



St. Michael's Kidney Care Centre

A patient-centric community satellite hemodialysis facility

With the continued growth in Chronic Kidney Disease (CKD) in the Greater Toronto Area, St. Michael's Hospital identified a need to establish an independent community satellite hemodialysis facility to provide capacity and access for dialysis patients in a suburb outside the downtown core. The vision was to design a facility, with consideration for local health system integration and priorities, that would offer a full continuum of dialysis care ranging from full care to assisted hemodialysis and progression to home-based treatments.

NORR worked in collaboration with multiple medical professionals and technicians from St. Michael's to design a 19,300 square-foot ambulatory facility, located within a community shopping center. The design embraces an open and welcoming space that incorporates organic and natural elements and green materials and products to support the health and well-being of patients and staff. The workflow design was a primary focus to ensure staff efficiency and patient safety. The space provides accessibility and support to patients with different functional requirements.

St. Michael's Kidney Care Centre is a true patient-centric design. It features 21 treatment stations located close to the main entrance, six training stations for Home Dialysis care and five exam rooms. The clinical spaces are located on the building's perimeter to allow natural light to flow into the treatment space. The individual patient stations are configured to provide staff excellent visualization of each patient during treatment. Retractable privacy screens between each bay provide privacy without compromising the openness of the space or access to natural light. A centrally located nursing station in the treatment area provides a clear line of sight to patients, and the nurse clinical touchdown locations have been situated to provide suitable visibility and proximity to each treatment station. The design provides private rooms for treatment, transition, patient training, conferences, offices and back of house service spaces; to create a fully functional satellite facility.

Together, NORR and the St. Michael's hospital team created an independent community hemodialysis facility that meets the requirements to provide kidney care in a specific suburb of Toronto.

CLIENT	St. Michael's Hospital
PORTFOLIO	Health Sciences
SIZE	19,300 SF (1793 SM)
LOCATION	Toronto, ON
DATE	April 2020
SERVICES	Architecture MEP Engineering Structural Engineering 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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