

## ***Errand Solutions Press Kit: Company Backgrounder***

### **What Errand Solutions Does**

Errand Solutions partners with employers, hospitals, high-end properties and hotels to provide customized, on-site concierge services. Via Errand Solutions, organizations are able to offer their employees, patients, residents and guests a rare and precious commodity: time.

How? Clients simply rely on Errand Solutions to complete a wide array of daily errands such as dry cleaning, car care and concert/event ticket procurement. Errand Solutions even offers child and elder care referrals as well as special event planning. Clients pay market rates for the services or products purchased – and do not pay an additional fee for the concierge service. Sponsoring groups such as employers pay an annual fee to Errand Solutions.

Errand Solutions distinguishes itself from other concierge services by providing a “high-touch” customer experience backed by a “high-tech” operational platform. On site “Sanity Savers™” work at each sponsoring organization to provide clients with a high level of personal attention and service that only comes from face-to-face, one-to-one contact.

These Sanity Savers, however, rely on a proprietary information system that enables them to efficiently and effectively serve clients. For example, the technology can prompt the Sanity Savers to remind clients of upcoming events such as birthdays or anniversaries. The technology also makes it possible for the Sanity Savers to remember client preferences. So, if a client routinely brings in dry cleaning, the Sanity Saver automatically knows how to process the order and doesn't have to waste time asking the client about how much starch he likes in his shirts.

Although Errand Solutions serves a variety of organizations, the company has developed unique concierge programs and services that specifically meet the needs of health care providers. Because employees in these organizations work under very stressful conditions around the clock, a typical concierge service might fail to meet their needs. Errand Solutions, however, offers the personal touch and unparalleled service that health care employees and patients truly need.

### **Benefits for Errand Solutions Users**

The employees, patients, residents and guests at organizations that partner with Errand Solutions are able to get their mundane errands done, thus freeing up time in their busy lives to focus on what's truly important – their families, friends, work and leisure pursuits. Individual clients save an average of 16 hours per month or roughly 13 weekends per year.

Reducing stress is another important benefit. After all, stress can cause a number of serious health problems including hypertension, depression and obesity. In addition, some studies estimate that between 75 percent and 90 percent of all visits to primary care physicians are for stress-related problems.

In essence, Errand Solutions helps people take control of their time, their health and ultimately their lives.

### **Benefits for Errand Solutions Sponsors**

Organizations that sponsor an Errand Solutions concierge service reap a variety of benefits. First off, by offering this unique and useful service, organizations are simply telling their employees, customers and other constituents that they care. And, that goes a long way when it comes to building loyalty to an organization. Second, Errand Solutions provides premier quality convenience services for less than what it would cost organizations to develop such services in-house. Third, for employers, the service can act as a cost-effective employee recruitment, retention and quality management tool. And, finally, because the service enables employees to reduce stress and focus on taking care of their health, Errand Solutions can ultimately help employers cultivate healthier workforces, which could lead to increased productivity and reduced health care costs.

### **Benefits for Sponsoring Healthcare Organizations**

Health care organizations are all striving to effectively deal with a number of prevailing industry trends such as:

*Staffing shortages:* Nursing and clinical support staff shortages are running rampant in health care. And, industry observers predict that the situation will only worsen in years to come.

*Quality of care requirements:* The emphasis on delivering high quality health care services has never been more pervasive. Government organizations and consumers, themselves, are demanding that health care organizations deliver top-notch care. Pay for performance – a reimbursement mechanism where health care providers are paid based on quality not quantity – is becoming increasingly common, forcing health care organizations to focus more keenly on quality efforts.

*Consumer demands:* The era of consumer-driven health care has arrived. Now, more than ever before, consumers are taking control and making their own health care decisions. As a result, more people are comparing health care providers—looking to receive care from those that offer the best and most innovative services.

Providing concierge services via Errand Solutions can help health care organizations with all of these challenges. In addition, offering the service as an employee benefit can help recruit and retain valuable staff members. Studies

show that, more than anything else, employees value employers who make an effort to address work-life balance issues.

“A lot of organizations talk about work/life balance but don’t really take action to assist employees in this endeavor,” says Marcy Bovarsky, an employee at Advocate Christ Emergency Department. “By providing concierge services through Errand Solutions, Advocate took the initiative to help us and that shows their commitment to their employees.”

Organizations that offer work-life balance programs have experienced up to 50 percent increases in staff retention levels, according to published studies. Health care providers that offer Errand Solutions concierge programs report vacancy levels that are far below national averages.

“The cost of Errand Solutions is minimal – and it is easily offset by retaining four or five associates. Our culture change and emphasis on our associates has resulted in 300-400 people staying on board. So, Errand Solutions really doesn’t cost a thing,” says Michael S. Eesley, CEO, Centegra Healthcare System, Woodstock, Ill.

Second, having access to a concierge service can help to simplify staff members’ lives, making them more capable of becoming fully engaged in the important tasks while at work. For example, if a nurse can put three personal errands in the hands of an Errand Solutions Sanity Saver, she could concentrate fully on treating patients while at work – and actually use her lunch hour and breaks to relax and rejuvenate. By enabling employees to approach work with this increased focus and energy, health care organizations could potentially improve quality of care, which will lead to increased reimbursement in pay for performance models.

And, finally, offering the service to patients can help health care organizations differentiate themselves from competitors. As consumers compare providers, the availability of a high-quality concierge service could become a deciding factor.