

# Concierge Services for Healthcare Employees

## Impact Report

**BESTUPONREQUEST®**

Unleashing the potential of each day®

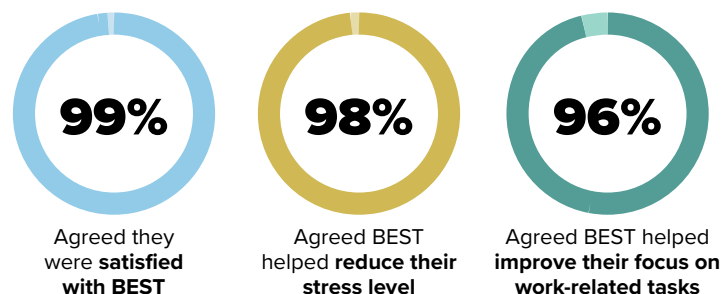
### A Work-Life Benefit Designed for Healthcare

Best Upon Request's (BEST) concierge service for healthcare employees is a practical employee benefit that gives your team members a resource to outsource their personal errands and to-do's.

### Annual Impact: Less Stress, Better Patient Care

Feedback from staff that used our service – our customers – revealed significant benefits for healthcare organizations. Not only did BEST's concierge service improve job satisfaction and reduce stress for 98% of our customers, it also enabled them to focus on patient care.

#### From healthcare employees we surveyed:

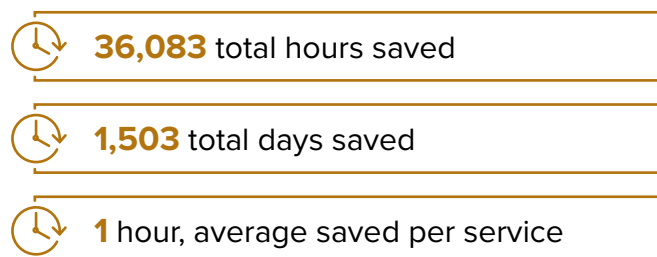


Healthcare Customer Feedback from January to December, 2024

“I’m so happy that the hospital offers this **awesome benefit**.  
Pediatrician

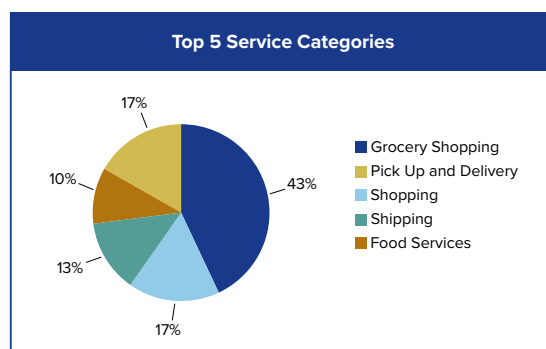
### Time Savings

From January to December of 2024, BEST saved healthcare employees **36,083 hours** or **1,503 days**. Each concierge service saved staff **1 hour**, on average. With more time and less stress, healthcare employees' sense of well-being improved.



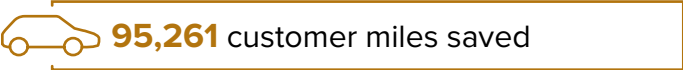
### Popular Services

With **24/7/365 access** and unlimited savings potential, healthcare employees saved money and time using our service every day in the ways that suited them best.



## Mileage Savings

From January to December of 2024, BEST's concierge service saved healthcare providers and hospital staff **95,261 miles** and a lot of wear and tear on their personal vehicles.

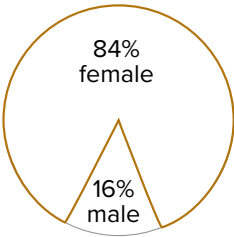
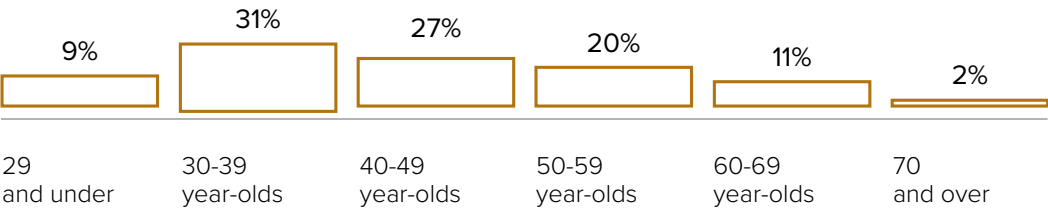


“ The concierge service is **one of my favorite things** about working at this hospital.  
*MRI Technologist*

## Nurses Love This Benefit

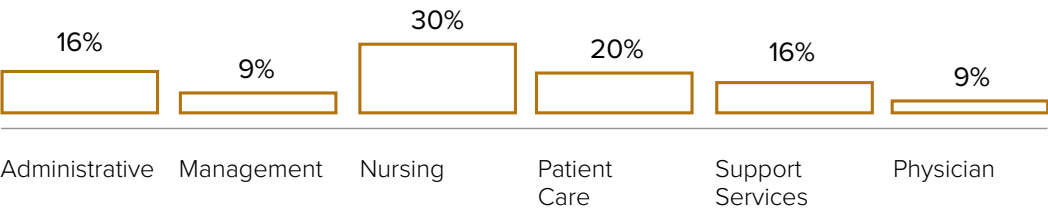
Nurses quickly adopted our concierge service to resolve work-life conflict and reduce stress. Program data from January to December of 2024 showed that our primary customers were nurses in their child-rearing years or part of the sandwich generation.

Utilization by age cohort



Utilization by gender

Utilization by job title



## Customer Feedback

### Nurses

“ The **best benefit** we have at the hospital. I can't imagine working full-time and not having this.  
*Registered Nurse*

“ I truly appreciate the **work-life balance** BEST's concierges have helped me establish!  
*Registered Nurse*

### Physicians

“ The concierge service is the **best perk my employer offers!** It truly sets them apart from the other large hospitals I have worked for.  
*Physician*

“ This service is hands down the best benefit at my job. **The amount of stress it reduces is remarkable.**  
*Physician*

### Allied Health Professionals

“ As a single parent, I love this service!  
*Clinical Social Worker*

“ BEST's concierge service **makes life better!**  
*Physical Therapist*



## History

Serving the healthcare industry since 2000, BEST pioneered concierge services as a work-life balance benefit for time-strapped healthcare employees.

BEST began as an employee benefit for the corporate sector. However, in 2000 the organization expanded into the healthcare market by partnering with Bronson Healthcare as part of the hospital system's initiative to recruit and retain more nurses, increase employee satisfaction and promote gender equity.

BEST's success with Bronson Healthcare created a broader interest in concierge services among hospital systems. In response, BEST developed a concierge service tailored to meet the healthcare industry's unique needs.

Today, BEST is proud to say it is the only national concierge provider specializing in serving healthcare providers and hospital staff.

