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and frees me up to make someone else feel special."**

Betsy Lenhart | At Your Service client



WILL SHILLING | FOR THE DISPATCH

At Your Service concierge Stefanie Woodruff makes a return for an OhioHealth employee at the Great Indoors at Polaris Fashion Place, with help from customer-service manager Pam Kreeger.

Employees receive a helping hand

Workers, volunteers enjoy services of concierge staff

By Julie R. Bailey
THE COLUMBUS DISPATCH

Take the car for an oil change and detailing.
Check.
Buy a pair of silver hoop earrings for a gift.
Check.
Go online to find a particular bottle of California wine sold in Columbus, then go buy it.
Check.

What seemed an endless to-do list became miraculously shorter for Betsy Lenhart because of a new service for OhioHealth employees and volunteers.

"I was a little nervous at first. I was like, somebody is doing something for me," said Lenhart, a part-time nurse in the neurocritical-care unit at Riverside Methodist Hospital.

"It's not supposed to be that way. I'm supposed to serve others, not get service from others."

The 40-year-old wife and mother of two school-age children also is a Brownie troop

leader. Because of her busy schedule, personal errands get pushed aside.

At Your Service, which OhioHealth launched in December, allows 12,000 employees such as Lenhart and volunteers to delegate their errands.

"This service makes me feel special," Lenhart said, "and frees me up to make someone else feel special."

Employees can call the five-member concierge staff or submit a request online — 24 hours a day, seven days a week.

"I go two weekends a month where I see my kids for an hour or two a day," Lenhart said. "This provides a tremendous opportunity to give more time to my kids and my husband and clean my house."

Debra Plousha-Moore, senior vice president of human resources at OhioHealth, said employees can find more balance in their daily lives by using the concierges.

Mary Jo Shoemaker, office manager for OhioHealth's HomeReach service, turned over her car keys to a concierge on a recent morning to have the vehicle serviced.

"As a single person — and because the cat can't drive — you have to ask someone to follow you to the dealership. I don't have time during the workday to wait," Shoemaker said. "It was absolute pampering."

Concierge Stefanie Woodruff said the

service has taken off.

"We've been so bombarded. We're running in between errands just to get them all done."

An employee pays 36 cents a mile for errands that require driving, plus the cost of the service or purchase requested. Requests that require completion within 24 hours cost an additional \$5. The concierge service does not include baby-sitting.

While At Your Service is new to OhioHealth, other central Ohio companies also provide some personal services to employees.

For example, the Online Computer Library Center in Dublin provides an ATM machine and dry-cleaning pickup and delivery, said spokesman Bob Murphy.

The Bank One McCoy Center on Polaris Parkway offers its 6,000 employees access to a convenience store and dry cleaner, a spokeswoman said.

OhioHealth is among the first U.S. hospital systems to offer the concierge service, said Andrea Novakoski, president of 2 Places at 1 Time in Atlanta, which administers At Your Service.

"This gives our employees the gift of time," Plousha-Moore said. "That's priceless."

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