

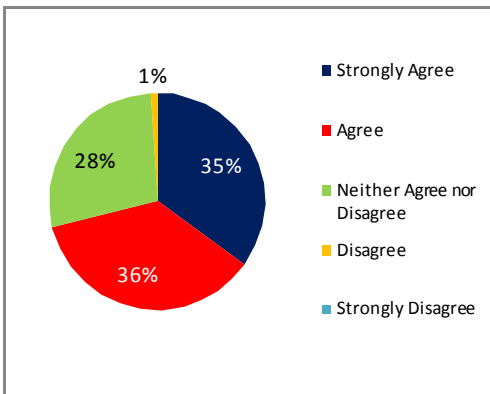


## Survey Results: Nurses' Interest in Concierge Services

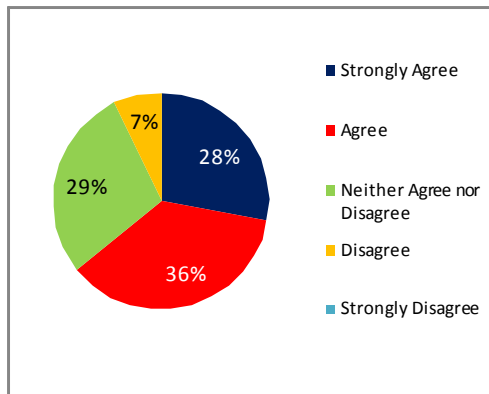
**Executive Summary:** Best Upon Request surveyed 106 individuals in nursing or nursing-related fields who attended the 2010 ANCC National Magnet Conference in Phoenix, Arizona. The goal was to determine what the impact of employee and patient concierge services would have on their performance and if they think the service could help deliver better patient- and family-centered care.

### Results:

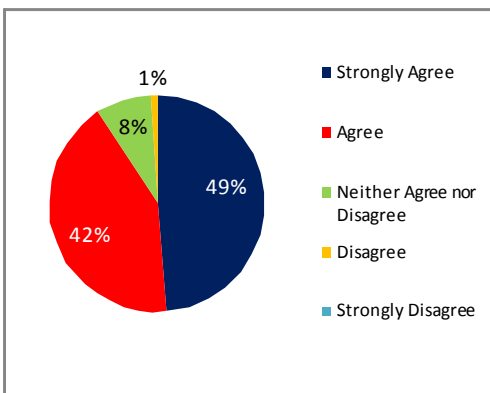
**Having my personal errands fulfilled by a concierge service would relieve my stress.**



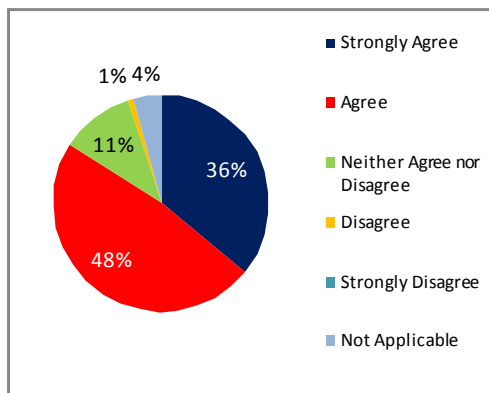
**Having my personal errands fulfilled by a concierge service would make me more productive at work.**



**I often wish I could do more to deliver optimal patient- and family-centered care.**



**Having the non-clinical needs of my patients fulfilled by a concierge service would help improve the patient- and family-centered care experience.**



**Conclusion:** According to the survey results, nurses believe concierge services can help them be more productive on the job, and deliver better patient- and family-centered care. With **88% of nurses reporting they spend two hours or less time on the non-clinical needs of patients each shift**, a concierge service can be the solution for freeing this time so they can focus on patients' clinical needs. Nurses also see the value of having the service offered to them as an employee benefit, with **71% reporting the service would help relieve their stress and 64% stating the service would allow them to be more productive at work.**

### Comments from Survey Respondents

“Huge potential for patient satisfaction increases.”

“This is an awesome service. I hope to see you in our institution someday soon!”

“Concierge services make patient and nurse life easy.”

“I have spoken to hospitals providing these services and they have excellent patient and staff satisfaction scores.”

“Long term patients would greatly benefit from a concierge service.”

For questions and/or comments, please contact:

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