

Case Study

# 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**

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

*– Parker Lacy,  
Vice President of Facilities Management*

## The Challenge

For Trilogy Health Services, a network of skilled nursing, assisted living, memory care, and independent living facilities, COVID’s emergence in March 2020 accelerated their thought processes around the implications of healthy buildings for residents and staff. As an organization focused on employee experience, Trilogy believes that taking care of employees and providing them with a safe environment leads to better care for residents. Consequently, 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. “The pandemic gave us the opportunity to look at how we could elevate our environmental care,” says Parker Lacy, Vice President of Facilities Management at Trilogy Health Services. 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. With over 10,000 residents and 14,000 employees across 127 campuses, Trilogy needed a scalable environmental safety solution that would be effective and easy to use.

Trilogy’s goal when evaluating solutions was two-fold. First, they wanted to ensure the safety of their staff and residents. Second, they wanted to set an example for the industry by pioneering the most efficacious new technology. This desire to adopt industry-leading solutions ties to Trilogy’s SHIELD Program, a cleanliness initiative that brings a layered approach to fighting infectious disease. SHIELD stands for

- Sanitation
- Health solutions
- Illness prevention
- Evidence-based lasting technologies and
- Disinfection tools

Based on these SHIELD principles, finding the right disinfection technology with proven clinical research was essential to Trilogy. They also wanted to ensure that their selection checked boxes for sustainability, safety, quick execution, and ease of implementation and usage across campuses.



## The Solution

With these requirements in mind, Trilogy began searching for a disinfection solution that could provide confidence and security not just amid COVID but also well into the future.

“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,” explains Lacy.

Trilogy was familiar with UV-C disinfection and its frequent use in hospitals, and they were keen to bring this technology to their campuses. UV-C’s ability to inactivate bacteria, viruses, and mold on surfaces and in the air without chemicals makes it safer and more sustainable than many other disinfection options. 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.

**“After about 30 days, we felt confident with the technology, and we made a bold move: We purchased a device for every campus.”**

*– Parker Lacy,  
Vice President of Facilities Management*

## The Implementation

The initial pilot was so effective that Trilogy decided to move forward with R-Zero as their disinfection partner within a month. “After about 30 days, we felt confident with the technology, and we made a bold move: We purchased a device for every campus,” Lacy notes. R-Zero’s customer success team created a week-by-week roll-out plan specific to Trilogy’s needs to enable full implementation. Trilogy staff members received remote training during the rollout to accommodate COVID precautions. This practical training on operating and using the Arc devices was key for Trilogy employees. Despite the virtual nature of the training, Lacy reports that the process “was so intuitive and easy: it does exactly what the training describes it will do.” The training provided by R-Zero was vital, as Trilogy did not have the internal support necessary to train every employee in the network in person.

In addition to providing hardware and operator training for rollout, R-Zero partnered with Trilogy R-Zero IT team to integrate the data provided by the devices with Trilogy’s internal PowerBI dashboard. This integration has proven crucial for Trilogy because it extends access to the device utilization and disinfection cycle data to leaders at the facility and executive level. This visibility layers in data points with existing reporting protocols to help people see and validate the device usage.

Reflecting on the implementation and roll-out process, Lacy called the experience “fantastic,” adding, “We really couldn’t be happier.” 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.



## Better Outcomes and a Bright Future

Layering approaches is critical to enabling Trilogys SHIELD approach and to creating a reliable method for keeping residents and employees safe. Using the Arc in conjunction with ATP is a really powerful pairing. “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,” explains Lacy. That cleanliness gives Trilogys the confidence to provide peace of mind to residents and staff at each of their facilities by using Arc on their campuses, thereby achieving measurable ROI.

The results of their layered SHIELD strategy leveraging Arc are already evident. As Lacy recently commented when speaking to Healthcare Facilities Today, “We’ve seen a massive reduction in COVID-19 at our campuses. Our infection rate is well below 1 percent. We’re at the point where it’s something we don’t have to address on a daily basis as we did a year ago.”

Lacy has noted that COVID served as a “black swan event” to accelerate broader conversations about environmental services. He is keen to help Trilogys continue to lead the senior care industry in adopting solutions that advance the health and safety of indoor environments. Part of that leadership includes

evaluating how Trilogys can further partner with R-Zero by adopting additional components of a holistic disinfection ecosystem. “We’re excited about R-Zero’s far UV products,” Lacy shares. “Upper-room UV is an interesting application that feels critical in building out our disinfection ecosystem.” With that enthusiasm in mind, Lacy observes that the key question for his organization and the industry at large remains, “How can we implement further technologies to enable better clinical outcomes, resident experience, and employee experience?” He is confident that R-Zero will continue to partner with Trilogys in pursuing layered approaches to elevate the safety of indoor environments at their campuses.

## About Trilogys Health Services

Trilogys Health Services is an industry-leading operator of over 120 senior living communities throughout Kentucky, Indiana, Ohio, and Michigan. The company has the honor of providing over 10,000 seniors with world-class clinical support, innovative lifestyle programs, and a culture built on the tenets of servant leadership and hospitality. Trilogys employs over 14,000 team members, is a certified Great Place to Work, one of Glassdoor’s Top 100 Best Places to Work, and was named one of FORTUNE’s Best Places to Work in Aging Services. To learn more about Trilogys Health Services, visit [www.trilogys.com](http://www.trilogys.com).

### ABOUT R-ZERO

R-Zero can customize a disinfection ecosystem for your senior care facility that leverages UV-C and sensor technology. Visit [rzero.com/senior-care](http://rzero.com/senior-care) to learn how you can reassure residents and build your census with clinically clean spaces.

R-Zero Systems, Inc.  
[www.rzero.com](http://www.rzero.com)  
[sales@rzerosystems.com](mailto:sales@rzerosystems.com)

© 2021 R-ZERO SYSTEMS, INC. ALL RIGHTS RESERVED. | 03.31.22