

*Rated in the top 5% of hospitals for  
patient satisfaction*



*A Case Study*

## **How Beebe Healthcare Automated Curtain Changeout for Easy & Affordable Tracking & Compliance**

*Spearheaded by one of the first users of On the Right Track's disposable curtain system, Iris Verdi has retrofitted 7 hospitals over her career and wants health systems to know how easy the switch to On the Right Track's disposable system with built-in automated changeout tracking is to make.*

Beebe Healthcare is a health system servicing southern Delaware. An operation of both inpatient and outpatient facilities, Beebe's main location is its medical center in Lewes, a 210-bed hospital, originally founded in 1916 by Dr. James Beebe and Dr. Richard C. Beebe. This seaside community-based healthcare system offers cardiac, vascular, surgical, oncology, women's health, and orthopaedic care, as well as walk-in and primary care. Beebe is the largest employer in Sussex County, Delaware.

**Rated in the top 5% nationally for patient satisfaction,** Beebe prides itself on operational optimization that contributes to positive patient outcomes. One sweeping and immediately effective implementation Beebe made to its care-model is swapping out their traditional fabric privacy curtains system-wide to disposable curtains with hookless-ring



technology and built-in QR codes. The hookless-  
ring technology allows a ladder free changeout in  
less than a minute. The built-in QR codes, printed  
on each curtain panel, are synced with the  
Changeout® Curtain Tracker app..

## WHAT CAN AFFORDABLE AUTOMATION DO FOR YOUR COMPLIANCE REPORTING?

What was the old process for tracking and  
reporting curtain changeout to compliance  
agencies? "We used to use a spreadsheet to track  
when a curtain was changed. So the tech, if they  
remembered, would tell their supervisor, and  
information would be manually entered," shares  
Iris Verdi, Director of Environmental Services at  
Beebe Healthcare. "Our policy states that we swap  
our curtains for every isolation discharge, if visibly  
soiled, or every 90 days. That can get confusing  
and overwhelming in a spreadsheet," she  
continues, "It was inconsistent. We didn't have  
anything in place to trigger that something had  
been up for a certain amount of time."



*Changeout software simplifies compliance  
management and updates in real-time to the cloud.*

"The app helps manage  
a process that can be  
overlooked and  
overwhelming."

**Iris Verdi**

Director Environmental  
Services

With QR codes included on every one of On The  
Right Track's disposable curtain panels that sync  
in real-time to a cloud based app, compliance is  
fundamentally simplified and streamlined like it's  
never been before. It's taking an analog process  
and making it digital. Curtain status updates  
instantly, and curtains can be tracked by location,  
user, and time to manage cleaning and  
replacement routines. Users can easily access  
from any device, with the ability to create both  
custom alerts, depending on area of the hospital,  
and custom reports with built-in filters.

How has the curtain Changeout app affected  
workflow? "**We know when curtains need to be  
changed and can schedule them and monitor  
them easily,**" says Verdi. "It's a key benefit to be  
able to achieve that consistency and compliance  
with our policies. The app helps manage a process  
that can be overlooked and overwhelming."

## 14 YEARS OF STANDARDIZING DISPOSABLES

Verdi was one of the early adopters of disposable  
cubicle curtains, and one of the first to see the  
product through to its recycling capability.

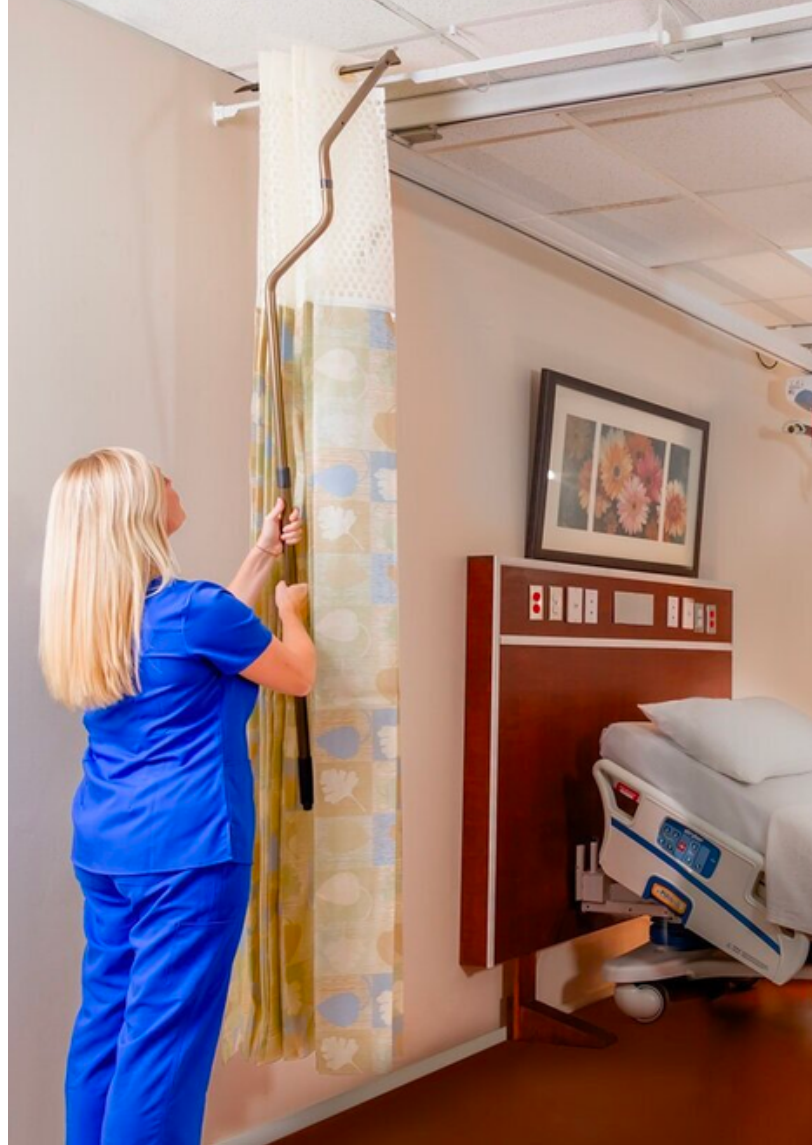
"I was one of the first customers of On The Right  
Track's disposable curtain option. I've gone with  
them ever since." Verdi says. "From a green  
perspective, the amount of water that is saved and  
the fact that they're polypropylene and able to be  
recycled are significant features. I've been a loyal  
customer for 14 years. There's a reason for that."

