Strategy

The engagement strategy aimed to maximize public input into the hospital design process when in-person meetings were not possible (or strongly discouraged by public health) because of the COVID-19 pandemic. It was consistent with the Stage 2 Community Engagement Plan and supported the flow of community input through the decision-making model for Stage 2 as outlined below.

Decision-Making Model for Stage 2 Community Engagement



2. WHAT WE DID

The Project Management Team — in consultation with Agnew Peckham Healthcare Planning Consultants — selected 11 program areas (projects) to focus on throughout the engagement process. These 11 projects each represent multiple User Groups and areas of the hospital that are of strong public interest where design can directly impact the patient experience:

- Emergency Services
- Outpatient Services
- Paediatric Services
- Birthing Centre & Neonatal Intensive Care Unit (NICU)
- Surgery
- Cancer Care
- Inpatient Services
- Education and Learning Services
- Cardiac Catheterization and Diagnostics
- Diagnostic Imaging
- Public Spaces

The Together We Build campaign offered members of the public opportunities to learn more about the planning process for each of these projects and provide input into the future of these areas at the New Windsor/Essex Acute Care Hospital through a variety of channels:

2.1. Virtual Town Halls

WRH hosted 11 Virtual Town Halls on the Zoom online platform over the course of 17 days in March and April 2022. During the events, participants had the opportunity to learn more about plans for each of the 11 featured program areas, meet members of the User Groups participating in the planning, share feedback and ask questions. Throughout the town halls, individuals were encouraged to visit the project engagement platform to learn more and provide additional input.

2.2. Together We Build Engagement Platform

All 11 areas were showcased as projects on the [Together We Build public engagement platform](#), which launched in March 2022. Each project page included information about the project as well as an opportunity to register for and participate in the town hall series, ask questions and provide detailed and meaningful feedback through a series of surveys and an ideas board. Page visitors were encouraged to register with an email and username. While registration was not a requirement to view the page or participate in the town halls, only registered guests could complete surveys or post ideas. This restriction aimed to prevent spam and bots.

2.2.1. Online Surveys

Each project page included an online survey with open-ended questions designed by User Group members to generate input and ideas for the respective area of planning. Once completed, the survey responses were submitted to the Project Management Team and compiled as part of this report.

2.2.2. Ideas

Each project page also included a space for visitors to share innovative ideas for physical design of specific areas of the new hospital. The platform suggested users post ideas they had come up with themselves based on their own experiences and/or features they'd seen in other hospitals that they would like to see at the New Windsor/Essex Acute Care Hospital. Individuals could also “like” or comment on ideas posted by other registered participants.

2.3. Patient and community representatives on the planning team

Patient representatives and community representatives were invited by User Group Chairs to be part of the planning process as User Group Members. They offered an important and unique perspective to conversations among WRH staff, professional staff and planning consultants.

Building on Windsor Regional Hospital's relationship with Indigenous Communities in the region, all Communities represented by the London District Chiefs Council were invited to appoint a representative to participate in the Indigenous Services User Group. The group – which also includes a representative from the Southwest Aboriginal Health Access Centre and the Can-Am Indian Friendship Centre of Windsor - is responsible for programming the space identified for Indigenous Services at the new hospital and will provide input into additional program-specific areas of planning throughout the process

2.4. Feedback via email, voice mail, social media & direct mail

Throughout the engagement process, WRH received feedback from community members through other channels (ie. phone message, social media). The ideas were added to the engagement tool ideas platforms by “Admin” with a note outlining how they were received.

3. HOW WE PROMOTED PUBLIC ENGAGEMENT OPPORTUNITIES

3.1. Local Media

A media release issued March 3, 2022 introduced the Together We Build engagement platform and Town Hall series and invited participation. This resulted in the following news stories and interviews in addition to social media shares and PSA promotions on radio and online:

- [Town hall series launched on feedback for new hospital design](#)
Windsor Star - March 2, 2022
- [WRH Launches Virtual Town Halls on Plans for New Hospital](#)
AM800 - March 2, 2022
- [Have Your Say on the New Hospital](#)
Windsorite.ca – March 2, 2022

3.2. Social Media

Opportunities to participate in the engagement process were promoted on Facebook, Twitter and Instagram. Promotional videos of User Group Co-Chairs talking about their projects and inviting public participation were posted on the WRH YouTube page, as were video recordings of the town hall events.

The Together We Build Social Media Campaign included:

- **138** posts promoting the Together We Build site and encouraging public participation (39 Facebook, 19 Instagram, 57 Twitter, 23 Youtube)
- **13** Youtube Co-chair video posts
- **11** Youtube town hall video posts
- **11** Facebook event pages where individuals could sign for the town halls.

Over the course of the engagement campaign, the posts reached **116,235** social media user feeds (83,061 Facebook, 27,954 Twitter, 5220 Instagram). Users engaged with those posts (through likes, comments, views and shares) **5,634** times. As of July 1, 2022, YouTube videos received **3,509** views (2,518 co-chair video views, 991 Town Hall views).

3.3. Public Library Partners

Due to COVID-19, all engagement events during this planning stage were virtual. To ensure maximum access to the Together We Build platform and Virtual Town Halls, WRH partnered with the Windsor Public Library and Essex County Library systems, which helped promote the engagement site and participation using public computers at all library locations.

3.4. Project Ambassadors/Community Partners

Emails with promotional content for the Together We Build campaign were sent to the WRH Community Partner email list, the Project Ambassador list for the new Windsor/Essex Acute Care Hospital and all User Group members. Recipients were encouraged to share the content on social media and/or with their own email lists. Over the course of the engagement campaign, several community partners and elected officials shared the promotional content on social media and/or with their mailing lists, including the Windsor Essex Catholic District School Board, WE-Spark Health Institute, the John McGivney Children’s Centre, the County of Essex, the Multicultural Council of Windsor and Essex County, Mayor Drew Dilkens, MPP Lisa Gretzky, Kingsville Mayor Nelson Santos and more.

3.5. CogecoYourTV

Cogeco YourTV began airing the town hall videos on June 23, 2022. The station committed to airing each project video three times — Thursday evenings at 7 pm, Friday at 9 pm, and Saturday at 10 pm.

3.6. Mailchimp email list

The campaign launch was shared with **1381** email list subscribers. During the campaign, subsequent emails to all subscribers were sent weekly to promote upcoming town halls for the week and share recordings of town halls that occurred the previous week.

3.7. Internal Hospital Communications — The Pulse, email blast

Opportunities to provide feedback through the engagement site and to participate in the town halls were promoted weekly in the Pulse Newsletter and shared with hospital staff, board members and community partners through email.

4. HOW THE COMMUNITY PARTICIPATED:

4.1. Town Halls

- 351** Attendees
- 32** Hospital staff panelists
- 12** Community/patient rep panelists
- 991** YouTube views (as of July 1, 2022)
- 102** Questions answered

4.2. Engagement Platform (Feb. 28 to May 8, 2022)

- 2864** Visits
- 251** Surveys completed
- 22** Questions answered
- 107** Ideas shared

*Ideas received at the town hall, and via other channels were added to the engagement platform for documentation purposes.



