Executive Summary: Best Upon Request surveyed 106 individuals in nursing or nursing-related fields who attended the 2010 ANCC National Magnet Conference in Phoenix, Arizona. The goal was to determine what the impact of employee and patient concierge services would have on their performance and if they think the service could help deliver better patient- and family-centered care.

Results:

Having my personal errands fulfilled by a concierge service would relieve my stress.

- 28% Strongly Agree
- 35% Agree
- 36% Neither Agree nor Disagree
- 1% Disagree
- 1% Strongly Disagree

Having my personal errands fulfilled by a concierge service would make me more productive at work.

- 36% Strongly Agree
- 28% Agree
- 29% Neither Agree nor Disagree
- 7% Disagree
- 7% Strongly Disagree

I often wish I could do more to deliver optimal patient- and family-centered care.

- 49% Strongly Agree
- 42% Agree
- 8% Neither Agree nor Disagree
- 1% Disagree
- 1% Strongly Disagree

Having the non-clinical needs of my patients fulfilled by a concierge service would help improve the patient- and family-centered care experience.

- 36% Strongly Agree
- 48% Agree
- 11% Neither Agree nor Disagree
- 4% Disagree
- 1% Strongly Disagree

Conclusion: According to the survey results, nurses believe concierge services can help them be more productive on the job, and deliver better patient- and family-centered care. With 88% of nurses reporting they spend two hours or less time on the non-clinical needs of patients each shift, a concierge service can be the solution for freeing this time so they can focus on patients’ clinical needs. Nurses also see the value of having the service offered to them as an employee benefit, with 71% reporting the service would help relieve their stress and 64% stating the service would allow them to be more productive at work.