

## Customer Profile

# Trilogy Healthcare Services, LLC

## The Challenge

COVID catalyzed an internal conversation for Trilogy’s decision-makers about finding a disinfection solution to keep both employees and residents as safe as possible during the present COVID pandemic and well into the future. While COVID was the immediate threat, Trilogy leadership knew that residents, families, and employees would want reassurance about safety measures not just during COVID but for the long term. After evaluating various manufacturers, Trilogy chose R-Zero’s flagship device, Arc, for an initial pilot after seeing its ease of use, efficacy, and reporting capabilities during a live demo.

## The Results

The initial pilot was so effective that Trilogy decided to move forward with R-Zero as their disinfection partner within a month. The Arc implementation has over-delivered on expectations on both the front and back end. The visibility of the devices in Trilogy facilities and the data they provide on the disinfection measures included in Trilogy’s SHIELD initiative have provided pivotal evidence for employees and residents of the care Trilogy is taking to keep them safe. That cleanliness gives Trilogy the confidence to project that they will be able to provide healthier living environments and drive census at each of their facilities by using Arc on their campuses, thereby achieving measurable ROI.

## Why R-Zero?

*“The pandemic gave us the opportunity to look at how we could elevate our environmental care.”*

*“We looked at our 5-year horizons and tried to identify the right decision for environmental protection and safety, both for today and five years from now.”*

*“We really couldn’t be happier.”*

*“Our scores were good before the pandemic, but with the implementation of the UV devices, they’re top-notch. They set a new standard for our level of cleanliness.”*

*– Parker Lacy,  
Vice President of Facilities Management at  
Trilogy Health Services*



**4 primary  
service lines**

(skilled nursing, assisted living, memory care, and independent living, with physical therapy and pharmacy subsidiaries.)



**127 campuses in  
Kentucky, Ohio, Indiana  
and Michigan**



**-11,000 residents and  
-14,000 staff**



**110+ Arc  
devices**