4.3. Participant Breakdown

Individuals who registered to participate on the Together We Build platform were asked to provide additional information describing their use of the hospital as either a patient, visitor, staff / professional staff member or volunteer. Registrants could select any of the options that applied to their experience.

Of the **505** individuals who registered, **99.4 %** indicated they had been to Windsor Regional Hospital.

Of the registrants:

- 85%** indicated they had visited the hospital as a **patient**
- 79%** indicated they had visited the hospital as a **visitor**
- 36%** indicated they had visited the hospital as a **staff/professional staff member**
- 14%** indicated they had visited the hospital as a **student/resident**
- 11%** indicated they had visited the hospital as a **volunteer**

5.1. Key Overall Priorities & Themes Identified



Spacious and comfortable single-patient rooms

- Rooms with more space for staff and visitors and patients
- Private, bright rooms with private bathrooms
- Space in the rooms for visitors to stay overnight
- TVs for patient and visitor entertainment and information
- Room for mobility aids (wheelchair, walker, etc.), equipment and WOWs (workstations on wheels)

Sample Responses

“Inpatient rooms should have lots of space, lifts attached to ceiling to transfer patients to and from bed to chair, a vital machine in every room (and) large windows for patients to be able to see outside and working TVs.”

“It needs to be large, both because of responses to diseases like Covid, but also for comfort, and to allow sufficient room for wheelchairs, walkers, and caregivers.”

“Single patient rooms with private washrooms. Capable of negative pressure isolation.”

“Provide enough space so that a visitor can sit and (not) feel ‘in the way’”

“Having enough room for a large wheelchair to stay in the room with the patients.”



Private spaces for conversations and rest

- Spaces for staff and/or families to have confidential conversations
- Private staff work areas
- Quiet spaces for families and/or patients to rest and recharge
- Conveniently located staff and family lounges

Sample Responses

“A separate, private room where a doctor can give the patient’s outcome to the family, without announcing it in a full waiting area.”

“Somewhere to have a good cry”

“I often hear of nurses not wanting to give/receive reports outside nursing stations due to loud crowded shift change, and there are not usually great places that aren’t within earshot of other patients..”

“Rooms to be separate to possibly do some work on the laptop. Rooms to be separate to talk as a family. Rooms to nap. Hah!”



Inclusive spaces designed to reflect the diverse needs of the community

- Spacious, welcoming public spaces for all ages and cultures.
- Multi-language and colour-coded signage
- Gender-neutral bathrooms
- Non-denominational spiritual rooms and Indigenous healing areas
- Separate waiting areas for children and multi-sensory rooms
- Senior-friendly design

Sample Responses

“Design features (that) support a diverse range of patients and help assure that none feel isolated or alienated in buildings. From bathrooms to community areas, all patients can use the same spaces.”

“Welcoming entrance.”

“Quiet areas for different populations. “

“Make signage multilingual (English, French, Spanish, and Arabic).”

“Places for children and caregivers, separate areas for people who are having mental health issues”

“Quiet spaces for people with Dementia, so that they are not overwhelmed ... senior-friendly designs, such as high-contrast ink on signs.



Comfortable and spacious waiting areas, washrooms and change rooms

- Comfortable seats
- Spacious waiting areas with room between seats
- Easy access to hospital amenities from waiting rooms
- Ample, barrier-free washrooms located conveniently near each waiting room

Sample Responses

“Waiting-area seating (should be) spaced out so you are not shoulder-to-shoulder waiting, with open areas to walk while waiting to stretch your legs.”

“Family waiting area with restroom nearby and with phone charging stations, designated as a quiet or rest area and perhaps another area with a tv and louder waiting area”

“Large changing rooms so caregivers can help family members who need assistance changing.”

“A variety of seating choices (some chairs are easier to get in and out of for some of us).”

“Change rooms and showers accessible to all staff.”

“A bathroom for visitors including enough space for their own walker or wheelchair”



Convenient parking and easy access to public transit

- Separate parking areas that are conveniently located
- Ample parking spaces to accommodate staff, patients and visitors
- Conveniently located on-site transit stops
- Secure bike parking

Sample Responses

“Convenient and inexpensive access to parking arrangements for supporting family members should be available to minimize undue patient angst.”

“There should be several parking lots. Like an airport. If you want to go to a specific department at the hospital, you park in a particular lot close to that area.”

“Close parking to the entrance — patients are often very weak or apprehensive.”

“Short walk from the parking lot to wherever you need to go.”

“Accessible by pedestrian & bike routes, and public transit, secure bicycle parking, protected pedestrian intersections, and frequent transit service.”



The ability to stay connected

- Free and reliable Wi-Fi throughout the hospital
- Easy access to ample charging stations and power outlets
- Capabilities for virtual meetings, appointments and visits
- Tracking system displaying wait times and patient queuing status to keep people updated

Sample Responses

“We live in a very connected world. Access to reliable and fast internet service is important.”

“I would really like to encourage you to provide more places for patients to charge their devices. Distracting a special needs child with an ipad to keep them calm, only works if you can keep that ipad charged up enough.”

“Pagers to let patients know when it’s their turn, queue/wait time info on display”

“More power outlets that are easily accessible for patients. Patient’s phone should be easier to reach ... So many patients have said that they missed phone calls or couldn’t reach the phone.”



Convenient access to food and beverages

- Conveniently located food and drink services
- Cafeterias and/or coffee shops open 24-hours a day
- Ample vending machines, water-filling stations and microwaves throughout the hospital
- Healthy and affordable food options

Sample Responses

“A cafeteria or food source that is open 24/7 for patients, visitors, and staff

“Food services with good/healthy food so those waiting do not have to go out or not eat”

“Hot meals available for patients at all hours.”

“Maybe a unit microwave where nurses can easily go and warm food without having to leave the unit and other patients.”



A bright, nurturing healing environment

- Plenty of natural lighting
- Designated spaces to accommodate traditional and spiritual healing
- Purposefully selected artwork and calming colours throughout
- Healing gardens and green space

Sample Responses

“Nice open spacious areas with plenty of natural light and high ceilings to give it an inviting positive feeling.”

“Large wide halls. Welcoming entrance nature picture murals.”

“This is a stressful time; comfortable seating, natural light, plants and greenery will help ease a patient’s fears to some degree.”

“There are many studies confirming the positive effect nature has on a patient’s well-being. Providing a green space within the building, or a garden on the grounds would be an immense benefit for patients’ mental and physical recovery.”

“Integrating cultural Indigenous links, such as outside spaces for gathering in nature, in circles, artwork, Indigenous food garden, Healing Lodge,”



Intuitive design and wayfinding

- Simple, intuitive wayfinding that is easy to follow for everyone
- Related services located close to each other to minimize walking
- Centrally located amenities
- Public elevators close to main entrance
- High-traffic programs, clinics and services conveniently located near entrances

Sample Responses

“When entering the hospital, everything should be very clear on where you need to go, ... whether it’s signage, color coding in the building (or) colored lines on the floor.”

