



**CHRISTUS
SCHUMPERT**
St. Mary Place

June 24, 2003

Wayne Sensor, CEO
Christus Schumpert Health System
One St. Mary Place
Shreveport, LA 71101

Dear Mr. Sensor,

This letter is in regards to Hand Construction and the recent renovations to the Emergency Department. I would like to commend them on their flexibility with our patient load, reactivity to sudden changes in patient census and acuity, and maintaining open communications with the ED associates on duty, as well as Dr. Lambert and myself. Further, they went to extensive measures to ensure that the areas being worked on were partitioned and protected the areas that were still being utilized for patient care.

There were numerous delays, most of which were beyond the control of Hand Construction. Further, the ED itself had some delays in releasing rooms to Hand Construction due to patient loads. The ED renovations presented a particular challenge as the ED was continuing to function at full service. Hand Construction was very receptive to ED associate requests and needs based on this.

I would recommend them for continued construction needs at Christus Schumpert Health System. Thank you for your time and attention.

Sincerely,

Ginger D. Wiggins, RN
Director, ACC/PCU
(Former Director, Emergency Services)