



Edge & DHR: Transforming Administrative Operations at Scale

Company



Locations: 133
Physicians: 700+

Nurses: 1200+
Patients: 1.4M+

DHR Health is a physician-owned healthcare system that offers comprehensive care on the southern border of the United States. From general acute care services and preventative health programs to graduate medical education and clinical research, over 700 physicians and 1,200 nurses dedicate themselves to offering a full continuum of care in over 70 different subspecialties at DHR Health.

The Challenge

DHR Health, one of the largest health systems in Texas, faced mounting administrative demands across its hospitals and clinics. Recruiting and retaining skilled administrative staff locally was slow, costly, and unsustainable—putting pressure on both providers and patients.

The Departments Supported

Clinics

Ambulatory Patient Access, Revenue Cycle, Call Center, Endocrinology, Cardiology, Diabetes, Urology, Gastroenterology, and more

The Partnership

DHR partnered with Edge in 2022, starting with just **3 Edge Talent administrators**. Within less than three years, the partnership scaled to **100+ highly trained Edge Talent**, embedded across **13 departments** spanning hospitals and clinics.

Hospital

Revenue Integrity, Behavioral Health, PHO, Hospice

The Results

Faster Hiring & Deployment

53% 

decrease in hiring time vs hiring onsite workers

15 days

Reduced time-to-hire to 15 days vs 49-day industry avg

Significant Cost Savings

\$2.4M 

annualized savings on administrative talent

Higher Retention & Quality

97%

retention rate of Edge Talent

Average tenure of **342 days in-seat**, driving consistency and continuity across patient-facing and back-office functions

Edge Talent certified and trained in compliance, systems, and workflows specific to DHR

System-Wide Impact

100+

Edge Talent placed across 11 departments spanning clinics and hospitals

The Edge Advantage

By combining a rigorously vetted global talent pool with secure, HIPAA-compliant workflows, Edge has enabled DHR to reduce costs, accelerate hiring, and ensure continuity of care—freeing up physicians and staff to focus on patients, not paperwork.

Contact Us

