

The Art of Healing: A People-Centric Approach to Healthcare Design

PROJECT
Milton District Hospital Expansion

ORGANIZATIONAL AFFILIATION
B+H Architects (Prime Consultant, Architecture, Clinical Planning, Interior Design and Furniture Consulting), RTKL (Sub-Consultant, Co-Clinical Planning Sub-Consultant and FFE Advisor)

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LOCATION
Milton, Ontario, Canada

SIZE
330,000 sq. ft. (30,658 m²)



Executive Summary

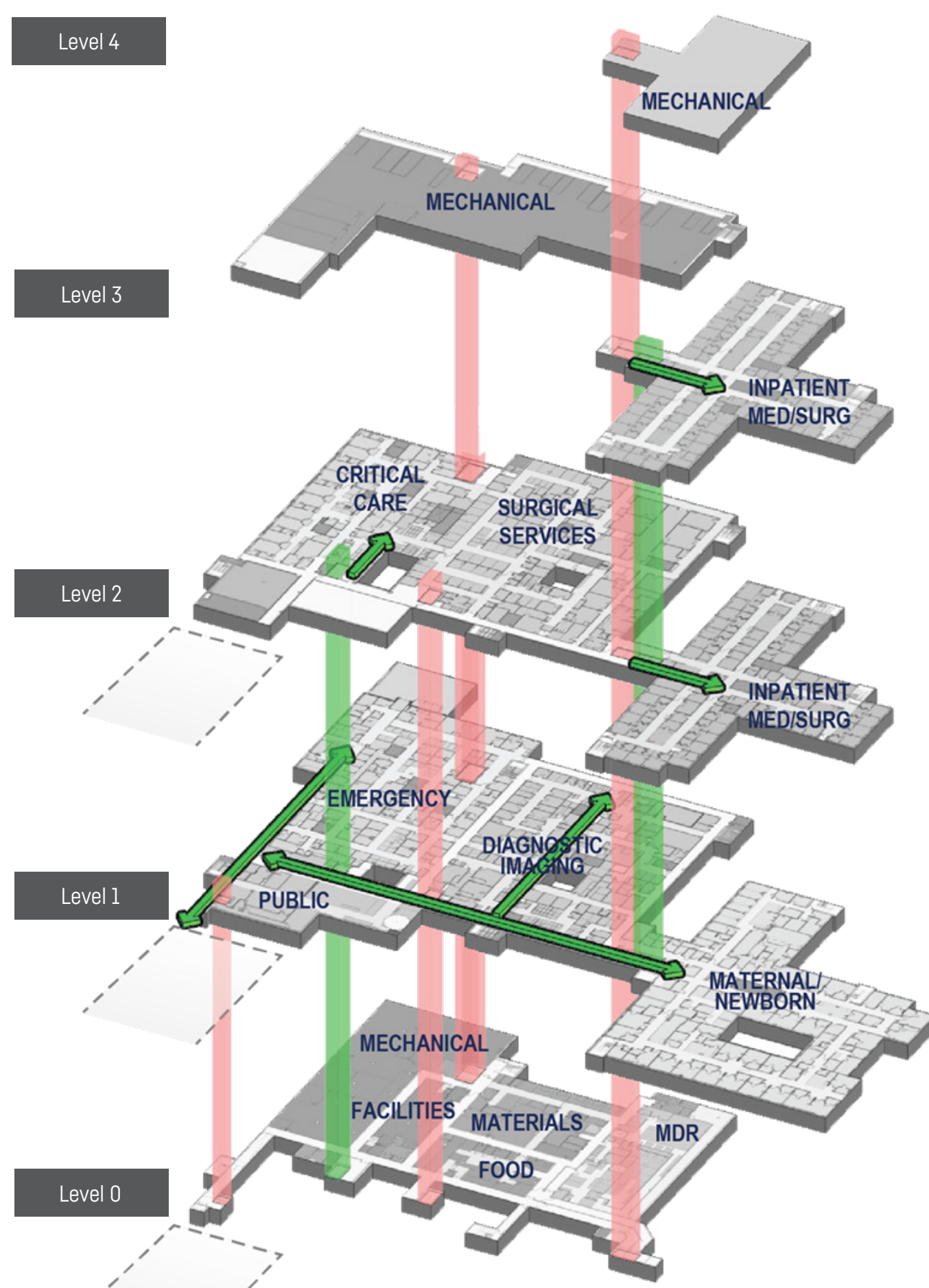
Located at the northwest edge of the Greater Toronto Area in Ontario, Canada, the town of Milton is a community of over 100,000 experiencing a period of sustained growth. Responding to the requirement for more infrastructure to adequately support Milton's growing and broad cross-section of Infrastructure Ontario (IO) and the Ontario Ministry of Health and Long-term Care began working with Halton Healthcare Services (HHS) to expand Milton District Hospital (MDH) using IO's Alternative Financing and Procurement delivery model.

