



ON-SITE GENERAL CONTRACTOR'S
CONSTRUCTION ENTRANCE



CRC'S CONSTRUCTION ENTRANCE

Outpatient Surgical Center Overcomes Extensive Water Damage with CRC's Specialized Services and Swift Response



What Happened

After a devastating water loss caused by a ruptured sprinkler pipe in the attic, an outpatient surgical facility faced extensive damage throughout its sterile and non-sterile areas. The force of the water flow was so powerful that it even knocked off the lettering on the building's exterior. As a result, the facility had to temporarily halt operations until the issue could be resolved. Fortunately, the customer who had previously worked with CRC's Healthcare Team, reached out for assistance. The team was engaged as a Construction Manager Not-at-Risk to oversee the reconstruction project.

Challenges and Objectives

During the initial assessment, CRC's Healthcare Team uncovered multiple shortcomings in the healthcare construction practices of the on-site general contractor. These deficiencies included inadequate construction containments, a lack of negative air pressure, and insufficient protection of contents, which resulted in construction dust spreading beyond the intended area. With a strong desire to resume operations safely, the facility contacted CRC's Healthcare Team for a assistance and a quote to address the identified issues.

Solution

CRC's Healthcare Team collaborated closely with the client to establish and implement Infection Control Risk Assessment (ICRA) requirements and clean the facility and contents affected by ineffective controls used by the initial general contractor. Additionally, CRC devised an aggressive schedule to restore the facility to normal operations within 15 days and complete the construction in 21 days.

RECONSTRUCTION SERVICES

- Negative Air
- ICRA Containment
- Duct Cleaning
- Insulation
- Wallpaper
- Cabinetry
- Electrical
- Plumbing
- Sheetrock
- Level 5 Finish
- Paint
- Flooring
 - Heat Welded Vinyl
 - Flash Cove
- Acoustic Ceiling Tile



Comparison of containment practices:
Left – original contractor's inadequate ICRA considerations.
Right – CRC's compliant ICRA standards, featuring negative air pressure to minimize hazardous particle spread during construction.

Actions Taken

1. Ensured compliance with ICRA requirements and implemented proper construction controls.
2. Thoroughly cleaned the facility and contents beyond the construction area.
3. Developed an aggressive timeline to expedite the restoration process.
4. Overcame challenges of limited local subcontractor network and material vendors.
5. Identified subcontractors with multi-trade abilities to maximize work efficiency and minimize downtime.
6. Maintained constant communication with the client, providing daily updates and progress photos.

Results

CRC's Healthcare Team swiftly responded to the project, commencing work in the facility within 24 hours of signing the contract. Through CRC's efficient efforts, the facility resumed normal operations in just 12 days, three days ahead of schedule. This expedited turnaround time and saved the client a minimum of \$250,000 in lost revenue.

Additionally, CRC went the extra mile by sourcing materials and subcontractors locally, establishing long-term relationships with the client and ensuring future accessibility. By providing consistent updates and maintaining open communication, CRC's Healthcare Team ensured client satisfaction throughout the project.

Conclusion

With swift action, efficient project management, and a commitment to open communication, CRC's Healthcare Team successfully overcame the challenges presented by the water loss incident in the surgical center. The facility was restored in record time, allowing operations to resume ahead of schedule. This saved the client a significant amount of revenue, highlighting CRC's specialized expertise in healthcare facilities and their comprehensive approach to problem-solving.

About CRC

Commercial Restoration Company (CRC) is a leading national provider of restoration and reconstruction services. CRC helps companies of every size and industry prepare for and recover from major property damage. From fires to floods to hail to hurricanes, we've seen and responded to it all. When you work with CRC, you know you're getting quality work that's done right. For more information, visit commercialrestoration.com.