“I like the large main hallway idea that branches off to other sections with plenty of signage.”

“Minimal walking distance between areas, visitor friendly signage”

“Wayfinding at eye level (and) colour-coded signage on walls”

“Ideally separate entrances to groups of services.”



Universal access for all

- Large, wheelchair accessible washrooms and waiting rooms
- Large hallways, ramps and paths
- Interactive digital kiosks with the latest accessible technology
- Touch-free doors

Sample Responses

“Ideally, wide open spaces with all accessibility supports would be helpful.”

“Hallways are wide enough for two wheelchairs/walkers to pass by comfortably. Blinds and sunscreens on windows are easy to use.”

“Interactive maps; touch free doors for washrooms (and) easily marked areas for seeing impaired.”

“Accessible to Deaf and Hard of Hearing people - visual cues will be important.”

6. WHAT WE HEARD ABOUT SPECIFIC AREAS

Engagement summaries for each project — including a complete listing of all survey responses and ideas submitted for each project — are included in the pages below and can be accessed by clicking the corresponding links in the following list.

- [Emergency Services](#)
- [Outpatient Services](#)
- [Paediatric Services](#)
- [Birthing & NICU](#)
- [Surgical Services](#)
- [Cancer Services](#)
- [Inpatient Services](#)
- [Education and Learning Services](#)
- [Cardiac Catheterization & Diagnostics](#)
- [Imaging Services](#)
- [Public Spaces](#)

6.1. Emergency Services

Overview

User Group members involved in the planning and designing of Emergency Services are focused on ensuring adequate and appropriate space in the department for all staff, patients and medical equipment as well as planning a layout for efficient patient flow to other services and amenities in the hospital.

Planning in this area includes both the main Emergency Department at the new hospital and an Urgent Care Centre (UCC) at the Ouellette Site. Services there will be delivered by Emergency Department physicians and nurses.

Through the Together We Build Emergency Services public engagement platform and the [March 21, 2022 Virtual Town Hall](#), participants shared their ideas and priorities for the future of Emergency Services.

Those who attended the virtual town hall and watched the recording on YouTube heard first-hand from the User Group about plans for a heli-pad and about how the new Emergency Department and Urgent Care Centre model will improve the flow of patients through Emergency, resulting in more capacity to serve the community's emergency needs.

“One focus for our team is streamlining access to care throughout an entire journey for a patient, working with other partners within the hospital and specialty services as a whole,” said Kristen Mailloux, Director of Emergency Services.

Participation

Town Halls

- 66** Attendees
- 9** Panelists
- 25** Questions answered
- 194** YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 494** Visits
- 98** Surveys completed
- 8** Questions answered
- 19** Ideas shared (17 on engagement platform, 2 voicemail)
Ideas received via voicemail were added to the engagement platform.

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated in the Emergency Services Survey through the project engagement page.

Of the Emergency Services survey respondents:

- 87%** indicated they had visited the hospital as a **patient**
- 82%** indicated they had visited the hospital as a **visitor**
- 32%** indicated they had visited the hospital as a **staff/professional staff member**
- 15%** indicated they had visited the hospital as a **student/resident**
- 12%** indicated they had visited the hospital as a **volunteer**

What We Asked:

The Emergency Services Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. Describe the ideal future Emergency Department/UCC (Include any details that come to mind including wayfinding, accessibility, privacy and comfort).
2. Are there certain design elements, features or technologies that you would like to see included to support a positive patient or caregiver experience in Emergency?
3. What types of spaces, rooms or work spaces would you like to see included in the new Emergency Department and UCC to support a positive experience for all users?
4. What services and amenities do you think should be located near the Emergency Department to ensure easy access for all users?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Emergency Services at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Emergency Services spaces include:

1. Comfortable and spacious waiting areas with access to washrooms
2. Privacy during registration and treatment
3. Accessible, inclusive spaces for diverse patient populations, including seniors, children and patients with special needs
4. Convenient access to food and beverages
5. Convenient parking and easy access to public transit
6. Ample charging stations and reliable Wi-Fi

Sample Responses

“Clean comfortable chairs, with space between. Windows. Charging stations for phones. Access to a washroom and a clear view of hospital desk employees.”

“Privacy is key. If you’re at the ER you are likely in distress, and having to share cramped space with others with problems just as bad or worse than yours can make your already stressful situation more so. Space, rooms should focus on ensuring separation and privacy of patients.”

“Places for children and caregivers, separate areas for people who are having mental health issues”

“The space should be accessible with automatic doors, have clearly displayed signs for wayfinding, to other department areas. Lots of chairs with access to coffee shops and the ability to consume food in waiting area.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Emergency Services Survey Response Report](#)
- [Emergency Services Ideas Report](#)

6.2. Outpatient Services

Overview

User Group members involved in the design planning of Outpatient Services spaces are focused on ensuring the layout and design of the new hospital makes the hospital visit smooth and efficient for patients — from the moment they arrive, through registration, treatment and the follow-up care after they leave.

Designing Outpatient Services spaces includes planning a layout that best facilitates patient and staff flow, and considering key adjacencies between outpatient departments and amenities throughout the hospital.

Through the Together We Build Outpatient Services public engagement platform and the [March 22, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future of Outpatient Services.

Those who attended the virtual town hall and watched the recording on YouTube heard from the User Group members about plans to improve accessibility for patients and to minimize travel between Outpatient Services within the hospital.

“Decisions that we are making today will be our legacy for this community for generations to come,” said Jennifer Cameron, Director of Ambulatory Surgery. “The important feedback from patients, family and staff will assist with the types of spaces, the rooms and tools and the technologies that will be needed in the hospital.”

Participation

Town Halls

- 34** Attendees
- 8** Panelists
- 4** Questions answered
- 97** YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 196** Visits
- 28** Surveys completed
- 2** Questions answered
- 6** Ideas shared (5 on engagement platform, 1 voice mail)
Ideas received via voicemail were added to the engagement platform.

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Outpatient Services Survey through the project engagement page.

Of the Outpatient Services survey respondents:

- 86%** indicated they had visited the hospital as a **patient**
- 89%** indicated they had visited the hospital as a **visitor**
- 21%** indicated they had visited the hospital as a **staff/professional staff member**
- 11%** indicated they had visited the hospital as a **student/resident**
- 11%** indicated they had visited the hospital as a **volunteer**

What We Asked:

The Outpatient Services Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. Describe the ideal experience you as a patient/caregiver/family member are looking for when coming to the hospital for an Outpatient procedure (i.e. visiting the fracture clinic).
2. What design elements, features or technologies could support that experience?
3. Are there certain services or amenities you feel should be located near Outpatient Services to ensure easy access for all?
4. What types of rooms, spaces and work spaces would you like to see included in Outpatient Services to support a positive experience for all, including patients, caregivers and staff?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Outpatient Services at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified from public input into future Outpatient Services spaces include:

1. Convenient parking
2. Private spaces for procedures and consultations
3. Related services and amenities located nearby to minimize walking
4. High-traffic programs, clinics and services conveniently located near entrances
5. Simple, intuitive wayfinding
6. Comfortable and spacious waiting areas with access to washrooms
7. Ample charging stations and reliable Wi-Fi
8. Accessible, inclusive spaces for diverse patient populations including elderly & children

Sample Responses

“Separate doors to enter for all outpatients clearly marked with parking close by.”

