



REZILIENT

Breaking the 90th percentile:

How Rezilient's hybrid care model
outperforms traditional healthcare

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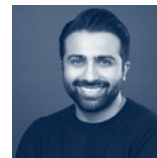
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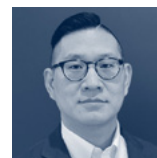
Contributors



Danish Nagda, MD
CEO and Co-Founder
Rezilient Health



Jeff Gamble, PhD
COO and Co-Founder
Rezilient Health



Leo Hsu, MD
Chief Medical Officer
Rezilient Health

Setting a new standard for clinical outcomes

When we first evaluated the concept of our hybrid care model where all care interactions are remote, whether they were via telehealth or in person at the CloudClinics, our first goal was to maintain high quality care without the doctor in the room. As we built out the model, it became very clear that not only can we do it, that in many ways is significantly better.

By digitizing the doctor-patient interaction, we actually are able to bring in whichever doctor is needed to solve the problem.

We can then parse that information, store it, and use it to provide better quality care. Additionally, by showing the patient what the doctor is seeing through the connected devices in the CloudClinics, we're also getting more buy-in from the patient, leading to shared decision-making and shared accountability.

Right now, most health systems' primary care is showing a Net Promoter Score (NPS) of around 30. While we could just compare Rezilient's NPS of 95, as a value-based care provider we have to look at how we are delivering care from an outcomes perspective.

This report aims to demonstrate our value-based clinical outcomes by benchmarking them against national standards for in-person care.

In any industry, value means high quality at a low cost. We have a substantial list of customers whose savings prove that, compared to a traditional in-person, fee-for-service care delivery model, Rezilient reduces their overall healthcare spend. Combined with the data in this report, we can now say that not only do we deliver better health outcomes than traditional telehealth models, but we're also performing better than the in-person model.

All the pieces to our performance as a care provider matter. In our value-based care approach, aligning providers and patients within the business model is critical: having salaried providers who don't rely on making extra money by increasing the number of appointments per day means those providers then get to practice medicine without any sort of financial barrier or incentive; and removing copays for patients creates more engagement because they're using the system without any financial barriers.

The clinical measures in this report represent the most important things that have been shown to affect health outcomes for patients in the long run. As an employer, it becomes your fiduciary responsibility to ask the people who are serving your employees healthcare where they sit on these measures.

The fact that none of our patients have seen a doctor in person, and that our remote providers are performing better than 90th percentile of in-person providers is an incredible achievement.

Not only for the excellent providers that see patients at Rezilient, but also for the care delivery system that we've built. Americans deserve nothing less than high-quality healthcare, and we hope Rezilient's results can inspire a path forward for other providers.

Danish Nagda, MD
CEO and Co-Founder
Rezilient Health

Rezilient's rank against national benchmarks

Measure	Range*	25th Percentile*	66th Percentile*	90th Percentile*	Rezilient (2023)	Rezilient (2024)
Asthma Medication Ratio	55-95%	81%	87%	91%	93%	95%
Controlling High Blood Pressure	0-87%	56%	67%	74%	84%	89%
Colorectal Cancer Screening	6-94%	52%	63%	67%	82%	87%
HbA1c Control < 8.0%	0-80%	55%	64%	69%	79%	88%
HbA1c Poor Control > 9.0%	16-100%	34%	25%	20%	3%	4%
Immunizations for Adolescents	0-76%	26%	35%	46%	78%	83%
Acute Hospital Utilization	0-174 PTMY	26 PTMY	21 PTMY	18 PTMY	11 PTMY	15 PTMY
Emergency Department Utilization	19-817 PTMY	146 PTMY	121 PTMY	107 PTMY	36 PTMY	32 PTMY

*Range and percentiles based on National Clinical Quality Association Primary Care DataSet

How we collect and benchmark the data:

The National Committee for Quality Assurance (NCQA)'s Healthcare Effectiveness Data and Information Set (HEDIS) is one of health care's most widely used performance improvement tools.

HEDIS allows Rezilient to benchmark our care outcomes against national standards. More than 235 million people are enrolled in plans that report HEDIS results.

Our calculations come from using the standardized definitions set by NCQA.

HEDIS includes more than 90 measures across 6 domains of care:

- Effectiveness of care
- Access/availability of care
- Experience of care
- Utilization and risk adjusted utilization
- Health plan descriptive information
- Measures reported using electronic clinical data systems

Patient experience matters, too

Patient experience is a crucial measure in provider performance, which is why Rezilient distributes an NPS survey to every member after their CloudClinic or telehealth visit.

