



Concierge Services

One of the most critical challenges facing the healthcare industry today is recruitment and retention of quality staff. Not only does it significantly affect the quality of patient care, it also impacts every healthcare institution's bottom line.

While there are many different approaches to avoid costly employee turnover, one key strategy is ensuring employees achieve maximum employee satisfaction levels. MetLife's 7th Annual Employee Benefit Trends Study¹ reports that 40% of today's employees indicate that benefits play an important role in their decision about whether to remain with their employer, while offering benefits to help employees with work/life balance remained the most important strategy cited by employers.

So how can the healthcare industry more effectively improve work/life balance and reduce stress for staff? Increasingly, hospitals are providing both staff and patients with services that the hospitality industry has successfully offered for years, specifically concierge services. These concierge services are designed to offload time consuming chores and address life's little emergencies, to ease the stress and help employees feel more appreciated. Concierges perform a variety of services from errand running to information research, travel planning to grocery shopping. In essence, concierge services can help your employees maintain work/life balance, minimize their stress and ensure they maintain focus on providing maximum patient care.

In addition to providing concierge services for staff, many hospitals are offering similar services to their patients. Recognizing that the hospital experience is often unplanned and anxiety-ridden for patients and family members, many hospitals are expanding concierge services, to increase focus on patients' well-being. Concierge services are customized to patient and family needs, and can include everything from picking up forgotten personal items, to delivering prescriptions or groceries, even coordinating transportation/lodging.

Hospitals are increasingly offering concierge services, recognizing that concierge services can reduce stress for both staff and patients and drive positive cultural change.

We're here to help.

AHA Solutions' Due Diligence Process

By applying a formal due diligence process consistently, AHA Solutions identifies products and services that help hospitals achieve excellence in the work they do and the business they're in. So when facing buying decisions, hospitals look for the AHA Endorsement Seal and are confident that the product and its vendor have been assessed by the AHA using this consistent due diligence process, and that each has met our high standards.



BEST UPON REQUEST®

Concierge services that make life easier®

WHY DID THE AHA ENDORSE CONCIERGE SERVICES FROM BEST UPON REQUEST®?

- Best Upon Request's On-site Concierge Delivery Model: Allows for a wider range of services to be offered to the hospitals. With an on-site model, they directly respond to the requests through dedicated and skilled staff, rather than contracting out to third parties. Compared to virtual and web-based models, the on-site model typically achieves a higher level of hospital employee participation equating to more meaningful results, including reduced turnover, higher productivity, higher employee retention, and improved work/life balance. The on-site delivery model achieves high-satisfaction ratings and appears to be a significant differentiator for hospitals.
- Best Upon Request's Outstanding Professional and Personal Service: In order to feel confident with implementing concierge services, a hospital needs to be comfortable with the vendor's staff, which will ultimately be on-site delivering these services. Best Upon Request earned the endorsement because of their proven ability to deliver the consistently outstanding levels of service, professionalism and overall comfort to hospitals, certainly foundational to making a concierge solution successful.
- Best Upon Request's Reporting Capabilities: Easy to use database allows for reporting and tracking request fulfillment and service quality, to ensure a measurable program. Examples of the various reports include monthly reports that will measure usage trends; semi-annual and annual reports that review key performance indicators, including forecasting initiatives for the future; and an annual survey report that focuses on key metrics such as retention, satisfaction, utilization and quality of life.
- Best Upon Request's Demonstrated Commitment to healthcare: With 80% of their customer base within healthcare, Best Upon Request has demonstrated their understanding of the unique needs of the healthcare industry.



THE SOLUTION: CONCIERGE SERVICES FROM BEST UPON REQUEST®

Best Upon Request provides a full range of concierge services. Serving as a vital lifeline for many nurses, doctors and administrators, concierge services ensure hospital staff can more effectively balance challenging professional careers with the pressures of home life. In addition, a concierge program can provide supports to both patients and their families, in addressing non-clinical needs that they are unable to handle.

The concierge service positions are provided by trustworthy, resourceful, compassionate and dependable individuals with extensive hospitality and customer service backgrounds. The number of talented on-site concierges Best Upon Request provides depends on the hospital's size and requirements. The dedicated on-site team is supported by a 24/7 Service Center and easy-to-use technology provide service and usage reporting.

Patient and staff concierge service requests are easily submitted through face-to-face visits to the concierge office, via email, phone, voicemail, or fax; through the hospital's intranet; at drop boxes and via the 24/7 Service Center. Once a request has been placed, the concierge(s) acknowledges the request, whether from patient or hospital staff, providing an estimate of completion, and maintains communication regarding the necessary steps, costs, and details of the service.

Increasingly hospitals are providing employee concierge services as an employee benefit so that concierge service users only pay for directly incurred expenses, such as dry cleaning bills or car repair invoices. This is ideal, as the intent of these services is to be an added benefit available to a hospital's entire staff. In all cases, the client works directly with Best Upon Request in developing a financial model ideal for that particular organization.

