

CASE STUDY: AdventHealth Durand

In 2023, AdventHealth Durand faced a critical challenge: delivering high-quality care to the community while maintaining cost efficiency. To address this, they partnered with Rural Physicians Group to implement our innovative frontier hybrid model. In less than a year, their Emergency Department achieved outstanding results—ranking in the 99th percentile and earning the prestigious title of "Most Likely to Recommend."

RPG's Standardized workflows and deep understanding of Rural Healthcare resulted in an increase in all Patient Feedback categories by an average of more than 10.60% – A few examples:

INFO ABOUT
FOLLOW UP
CARE

96.30%

77.27%

DOCTORS
OVERALL
RATING

95%

83.75%

OVERALL
E.D.
CARE

98.21%

84.65%

STAFF
WORKED AS
A TEAM

94.41%

88.46%

NURSES
OVERALL
RATING

95%

83.75%

THE RPG *Difference* IN ACTION