“Large waiting room and private procedure / consultation areas

“Please put (fracture clinic) close to a parking lot. Don’t make us take a 15 min hike to find the fracture clinic. We’ve already had to transfer a child or adult to a chair and get them into the building.”

“Washrooms handy, charging stations for iPads or iPhones, close to cafeteria services.”

“Special consideration for attending to elderly patients especially those with dementia. My experience with my parents in the crowded fracture clinic was a nightmare.”

“Pagers to let patients know when it’s their turn, queue/wait time info on display, free wifi.”

“Quick processing upon entry. Easy access. Seating and clean waiting areas. Privacy with procedure.”

“As I have become a caregiver for very elderly parents, the ideal experience is that I could be there for them right up to the procedure and immediately after. As caregivers of the elderly, we know their personal needs and want to be able to provide them when they are vulnerable.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Outpatient Services Survey Response Report](#)
- [Outpatient Services Ideas Report](#)

6.3. Paediatric Services

Overview

User Group members involved in the planning and design of the new Paediatrics Department are focused on making sure the physical structure of the hospital makes sense for children and their families. This includes both inpatient and outpatient Paediatric Services.

Designing Paediatric Services spaces includes consideration of key adjacencies such as emergency and intensive care and taking into account the needs of families who are in hospital to accompany child patients.

Through the Together We Build Paediatric Services public engagement platform and the [March 23, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future of children's services.

Those who attended the virtual town hall and watched the recording on YouTube heard from the User Group members about plans to make sure children in the Paediatric inpatient units have private, spacious rooms with space for their families, including couches that convert into beds so parents can comfortably stay overnight.

“This gives us the opportunity to design things the way we want them to be designed instead of trying to fit them into something that has already been designed,” said Dr. Lenna Morgan, Chief of Paediatrics. “It’s very very important that we have a child-friendly space but also a space that helps to accommodate their families and their needs as well.”

Participation

Town Halls

- 52** Attendees
- 8** Panelists
- 16** Questions answered
- 93** YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 196** Visits
- 15** Surveys completed
- 2** Questions answered
- 10** Ideas shared (9 on engagement platform, 1 voice mail)
Ideas received via voicemail were added to the engagement platform.

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Paediatric Services Survey through the project engagement page.

Of the Paediatric Services survey respondents:

93% indicated they had visited the hospital as a **patient**

93% indicated they had visited the hospital as a **visitor**

26% indicated they had visited the hospital as a **staff/professional staff member**

6% indicated they had visited the hospital as a **volunteer**

What We Asked:

The Paediatric Services Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. Describe the ideal experience you as a patient/parent/caregiver/family member are looking for when visiting the paediatric department at the hospital.
2. What types of design elements, features or technologies could support that positive experience?
3. What types of rooms, spaces or work spaces would you like to see included in Paediatric Services?
4. What services and amenities do you think should be located near Paediatric Services to ensure easy access for patients, families and staff?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Paediatric Services at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified from public input into future Paediatric Services spaces include:

1. Separate waiting areas, play areas and multi-sensory rooms for children and their families
2. A bright, nurturing and inclusive healing environment
3. Quiet and calming spaces outside of the patient room for individuals and families
4. The ability to stay connected: charge devices, watch TV, access wifi
5. Convenient access to food services within the hospital at all hours for families
6. Patient rooms with a comfortable place for parent/caregiver to sleep

Sample Responses

“I’d like to specifically talk about the need for different design elements that would support children with exceptional needs, that if incorporated would support a more universal pediatric population

“As a parent of a child who had a lengthy hospital stay, one of the things we appreciated most was a space to interact with our child outside of the daily hospital agenda; a place with no doctors or nurses where we could be a family.”

“Please place things at a height where children can be self-sufficient at times.”

“We would love to see a multi-sensory/snoezelen room in the new hospital. In London it’s called a SMILE room and it was a place our son loved to go to get away from the reality of our situation.”

“Caregiver should be able to stay and be comfy”

“TV mount for each room ... You can log in to your own Netflix and Disney account.”

The full list of survey responses and ideas submitted can be found at the links below.

Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Paediatric Services Survey Response Report](#)
- [Paediatric Services Ideas Report](#)

6.4. Birthing & NICU

Overview

User Group members involved in the planning and design of the new Family Birthing and Neonatal Intensive Care Unit (NICU) spaces are focused on ensuring the new hospital provides single-room maternity care that is family friendly for parents, visitors and for the baby.

Designing Birthing and NICU spaces includes planning a layout that best facilitates patient and staff flow, and considering key adjacencies to other hospital services that patients, family and employees in the Family Birthing Centre may need.

Through the Together We Build Birthing and NICU Services public engagement platform and the [March 24, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future of Family Birthing and NICU spaces.

Those who attended the virtual town hall and watched the recording on YouTube heard first-hand from the User Group about plans to make sure families in the Birthing Centre and NICU are comfortable and have lounge areas as well as access to other hospital services such as parking lots, the pharmacy and the emergency department.

“With the new acute care hospital, we hope to provide not only comfort, but a pleasant experience,” said Dr. Sajit Augustine, Medical Director of NICU. “Designing the facility to be safe and to provide around-the-clock monitoring is paramount.”

Participation

Town Halls

- 34 Attendees
- 10 Panelists
- 9 Questions answered
- 97 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 196 Visits
- 16 Surveys completed
- 2 Ideas shared

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Birthing and NICU Survey through the project engagement page.

Of the Birthing and NICU Services survey respondents:

- 81%** indicated they had visited the hospital as a **patient**
- 68%** indicated they had visited the hospital as a **visitor**
- 31%** indicated they had visited the hospital as a **staff/professional staff member**
- 13%** indicated they had visited the hospital as a **volunteer**

What We Asked:

The Birthing and NICU Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. Describe the ideal experience you as a patient/loved one are looking for when coming to the hospital to have a baby? (Include any details that come to mind privacy, comfort, access and wayfinding).
2. Are there certain design elements, features or technologies that you would like to see included to support the positive experience described above?
3. What services or amenities do you feel should be located near Family Birthing to ensure easy access for all users?
4. What types of rooms, spaces, and work spaces would you like to see included in Family Birthing to support a positive experience for all including patients, loved ones and staff?
5. Describe the ideal Neonatal Intensive Care Unit in a new hospital.

