Patient Experience

Dozens of hospitals receive patient experience awards

By: **Paige Twenter** Tuesday, October 21st, 2025

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Dozens of hospitals and health systems were recently honored for excellence in patient experience based on Net Promoter Scores, patient reviews and other metrics.

PEP Health, a patient experience company that partners with healthcare organizations, published its annual ranking of 100 hospitals on Oct. 16. The company analyzes online patient feedback posted between September 2024 and August 2025 among hospitals with at least 356 experience comments and high scores in patient-centered care.

Here are the top 10:

1. St. Francis Medical Center (Midlothian, Va.)

2. ECU Health Chowan Hospital (Edenton, N.C.)

3. Holzer Medical Center-Gallipolis (Ohio)

4. CHI St Luke's Health-Lakeside Hospital (The Woodlands, Texas)

5. Delray Medical Center (Delray Beach, Fla.)

6. Providence Saint John's Health Center (Santa Monica, Calif.)

7. Mercyhealth Hospital and Trauma Center-Janesville (Wis.)

8. White Plains (N.Y.) Hospital

9. Northeast Georgia Medical Center Gainesville

10. UVA University Hospital (Charlottesville, Va.)

NRC Health, another patient experience vendor, recently recognized 27 hospitals and health systems with high Net Promoter Scores between April 1, 2024, and March 31, 2025. Here are the awardees:

Small health systems:

- Concord (N.H.) Hospital Health System
- Southcoast Health System (New Bedford, Mass.)
- Powers Health (Munster, Ind.)

Medium health systems:

- Prisma Health (Greenville, S.C.)
- Wellstar Health System (Marietta, Ga.)
- Emplify Health by Gundersen (La Crosse, Wis.)

Large health systems:

- Mercy (St. Louis)
- Atrium Health (Charlotte, N.C.)
- Encompass Health (Birmingham, Ala.)

Small hospitals:

- UCHealth-Yampa Valley Medical Center (Steamboat Springs, Colo.)
- Patewood Hospital (Greenville, S.C.)
- Davie Medical Center (Bermuda Run, N.C.)

Medium hospitals:

- UCHealth-Medical Center of the Rockies (Loveland, Colo.)
- Norman (Okla.) Regional Hospital
- Straub Medical Center (Honolulu)

Large hospitals:

- Park Nicollet Methodist Hospital (St. Louis Park, Minn.)
- Lehigh Valley Hospital-Cedar Crest (Allentown, Pa.)
- Mount Sinai Medical Center (Miami Beach, Fla.)

Specialty hospitals:

- Community Stroke and Rehabilitation Hospital (Crown Point, Ind.)
- Nebraska Orthopaedic Hospital (Omaha, Neb.)
- Windy Hill Hospital (Marietta, Ga.)

Critical access hospitals:

- Grundy County Memorial Hospital (Grundy Center, Iowa)
- Stewart Memorial Hospital (Lake City, Iowa)
- Humboldt County Memorial Hospital (Humboldt, Iowa)

Pediatrics hospitals

- Scottish Rite for Children (Dallas)
- Children's Hospital of Alabama (Birmingham)
- Nemours Children's Health System (Jacksonville, Fla.)

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