



Gibson Area Hospital  
& Health Services  
*GIBSON GETS IT*



## FOR IMMEDIATE RELEASE

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## Gibson Area Hospital and Health Services Receives the 2026 Women's Choice Award® as one of America's Best Hospitals for Outpatient Experience

**82% of consumers say they would switch healthcare providers after a poor experience**

**Gibson City, IL – 1/5/2026**– Gibson Area Hospital and Health Services (GAHHS) has been recognized as one of **America's Best Hospitals for Outpatient Experience** by the **Women's Choice Award®**, placing it among the top-performing hospitals nationwide for delivering exceptional care in outpatient settings.

As hospitals continue to shift toward **value-based care** and adopt **minimally invasive technologies**, more procedures are being performed on an outpatient basis. This shift has prompted hospitals to enhance customer service and streamline care coordination to improve the overall patient experience.

"Overnight hospital stays can be stressful and costly," said **Delia Passi**, founder and CEO of the Women's Choice Award®. "With more procedures now available on an outpatient basis, it's essential that women—who often juggle demanding schedules—can easily identify hospitals that offer safe, convenient, and compassionate care."

According to national research, **82% of consumers would switch healthcare providers** due to a poor experience, making patient satisfaction a critical factor in hospital selection.

## Award Methodology

The Women's Choice Award for Outpatient Experience is the **only national designation** that combines **patient satisfaction, clinical excellence, and women's healthcare preferences** to identify top-performing hospitals.

To qualify, hospitals must:

- Be accredited by one of the following:
  - **The Joint Commission (JC)**
  - **Healthcare Facilities Accreditation Program (HFAP)**
  - **Center for Improvement in Healthcare Quality (CIHQ)**
  - **Det Norske Veritas Healthcare (DNV)**
- Score **at or above the national average** in key categories from the **Outpatient and Ambulatory Surgery Survey (OAS-CAHPS)**, including:
  - Care by hospital staff
  - Pre- and post-surgical coordination & communication
  - Facility ratings
  - Patient recommendation scores

Survey categories are weighted based on feedback from the Women's Choice Award's proprietary research on women's healthcare preferences.

GAHHS is one of **450 hospitals** nationwide to earn this prestigious recognition for 2026.

"GAH continues to grow and evolve to meet the needs of our patients and the communities we serve by providing more access to state-of-the-art technology and healthcare services, all close to home for maximum convenience. We strive to offer the best patient experience, and this designation is proof that Gibson Gets It." Robert Schmitt, CEO, Gibson Area Hospital and Health Services

For the full list of America's Best Hospitals for Outpatient Experience, visit:  
<https://womenschoiceaward.com/best-outpatient-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 35 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 a prestigious credential that identifies the nation's top hospitals based on rigorous criteria, including clinical performance, patient satisfaction, and relevant accreditations. Hospitals earning this designation demonstrate a strong commitment to delivering exceptional care and prioritizing the health and well-being of their patients.

As the **only award that incorporates the preferences of women** in its methodology, the Women's Choice Award empowers women to make informed healthcare decisions with confidence. In fact, **84% of women say they would trust a hospital more if it carried the Women's Choice Award seal**, making it a powerful symbol of quality and trust.

To learn more, visit [www.womenschoiceaward.com](http://www.womenschoiceaward.com).