

Prisma Health Strengthens In-House Water Incident Response

Like many complex healthcare environments, the hospital faced a growing challenge: frequent water intrusions that disrupted operations - but being managed in-house swiftly and efficiently.

THE PROBLEM

Prisma Health Baptist Hospital in Columbia, SC, is a 765,000-square-foot facility spanning 11 floors and supporting thousands of patients, staff, and visitors.

Before implementing R2R, the hospital relied heavily on external contractors - spending \$8,000-\$10,000 for minor jobs and as much as \$80,000 for larger ones. Water damage events such as leaks, pipe failures, and sink blockages created frequent emergency situations.

Challenges:

- Unpredictable water issues with no standard plan for in-house response.
- The facilities team had some mitigation experience but inadequate training.
- Limited equipment was outdated or insufficient.

Contractor delays also impacted operations and risked incomplete drying and poor documentation.



READY 2 RESPOND® SOLUTION

In 2024, the Prisma Health facilities team turned to the Ready 2 Respond® (R2R) program. Through customized training and tools, the team is now **handling emergencies swiftly and cost-effectively** - transforming their approach to facility resilience.

"This was a "no brainer" investment we paid for in two months. The ROI made a difference. It became clear that this is a good investment vs hiring contractors for smaller jobs that we can easily handle in-house."

—Troy Dishaw, Prisma Health, Columbia

A comprehensive, **onsite R2R Assessment** identified critical gaps in Prisma's existing water damage readiness.

Prisma Health worked with the R2R team to implement a customized plan that addressed the gaps, including:

1. **Equip with High-Performance Tools** - Invested in professional-grade drying equipment and implemented smart tracking systems to improve deployment speed, accessibility, and accountability during emergencies..
2. **Team Training** - Provided certification training for all first responders, plus advanced training for supervisors to enhance decision-making in the field.
3. **Standardize Protocols** - Created detailed SOPs for water-related incidents, including plans for staffing gaps, and defined consistent scopes of work.
4. **Implement Preventive Maintenance** - Established a regular maintenance schedule for all drying equipment to reduce downtime, extend service life, and ensure readiness when emergencies occur.





RESULTS

Within only two months, the in-house team had handled eight water incidents, each involving 300-400 square feet, with positive outcomes:

- With typical contractor fees as high as \$80,000 per job, Prisma **more than doubled the return on its equipment investment** in less than two months.
- Water incidents are tracked with log sheets and detailed notes, **supporting legal, safety, and risk management needs.**
- Team members are now eager to apply their training and see water leaks as an **opportunity to demonstrate skill and efficiency**, a significant shift in attitude.
- The team now **assesses situations, selects equipment, and initiates response** without hesitation. When contractors are required, they're able to monitor their work with a trained eye.

Key Lessons

By combining technical knowledge with the right resources, Prisma Health established a capable, motivated in-house team. Here are insights gained from this case:

- **Build Confidence Through Training** – Equip first responder teams with the knowledge and skills to act decisively when managing a water event.
- **Log and Track Essential Equipment** – Maintain readily accessible, dedicated tools for water extraction and drying, and a system for tracking their locations.
- **Develop a Response Plan** – Standardize the mitigation process and documentation.

“This program has transformed our approach,. It’s not just an investment; it’s a game-changer for peace of mind. Knowing we can resolve issues efficiently and document them accurately makes all the difference.”

Troy Dishaw, Prisma Health, Columbia, SC

ONGOING SUPPORT

Prisma plans to continue its program deployment by encouraging supervisors to further elevate the team's capabilities by participating in :

- **Ready 2 Respond® University: Drying School** that prepares R2R partners to lead first responder teams.
- **Ongoing Consultation** through R2R technical assistance and follow-up evaluations.



BUILDING CONFIDENT TEAMS AND IN-HOUSE SOLUTIONS

Let's get your team Ready 2 Respond.

Find out how you can benefit by partnering with the Ready 2 Respond team to transform your water emergency response.

**CONTACT US AT 888-208-5401
TO LEARN HOW WE CAN HELP**