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Birthing and NICU at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Birthing & NICU Services spaces include:

1. Comfortable, private, safe family birthing rooms with private bathrooms.
2. Comfortable and private rooms in the NICU with private bathrooms and space for parents/caregivers
3. Convenient access to food and beverage
4. Privacy from triage through discharge
5. Family Birthing Rooms located near services such as NICU, maternal newborn clinic and Ultrasound
6. A safe, calming, nurturing, healing environment for families

Sample Responses

“Space for families. Private rooms and washrooms for the patient and for parents of babies in the NICU. Quiet areas for parents to bond with mom.”

“Space for family, good access from outside- but also safe and secure to prevent infant abductions.”

“As someone who delivered a baby who died in-utero - it was difficult to hear others deliver “live babies” in close proximity... Close to NICU and other support services.”

“Easily accessible for mom and dad to see baby when staying in hosp. Easy access for feeding and lots of educational support for new parents for breastfeeding support. Supplementing if need be, freezing supply, as well as caring for preemies.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Birthing And Nicu Survey Response Report](#)
- [Birthing And Nicu Ideas Report](#)

6.5. Surgical Services

Overview

User Group members involved in the planning and design of Surgical Services spaces are focused on ensuring operating rooms and ambulatory procedure rooms in the new hospital have adequate space for patients, medical staff and space for cutting-edge surgical equipment (some of which can be mounted on ceilings).

Surgical Services in the new hospital will include more space in the rooms for physicians, nurses, technicians and students to move safely around the patient and equipment. In the new hospital, both operating rooms and ambulatory procedure rooms will be much larger than they are in the current hospital, to meet modern standards.

Through the Surgical Services page of the Together We Build public engagement platform and the [March 28, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future of Surgical spaces.

Those who attended the virtual town hall and watched the recording on YouTube learned increasing the size of surgical rooms will mean a safer environment for staff to ensure infection control is maintained and capacity to incorporate contemporary equipment.

“All of this is important for the optimal patient surgical experience and for the best patient care possible,” said Dr. Andrew Petrakos, Director of Clinical Services Planning.

Participation

Town Halls

- 24 Attendees
- 7 Panelists
- 10 Questions answered
- 83 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 151 Visits
- 15 Surveys completed
- 3 Questions answered
- 1 Idea shared

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Surgical Services Survey through the project engagement page.

Of the Surgical Services survey respondents:

93% indicated they had visited the hospital as a **patient**

87% indicated they had visited the hospital as a **visitor**

27% indicated they had visited the hospital as a **staff/professional staff member**

13% indicated they had visited the hospital as a **volunteer**

6% indicated they had visited the hospital as a **student/resident**

What We Asked:

The Surgical Services Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. Describe the ideal Operating Room in a new hospital.
2. Describe the ideal Recovery Room in a new hospital.
3. Describe the ideal Family/Caregiver waiting area in a new hospital.
4. What design elements, features or technologies would you like to see included in the new hospital to support a positive patient or caregiver experience before, during and after a surgical procedure?
5. What types of spaces, rooms or work spaces would you like to see included in the new Surgical Services department?
6. What services and amenities (clinical and non-clinical) do you think should be located near the Surgical Suite, Family Wait Spaces and the Ambulatory Procedures Unit to ensure easy access for all users?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Surgical Services spaces at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Surgical Services spaces include:

1. Privacy for surgical patients from registration through recovery
2. Large, bright procedure rooms with state-of-the-art equipment
3. Convenient access to food and beverages from the waiting area
4. A quiet and calming, healing environment
5. Tracking system displaying wait times and patient queuing status to keep people updated
6. Ample charging stations and reliable WiFi
7. Private/quiet rooms for families and for surgery teams
8. Comfortable waiting areas with washrooms nearby
9. Surgical suite located near related hospital services and procedure rooms to minimize walking

Sample Responses

“Large (patients are getting bigger, equipment becoming more cumbersome).”

“Natural light goes a long way in uplifting the staff and improving morale.”

“Small cafeteria near the waiting room so the family doesn’t have to leave the area while awaiting results of a loved one’s surgery.”

“Privacy is key; a more private waiting area for pre-surgery. I don’t like sitting in a gown waiting with 20 people.”

“Private family areas for more serious surgeries.”

“Some sort of tracking system in the waiting area with a unique patient identifier that indicates where the patient is in the system.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Surgical Services Survey Response Report](#)
- [Surgical Services Ideas Report](#)

6.6. Cancer Services

Overview

User Group members involved in the planning and design of Cancer Care spaces are focused on making sure the future Cancer Centre is located near appropriate hospital services and amenities in the main hospital, with an intuitive connection to the hospital's main corridor, or "main street," for ease of access for patients and their families.

Patients and caregivers are top of mind for planning teams who are working to incorporate comfortable places to rest into the design of the new hospital for those accompanying patients to appointments and for treatments.

Like the current centre, the new Cancer Centre will be located inside the hospital, and will have its own identity, main entrance, open lobby and separate parking. Areas of specialized cancer care services offered include cancer therapy treatment and radiation therapy — such as brachytherapy, clinical trials, supportive care, transplant and palliative care. A variety of other integral support services will continue to be available on site, including dietician services, social work and genetic counselling services, and symptom-management support.

Through the Cancer Care page of the Together We Build public engagement platform and the [March 29, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future Cancer Care spaces.

Those who attended the virtual town hall and watched the recording on YouTube heard about plans for a larger cancer therapy treatment suite and state-of-the-art technology in the radiation program, with capacity to expand if needed in the future. They heard about plans to ensure the design includes space to bring in multi-disciplinary teams so patients can receive all the treatment they need without having to travel around the hospital.

"We want to treat our patients in an environment that is safe, comfortable and kind," said Dr. Sindu Kanjeeikal, Chief of Oncology. "We anticipate more survivors who are going to benefit from all the therapy coming down the line and we need to build a space where we can all be together to bring energy and talent to the patient."

Participation

Town Halls

- 31 Attendees
- 8 Panelists
- 18 Questions answered
- 74 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 126 Visits
- 16 Surveys completed
- 8 Ideas shared (5 at town hall, 3 submitted to platform)

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Cancer Care spaces Survey through the project engagement page.

Of the Cancer Services survey respondents:

- 94%** indicated they had visited the hospital as a **patient**
- 88%** indicated they had visited the hospital as a **visitor**
- 44%** indicated they had visited the hospital as a **staff/professional staff member**
- 19%** indicated they had visited the hospital as a **student/resident**
- 14%** indicated they had visited the hospital as a **volunteer**

What We Asked:

The Cancer Care spaces Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

- 1.** Describe the ideal Cancer Centre at the new hospital. (Include any details that come to mind including wayfinding, accessibility, privacy and comfort).
- 2.** Are there certain design elements, features or technologies that you would like to see included to support a positive patient experience?
- 3.** As a caregiver, what would you like to see at the new centre to help you better support and take care of a loved one requiring cancer treatment?
- 4.** What types of spaces, rooms or workspaces would you like to see included in the new Cancer Centre?
- 5.** What services and amenities do you think should be located near the Cancer Centre to ensure easy access for patients, caregivers, staff and volunteers?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Cancer Care spaces at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Cancer Services spaces include:

1. Private rooms and privacy during registration, waiting and treatment
2. Spacious rooms with comfortable seating for accompanying family/caregivers
3. Convenient parking near a separate entrance to the Cancer Centre
4. Simple, clear wayfinding signage
5. The ability to stay connected and updated on wait times
6. Convenient access to food and beverages
7. Lab, pharmacy, and imaging services located nearby
8. Accessible, inclusive spaces
9. Bright entrance and throughout, with access to nature

Sample Responses

“Comfortable seating in chemo suite for caregiver. Space for caregiver without feeling they are in the way. Charging stations for phones”

“Distance from treatment to transit or parking area should be limited — get out of your car or off the bus and be right at the cancer centre, not a far distance away.”