Beebe Healthcare, prior to disposables the system used traditional fabric curtains. "We had to use ladders to change out every curtain, and there would often be missing hooks or broken hooks in that process as well, so they were half hanging on. That was unkempt and unprofessional," says Verdi. When it comes to the undertaking of laundering, Verdi explains, "We outsource now, but we did have our own washers and dryers at one point. It led to messy looking curtains that were wrinkled because they weren't being hung right away. They weren't folded properly. We ended up getting rid of our washers for a multitude of reasons, but traditional fabric is very expensive to go out as specialty laundry."

It was one of Verdi's first initiatives when joining the Beebe team. With her years of experience implementing the usage of disposables across several hospitals, she has experienced time and again the immediate value it brings to countless areas from patient outcomes to caregiver safety, to the bottom line. "I've used the disposable curtains since they came out, so when I came here, I approached the nursing staff and leadership and let them know I've had a lot of success with this at other hospitals. I told them it's a better practice and we'd be able to monitor our curtains better - and as it gets rolled out, there is enhanced productivity. They allowed me to make that decision on my own."

Verdi wants other health systems to understand how easy the switch is to execute. Everything necessary from the proprietary tracking that easily retrofits with little more than a couple screws and supports the hookless-ring technology, to the disposable curtains with QR codes and the synced automated app to bring it all full circle. On The Right Track delivers as a sole source provider.

When you're looking at different spaces across an integrated delivery network (IDN), there can often be a difference in ceiling heights, depending on the unit or if it's inpatient or outpatient. On The Right Track easily addresses this as the proprietary tracking can be manipulated to install at the measure needed to be able to hang curtains at a uniform drop, regardless of ceiling height. "Whether it's 110 inches, 92 inches, or 89 inches - every curtain falls at the same length thanks to our ability to extend the tracking down or up



appropriately, resulting in a streamlined aesthetic," says Verdi.

## REAP THE BENEFITS

As a veteran user, what does Verdi count as some of the top benefits of making the swap to standardizing disposables? **"The ease of hanging them. You always get a fresh, new curtain. It's not wrinkled, it's not messy looking. If something happens, it's less than 2 minutes to take it down and put up another one,"** she says, "It adds to the patient experience and perception of clean that give nonverbal cues of being in a safe environment. It all directly translates to our patient and visitor perception."

Don't forget the life cycle cost. "It's way cheaper even with having to change them out," shares Verdi, "It still costs less when you factor in the

appropriately, resulting in a streamlined time of the employees to be going up and down ladders to changeout, manually track in spreadsheets, plus the cost to launder them and replace them when needed. The textile burden is 20 times the cost of disposable. and I think the attractiveness and ability to swap out and change your look, which I try to change every quarter so that it mirrors with the seasons, is a lovely bonus you don't get with traditional fabric. We would only purchase all-new fabric across the board as far as design updates every 5-7 years."

Cutting changeout time by two thirds, the associated person hours to maintain have been drastically reduced to focus on other elements that drive improved patient, family, and caregiver experience. This has positively impacted Beebe's HCAHPS scores and strengthens the health system's standing in the top 5% of hospitals in the nation for patient satisfaction.

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- Cut changeout time by two thirds.



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# on the right track

## ***About On The Right Track***

On The Right Track® cubicle curtain solution allows health systems to build an efficient, safe, and healthy environment. OTRT serves customers across North America, Asia, and the Middle East to:

- Automate curtain tracking, reporting, and changeout
- Further minimize the risk of Hospital Acquired Infections
- Lower curtain-replacement labor costs by 90%
- Cut laundry costs
- Overcome the risk of ladder accidents
- Maximize throughput
- Provide a better patient experience through consistent aesthetics and a virtually silent track system

On The Right Track® is 100% committed to creating environmentally conscious products. For more information about OTRT, visit [www.ontherighttrack.com](http://www.ontherighttrack.com) or contact us at [moreinfo@ontherighttrack.com](mailto:moreinfo@ontherighttrack.com).



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