

POLICY BRIEF: A Closer Look at Hospitals' Google Reviews

Colin Craig | October 2025



Executive Summary

Canadians often check Google scores and other online reviews before picking a place to go for dinner, booking a hotel room, choosing a mechanic's garage and selecting many other services. While patients tend to have fewer options when it comes to medical services, the thousands of Google reviews that hospitals have received over the years can provide some insight into the care provided.

SecondStreet.org decided to scrape and analyze Google reviews for 83 major hospitals across Canada for the year 2024. Highlights from this research include:

- The average score provided during the year 2024 for the 83 hospitals was 2.91 (out of five). The five top-ranked and five lowest-ranked hospitals that year were respectively:

1) Mount Saint Joseph Hospital in B.C. (4.34)
2) Valley Regional Hospital in Nova Scotia (3.77)
3) Hôpital de l'Enfant-Jésus in Quebec (3.71)
4) Mount Sinai Hospital in Ontario (3.68)
5) St. Paul's Hospital in B.C. (3.64)
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79) WRHN @ Midtown in Kitchener, Ontario (2.18)
80) William Osler Health System – Etobicoke General Hospital in Ontario (2.13)
81) Health Sciences Centre in Winnipeg (2.08)

- 82)** William Osler Health System – Brampton Civic Hospital in Ontario (2.04)
- 83)** Surrey Memorial Hospital in B.C. (2.03)

- The most commonly used word pairings in the comments included wait times, wait room and hours waiting. It was common to see many long wait times noted, such as “12 hours,” “6 hours,” “10 hours,” etc.
- Provincial averages, based on the hospitals reviewed saw Saskatchewan (3.19) come first, followed by British Columbia (2.96), Nova Scotia (2.93), Quebec (2.91), Alberta (2.87), Manitoba (2.78), Ontario (2.77) and New Brunswick (2.65). The provincial average was 2.88. (Note: PEI and Newfoundland and Labrador were not included as only one hospital was reviewed for those two provinces.)

The text-based reviews from 2024 included a wide range of comments to explain the attached scores – from just a few words (“great customer service”, “awful experience!”, etc.) to detailed commentaries on the services provided. In some cases, patients described excellent care, while in other reviews they were quite critical. Perhaps most alarming, several patients claimed they or a loved one almost died due to the care provided (or lack thereof). Overall, it is striking that the average hospital earned less than three stars (2.91) – a score that, if attached to a restaurant or garage, would dissuade many customers from a dining experience or trusting a mechanic to fix their car.

This research can help inform patients about the services provided by select hospitals in their province. However, it could also help hospitals with lower scores identify examples they may want to contact and study in order to improve their own services. Fortunately, as noted in this report, there are many better-performing universal systems – particularly in Europe – that provincial governments could look to for policies that could help improve the care available to patients.

Introduction

A 2023 poll by Ipsos found that 85% of Canadians believe “drastic changes are needed to the health care system to better meet the needs of people in their communities.”¹ Other public opinion polls have found equally alarming statistics about Canadians’ views on the state of the health care system.²

Hospitals of course are a major part of Canada's health care system. From providing care during childbirth to lifesaving treatment and everything in between, hospitals are depended on by almost all Canadians at some point in their lives. Given the significant doctor shortage in Canada, many patients are turning to emergency rooms for services normally provided at the primary care level.³

SecondStreet.org decided to investigate the Google review scores for 100 major hospitals in Canada to learn more about Canadians’ views towards these facilities. In order to guide our selection, we used data from the Canadian Institute for Health Information on bed counts for hospitals across Canada. Adjustments were made to ensure representation from each province as well. This list was then reduced to 83 hospitals as only facilities with at least 30 Google reviews for the 2024 calendar year were eligible for this study. This is in keeping with the “central limit theorem” which asserts that a sample size of 30 or higher is typically sufficient for a normal distribution.⁴

Methodology and Considerations

SecondStreet.org used SerpAPI to obtain an application programming interface (API) which enabled us to legally scrape together the scores and reviews for the 83 hospitals for the year 2024. In most cases, hospitals had multiple locations available for review – one location for the hospital and one for the hospital's emergency room; in a few cases a hospital only had a single location available to review. Reviews were combined into one location wherever necessary to allow for a fair comparison between hospitals.

Readers should consider the following when interpreting the data in this report and Google scores more generally:

First, users cannot provide a score of zero. In fact, many users commented that if they could have given a hospital a zero, they would have. For that reason, one should not convert, say, a score of three-out-of-five stars to 60%. A hospital's score might actually be lower if some users were given the option of providing a zero score. Nonetheless, all hospitals are subject to the same one-to-five scoring system.

Second, Google review scores are not foolproof; they can be manipulated. There are various sites online where people have reported cases where businesses have allegedly offered discounts and other perks for providing five-star Google reviews. SecondStreet.org is not aware of this occurring for hospitals in Canada, but there is the potential for this to occur.

