



Princess Margaret Cancer Centre Space Transformation

Setting a new global standard for healthcare hospitality

Princess Margaret Cancer Centre (PMC), located in Toronto, ON, is one of the top five cancer research facilities in the world. As an internationally recognized cancer facility with a bold vision to place the patient at the center of their care to create a patient-centric experience, the PMC Space Transformation Project had a clear design objective to set a new global standard for healthcare hospitality. To realize the vision, the transformation will create a unique restorative space that imparts compassion and optimism from the very first encounter by a cancer patient. The design will be fluid and organic reflecting the continuous care and support provided to patients and their families as they move through the various stages of their cancer journey.

As the Prime Consultant, NORR provided full design services with the development of construction documents and construction administration service, together with Hariri Pontarini Architects, as the Design Architects. By placing patients and users at the core of the design process, NORR initiated workshops with user groups and stakeholders to inform the re-envisioning of programmatic planning and design. The team worked to deinstitutionalize the hospital environment by creating a sense of warmth and comfort within the multiple clinical areas, providing quiet spaces for rest and reflection in an environment framed by nature and sculptural lighting, encompassing a sense of wellness.

NORR's collaboration process with the project team was vital to managing a multi-year, multi-phased project, identifying schedule and critical design elements that could be advanced through development of phased works, while the hospital continued to provide patient care and treatments. The result will be an innovative complex with significant physical and functional improvements that consolidate multiple programs into a single building. PMC will heighten its stature as a world leader in cancer research, attract world-class physicians and researchers to advance the treatment of cancer and provide expanded clinical programs in a patient-centric environment.

CLIENT	University Health Network
PORTFOLIO	Health Sciences
SIZE	47,000 SF (4366 SM)
LOCATION	Toronto, ON
DATE	Summer 2020
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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