



Visitors to the New Alberta Children's Hospital Know Exactly Where They're Going and How to Get There.



Interactive Map for Visitors to the Hospital

→ THE CUSTOMER

The Calgary Health Region is one of the largest fully integrated, publicly funded health care systems in Canada. They are a dynamic and progressive organization serving over 1.2 million people from the city of Calgary, as well as a constellation of smaller communities in southern Alberta. More than 23,000 staff members and 2,200 physicians provide services in over 100 locations, including 12 hospitals, two comprehensive health centers, 41 care centers and a variety of community and continuing care sites.

→ THE CHALLENGE

The new Alberta Children's Hospital was built on a Greenfield site with a large, convoluted floor plan. Staff working on or visiting this new site, along with the public were unfamiliar with the floor layouts, and would have been challenged navigating around the building without some type of assistance.

→ DESIRED OUTCOME

After the architectural consultant for the project suggested developing a wayfinding system, Calgary Health Region supported the idea and wanted to incorporate signs, maps, and directional devices to help visitors and staff members determine their location and provide directions to help find their destination. They wanted the navigational system to say "Welcome, let us help you find your way around the hospital" and improve the overall experience for visitors, patients, and their staff.

→ THE SOLUTION

Calgary Health Region worked with IMAGINiT Technologies to develop an application to help staff and the public. The proposal for an interactive wayfinding system was submitted to their IT department, however it was more logical to have Facilities Information Manager Diana Smith, who is responsible for managing the AutoCAD® drawings and the facilities management data, take on the Autodesk MapGuide® project.

Diana noted, "IMAGINiT helped with a number of elements to make this project a success. They provided information and links to other successful wayfinding systems, and they really pushed the envelope with the level of detail the system could provide. IMAGINiT kept us focused on communicating the directions in a clear, appropriate, user-friendly way, which now helps people find their way into, through, and out of the hospital."

→ THE RESULT

This state-of-the-art, 84,000 square meter facility now provides health services to children from across southern Alberta, southeast British Columbia, and southwest Saskatchewan. To meet the demands of a growing, aging population, and address high public expectations, the Calgary Health Region is continually expanding access to their health services. Diana added, "This wayfinding system was a pilot project; but I can see huge potential to install a system like this at other sites, especially for the ongoing construction and renovations as we expand our facilities. Sometimes these hospital sites are convoluted and difficult to move around." Diana concluded, "The wayfinding application is a great tool that enables staff members to navigate the health care facility with ease, and assists visitors and the community when they enter the site. We are always looking for ways to improve the quality of health care for people in the region. This project is another way to insure that patients, visitors, and staff members always have a positive experience."