



## FOR IMMEDIATE RELEASE

### **MEDIA CONTACTS:**

Joshua A. Johnson | Gibson Area Hospital & Health Services  
Executive Director of Communications  
T: 217-784-2612  
[josh\\_johnson@gibsonhospital.org](mailto:josh_johnson@gibsonhospital.org)

## **Gibson Area Hospital & Health Services Receives the 2022 Women's Choice Award® as one of America's 100 Best Hospitals for Patient Experience**

### **82% of consumers would switch a healthcare provider as the result of a bad experience**

**Gibson City, IL, 1/11/2022** – Gibson Area Hospital & Health Services has been named one of America's 100 Best Hospitals for Patient Experience by the [Women's Choice Award®](#), America's trusted referral source for the best in healthcare. The award signifies that Gibson Area Hospital has been ranked within the top 100 hospitals of similar size based on number of beds, of which there were four categories.

Patients today are more involved in their care and demand a greater experience throughout their entire journey of care putting more pressure on healthcare providers to find ways to become more patient centered to meet these demands.

[According to the Agency for Healthcare Research and Quality](#), good patient experience positively correlates to disease management, adherence to treatment plans and health outcomes. Providing good patient experience is also good for business as it results in greater employee morale and satisfaction thereby reducing turnover and helping recruit top talent. It also keeps patients loyal and happy and less likely to change providers or systems again helping the bottom line.

There is also strong correlation between providing good patient experience throughout her journey and improved clinical quality measures including increased HCAHPS scores making the investment a win-win for all. According to a [survey](#) of healthcare consumers, 82% of consumers would switch a healthcare provider as the result of a bad experience. And 86% of women would travel up to 50 miles for a hospital that was rated best inpatient experience.

“Over ninety percent of the time, women make the healthcare decisions for their families –whether it’s finding the right pediatrician for her child, navigating a tough diagnosis for her spouse, advocating for her aging parents or, of course, getting care for herself. By raising your standards to meet the highest expectations – which studies show tend to be held by women – you’re giving everyone the best you have to offer. The Women’s Choice Award is so much more than an award. As one of America’s Best Hospitals for Patient Experience, your entire hospital and all of your service lines are lifted up for the exceptional experience you provide – not only for women but for all patients. What a great achievement!” said Delia Passi, founder and CEO of the Women’s Choice Award. “To help women simplify their choices, the 100 Best Hospitals for Patient Experience are awarded because they excel in the patient’s willingness to recommend, as well as doctor communications, staff help, cleanliness, providing recovery information, explanation of medications, communication by nurses and peacefulness of the room at night.”

Gibson Area Hospital is one of a total of 400 award recipients representing the hospitals that have met the highest standards for patient experience in the U.S. by the Women’s Choice Award.

The methodology used to select Gibson Area Hospital as one of America’s 100 Best Hospitals for Patient Experience is unique in that it evaluates specific Hospital Consumer Assessment of Healthcare Providers and Systems ([HCAHPS](#)) [survey results](#) along with primary research about women’s healthcare preferences.

The Women’s Choice Award collects the data for the following HCAHPS survey measures and uses a weighted average to award the best hospitals for patient experience:

- Effective communication with nurses and doctors
- Responsiveness to requests for help
- Providing patient recovery information
- Explanation about medications before being administered
- Bathroom and room cleanliness
- Peacefulness of room at night
- Patient recommendation rating

For more information on America’s 100 Best Hospitals for Patient Experience, please visit

<https://womenschoiceaward.com/best-patient-experience>

###

#### **ABOUT THE WOMEN’S CHOICE AWARD®**

The Women’s Choice Award for Best Hospitals™ is a trusted referral source and coveted credential that identifies the nation’s best hospitals based on robust criteria that includes

relevant clinical performance, patient satisfaction and appropriate accreditations. The Best Hospitals demonstrate exceptional ratings, providing the highest level of care and commitment to their patients' health and well-being. The Women's Choice Award is the only designation that takes into consideration the preferences of women when selecting a hospital. Visit <http://www.womenschoiceaward.com/> to learn more.