Our current NPS score is 95/100.

Why do we use NPS and not CAHPS?

The most widely used industry collection tool is the Consumer Assessment of Healthcare Providers and Systems (CAHPS).

However, this survey has consistently received feedback that it is long and burdensome, resulting in lower than desired response rates and results that lack robustness. While the CAHPS could offer a more granular assessment to gain insight into patient experience with a specific provider or team, it would require an extensive sample size and cost to obtain reliable results, leading to more outpatient clinics implementing the more straightforward NPS survey.

For this reason, we have chosen to use the NPS survey to gather member experience data and we are continuing to assess its usefulness.

NPS testimonials from Rezilient members:

“Everything about the experience was great! I didn’t feel rushed; very clean office. I felt like I was being heard.”

“I love coming to Rezilient. It’s fast, close, and I can get appointments someday or next day. Friendly staff. The medic and nurse practitioner were so very nice, easy to talk to, listened to my concerns and were very engaged with me.”

“I love my doctor visits from beginning to end! The staff is beyond friendly, my practitioner is friendly with a lovely bedside manner, even though it’s a virtual/physical visit. I also like the quick responsiveness via the patient portal.”

“We had a great experience at the clinic. The quality of service was great. Great interaction with the nurse. It was a warm and welcoming environment. Every member of the staff was kind. I felt Katie’s approach was great, she took the time to listen to me and my specific needs.”

“The staff always handle my concerns with care. I feel welcome at this facility.”

“The service that they provide is like none other that I’ve ever experienced they were really great fast and accurate I would truly recommend them to the world.”

“Appointments are extremely convenient and the entire staff is helpful. My wife was diagnosed with strep and my daughter and I were able to get a last minute appointment on a Friday to get a test as a precaution. Having that piece of mind heading into a weekend with an impending winter storm is much appreciated.”

Rezilient's care delivery model

CloudClinics are the core of our model:

Our doctors are beamed into our CloudClinics where our medics become their hands using connected digital devices, allowing every doctor to be available at every CloudClinic. Members can also access their care team via at-home telehealth, and 24/7 asynchronous messaging.

Additionally, by showing the patient what the doctor is seeing through the connected devices in the CloudClinics, we achieve more buy-in from the patient, leading to shared decision-making and shared accountability.

Progressive employers offer their people a Rezilient benefit via a subscription model. Employees get immediate access to same-day primary, urgent, and specialty care appointments at no out-of-pocket cost to them, and hands-on care navigation within the plan design to ensure high-quality, low-cost care if they need to be referred outside Rezilient.

The uncoupling of the doctor from the real estate to integrate virtual and physical care dramatically improves access and patient outcomes. Removing financial barriers to care increases preventative care utilization and further improves outcomes, while reducing healthcare spend on costly downstream care such as ER visits and hospitalizations.

Our integrated multispecialty care roadmap:

Building on our foundation of proven high-quality primary care, in 2025/26 we will be rolling out several specialty care programs that members can access via the same CloudClinics and telehealth they already know and love.

We're transforming specialty care by bringing everything under one roof: our integrated specialists working alongside our exceptional primary care teams.

Our members will get direct access to integrated musculoskeletal health, medical weight loss, gastrointestinal, women's health, and psychiatry specialists when they need it most, while we continue to reduce costs and eliminate barriers to care with our value-based model.

Continually improving our model:

The data set will be revisited annually to ensure alignment with the most relevant measures and timely consideration of improvements that best represent Rezilient's primary and multispecialty care delivery in the evolving healthcare landscape.





Ditch the status quo. Get real healthcare.

Give your employees the healthcare they deserve.

With one fixed fee, you provide unlimited primary and multispecialty care through CloudClinics and telehealth. Watch productivity rise as your team gets same-day care that prevents costly ER visits and hospital stays.



SAME-DAY AND NEXT-DAY APPOINTMENTS

Easy to book appointments for primary and urgent care, plus consults across 70+ specialties makes Rezilient the logical first point of care for members.



NAVIGATION WITHIN YOUR PLAN DESIGN

24/7, hands-on care coordination to help navigate referrals, medication refills, transferring records, and anything else members need, contained within your plan design.



\$0 OUT OF POCKET COSTS FOR MEMBERS

Removing the financial barrier to accessing primary care reduces the reliance on high-cost healthcare like ER visits, urgent care, hospitalizations, and specialty visits.

Contact us today to discuss how Rezilient can benefit your people and your bottom line.

sales@rezilienthealth.com
rezilienthealth.com