“Bright space to enter with lots of natural light.”

“Easy to read signage, and parking that is close to the new cancer centre so you can focus on who you are caring for and not on where to park or where to go.”

“Close parking to the entrance (patients are often very weak or apprehensive—open bright space to enter with lots of natural daylight. Seating areas in clusters to allow family to attend as well”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Cancer Services Survey Responses Report](#)
- [Cancer Services Ideas Report](#)

6.7. Inpatient Services

Overview

User Group members involved in the planning and design of Medical/Surgical and Critical Care Inpatient Services at the new hospital are focused on creating a safe and comfortable healing environment for patients, loved ones and caregivers.

Designing modern Inpatient Services spaces includes incorporating pandemic learnings around infection control and updated Ministry of Health standards for increased numbers of airborne isolation rooms into the design of Inpatient Services.

Through the Inpatient Services page of the Together We Build public engagement platform and the [March 30, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future Inpatient Services spaces.

Those who attended the virtual town hall and watched the recording on YouTube heard from the User Group members that most patients will have their own room, for privacy, safety and infection control, all patients will have their own washrooms and showers and that each room will include an area for loved ones so they can be part of the care.

“The vision of the user groups is to create the ultimate patient rooms in the new hospital that meet all the needs of patients and their families,” said Theresa Morris, VP of Corporate Medicine and Patient Flow. “We have learned a lot in the past couple of years with Covid. We want the rooms to be safe and efficient as well as adaptable.”

Participation

Town Halls

- 24 Attendees
- 10 Panelists
- 5 Questions answered
- 136 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 186 Visits
- 22 Surveys completed
- 3 Questions answered
- 21 Ideas shared (17 on engagement platform, 5 on Facebook, 3 via email)
Ideas received via Facebook and email were added to the engagement platform.

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Inpatient Services Survey through the project engagement page.

Of the Inpatient Services survey respondents:

- 82%** indicated they had visited the hospital as a **patient**
- 91%** indicated they had visited the hospital as a **visitor**
- 59%** indicated they had visited the hospital as a **staff/professional staff member**
- 32%** indicated they had visited the hospital as a **student/resident**
- 5%** indicated they had visited the hospital as a **volunteer**

What We Asked:

The Inpatient Services Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. What does the ideal patient room of the future look like for you?
2. Are there certain design elements, features or technologies that you would like to see included to support a positive patient or family experience?
3. What types of rooms, spaces, work spaces, etc. would you like to see included on inpatient units?
4. Are there certain services or amenities you feel should be located near the Inpatient Units?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Inpatient Services at the new hospital, as well as suggestions based on features they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Inpatient Services spaces include:

1. Comfortable and spacious single-patient rooms with private bathrooms and space for loved ones, hospital staff and mobility devices such as wheelchairs and walkers.
2. The ability to stay connected with TV monitors, charging stations, reliable WiFi and easy-to-reach plugs in each patient room
3. Convenient access to food and beverages for patients, visitors and staff
4. A bright, nurturing healing environment
5. Quiet spaces for staff and/or families to have confidential conversations away from patient rooms.
6. Conveniently located comfortable staff and family lounges
7. Barrier-free, accessible spaces and patient rooms

Sample Responses

“Private rooms with washrooms that have wide doorways and room to maneuver commode chairs and walkers.”

“Adequate space for visitors in the room, sufficient fresh air, and increased access for patients/visitors to meet in neutral spaces (ie, outdoors or in dedicated spaces for visiting).”

“Each room should be private but built for two in case we do need the room which I pray we don’t have another pandemic.”

“Lots of charging stations/USB etc as technology becomes very reliant on electronic devices. Continue providing virtual visitation outlets.”

“The ideal patient room should have all necessary ports for varying medical equipment including electric hydrolic/ air supplied bed and mattress , TV with a variety of programs and usb ports to help occupy all different interests”

“Visitor bathrooms, access to food and beverages, staff breakroom.”

“Having enough space to fit a bed and a lounge chair for the patient so they can sit for meals without having to rearrange the entire room. Having a vitals machine in each room. Ideally having a mini nursing work station to put supplies for things such as dressing changes changes, bed baths, tube insertions.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Inpatient Services Survey Response Report](#)
- [Inpatient Services Ideas Report](#)

6.8. Education and Learning Services

Overview

The User Group members involved in the planning and design of Education and Learning Spaces are focused on making sure the new hospital can accommodate a significant increase in learners from all health disciplines, including medical students, residents and fellows from the Schulich School of Medicine & Dentistry and international trainees, as well as nursing students and other medical service trainees from the University of Windsor and St. Clair College.

The new hospital will incorporate features to support learners — such as meeting rooms, consult rooms, touchdown workspaces and appropriately located lockers — so education is fully integrated in the delivery of clinical care.

Through the Education and Learning page of the Together We Build public engagement platform and the [March 31, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future Education and Learning Spaces.

Those who attended the virtual town hall and watched the recording on YouTube heard from the User Group members about plans to include a learning auditorium, with associated classrooms and meeting rooms and simulation-training facilities so learners can practice and prepare for situations they will face on the job.

“Having simulation facilities will allow us to prepare our residents for the situations they’ll be dealing with in real time,” said Dr. Larry Jacobs, from the Schulich School of Medicine and Dentistry. “Right now, the rooms aren’t always ideal for student or resident learning with the space constraints we have and the isolation requirements. That will be different in the new build.”

Participation

Town Halls

- 18 Attendees
- 8 Panelists
- 63 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 61 Visits
- 6 Surveys completed
- 1 Question answered
- 2 Ideas shared (1 at town hall, 1 via email)

Ideas submitted at the town hall, and via other channels were added to the engagement platform with a note stating where they were submitted.

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Inpatient Services Survey through the project engagement page.

