

Client Success Story



BESTUPONREQUEST®
Unleashing the potential of each day®

Overview

St. Elizabeth Physicians (SEP), a distinguished multi-specialty physician organization under the umbrella of St. Elizabeth Healthcare, has taken proactive measures to address the challenges posed by physician burnout and decreased engagement.

Recognizing the crucial interplay between the well-being of its practitioners and the quality of patient care, SEP partnered with Best Upon Request (BEST) in a transformative initiative that not only alleviated stress but also rekindled engagement among its healthcare providers.

A Growing Network

St. Elizabeth Physicians serves more than 364,000 patients across Northern Kentucky, Southwest Ohio and Southeast Indiana, boasting a network that encompasses 451 physicians, 244 advanced practice providers and 2,200 non-provider associates.



With its reputation as a top-performing medical group, SEP's practitioners carry substantial workloads, creating the potential for physician burnout and reduced engagement, ultimately affecting patient care quality.

At A Glance

Data represents June 2022 – June 2023



Locations
169



Industry
Healthcare



Top Five Service Categories

1. Pick-up and Delivery
2. Shopping
3. Grocery Shopping
4. Food Services
5. Automotive Services



Total Services
6,947



Hours Saved
6,850



Miles Saved
35,187

Challenge

Understanding the potential consequences of overworked physicians, the leadership of SEP identified a pressing need for proactive interventions. The risk of physician burnout, decreased engagement and compromised patient care loomed large. The organization's leadership decided to take a proactive approach to address these issues before they ballooned into a crisis.

A Vision for Transformation

In 2017, Dr. Robert Prichard, the CEO of SEP, embarked on a groundbreaking partnership with Best Upon Request. By providing support that extended beyond the clinical realm, SEP aimed to enable its physicians and advanced practice providers to refocus on their primary goal: delivering exceptional care to patients.

The Collaborative Solution

The collaboration between SEP and BEST yielded groundbreaking strategies that transcended conventional work-life benefit solutions. Through Best Upon Request, St. Elizabeth Physicians seamlessly embraced a turnkey service, relieving them of the burden of management. This service is tailored to cater to the distinctive requirements of their practitioners, ensuring an unparalleled level of support.

Empowering Results

The impact of this collaboration became evident through measurable improvements in physician engagement and overall well-being.

SEP conducted a comprehensive physician-wide engagement survey, revealing remarkable results. In the first year following the implementation of BEST's concierge service and other preventative programs, **physician engagement surged by an impressive 10 percentage points.**

From the physicians BEST surveyed in 2022:

100% agreed that BEST helped reduce their stress levels.

100% agreed that BEST helped improve their focus on work-related tasks.

100% agreed that BEST makes them feel valued by their employer.

In partnership with BEST, SEP is helping their physicians and advanced practice providers manage stress, and provide them with the freedom to focus on delivering quality care.



“ This has improved my quality of life significantly in just a couple of weeks!

“ This service is the BEST! It really makes my day as a physician much more reasonable on a regular basis.

“ The BEST concierge allows me to give my 100% at work. Thank you, I love this service, and it's exactly what physicians need.