

2024 US Hospital Rankings



A US-wide evaluation of patient experience powered by PEP Health

Find out the most recent and comprehensive hospital rankings based on the analysis of more than 30 million patient reviews. Our AI technology provides real-time, actionable, and validated insights into every hospital's performance across every US state.


Our 2024 Hospital Rankings are derived from an extensive analysis of tens of millions of publicly available online patient experience comments for every US hospital. These comments were shared by patients across social media and review platforms between January 1 to December 31 2023, and have been rigorously analyzed against seven internationally recognized domains of patient-centered care on a scale from 1 (worst) to 5 (best).

Unlike other ranking tables, PEP Health considers only the most recent data to provide an impartial and relevant ranking. Moreover, our trusted and validated analysis is independent of any methodological changes (such as those used in CMS Star Ratings), providing actionable and consistent insights into the real patient experience.

Top 30 Short-term Acute Care Hospitals



Understanding drivers of success for highest-performing hospitals
 The top 30 hospitals scored **4.81 on average**. They scored **30% higher in Continuity of Care**, **22% higher in Attention to Physical & Environmental Needs**, and **17% higher in Fast Access** in comparison to all other hospitals.



Identifying critical areas of improvement for patient satisfaction
 The bottom 30 hospitals scored **3.27 on average**. They scored **28% lower in Fast Access** and **25% lower in Attention to Physical & Environmental Needs** in comparison to all other hospitals.

2024 Ranking	PEP Score	Hospital (Health System, State)
1 ▲ (+5)	4.89	ECU Health Medical Center (ECU Health, NC)
2 ▼ (-1)	4.88	Baton Rouge General Medical Center - Bluebonnet Campus (Baton Rouge General Medical Center Health System, LA)
3 ▲ (+2)	4.87	UCI Medical Center (University of California Health, CA)
4 ▲ (+11)	4.87	Swedish Medical Center - First Hill Campus (Providence St Joseph Health, WA)
5 ▲ (+11)	4.86	Providence Portland Medical Center (Providence St Joseph Health, OR)
6 ▲ (+11)	4.86	Providence St Vincent Medical Center (Providence St Joseph Health, OR)
7 ▲ (+2)	4.86	UF Health Jacksonville (University of Florida Health, FL)
8 ▲ (+15)	4.85	Providence Little Company of Mary Medical Center Torrance (Providence St Joseph Health, CA)
9 ▲ (+2)	4.85	Providence Sacred Heart Medical Center (Providence St Joseph Health, WA)
10 ▼ (-7)	4.83	Willis-Knighton Medical Center (Willis-Knighton Health System, LA)
11 ▲ (+2)	4.82	Henry Ford Hospital (Henry Ford Health, MI)
12 ▼ (-4)	4.81	Mobile Infirmary (Infirmary Health System, AL)
13 ▼ (-1)	4.81	NewYork-Presbyterian Weill Cornell Medical Center (NewYork-Presbyterian Healthcare System, NY)
14 ▲ (+23)	4.81	Providence Alaska Medical Center (Providence St Joseph Health, AK)
15 ▼ (-5)	4.81	Texas Health Dallas (Texas Health Resources, TX)
16 ▼ (-9)	4.80	University Medical Center (UMC Health System, TX)
17 ▲ (+4)	4.79	Henry Ford Jackson Hospital (Henry Ford Health, MI)
18 ▲ (+29)	4.79	Valley Medical Center (UW Medicine, WA)
19 ▲ (+31)	4.79	Providence Regional Medical Center Everett - Colby Campus (Providence St Joseph Health, WA)
20 ▲ (+65)	4.78	Providence Saint Joseph Medical Center (Providence St Joseph Health, CA)
21 ▲ (+4)	4.78	BSA Hospital (Ardent, TX)
22 ▲ (+5)	4.77	Henry Ford Macomb Hospital - Clinton Township (Henry Ford Health, MI)
23 ▼ (-9)	4.77	Ascension St Vincents Birmingham (Ascension Health, AL)
24 ▼ (-20)	4.77	Spectrum Health Butterworth Hospital (Corewell Health, MI)
25 ▲ (+48)	4.76	Methodist University Hospital (Methodist Healthcare, TN)
26 ▲ (+23)	4.76	Providence St Peter Hospital (Providence St Joseph Health, WA)
27 ▲ (+27)	4.75	Ochsner Lafayette General Medical Center (Ochsner Health System, LA)
28 ▲ (+10)	4.74	Baylor Scott & White All Saints Medical Center - Fort Worth (Baylor Scott & White Health, TX)
29 ▲ (+33)	4.72	Asante Rogue Regional Medical Center (Asante, OR)
30 ▼ (-8)	4.72	Texas Health Fort Worth (Texas Health Resources, TX)


i Data show the top 30 short-term acute care hospitals. The main criteria included a minimum threshold of 300 staffed beds and at least 250 patient experience comments per hospital. Brackets show the change in ranking since 2023.

Domain Analysis

Insights

PEP Health's detailed domain analysis still allow areas of **relative weakness** to be identified, even in top-performing hospitals.

Providence locations **excel in more than half of the care domains**, landing many of their locations a spot in the Overall Top 30. However, **there is potential room for improvement in their Communication and Emotional Support scores**.



 Top 5 hospitals for Attention to Physical and Environmental Needs	PEP Score	 Top 5 hospitals for Emotional Support	PEP Score	 Top 5 hospitals for Communication	PEP Score
1 Henry Ford Hospital (Henry Ford Health, MI)	4.27	1 ECU Health Medical Center (ECU Health, NC)	4.47	1 BSA Hospital (Ardent, TX)	4.34
2 Swedish Medical Center - First Hill Campus (Providence St Joseph Health, WA)	4.27	2 Mobile Infirmary (Infirmary Health System, AL)	4.46	2 Baton Rouge General Medical Center - Bluebonnet Campus (Baton Rouge General Medical Center Health System, LA)	4.34
3 Providence Portland Medical Center (Providence St Joseph Health, OR)	4.20	3 Baton Rouge General Medical Center - Bluebonnet Campus (Baton Rouge General Medical Center Health System, LA)	4.46	3 NewYork-Presbyterian Weill Cornell Medical Center (NewYork-Presbyterian Healthcare System, NY)	4.32
4 Providence Sacred Heart Medical Center (Providence St Joseph Health, WA)	4.20	4 Ochsner Lafayette General Medical Center (Ochsner Health System, LA)	4.43	4 Henry Ford Hospital (Henry Ford Health, MI)	4.31
5 Providence Little Company of Mary Medical Center Torrance (Providence St Joseph Health, CA)	4.15	5 Willis-Knighton Medical Center (Willis-Knighton Health System, LA)	4.42	5 UF Health Jacksonville (University of Florida Health, FL)	4.27

i Data show the top 5 short-term acute care hospitals with a minimum of 300 beds, and at least 150 patient experience comments in each care domain.

Understand your competitors

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