Of the Inpatient Services survey respondents:

83% indicated they had visited the hospital as a **patient**

67% indicated they had visited the hospital as a **visitor**

83% indicated they had visited the hospital as a **staff/professional staff member**

33% indicated they had visited the hospital as a **student/resident**

What We Asked:

The Education and Learning spaces Survey posted on the Together We Build engagement site asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. What types of education spaces/rooms would you like to see in the future hospital to support a positive learning experience? Consider spaces for students, residents, staff members, volunteers, patients, families and members of the public.
2. Are there certain design elements or features that you would like to see to enhance the student/learner experience?
3. What types of technical capabilities should be considered to support a positive learning experience?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Education and Learning spaces at the new hospital, as well as suggestions based on education features they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Education & Learning spaces include:

1. Larger meeting rooms for students
2. Student access to computers and dedicated workspace in care areas
3. Lounge areas and storage for students
4. Computer labs for students, visitors and patients
5. Library for staff, students and public

Sample Responses

“Larger meeting rooms for students during their clinical placements to discuss and meet before/after their shifts.”

“As an instructor for nursing students, I would like to see a dedicated work area for them with at least 2 computers and an area with 3-4 seats for nursing students on each unit.”

“Many rooms with space for future growth. There should be sufficient and comfortable call rooms in close proximity to each inpatient unit for learners who are staying in house.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Education and Learning Services Survey Response Report](#)
- [Education and Learning Services Ideas Report](#)

6.9. Cardiac Catheterization & Diagnostics

Overview

User Group members involved in the planning and design of the new hospital's Cardiac Catheterization & Diagnostics spaces are focused on layout and design of the rooms used for heart procedures and services that include ECG (Electrocardiogram), echocardiography, stress-testing and pacemaker checks.

Designing spaces for Cardiac Catheterization & Diagnostics includes the consideration of adjacencies to other areas, such as medical and critical care units, with the goal of limiting patient transportation before and after procedures. Planners aim to ensure ease-of-access for patients and their caregivers and loved ones.

Through the Cardiac Catheterization & Diagnostics page of the Together We Build public engagement platform and the [April 4, 2022 Virtual Town Hall](#), community members shared ideas and priorities for the future Cardiac Catheterization and Diagnostic services spaces.

Those who attended the virtual town hall and watched the recording on YouTube, heard from the User Group members about plans for separate inpatient and outpatient waiting areas and plans to locate cardiac cath suites near Inpatient and Critical Care Units and the Emergency Department so patients and families have direct access to where they need to be.

“Our overarching vision is to provide modern, leading edge care, closer to home for the community we serve,” said Karen Riddell, Chief Operating Officer, Chief Nursing Executive, VP Critical Care & Cardiology. “In order to do this, we have to ensure our planning incorporates the required space and ease of access for that cutting edge technology that supports the provision of evidence-based specialized cardiac services both now and in the future.”

Participation

Town Halls

- 20 Attendees
- 6 Panelists
- 3 Questions answered
- 54 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 48 Visits
- 2 Surveys completed
- 2 Questions answered
- 1 Idea shared

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Cardiac Catheterization & Diagnostics Survey through the project engagement page.

Of the Cardiac Catheterization & Diagnostics Services survey respondents:

50% indicated they had visited the hospital as a **patient**

50% indicated they had visited the hospital as a **visitor**

50% indicated they had visited the hospital as a **staff/professional staff member**

What We Asked:

The Cardiac Catheterization & Diagnostics Survey posted on the Together We Build public engagement platform asked respondents to answer the following open-ended questions that were developed in consultation with the User Group members:

1. Describe the ideal experience you as a patient/family member are looking for when attending the hospital for an angiogram OR a cardiac test including ECG, echocardiography, stress testing. (Include any details that come to mind including wayfinding, access, privacy and comfort).
2. What design elements, features or technologies could support that ideal experience?
3. Are there certain services or amenities you feel should be located near the Cardiac Catheterization Lab or Cardiac Diagnostic Services to provide a positive hospital experience?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Imaging Services spaces at the new hospital, as well as suggestions based on imaging services departments they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Cardiac Catheterization and Diagnostic spaces include:

1. Convenient parking near catheterization lab
2. Easy access between the catheterization lab and emergency services, ICU and ORs
3. All cardiac services in one location

Sample Responses

“Close access to ER, OR & parking given the patients are Cardiac patients.”

“I feel the Cath Lab should be by the ICU in case stents are put in and patients need to be monitored. Close to the operating room incase in the near future they decide to have a open heart operating room. Also there should be a unit for short stay patient 24 hrs or less.”

“Provide all cardiac services: EKG, Stress Testing, Stress Echo, Holter Monitoring, Pacemaker Clinic, Echo “

“When sent for testing I’d love to have all testing completed in one location, not half done in the hospital and half in an outside clinic.”

- [Cardiac Catheterization And Diagnostics Survey Response Report](#)
- [Cardiac Catheterization And Diagnostics Ideas Report](#)

6.10. Imaging Services

Overview

User Group members involved in the planning and design of the new hospital's Diagnostic Imaging areas are focused on layout and design of the rooms used for imaging services, such as X-rays, CT scans, MRIs and mammograms, PET scans and ultrasounds.

When designing spaces for imaging services, planners must consider key adjacencies. In this case, the User Groups are also looking to ensure the new hospital's diagnostic imaging spaces are located near key areas, such as the emergency department, the cancer centre, fracture and plastic surgery clinics and critical care units.

Through the Imaging Services page of the Together We Build public engagement platform and the [April 5, 2022 Virtual Town Hall](#), community members shared ideas and priorities for designing the future Imaging Services in a way that is patient-focused.

Those who attended the virtual town hall and viewed it on YouTube heard from User Group members about plans for infection prevention and control and separation between imaging outpatients and acute emergency imaging patients.

“Our goal is to have a state-of-the-art department with advanced technology, faster scanning times, shorter prep and increased efficiencies,” said Colleen Nelson, Director, Diagnostic Imaging & Nuclear Medicine.

Participation

Town Halls

- 24** Attendees
- 5** Panelists
- 2** Questions answered
- 56** YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 80** Visits
- 12** Surveys completed
- 6** Ideas shared (3 online, 1 at town hall, 2 voicemail)

Ideas submitted at the town hall, and via voicemail were added to the engagement platform.

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH, and in what capacity. This information was voluntary, and participants could select all options that applied. The statistics below provide some perspective on who participated on the Diagnostic Imaging Survey through the project engagement page.

Of the Diagnostic Imaging Services survey respondents:

83% indicated they had visited the hospital as a **patient**

92% indicated they had visited the hospital as a **visitor**

33% indicated they had visited the hospital as a **staff/professional staff member**

17% indicated they had visited the hospital as a **volunteer**

8% indicated they had visited the hospital as a **student/resident**

What We Asked:

The Diagnostic Imaging Services Survey asked respondents to answer the following open-ended questions that were developed in consultation with the Imaging Services User Group members:

1. Describe the ideal experience you as a patient/family member are looking for when visiting the Imaging Services for a test (ie. mammogram, CT Scan, etc.) Please include any details that come to mind including wayfinding, access, privacy and comfort.
2. What design elements, features or technologies could support the positive experience described above?
3. What types of spaces, rooms, waiting areas or workspaces would you like to see in Imaging Services?
4. Are there certain services or amenities you feel should be located near Imaging Services to ensure easy access for patients, families and staff?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Imaging Services spaces at the new hospital, as well as suggestions based on imaging services departments they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Diagnostic Imaging spaces include:

1. Intuitive design and wayfinding that is easy to follow for everyone.
2. Convenient parking and easy access to imaging services
3. Privacy for patients throughout their visits
4. Large private change rooms and procedure rooms
5. Related services, such as fracture clinic, located nearby to minimize walking
6. Barrier-free, accessible Imaging Services
7. Comfortable waiting rooms

Sample Responses

“A private entrance into the diagnostic imaging area.”

