



**FOR IMMEDIATE RELEASE**

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**Newberry Hospital Receives the 2024 Women's Choice Award®  
as one of America's Best Hospitals for Outpatient Experience**

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

Newberry, SC, 1/4/2024 – Newberry Hospital has been named one of America's Best Hospitals for Outpatient Experience by the [Women's Choice Award®](#), America's trusted referral source for the best in healthcare.

Hospitals aiming to provide the most appropriate and value-based care along with advances in technology such as minimally invasive techniques have shifted many patient cases to outpatient settings. As a result, hospitals have made significant strides in providing increased customer service to improve the outpatient experience.

“Overnight stays in the hospital can be very stressful and costly. With the advancement of technology, hospitals are now able to offer more procedures on an outpatient basis which is much more convenient, more affordable and less stressful,” said Delia Passi, founder and CEO of the Women's Choice Award. “Women have demanding lifestyles with over 70% of moms employed so making it easy for her to find hospitals that provide the best outpatient experience helps simplify her life.”

The methodology used to select Newberry Hospital as one of the Best Hospitals for Outpatient Experience is exclusive in that it evaluates patient satisfaction measures with a hospital visit

based on the criteria in the Outpatient and Ambulatory Surgery Survey (OAS-CAHPS). The evaluation process is the only national list that focuses on the opinion of females. It is the only award recognizing excellence in outpatient satisfaction based on robust criteria that considers the patient experience and clinical excellence.

To receive the award, hospitals must first be accredited by the Joint Commission (JC), The Healthcare Facilities Outpatient Program (HFAP) or Det Norske Veritas Healthcare (DNV). Accredited facilities are continuously improving the safety and quality of patient care and this certification signifies the facility's commitment in meeting regulations and best practices for the medical industry. The categories in the OAS-CAHPS survey are assigned weights based on the feedback received from the Women's Choice Award Survey. Only hospitals that achieve rankings higher or equal to the national average in communication and care by hospital staff, pre and post-surgical coordination, facility ratings and patients' recommendation are eligible for the outpatient experience award.

Newberry Hospital is one of 315 award recipients representing the hospitals that have met the highest standards for outpatient experience in the U.S. by the Women's Choice Award.

"This recognition demonstrates the superior healthcare Newberry Hospital provides to our patients," said John Snow, Chief Executive Officer at Newberry Hospital. "The Women's Choice Award recognizes our staff and physicians commitment to provide the highest quality care and service."

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

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#### **ABOUT NEWBERRY HOSPITAL**

*Located in Newberry, SC, Newberry County Memorial Hospital provides exceptional healthcare and wellness services to the citizens of Newberry County and across the Midlands. The hospital's services include advanced diagnostics, emergency room, labor and delivery, orthopedic surgery, rehabilitation services (adults and children), wellness, wound care, ENT, podiatry and hyperbaric medicine. Newberry Hospital has received the Healthgrades Outstanding Patient Experience award for 8 years in a row. One of Healthgrades America's 100 Best Hospitals for Joint Replacement™ 2024 and recipient of Healthgrades Excellence Awards for Orthopedic Surgery and Joint Replacement for 2024. Newberry Hospital is also the recipient of five South Carolina Hospital Association Zero Harm Awards for 2023. W Learn more at [www.NewberryHospital.org](http://www.NewberryHospital.org). Follow us on Facebook at [www.facebook.com/newberryhospitalSC/](http://www.facebook.com/newberryhospitalSC/).*

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#### **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.*