The opposite is also true. A patient who received poor service could use multiple accounts to file negative reviews and could ask friends or family to do the same. Various sites note that users can only make one Google review for a business/organization per IP address, so this is not easily done on a large-scale basis. For hospitals with hundreds of reviews, it is obviously much harder to try to influence the score.

Readers may also wish to consider the old wisdom that customers are more likely to complain about a negative experience than speak up about a positive one. According to Thrive Internet Marketing Agency, customers are “more inclined to write negative reviews than positive reviews because of the heightened emotional response. Because of the way our brain reacts, negative emotions are processed more thoroughly. This is why negative experiences last longer in our minds and appear more urgent than negative emotions.”⁵

Finally, it is worth noting that some patients may simply not think about leaving their feedback for a government hospital as it is not a commercial service.

Overall, Google scores are not an exact science. They can, however, serve as another resource that documents patients' experiences in Canadian hospitals, especially for hospitals with large volumes of responses.

Research Findings

The following table lists the average Google review score for 83 hospitals in 2024 along with each hospital's average score during the previous five years. Green-shaded scores for 2024 represent an improvement compared with the previous five years, while red-shaded scores represent a decline. Non-shaded scores represent neither a decline nor an increase. The average hospital score among those studied was 2.91.

Table 1 Average Google review scores				
Rank	Hospital Name	Prov.	2019-23 Avg	2024
1	Mount Saint Joseph Hospital	BC	4.05	4.34
2	Valley Regional Hospital	NS	3.29	3.77
3	Hôpital de l'Enfant-Jésus	QC	3.78	3.71
4	Mount Sinai Hospital	ON	3.66	3.68
5	St. Paul's Hospital	BC	3.76	3.64
6	Vancouver General Hospital	BC	3.20	3.57
7	Rockyview General Hospital	AB	3.31	3.56
8	Lions Gate Hospital	BC	3.34	3.48
9	Trillium Health Partners - Queensway Health Ctr.	ON	2.93	3.47
10	Hamilton General Hospital	ON	3.02	3.44
11	Grace Hospital	MB	3.08	3.42
12	St. Paul's Hospital	SK	3.04	3.41
13	Regina General Hospital	SK	2.97	3.40
14	Sunnybrook Health Sciences Centre	ON	3.20	3.38
15	Hotel Dieu Hospital of Lévis	QC	3.96	3.37
16	Centre hospitalier de l'Université de Montréal	QC	3.65	3.34
17	Pasqua Hospital	SK	2.94	3.33
18	Saint John Regional Hospital	NB	3.28	3.31
19	Kelowna General Hospital	BC	3.38	3.31
20	Royal Jubilee Hospital	BC	3.36	3.31
21	Niagara Health - Welland Hospital	ON	2.88	3.27
22	Saskatoon City Hospital	SK	3.55	3.20

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Average Google review scores (continued)				
Rank	Hospital Name	Prov.	2019-23 Avg	2024
23	Montreal Sacred Heart Hospital	QC	2.98	3.20
24	Toronto General Hospital	ON	3.38	3.18
25	St. Michael's Hospital	ON	3.37	3.17
26	Hospital Saint-Jérôme	QC	2.85	3.14
27	Credit Valley Hospital	ON	2.92	3.10
28	The Ottawa Hospital	ON	2.92	3.10
29	St. Boniface Hospital	MB	2.97	3.08
30	Dartmouth General Hospital	NS	2.81	3.08
31	Le Centre hospitalier de l'Université Laval	QC	3.39	3.08
32	The Ottawa Hospital Civic Campus	ON	3.15	3.07
33	Southlake Health	ON	2.84	3.06
34	Centre hospitalier régional de Lanaudière	QC	3.28	3.06
35	Juravinski Hospital	ON	2.81	3.05
36	William Osler Health System - Peel Memorial Ctr	ON	2.94	3.02
37	North York General Hospital	ON	3.03	3.01
38	Misericordia Community Hospital	AB	2.62	2.95
39	Nanaimo Regional General Hospital	BC	2.98	2.95
40	Foothills Medical Centre	AB	3.09	2.92
41	Royal Alexandra Hospital	AB	2.90	2.92
NATIONAL AVERAGE				2.91
42	University of Alberta Hospital	AB	2.84	2.90
43	Royal Columbian Hospital	BC	3.11	2.86
44	Windsor Regional Hospital - Ouellette Campus	ON	2.60	2.86
45	Peter Lougheed Centre	AB	2.53	2.85
46	Royal University Hospital	SK	2.61	2.85
47	L'Hôpital général Juif Sir Mortimer B. Davis	QC	2.96	2.84
48	Langley Memorial Hospital	BC	2.43	2.83
49	Health Sciences Centre Eastern Health	NL	2.45	2.81
50	Cape Breton Regional Hospital (CBRH)	NS	2.01	2.81
51	Concordia Hospital	MB	2.70	2.80
52	Queensway Carleton Hospital	ON	2.93	2.79
53	Victoria General Hospital - MB	MB	2.67	2.78
54	South Health Campus	AB	3.02	2.76

