

# Hospital reopens to serve community...just 12 days after catastrophic water damage

## Background

CHRISTUS St. John Hospital, a 170-bed full-service acute care hospital located across from the NASA-Johnson Space Center in Nassau Bay, Texas, suffered catastrophic water damage during Hurricane Ike. Sustained winds of 110 mph rearranged the hospital's flat, membrane roofing system – a large cloth-like covering. As a result, tens of thousands of gallons of rainwater didn't drain properly, but rather poured into approximately 300,000-square-feet of the four-story medical facility.



## Challenges

The hospital temporarily closed due to the severity of the damage. Not only did this leave the community without important medical facilities, but this eliminated all revenues for CHRISTUS St. John. It was critical to restore the hospital to working order as quickly as possible to serve the community and to minimize the hospital's insurance claim for business interruption coverage.



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## Solutions

Cotton immediately started planning the remediation with the hospital's environmental consultant. Cotton's rapid response included:

- Installation of a temporary roof to minimize further damage
- Providing generator power for the hospital and its own operations
- 110 remediation technicians extracting water from the facility and setting up desiccant dehumidifiers and air movers to reduce moisture

Within a few days, 100 construction technicians started reconstructing damaged portions of the hospital.

In order to meet the community's most basic needs, the first restorations targeted were the emergency department and the Center for New Life that includes birthing suites and labs. Next were the operating rooms, an essential area in mitigating business interruption losses for the insurance carriers.



## Proven Experience, Powerful Results

In just 12 days Cotton had CHRISTUS St. John's emergency department and Center for New Life back in operation. Within six weeks, Cotton remediated and rebuilt four of the hospital's eight operating rooms.

Cotton continued with remediation and reconstruction of the remainder of CHRISTUS St. John according to the hospital's priorities. Some of these areas included sterile processing, radiology labs, post-surgical recovery, food services, patient rooms and administrative offices.



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*"It was critical for us to reopen our Emergency Department and inpatient facilities as quickly as possible, not only to serve the community, but also to generate revenue for the hospital. We set an aggressive timeline to reopen and Cotton met it. They had representatives at our hospital the day after Hurricane Ike made land fall and were totally committed to meeting our needs from that day forward. They have shown professionalism and great flexibility as we often had to alter reconstruction schedules as the needs of the hospital changed."*

**Pat Carrier**

*Chief Executive Officer  
CHRISTUS St. John Hospital*

