Battling Burnout
The case for combating physician burnout through concierge services.

Physicians are 15 times more likely to experience burnout than any other professional.¹

In 2017, 51% of physicians reported feelings of burnout, up from 40% in 2013.²

The cost of replacing a physician is between $500,000 and $1 million according to Atrius Health, the largest independent physician-led healthcare organization in the Northeast.³

When physician’s personal needs are being managed by a skilled professional burnout decreases and clinical outcomes improve. Best Upon Request (BEST) manages physicians’ personal life stressors much like a personal assistant. The BEST employee concierge program is customized to meet the unique needs of doctors and other advanced practice providers, giving them the ability to fully focus on their work and rejuvenate during time off.

“This service is the BEST! It really makes my day as a physician much more reasonable on a regular basis.”
- St. Elizabeth Physician Customer
St. Elizabeth Physicians is one of the oldest, largest and most respected medical providers in Northern Kentucky, Ohio and Indiana. This multi-speciality group serves over 300,000 patients throughout 116 sites.

The group consists of 372 physicians, 125 advanced practice providers and more than 1,100 non-provider associates. They’re dedicated to comprehensive and compassionate care that improves the health of the people they serve.

Dr. Bob Prichard, CEO of SEP, was exploring benefits to assist with decreasing burnout, increasing engagement and relieving stressors for St. Elizabeth-employed providers.

Best Upon Request has helped St. Elizabeth physicians and advanced practitioners manage stress and given them the freedom to focus on delivering quality care. BEST’s concierge program is a gift that demonstrates St. Elizabeth’s commitment to caring for the caregiver.

Since the program’s launch in 2017:

100% of physicians we surveyed agreed that BEST helped reduce their stress levels.

95% of physicians we surveyed agreed that BEST helped improve their focus on work-related tasks.

98% strongly agreed that BEST makes them feel valued by their employer.

Physician Testimonials

“Wonderful, wonderful service. The concierge has been a godsend helping me deal with my errands during busy work weeks. They have all been fantastic and make a huge difference in my stress levels at work.”

“The BEST concierge service has been an absolute life saver! I’m part of a busy family practice and there are a million problems to be addressed daily. The concierge allows me to give my 100% at work. Thank you, I love this service and it’s exactly what physicians need.”

“This has improved my quality of life significantly ... I’m able to spend more time with my son and husband when I’m off work rather than running errands.”

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