

## Pharmacy News Article

### 12/6/05 - Littleton Adventist Hospital Implements Concierge Services for Associates

PR Newswire via NewsEdge Corporation :

LITTLETON, Colo., Dec. 6 /PRNewswire/ -- Littleton Adventist Hospital recently announced the implementation of a work/life balance enhancer, in the form of concierge services for its associates, a move that will enable the hospital to continue to recruit and retain the area's top performers in the health care industry.

Littleton Adventist Hospital signed Concierge Colorado, the leading concierge service provider to area hospitals, to implement and manage the program. Concierge Colorado handles everything from the complex to the mundane, things such as laundry and dry cleaning, grocery shopping, car services, party planning and assistance and other personal errands.

"Concierge services for hospital associates is a growing national trend, especially as it relates to the recruitment and retention of the best and the brightest in the health care industry," said Joe Condon, director of Human Resources at Littleton Adventist Hospital. "We view this as an investment in our people resulting in the very best possible care for our patients. Concierge Colorado is working very hard to meet the needs of our associates and we are very excited to have them at our hospital."

Data shows that concierge services make a significant difference in successfully recruiting and retaining valuable associates. Turnover numbers and vacancy numbers are down and productivity recovery can be shown to be as high as \$30,000 per month, according to Concierge Colorado. Reflecting these results, Fortune Magazine reports that one-third of the companies listed in its "Top 100 Companies to Work For" offer concierge services.

"Hospitals across the nation have discovered that concierge services provide a unique and differentiating employee benefit, and with someone doing their 'to-do' list, staff is able to focus on their jobs and produce better patient outcomes," said Todd Wheeler, CEO of Concierge Colorado. "As we spend more time at Littleton Adventist Hospital, we expect that our request numbers will increase and so will the complexity of the requests. This is due to the level of trust increasing at the hospital."

Littleton Adventist Hospital is part of Centura Health, a faith-based hospital system sponsored by Adventist Health System and Catholic Health Initiatives. As Colorado's only hospital to have been nationally certified as a Primary Stroke Center, Acute Coronary Syndrome Center and Chest Pain Center, Littleton is an acute-care, 175-bed hospital and Level II Trauma Center. Known for its women and newborn care including a Level III Neonatal Intensive Care Unit, surgical services and emergency care, Littleton Adventist Hospital has been south metro Denver's full-service medical center since 1989.

SOURCE Littleton Adventist Hospital

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