

Client Success Story



Providence
St. Jude
Medical Center



BESTUPONREQUEST®

Unleashing the potential of each day®

CLIENT

Providence St. Jude Medical Center is one of California's most respected and technologically advanced hospitals. Their award-winning maternity unit offers nationally recognized experts and advanced capabilities, making them a leader in creating successful beginnings for moms and newborns.

CHALLENGE

Knowing that most patients don't view Maternity Care as a medical event, executive leadership sought to enhance the birth experience to match the hospital's superior clinical outcomes. While many birth experiences were available, they were not offered consistently. Although nurses viewed these birth experiences as extremely important, they could not provide the "nice to haves" because they were focused on patient clinical care.

SOLUTION

In 2020, Providence St. Jude increased support for expecting moms and nurses by outsourcing their maternity patients' non-clinical needs to Best Upon Request's expert concierges. The complimentary service tackles items from parents' to-do lists before, during and after birth. Not only has this increased patient satisfaction, but the clinical staff also sees the benefits.

"BEST's Maternity Concierges complete our team, allowing us to combine superior care with a phenomenal birth experience."

Labor & Delivery Clinical Coordinator
Providence St. Jude Medical Center



SUPPORT DURING EVERY STAGE OF PREGNANCY



Prenatal Care and
Pregnancy Planning



Pre-Term Triage
and Admissions



Deliveries



Discharge



Welcome
Home



Special
Circumstances

RESULTS

1 Year
Of Service

3,285
Hours of Support

15,817
Families Served



Agreed the concierge made their time at the hospital more pleasant



Agreed the concierge reduced their stress level



Agreed the concierge made them more likely to refer St. Jude to others

*From the moms and dads surveyed 2020 – 2021

"I was blown away by the maternity concierge service! That's why I've recommended Providence St. Jude to all my expecting friends."

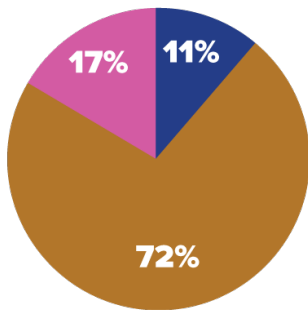
Maternity Patient



SERVICES MOMS LOVE

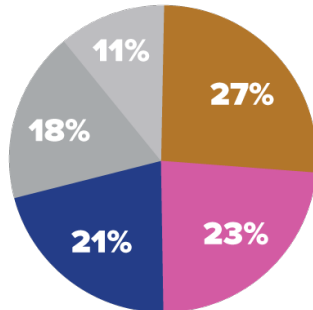
From renting breast pumps and assisting expecting moms on bed rest to taking newborn footprints and retrieving forgotten items, Best Upon Request's Maternity Concierge Service tackles the non-clinical tasks that overwhelm expecting parents and nursing staff.

Enrollment By Stage



2nd Trimester
3rd Trimester
Postpartum

Time Spent With Patients By Service Category



Food Services
In-Patient Experience Services
Welcome Visits - Rounding
Patient Room Rounding - Rounding
Other