B+H Architects, working with RTKL as a sub-consultant, provided Prime Consulting Services to PCL Constructors Canada as design-builder under a Design-Build-Finance-Maintain delivery model which saw an expansion of 330,000 square feet of patient-centred space to more than triple the size of the existing healthcare facility. Doubling its inpatient bed count from 63 to 129, this redevelopment is now better equipped to serve the needs of one of Canada's fastest growing communities – aiding patients, families, caregivers, and practitioners alike.

A Community in Transition

Once a rural agricultural and industrial community, the town of Milton now represents a cross-section of the boom in population and immigration that continues to drive prosperity and need in southern Ontario. The town's proximity to southern Ontario's largest urban centres, as well as its natural context, located within the region's most productive agricultural lands, have contributed to its population influx which includes both young and old with diverse sets of religious and cultural backgrounds.

This increase in population and the diversity of its inhabitants were important catalysts for the redevelopment and expansion of the MDH, which remained relatively unchanged since its last expansion, over 20 years ago. In the intervening time, much had changed in healthcare delivery, and fundamentally, the existing hospital lacked both scale-ability and the necessary modern infrastructure to adequately support the community's diverse needs.



Strategic Vision: Key Project Goals

An intensive focus on the **patient and family experience** informed the clinical planning and architectural design. The entire spectrum of experience, from first arrival to final discharge, is safe, convenient, sensitive, and dignified.

A **safe, healthy, and collaborative work environment** is enhanced through our design which provides easy sightlines, seamless movement of people and materials, comfortable places to gather, both formal and informal, adequate storage space, transportation, and reduced risk of workplace injury through a functional planning approach.

State of the art operational objectives are supported by a built environment that does not hinder technology but makes it more accessible and less intimidating to patients, families, and staff.

Short- and long-term flexibility are addressed through a modular design and adaptable systems that make transitions simple and quick.

Built for Future Flexibility

Responding to HHS's requirements for flexibility, adaptability and phasing, the site plan for MDH addresses future growth and allows for further expansion over a 20 to 50-year time horizon.

Key project drivers included:

- Flexible use of space and systems to respond to short term surges, disease outbreaks or incidents;
- The use of modular/template rooms and standard dimensions for HHS-wide standardization in experience and operations;
- The ability for HHS to expand departments into adjacent space without constraint or disruption to planning geometry;
- The ability to enact soft space conversions by providing reserve capacity in base systems so that short to medium term expansion plans can be rapid and cost-effective;
- Circulation layouts which allow for horizontal expansion of the various buildings over time without any one building depending on the others' expansion plans; and
- The ability to accommodate a 50% increase in the departmental area of the Diagnostics & Treatment Block, a 30% area increase in the Public Zone, and the construction of a second IPU Block located to the east on the campus.

Design Rationale: A Holistic Approach To Healing

Taking cues from hospitality design principles, the MDH expansion blends evidence-based healthcare design strategies with a hospitality approach to create healing and empowering environments that are welcoming and patient/family-focused.

- Atypical design features include brick, limestone and wood-like composites which connect to the site's immediate surroundings and community;
- Visual references which embody the natural environment and agrarian history of the region are used throughout the facility such as: locally-quarried limestone, multicoloured terrazzo in rich earthy tones, and over 45 murals featuring original photography of the local landscape;
- The use of gardens and interior courtyards throughout the facility establish harmonious indoor-outdoor connections while natural daylight filters through spaces and assists with wayfinding.

