



**What keeps you up at night? Your bottom line? Patient satisfaction scores? Physician relationships? Outcomes? Agency costs? How about employee satisfaction? Morale? Turnover? Depending on how much these impact you, maybe we need to talk.....**

Hospital Concierge of America creates a competitive advantage for your hospital by providing the convenience of a trusted personal assistant - to everyone. Now they can delegate their personal to-do lists and focus on their jobs. This translates into reduced errors, better outcomes, lower turnover and a stronger bottom line.

With the increasing shortage of health care professionals, recruiting the best — and retaining them — is a challenge. Nurses in particular report job dissatisfaction rates four times higher than the national average; and it's a well known fact that employee satisfaction directly correlates to patient satisfaction. As hospital staffs shrink due to fewer nursing school graduates and nurses leaving the field, everyone feels the stress. What's more, trying to balance both a work and a personal life is often overwhelming. Is it really surprising then, that hospitals with less stressed (distracted) physicians and nurses have higher satisfaction scores and make fewer errors?

Hospital Concierge of America helps *un-distract* your staff to produce higher patient satisfaction scores. By creating relationships, we become the go to guys in your hospitals; we do this by building trust and engagement - everyday.

**HOW TO MAKE YOUR HOSPITAL ONE OF "THE BEST PLACES TO WORK" AND ATTRACT THE BEST THIS YEAR.**

Experts say that successful recruitment and retention isn't just about money. It's about creating an "attracting" workplace that reduces recruitment costs, and improves your bottom line by enhancing the quality of work/life for overburdened staff.

**GIVE YOUR EMPLOYEES SOMETHING THEY NEVER DREAMED OF — A STAFF OF THEIR OWN.**

Concierge services are a unique benefit that enhance both work and personal lives. We tackle day-to-day demands so that your employees can be more focused and productive, and enjoy their work.

Here's how it works. Our friendly, service-oriented staff runs errands and makes arrangements from the usual to the out-of-the-ordinary. Simply put, **we do your to-do list**. Our services have saved numerous nurses from taking additional personal time off; typically saving between 1.5 and 2.5 hours per errand and 5 to 6 hours per automotive service.

In a nutshell, we take care of everything your employees don't have time to do, don't want to do, or don't know how to do. **We do the don't's.**

**WE TAKE CARE OF THE PEOPLE WHO TAKE CARE OF YOUR PATIENTS.**

With a convenient on-site office, we operate like a **self-maintaining department** in your hospital. Flexibility is key, we'll even schedule our hours to accommodate diverse shifts so that all employees benefit.

Monthly metrics help management measure usage, while Key Performance Indicators track results and return on investment. And when staff sees the extra mile you're willing to go for them, it breeds loyalty.

**Call 303-295-3064 today to find out how you can improve your bottom line by improving the lives of your employees while making your hospital a sought-after place to work.**

**VALUE PROPOSITION**

**Hospitals with concierge programs have lower turnover, better recruiting, better outcomes and better employee satisfaction scores.**





## Hospital Concierge of America®



**GO AHEAD. GIVE US SOMETHING WE CAN'T DO.**

Just a few things your Concierge takes care of on a given day...

- Find an approved daycare center
- Unclutter your life, give you your weekends back
- Orchestrate the perfect marriage proposal
- Get emissions test, register your car, renew plates
- Shop for, wrap and ship gifts
- Plan and make wedding arrangements
- Transfer home movies to DVD
- Research teeth whitening options
- Wait for contractors, cable guy and the phone co.
- All automotive services, get LoJack installed
- Feed the cat and buy dog treats
- Research information on identity theft
- Secure limos for an urban scavenger hunt
- Create Forces of Magnetism for the Best Place To Work
- Research whale watching trips
- Go grocery shopping
- Address and mail holiday cards
- Get tickets to sold-out shows / games
- Research solutions for termite damage
- Gather information on sign language
- Pick up the wallet you left at the grocery store
- Replace the batteries in your novelty cufflinks
- Find and arrange flute lessons for 6 year old
- Research Chinese adoption requirements
- Find a Bed & Breakfast in New England
- Have pants hemmed

### "WHAT OUR CLIENTS SAY.."

"In the hospital, many shifts end outside of traditional work hours. One of our goals in providing concierge services to our employees was to take care of routine tasks or errands, so that when they go home they have more free time to spend on themselves or their families, and that translates into employee satisfaction and retention. I've gotten emails and notes from employees expressing gratitude for this service and it has really made a difference.

The Concierge employees are top notch. I have no qualms about trusting them with my home, my car or family pet. They approach every task with enthusiasm and never turn anything down. It's their personal touch which really makes the difference."

*Mimi Roberson, President and CEO, HealthOne, Presbyterian / St. Luke's Medical Center*

"By providing concierge services, we've been able to take a load off our staff on the personal side so they can be more focused on taking care of our patients. Hospital Concierge service runs seamlessly, like a department within the hospital, and it's easy for employees to access. They've even adapted their hours so that they can accommodate our night shift. With their never-say-no attitude, Concierge Colorado has satisfied every request under the sun, and our employees really take advantage of this unique benefit."

*David McClung, Former CFO, HealthOne, Presbyterian / St. Luke's Medical Center*

"Courtney and Jeremy have been wonderful, especially giving emotional support after my best friend died. Todd went out of his way to help me with my car - taught me about fuses and gave me great advice. Once again, you saved me from taking a PTO. Thanks so much. You guys rock!!"

*Gin Lynch, RN, Presbyterian / St. Luke's Medical Center*

"I split my time between two facilities. With this benefit, I'm looking into working here exclusively."

*SW, RN Centura, Littleton Adventist Hospital*