

TOP 20 HOSPITALS FOR PATIENT EXPERIENCE IN ONCOLOGY

2024 Ranking	PEP Score	Hospital (Health System, City, State)
1 ▲ (+2)	4.95	Cincinnati Children's Burnet Campus (Cincinnati Children's Hospital Medical Center, Cincinnati, OH)
2 ▲ (+2)	4.94	Piedmont Fayette Hospital (Piedmont Healthcare, Fayetteville, GA)
3 ▲ (+3)	4.94	Providence Saint John's Health Center (Providence St Joseph Health, Santa Monica, CA)
4 ▼ (-3)	4.94	Willis-Knighton Medical Center (Willis-Knighton Health System, Shreveport, LA)
5 ▲ (+2)	4.92	Swedish Medical Center - First Hill Campus (Providence St Joseph Health, Seattle, WA)
6 ▲ (+3)	4.91	Henry Ford Jackson Hospital (Henry Ford Health, Jackson, MI)
7 ▲ (+10)	4.90	Providence Centralia Hospital (Providence St Joseph Health, Centralia, WA)
8 ▲ (+14)	4.89	Providence Portland Medical Center (Providence St Joseph Health, Portland, OR)
9 ▼ (-4)	4.89	Baylor University Medical Center - Dallas (Baylor Scott & White Health, Dallas, TX)
10 ▼ (-8)	4.89	Texas Health Dallas (Texas Health Resources, Dallas, TX)
11 ▼ (-1)	4.89	Henry Ford Wyandotte Hospital (Henry Ford Health, Wyandotte, MI)
12 ▼ (-1)	4.89	Piedmont Atlanta Hospital (Piedmont Healthcare, Atlanta, GA)
13 - (0)	4.88	NewYork-Presbyterian Weill Cornell Medical Center (NewYork-Presbyterian Healthcare System, New York, NY)
14 - (0)	4.88	UCI Medical Center (University of California Health, Orange, CA)
15 ▲ (+12)	4.88	Abbott Northwestern Hospital (Allina Health, Minneapolis, MN)
16 ▲ (+10)	4.87	St David's South Austin Medical Center (HCA Healthcare, Austin, TX)
17 ▲ (+13)	4.87	M Health Fairview St Johns Hospital (M Health Fairview, Maplewood, MN)
18 ▼ (-6)	4.86	Ascension Seton Medical Center Austin (Ascension Health, Austin, TX)
19 - (0)	4.86	Texas Health Fort Worth (Texas Health Resources, Fort Worth, TX)
20 ▼ (-14)	4.86	Medical City Plano (HCA Healthcare, Plano, TX)

HOSPITALS FROM OTHER MAJOR HEALTH SYSTEMS

2024 Ranking	PEP Score	Hospital (Health System, City, State)
42 ▲ (+1)	4.14	Memorial Sloan Kettering Cancer Center (Memorial Sloan Kettering Cancer Center, New York, NY)
43 ▼ (-1)	3.95	University of Texas MD Anderson Cancer Center (University of Texas System, Houston, TX)

i PEP Scores range from 1 (very poor) to 5 (excellent). Green and red arrows indicate positive and negative changes from 2023 rankings. 2024 and 2023 rankings are based on data from 2023 and 2022, respectively. Only comments from patients relevant to oncology were included in the analysis, and only hospitals that received 100+ patient comments in each ranking period were considered.

AVERAGE PEP SCORE AMONG THE TOP 20 HOSPITALS



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 20 HOSPITALS

- 19%** Higher in **Continuity of Care**
- 10%** Higher in **Fast Access**
- 8%** Higher in **Communication & Involvement**

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