

TOP 15 HOSPITALS FOR PATIENT EXPERIENCE IN CARDIOLOGY

2024 Ranking	PEP Score	Hospital (Health System, State)
1 (0)	4.96	Swedish Medical Center - First Hill Campus (Providence St Joseph Health, WA)
2 (0)	4.95	ECU Health Medical Center (ECU Health, NC)
3 (+3)	4.94	Providence Saint Johns Health Center (Providence St Joseph Health, CA)
4 (+10)	4.94	Ochsner Lafayette General Medical Center (Ochsner Health System, LA)
5 (0)	4.93	Cleveland Clinic Martin North Hospital (Cleveland Clinic Health System, FL)
6 (+9)	4.92	Providence Little Company of Mary Medical Center Torrance (Providence St Joseph Health, CA)
7 (+12)	4.90	NewYork-Presbyterian Weill Cornell Medical Center (NewYork-Presbyterian Healthcare System, NY)
8 (+10)	4.89	Providence St Vincent Medical Center (Providence St Joseph Health, OR)
9 (-6)	4.89	Ascension Sacred Heart Bay Hospital (Ascension Health, FL)
10 (+2)	4.89	Swedish Medical Center - Edmonds Campus (Providence St Joseph Health, WA)
11 (+10)	4.89	UCI Medical Center (University of California Health, CA)
12 (-3)	4.89	Texas Health Dallas (Texas Health Resources, TX)
13 (+14)	4.88	Swedish Medical Center - Cherry Hill Campus (Providence St Joseph Health, WA)
14 (+12)	4.88	Providence Holy Family Hospital (Providence St Joseph Health, WA)
15 (+5)	4.88	Henry Ford Jackson Hospital (Henry Ford Health, MI)

* PEP scores range from 1 (very poor) to 5 (excellent). Green and red arrows indicate positive and negative changes from 2023 rankings. Only patient comments relevant to cardiology, and only hospitals with 200+ patient comments and 100+ beds, were included in the analysis.

AVERAGE PEP SCORE AMONG THE TOP 15 HOSPITALS FOR CARDIOLOGY



PEP Scores offer real-time insights into patient experiences across the US and are leading indicators of HCAHPS and CMS Star Ratings.

Ranging from 1 (very poor) to 5 (excellent) for Overall PEP Score and across seven quality care domains, they provide a real-time holistic view of patient satisfaction that is updated daily.

KEY DRIVERS OF SUCCESS AMONG THE TOP 15 HOSPITALS FOR CARDIOLOGY

-  **44%** Higher in **Continuity of Care** compared to all other hospitals
-  **25%** Higher in **Attention to Physical & Environmental Needs** compared to all other hospitals
-  **25%** Higher in **Fast Access** compared to all other hospitals

UNLOCK PEP'S REAL-TIME, ACTIONABLE INSIGHTS FOR TARGETED IMPROVEMENTS

				
BENCHMARK AGAINST COMPETITORS	HIGHLIGHT OUTSTANDING AREAS OF CARE	UNCOVER GROWTH OPPORTUNITIES	INSTANTLY IDENTIFY AND ADDRESS ISSUES	DRIVE TARGETED IMPROVEMENTS

See Where You Rank

PEP Health collects data for all healthcare providers in every county across the US. Contact us to learn how our real-time insights can help you identify the strengths and weaknesses of your hospitals compared to your competition.