“Check in should be private and modalities that support each other such as Mammogram and Ultrasound should be located close together. “

“Clear directions to imaging departments.”

“Large changing rooms so caregivers can help family members who need assistance changing”

“Clear directions to imaging departments. Perhaps coloured stripes on the wall or floor that lead to the corresponding department. multilingual signage.

“When sent for testing I’d love to have all testing completed in one location, not half done in the hospital and half in an outside clinic.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Imaging Services Survey Response Report](#)
- [Imaging Services Ideas Report](#)

6.11. Public Spaces

Overview

User Group members involved in the planning and design of Public Spaces at the new hospital are focused on layout and design of the non-clinical areas that are open to everybody who enters the facility. Those spaces start with the main lobby and include hallways, public elevators, cafeterias, lounge areas and coffee shops, spiritual care areas, gift shops, washrooms and the retail pharmacy.

When planning the Public Spaces, User Group members must consider what will be in the “front of the house,” areas where everybody can go, and what will be in the “back of the house,” areas designated for specific staff and patients.

Through the Public Spaces page of the Together We Build public engagement platform and the [April 6, 2022 Virtual Town Hall](#), community members shared ideas and priorities for public areas in the new hospital.

Those who attended the virtual town hall and viewed it on YouTube heard first-hand from hospital planners and User Group members how community members’ ideas are already being incorporated into the design of the new hospital. Early plans for the Public Spaces include an intuitive layout with a “main street style” corridor that provides seamless access between main areas and hospital entrances.

Clear signage and modern wayfinding technology elements are at the top of the list when it comes to Public Spaces priorities, planners told those who attended the meeting.

“The lobby of the hospital is the first impression people will get when they walk in and we want to ensure our facility is a very inviting space,” said Mark Fathers, Vice President of Corporate Services.

“Our other goal is to ensure the public spaces are generous enough to make people feel comfortable, not overcrowded and make them so wherever you need to go, it’s not far.”

Participation

Town Halls

- 24 Attendees
- 7 Presenters
- 10 Questions answered
- 44 YouTube views (as of July 1, 2022)

Engagement Platform participation between Feb. 28 and May 8, 2022

- 119 Visits
- 22 Surveys completed
- 1 Question Answered
- 32 Ideas Shared (19 submitted online, 10 at town hall, 3 via email) Ideas received at town hall, and via email were added to engagement platform

Participant Breakdown

Visitors to the site were asked if they have ever visited WRH and in what capacity. This information was voluntary and participants could select all options that applied. The statistics below provide some perspective on who participated on the Public Spaces project engagement page.

Of the Public Spaces survey respondents:

- 82%** indicated they had visited the hospital as a **patient**
- 82%** indicated they had visited the hospital as a **visitor**
- 36%** indicated they had visited the hospital as a **staff/professional staff member**
- 9%** indicated they had visited the hospital as a **volunteer**
- 5%** indicated they had visited the hospital as a **student/resident**
- 5%** indicated they had visited the hospital as a **vendor**

What We Asked:

The Public Spaces Survey posted on the Together We Build engagement site asked respondents to answer the following two open-ended questions that were developed in consultation with the Public Spaces User Group members:

1. What types of services and amenities would you like to see in the public spaces inside the new hospital to ensure a positive experience for all?
2. Are there certain design elements, features or technologies that you would like to see included in public spaces to support a positive experience?

In addition, the Together We Build Public Engagement platform also included an ideas board, where participants were asked to share their innovative ideas for Public Spaces at the new hospital and any suggestions they had based on public spaces they have seen in other hospitals.

What We Heard:

Community priorities identified during public input into future Public Spaces include:

1. Convenient, 24-hour access to food and beverages
2. Intuitive design and simple wayfinding
3. Access to healing gardens and green space
4. Ability to stay connected including ample Wi-Fi and charging stations throughout the public areas
5. Spacious, inviting main areas with wide hallways
6. Plenty of natural light
7. Inclusive public spaces that reflect the diverse needs of the community
8. Purposefully selected art and paint colours
9. Easy to access public elevators separate from patient elevators

Sample Responses

“Families and patients need access to food all day, not just at minimal hours.”

“Comfortable quiet areas for patients to get out of their rooms for a change that have a lot of windows.

“Nice open spacious areas with plenty of natural light and high ceilings to give it an inviting positive feeling. I like the large main hallway idea that branches off to other sections with plenty of signage. Make this hallway large with high ceiling and natural light if possible. It is one of the first things most people will see when entering the hospital.”

“Easy access to elevators.”

“There are many studies confirming the positive effect nature has on a patient’s well-being. Providing a green space within the building, or a garden on the grounds would be (an) immense benefit for patients’ mental and physical recovery.”

“Sofa style seating areas in both quieter spaces as well as in food areas with tables and chairs. We need to take a break from the business of supporting our family member or long days with specialists.”

“During one of my assessments pre-Covid I saw this at a hospital way up North. They paint murals on their doors to “camouflage” them for wandering dementia patients. The sceneries are absolutely beautiful.”

The full list of survey responses and ideas submitted can be found at the links below. Please note, the ideas report includes all ideas shared on the Together We Build Engagement site, during the town hall broadcast, through social media, by phone, email or direct mail.

- [Public Spaces Survey Response Report](#)
- [Public Spaces Ideas Report](#)

7. WHAT'S NEXT

During the next stage of project work, the Planning, Design and Conformance (PDC) team of architects and engineers will use the Functional Program to create Block Schematic plans for the building. These early illustrations outline how all the rooms in each department will be organized throughout the hospital both horizontally and vertically.

This summary report will be shared with the PDC team, all User Group members and any consultants working on the project for their review before starting this next stage of planning and for their reference throughout.

As part of the Project Management Team's commitment to transparency and keeping the community informed every step of the way, another public town hall series is planned for the fall/winter of 2022. As part of the town halls, the User Groups will share how public input collected through the first phase of the Together We Build Campaign is informing planning. It will also provide an additional opportunity for community members to ask questions and share feedback before the Block Schematics are finalized and submitted to the Ministry.

The Project Management Team is on track to have the Functional Program and Block Schematic plans ready to submit to Ontario's Ministry of Health, along with a revised cost estimate, by early 2023. Following this, additional work is required to further develop the plan and design so WRH is ready to start the tendering process in 2025 and construction in 2027.

For more information and opportunities to get involved, visit the project website at www.windsorhospitals.ca.