CONCIERGE SERVICES CAN INCLUDE:

For Hospital Employees:

- **Errand Running** – Personal and/or business errands such as courier service, vehicle maintenance, shopping and home sitting
- **Convenience Services** – Dry cleaning, shipping/mailing, postage and gift-wrapping
- **Information Research** – Details and referrals for products, service providers, vacations, hotel reservations, financial services and volunteer opportunities
- **Home-Based Help** – Scheduling and awaiting service appointments, organizing lawn/plant maintenance, mail retrieval and pet care arrangements
- **Corporate Support** – Fund-raising campaigns, service excellence initiatives and recognition programs
- **Child/Elder Care** – Program/service identification and research
- **Event Planning** – Business meetings, recognition dinners, company picnics and parties
- **Travel planning** – Airfare and hotel/care arrangements, currency exchange and passport assistance
- **Transactional Services** – Reservations, tickets and gifts
- **Guest/Client Relations** – Travel arrangements, accommodations, tours and floral/gift delivery

For Patients/Family Members:

- **Admission Assistance** – Retrieving forgotten items, purchasing special toiletries, assisting family members
- **Bedside Assistance** – Paying bills, providing notary services, delivering food from local restaurants, arranging follow-up care
- **Discharge Assistance** – Arranging transportation, delivering prescriptions, following-up at home, scheduling follow-up appointments
- **Customer Service** – Helping with patient complaints, helping with lost and found, driving vehicles

Best Upon Request has a partnering philosophy when providing concierge services to clients. As a resource for hospitals, they strive to help them reach their objectives. They are more than just a vendor, they believe in true partnerships.

FEATURES:

- Capability to extend concierge services to patients and their families as well as the hospital staff.
- Full-service, on-site, turn-key approach to concierge services; designed to be a complete package, hands-free for the hospitals.
- Flexibility with program and vendors: solid infrastructure that allows for program customization, large scale launches, and local vendor relationships.
- Excellent customer service: 98% of customers have said they would use the service again.
- Convincing, Measurable results: feedback is given on how the concierge program is being utilized and can view the results in their monthly, semiannual and annual reports.
- Trustworthy management and corporate involvement: leadership has more than 45 years of industry experience combined.

BENEFITS:

- Increased employee retention – In general reducing turnover by even ½% yields a positive return on your investment
- Higher employee satisfaction – 100% of customers would recommend concierge services to co-workers
- Enhanced employee productivity – save an average of 2 hrs/request; more than ½ of the time saved goes back into their work
- Reduced employee absences – 89% of customers agree that concierge services help increase work/life balance
- Reduced employee stress – 92% of customers agree that concierge services help reduce stress
- Increased employee referrals for employment
- Helps hospitals become an Employer of Choice – 80% of customers agree concierge services increase their commitment to their employer
- Decreased recruitment costs
- Improved patient satisfaction
- Enhanced patient – focused care
- Enhanced patient and family centered care
- Improved patient flow
- Differentiation in a competitive market

WHAT OTHERS ARE SAYING:

“In the competitive healthcare job market, we wanted to provide a premier benefit to our current and future employees of Bronson Healthcare Group that was not available at other organizations. It was our goal to make employees’ lives less stressful and complicated. Best Upon Request concierge services have made a considerable impact on our organization.”

— **Mr. Frank J. Sardone,**
President and CEO,
Bronson Methodist Hospital,
Kalamazoo, Michigan

“Of great importance to me, Best Upon Request provided me a true turnkey solution to our concierge needs, demonstrating expertise in delivering the concierge concept within the organization. They hit the ground running from the day they opened with very little intervention or support from us. The staff is all excellent and professional to work with and they have quickly assimilated as an important part of the hospital resources for associates. We were also happy to be partnering with an organization that is minority owned and has such a strong quality track record.”

— **Mrs. Martha A. Murphy,**
VP, Organization and Talent Effectiveness,
St. Joseph Mercy Oakland,
Pontiac, Michigan

“Since partnering with Best Upon Request we have seen many of our employees take a different look at the way they manage life outside work. Our employees spend their energy every day caring for others and the concierge services returns the favor by making them the customer and meeting their needs. It is a true win-win situation with purely positive results.”

— **Mr. Don Morris,**
VP, Human Resources,
Wesley Medical Center,
Wichita, Kansas



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our AHA-Endorsed Products and
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AHA Solutions, Inc. is a resource to hospitals pursuing operational excellence. As an American Hospital Association (AHA) member service, AHA Solutions collaborates with hospital leaders and market consultants to conduct product due diligence and identify solutions to hospital challenges in the areas of finance, human resources, patient flow and technology. AHA Solutions provides related marketplace analytics and education to support product decision-making. As a subsidiary of the AHA, the organization convenes people with like interests for knowledge sharing centered on timely information and research.

AHA Solutions is proud to reinvest its profits in the AHA mission: creating healthier communities.

Reference:

1. "Study of Employee Benefit Trends" MetLife, 2009



AHA Solutions

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