



CASE STUDY

CENTRACARE PLAZA

ULTRA DURABLE TECHNOLOGIES' EPIC® FLOOR FINISH

OVERVIEW

CentraCare Plaza Clinic is an integrated health care system in St. Cloud, Minnesota. The nonprofit organization includes six hospitals, seven senior care facilities, eighteen clinics, four pharmacies, and numerous inpatient and outpatient specialty care services. Crothall Healthcare specializes in providing several support services to facility departments such as Environmental Services, and it serves as the designated EVS provider for CentraCare Plaza.

In 2016, CentraCare's administration encouraged Crothall to use EPIC High-Performance Floor Finish on the floors at the Plaza clinic complex due to the positive results the EVS staff were experiencing at the St. Cloud Hospital. Crothall agreed and initially wanted to have their in-house staff trained on the use of EPIC. However, due to industry-wide staffing challenges, Crothall decided to hire a contractor to prepare floors and apply EPIC.

Ultra Durable Technologies, the manufacturer of EPIC, recommended that Crothall contact Tim Burnett of Facility Health Solutions, a channel partner and certified EPIC training and installation contractor. "UDT Channel Partners, who are EPIC-certified contractors, stand behind their services and ensure a successful application every time. Plus, customers appreciate the added benefit of how the EPIC floorcare program provides a stable, fixed cost for a

facility and removes guesswork during the budget planning process," says Travis Negaard, CEO of Ultra Durable Technologies.

"UDT Channel Partners, who are EPIC-certified contractors, stand behind their services and ensure a successful application every time."

–Travis Negaard, CEO of Ultra Durable Technologies

CHALLENGE

Crothall's EVS Assistant Director, Kris Hute, expressed how difficult it is to keep floors performing up to standard in a healthcare environment, especially when short staffed. The goal had been to treat every floor at least every six months, but Kris states, "The quaternary sanitizers that are used to clean the floors in the surgical suites destroy traditional acrylic floor finish. As a result, we would have to scrub and recoat them every 3 months. We simply do not have the labor to keep up this regimen, especially with labor shortages."

THE TRIAL

Crothall began by contracting Facility Health Solutions to prepare and install EPIC on VCT flooring in their surgical center floors. First, surfaces were stripped completely of all layers of old acrylic finish. Then, one thin coat of EPIC® High-Gloss Finish was applied to these floors. Once the surgical center

PROTECT • RESTORE • BEAUTIFY

project was completed, CentraCare was impressed with the transformation. As a result, a decision was made to use EPIC to coat all hard surfaces (including VCT, LVT, LVP, sheet vinyl, and tile and grout) throughout CentraCare Plaza.

“EPIC stays looking good the whole time, we don’t get complaints about the floors anymore, and HCAHPS scores have increased.”

-Kris Hute, Crothall EVS Assistant Director



EPIC® High-Gloss Finish on VCT

An example of another area that was transformed involved the restrooms. UDT’s EPIC Matte finish was selected and applied to restroom tile and grout floors to keep the tile and grout’s natural appearance. Also, the matte finish is beneficial especially for tile and grout, offering slip-resistance from the addition of UDT’s proprietary traction additive.

OUTCOME

The results of the trial indicate that EPIC has clearly outperformed the previous acrylic wax floorcare program. As of 2022, a total of 92,500 square feet of flooring had been finished with EPIC. The floors have retained their appearance and have not needed to be recoated. Tim says, “Once they witnessed the success of EPIC, they started applying it on nearly all the other hard floors in the facility, including tile and grout.”

Additionally, CentraCare has benefited from significant material and labor savings. Crothall would have had to scrub and recoat CentraCare Plaza’s operating room floors 18 times over the past 4 years.



EPIC® High-Gloss Finish on LVT

Instead, they only treated them one time with EPIC, and they still look great.

Also, CentraCare Plaza no longer keeps burnishers onsite because they are not needed anymore to maintain the floors. Daily cleaning now consists of wet mopping and occasionally scrubbing with an I-MOP which removes soil and buildup of



EPIC® Matte Finish on Restroom Tile and Grout

floor sanitizers. Plus, the single coat of EPIC has successfully resisted damage and degradation from hand sanitizers, as well.

Kris sums up the success best as he states, “If you want your floors to stay looking like new, then use EPIC! We have calculated our break even for EPIC at the 2-year mark. There are also valuable non-financial benefits. EPIC stays looking good the whole time, we don’t get complaints about the floors anymore, and HCAHPS scores have increased.”

For more information about EPIC® contact Ultra Durable Technologies:

800-722-2998

www.epicfloorfinish.com



PROTECT • RESTORE • BEAUTIFY