



**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.**

