



Peter Gilgan Patient Care Tower

New patient care tower is key to a hospital's renewal

Located in the heart of downtown Toronto, Canada, at the corner of Queen and Victoria Streets, the Peter Gilgan Patient Care Tower is central to the St. Michael's Hospital Redevelopment Project. NORR, in servicing the hospital since 2007, gained an acute understanding of the hospital's core vision to transform patient care.

With proven experience in modern hospital design, NORR developed the new 17-story glass-clad patient care tower to significantly expand and upgrade critical care services and improve existing space. The hospital layout provides larger, brighter patient rooms with decentralized workstations for health care providers. Updated units for orthopedic surgery, oncology, coronary care and respirology were part of the design scope, along with eight new operating rooms equipped with the state-of-the-art medical imaging equipment including MRIs, CT scanners and X-rays. NORR's design also replaces a 100-year old wing with a new three-story structure that doubles the emergency department's capacity for patient care volumes. This hospital structure provides a base for the future vertical expansion of the Shuter Wing.

CLIENT	Unity Health Infrastructure Ontario The Ministry of Health and Long-Term Care
PORTFOLIO	Health Sciences
SIZE	275,000 SF (25,548 SM) New PCT 175,000 SF (16,258 SM) Renovations
LOCATION	Toronto, ON, Canada
DATE	December 2019
SERVICES	Architecture Interior Design

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Health Sciences

Health Sciences is a Center of Excellence at NORR. We employ a collaborative approach to health facilities, through integrated thinking while leveraging design excellence. Guided by human-centric and evidence-based design, our team believes in creating healing environments, placing patients at the center of their care. We identify emerging influences, forecasting adoption of technology and fully understand the implications of market dynamic forces, such as value-based care, integrated practice units and other opportunities that require alignment in the ways that we deliver care.

Informed On Patient Experience

Our Health Sciences team consists of 50 professionals in six offices across the globe. Our clinicians, architects, engineers and designers are highly experienced and have worked with leading clinicians in many of the world's top hospitals. We have unique expertise and passion for the design of patient experience, clinical care redesign, clinical effectiveness, and space optimization to improve access and work flows, care coordination, care transitions, advocacy and policy. We help our clients reimagine their spaces, creating a healing environment integrating physical, emotional and spiritual values into each design. Integrating clinical programming, functional efficiencies and inspired design, our designers leverage our knowledge in human-centered design to provide the highest quality of care.

Well-Rounded and Equally Specialized

Health Sciences is continually evolving around the world, with higher demands placed on institutions to deliver more and varied services – and in new ways. The NORR team has deep expertise in all types of health sciences building solutions from modern hospital design to public health facilities, health education centers, biotechnology, laboratories and research environments. We engage in all levels of research to understand the central question for improved outcomes in the built environment. We do this through post occupancy evaluation of our facilities, as well as others, through our translational and community health initiatives and also through research projects endeavoring to understand the needs of a particular community as it relates to an appropriate care delivery model.

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