



**MOST LIKELY TO RECOMMEND  
EMERGENCY ROOM**

A huge congratulations to AdventHealth Durand for earning the incredible honor of ***Most Likely to Recommend - Emergency Room*** out of 50+ hospitals and 100,000 team members!

We're beyond proud to celebrate this remarkable achievement and our amazing partnership with AdventHealth Durand and our exceptional RPG Physicians — **John Lichlyter** (Chief of Clinical Services), **NPC**, **Gary Tocci, PA**, and **Erin Flynn, NP**.

Their unwavering commitment to patient care has earned them a spot in the **99th percentile for overall patient satisfaction**. Way to go, team — you truly set the standard for excellence!

AdventHealth Durand's exceptional performance in 2024 with Rural Physicians Group speaks for itself! See the key areas they stood out in displayed on the E.R. Bullseye you'll find on the next page!

