



## Case Study

# Eureka Springs Hospital Patient and Staff Ratings Increase with R-Zero

Implementing R-Zero's full ecosystem of UVC solutions helps increase patient & staff ratings at Arkansas Hospital.

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## Introduction

Providing quality healthcare since 1929, Eureka Springs Hospital is Carroll County's first critical access hospital dedicated to expanding its services and bringing the best in healthcare to their community in Arkansas. Striving to keep patients close to home as they face illness, post surgical recovery or rehabilitative efforts, the small hospital wanted to add an extra layer of indoor protection for patients and staff, many of which are friends and family.

In early 2020, the COVID-19 pandemic swept the nation, filling hospitals to capacity and creating a stressful strain on hospital staff. Eureka Springs was no exception. Looking to further care for their community, the healthcare organization looked to UVC devices to inactivate microorganisms, viruses that are hard to control.

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„In the beginning of 2020, we had a lot of patients coming through. We knew it would be a good idea to provide our patients with an extra layer of protection, from **microbes** that may be lingering on surfaces.“

— Becky Burt  
Facilities Director, Eureka Springs Hospital

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Dedicated to bringing the best healthcare to their community, the hospital began their search for UV devices that would fit seamlessly into their space and be undistruptive to patients and staff. Being in the healthcare space, UV-C is commonly heard of through various online health and environmental services magazines but Eureka Springs wanted something user-friendly and manageable within their budget.

## The Opportunity

Dramatically increasing air disinfection efficiency, R-Zero's on-demand UV-C device Arc and always-on upper-room UVGI solutions Beam and Vive were devices the company wanted to use throughout their entire facility. Beam and Vive devices were installed throughout the nurses stations, operating rooms, patient rooms, the waiting room and other high-traffic areas to disinfect both air and surface autonomously. After patients are discharged from rooms, the staff then goes in to deep clean the room followed by running the Arc device as an added layer of disinfection protection. Arc devices are set to run in three critical areas; bathrooms, near the bedside and on the far end of the room near the windows. Using Arc in addition to the Beam and Vive devices enables hospital staff to ensure every single room is being disinfected properly, and with the push of a button, Arc significantly reduces the microorganism risk in each room.

Keeping patients' safety top of mind, Eureka Springs Hospital was very conscious of choosing UV devices that were safe to have in occupied spaces, easy-to-use and undistruptive to both patients and staff.



**“Our staff sees it as an added layer of protection. It kills bacteria that we can't, it gets in crevices that we can not, and it will help patients avoid exposure to surface viruses which is critical to our mission.**

*– Becky Burt  
Facilities Director,  
Eureka Springs Hospital*

Burt goes on to say, “The reason I chose R-Zero is because you guys were much more thorough, educational and asked more questions. Some of the other companies we chatted with just had a general product and sent them out without any information or help with installation. R-Zero came in and implemented the exact right products we needed in just a couple of days and constantly monitors the devices so we can focus on what matters most, our patients. We've never had to worry about them since – everything is so seamless.”

R-Zero worked to tailor products fit for the hospital's particular space. Providing a risk assessment to see what is needed, collecting floor plans, seeing where electrical is and how the rooms are set up, led the hospital to implement Arc, Vive and Beam products where they would be most useful. When thinking about safety and efficacy should always be top of mind.

[See our Ecosystem Here](#)





**“By implementing the devices, we know we are doing a good job and everything we can to help with the cleanliness and disinfection in the hospital.”**

– *Becky Burt*  
Facilities Director,  
Eureka Springs Hospital

## THE SOLUTION

1 Arc, 2 Beam’s and 19 Vive’s were placed throughout the hospital in just a matter of days. Since having the devices installed, the hospital has seen a significant increase in patient satisfaction ratings year over year. Without disrupting any day-to-day activities for staff or causing any disruption to patients, the products visually show that Eureka Springs is going above and beyond while the devices autonomously do their job.

When thinking about the future, Eureka Springs strongly encourages facilities to implement UVC devices throughout their buildings and plans to add even more R-Zero UVC solutions to their growing facility. Currently in the planning phase of a hospital wing expansion, R-Zero’s ecosystem of UV products are something Eureka Springs definitely wants to continue to incorporate within the new section of their building. Burt explains, “Yes, janitorial services and facilities management will still need to wipe things down and maintain overall cleanliness, but there are things we physically can not get into. UVC covers everything, all-over. It takes away the natural human-error of things.” And, with never-ending flu seasons and the potential of future pandemics sweeping the nation, having an extra layer of UVC disinfection is something that every organization should be thinking about. A proactive approach using UV disinfection solutions is extremely effective.

\*UV environmental disinfecting is supplemental to, not a replacement for, physical surface cleaning and is effective only on exposed surfaces and in circulating air exposed to UV light. R-Zero UV-C disinfection products are intended to reduce microorganisms, pollutants, contaminants or pollen in the air and/or on non-medical surfaces. They are not intended for any health or medical-related purpose.

[See the Efficacy —>](#)