



**FOR IMMEDIATE RELEASE**

**Gibson Area Hospital and Health Services Receives the 2025 Women's Choice Award® as one of America's 100 Best Hospitals for Patient Experience**

**86% of women would travel up to 50 miles for a hospital with a better patient experience**

**Gibson City, IL, January 2025** – Gibson Area Hospital and Health Services (GAHHS) has been recognized as one of America's 100 Best Hospitals for Patient Experience by the [Women's Choice Award®](#). This award signifies that GAHHS has been ranked within the top 100 hospitals of similar size based on number of beds, of which there are five 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.

With a strong correlation between providing good patient experience throughout her journey and improved clinical quality measures including increased HCAHPS scores makes 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.

GAHHS is one of a total of 100 award recipients in its size category representing the hospitals that have met the highest standards for patient experience in the U.S. by the Women's Choice Award.

"It is a huge honor for GAHHS to be recognized by Women's Choice for the 2025 Patient Experience Award. This is a true reflection of our dedicated staff and providers that care for our patients and the communities we serve every day with the highest of standards. As the area's only 5-Star Patient Experience Hospital, this designation by Women's Choice is proof that Gibson Gets It! I am very proud of our dedicated team. Thank you to our patients who continue to entrust their healthcare experience to us." Robert Schmitt, CEO, Gibson Area Hospital and Health Services.

The methodology used to select GAHHS as one of the 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

"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." 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, and communication by nurses and peacefulness of the room at night."

For the full list Best Hospitals for Patient Experience, please visit <https://womenschoiceaward.com/best-patient-experience>

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### **ABOUT Gibson Area Hospital and Health Services**

Gibson Area Hospital and Health Services has been an independent, community-based Critical Access Hospital located in East Central Illinois since 1952. Serving Ford County and 8 neighboring counties with over 25 provider office locations throughout the service area offering robust primary and specialty care options. Our Vision is to be the model of excellence in community-based healthcare. Our Mission is to provide personalized, professional healthcare services to the residents of the communities we serve. We strive to be the heart of your hometown health, providing state-of-the-art healthcare services and facilities, close to home. For more information, visit: [www.gibsonhospital.org](http://www.gibsonhospital.org)

### **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.

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