

CONTACT: Layne Saliba, Public Relations & Marketing
Northeast Georgia Health System
743 Spring Street NE, Gainesville, GA 30501
770-219-3840 | www.nghs.com

FOR IMMEDIATE RELEASE

November 13, 2025

**NORTHEAST GEORGIA MEDICAL CENTER GAINESVILLE RANKED NINTH
NATIONALLY FOR PATIENT EXPERIENCE**

GAINESVILLE, Ga. – Improving the health of the community isn't simply about making sick people well or helping injured people heal – it's about the experience those patients have along the way while at Northeast Georgia Medical Center (NGMC). And a recent study shows NGMC Gainesville excels in that area, ranking it one of the top 10 hospitals across the United States for patient experience.

PEP Health, a company that uses artificial intelligence (AI) to analyze online patient reviews and other unsolicited feedback of healthcare organizations, recently released its 2026 U.S. Hospital Rankings for Patient Experience. The rankings analyzed data from public review sites, forums and social media, returning unbiased insight into how patients experience care at every hospital across the country. PEP Health used online patient feedback posted in a one-year window between September 2024 and August 2025.

“We put a lot of dedicated effort into improving the human experience every day,” said Stuart Downs, chief nursing executive for Northeast Georgia Health System (NGHS). “It's not just about the patient experience. It's about humans caring for humans, making sure each person who turns to us for care feels like we've done just that – cared. And that includes everyone – our physicians, nurses, clinical staff, professional staff, volunteers and more – realizing the impact they have on our patients and their families. Each member of our team played a part in achieving this national recognition.”

To learn more about NGHS and its five hospital campuses across northeast Georgia, visit nghs.com.

###

ABOUT NORTHEAST GEORGIA HEALTH SYSTEM

Northeast Georgia Health System (NGHS) is a non-profit on a mission of improving the health of our community in all we do. Our team cares for more than 1 million people across the region through five hospitals and a variety of outpatient locations. Northeast Georgia Medical Center (NGMC) has campuses in Gainesville, Braselton, Winder, Dahlonega and Demorest – with a total of more than 1,000 beds and more than 1,500 medical staff members representing more than 60 specialties. Learn more at www.nghs.com.