

Concierge Services for Healthcare Employees

2022 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-dos.

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 99% of our customers, it also enabled them to focus on patient care.

From healthcare employees we surveyed:

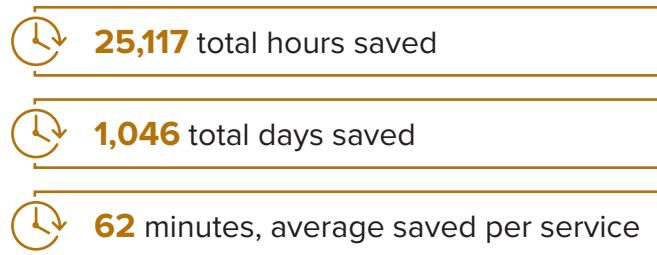


Healthcare Customer Feedback from January to December, 2022

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

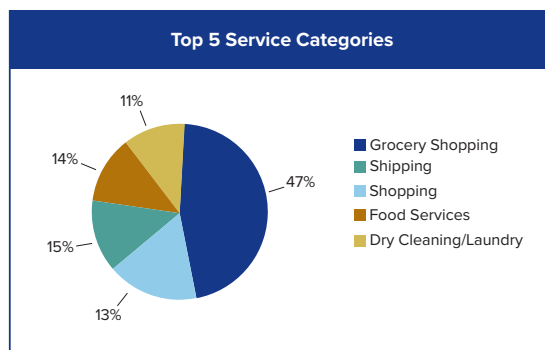
Time Savings

From January to December of 2022, BEST saved healthcare employees **25,117 hours** or **1,046 days**. Each concierge service saved staff **62 minutes**, 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 2022, BEST's concierge service saved healthcare providers and hospital staff **58,282 miles** and a lot of wear and tear on their personal vehicles.

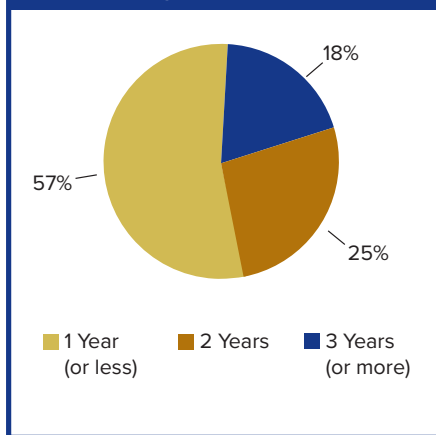
 **58,282** customer miles saved

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



Retaining Talent in Turbulent Times

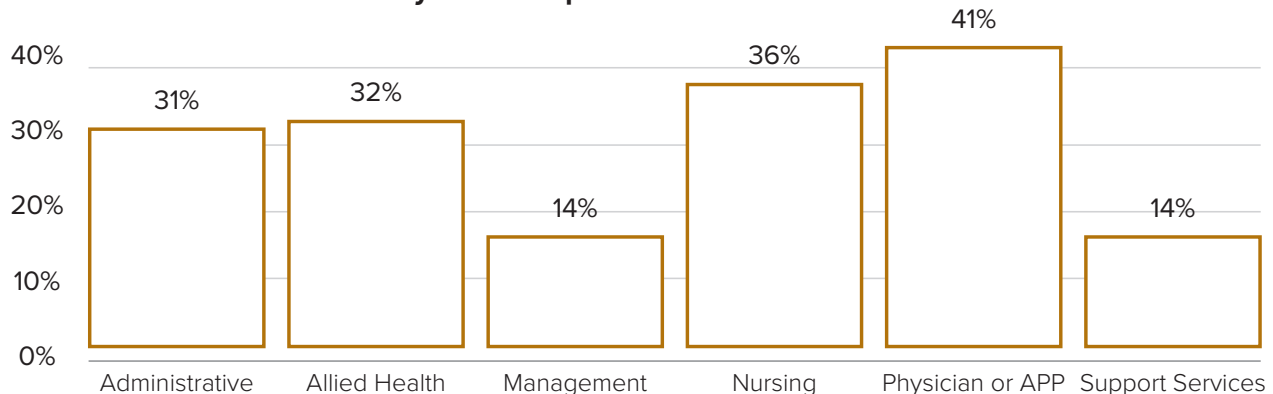
Healthcare Concierge Customers:
Years Using Best Upon Request



Data from BEST's service and customer management platform; enrolled healthcare employees and concierge program utilization analysis from 2020 to 2022. Customer equates to end user.

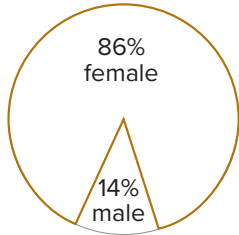
- BEST's healthcare employee concierge program data from 2020 to 2022 revealed that our customers use the service again and again, making it the ultimate retention benefit.
- During a time of high turnover, **57%** of BEST's healthcare concierge customers were still engaging in the service after one year, while **43%** of customers continued to engage for two years or more.
- BEST's concierge service increased customer volume by **23%** over three years, including an extremely challenging time in healthcare's history.
- Despite COVID-19 shutdowns and limited services, providers and staff relied on BEST's concierge service for support, suggesting that a retained BEST customer is a retained employee.
- **Healthcare employees directly involved in patient care increased utilization the most.** For example, nurse customer retention volume increased by **36%**, and physician and APP retention volume increased by **41%** (see chart below).

Customer Volume Increase By Job Group



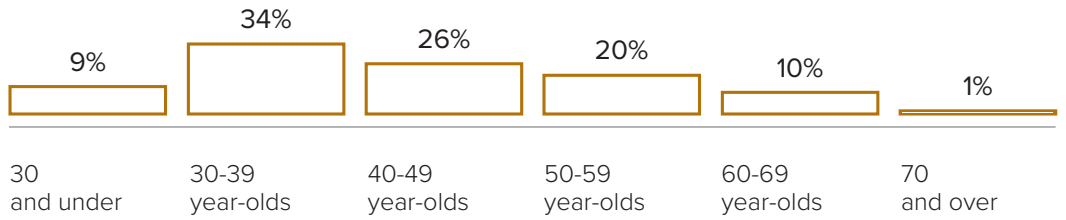
Nurses Love This Benefit

Nurses quickly adopted our concierge service to resolve work-life conflict and reduce stress. Program data from January to December of 2022 showed that our primary customers were nurses in their child-rearing years or part of the sandwich generation.

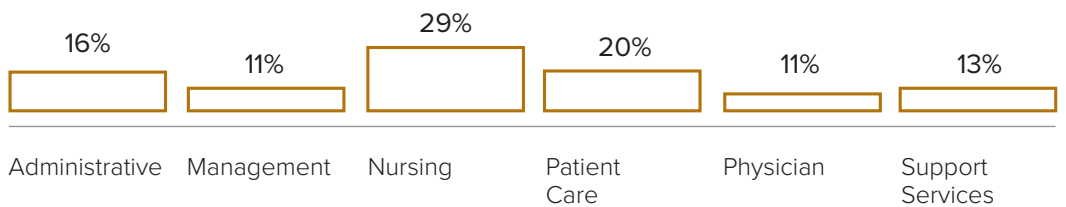


Utilization by gender

Utilization by age cohort



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 ”

“ I’m so **grateful for this service!**
Licensed Practical 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.