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Average Google review scores (continued)				
Rank	Hospital Name	Prov.	2019-23 Avg	2024
55	Dr. Everett Chalmers Regional Hospital	NB	2.36	2.69
56	Lakeridge Health Bowmanville	ON	2.49	2.68
57	Niagara Health - Marotta Family Hospital	ON	2.45	2.65
58	Grey Nuns Community Hospital	AB	2.64	2.64
59	Maisonneuve-Rosemont Hospital	QC	2.45	2.63
60	St. Joseph's Healthcare Hamilton	ON	2.86	2.62
61	Victoria General Hospital - BC	BC	3.10	2.60
62	Hôpital de la Cité de la Santé	QC	2.79	2.60
63	Hôpital Pierre-Le Gardeur	QC	2.56	2.55
64	Windsor Regional Hospital - Metropolitan Campus	ON	2.20	2.53
65	Victoria Hospital - London Health Sciences Ctr.	ON	3.09	2.48
66	Mississauga Hospital	ON	2.57	2.48
67	The Moncton Hospital	NB	2.38	2.46
68	Seven Oaks General Hospital	MB	2.27	2.45
69	Red Deer Regional Hospital Centre	AB	2.68	2.43
70	Kingston General Hospital	ON	3.17	2.43
71	Niagara Health - Niagara Falls Hospital	ON	2.40	2.40
72	QEII Health Sciences Centre	NS	2.01	2.40
73	Lakeridge Health Oshawa	ON	2.20	2.36
74	University Hospital - London Health Sciences Ctr.	ON	2.79	2.32
75	Dr. Georges-L.-Dumont University Hospital Ctr.	NB	2.39	2.28
76	Queen Elizabeth Hospital	PE	2.59	2.27
77	Chinook Regional Hospital	AB	2.72	2.25
78	Hôpital Charles Lemoyne	QC	2.35	2.22
79	WRHN @ Midtown (formerly Grand River Hospital, KW Campus)	ON	2.36	2.18
80	William Osler Health System - Etobicoke General Hosp.	ON	2.47	2.13
81	Health Sciences Centre Winnipeg	MB	2.80	2.08
82	William Osler Health System - Brampton Civic Hosp.	ON	1.88	2.04
83	Surrey Memorial Hospital	BC	2.05	2.03

It is striking that the average rating of the 83 hospitals examined fell below three stars for 2024. As mentioned above, a score less than three would likely dissuade many customers from visiting a restaurant or trusting a garage to fix their car.

On a more positive note, a handful of facilities earned relatively high ratings. Mount Saint Joseph Hospital in Vancouver, for example, emerged as a leader in scoring, which was encouraging to see. The British Columbia facility was more than half-a-point higher than the hospital in second place and the only one to score above 4.0. Also encouraging, most hospitals (45) saw their 2024 score increase compared with the previous five-year average. This is likely due to scores rebounding since the pandemic period – a time that saw many frustrated patients face delays and cancellations due to hospitals focussing resources on COVID cases.

In the appendix section of this report, readers will find hospitals grouped by province. This allows for comparisons within each jurisdiction. When looking at the average province-wide score for the hospitals examined in this report, readers will observe that Saskatchewan had the highest average score (3.193) in 2024 while New Brunswick had the lowest score (2.653). Both Prince Edward Island and Newfoundland and Labrador were not included in this table as only one major hospital for each province was reviewed.

Table 2 Average Province-wide scores			
Rank	Province	Number of Hospitals	Average Score
1	Saskatchewan	5	3.193
2	British Columbia	11	2.959
3	Nova Scotia	4	2.928
4	Quebec	12	2.913
AVERAGE (8 PROVINCES)			2.876
5	Alberta	10	2.874
6	Manitoba	6	2.778
7	Ontario	29	2.770
8	New Brunswick	4	2.653

* PEI and NL not included as both only have one major hospital.

Comparing the scores among provinces is interesting, but readers should note that these comparisons can be problematic. For example, what patients in one province might consider to be a five-star level of service might only be considered a three-star level of service in another province. Nonetheless, it seems quite telling that Canada's best performer, Saskatchewan, barely earned a score above three stars.

Beyond the scores users submit, the comments they provided are also of interest.

To this extent, SecondStreet.org created a "word cloud" for this research project. This required the use of natural language processing packages, including Quanteda, tm and Corpus (for preprocessing and analyzing text) as well as glmnet (for additional analysis). We analyzed over 8,100 comments provided by patients for the 83 hospitals in this study for the year 2024 in order to generate a bigram (two-word) frequency distribution. The package Wordcloud was then used to plot the findings. Stop words were removed, as well as any two-word pairings that did not convey the message of the review. (E.g. a bigram of "the doctor" does not convey the essence of a review, but "best doctor" does. Then "the doctor" could safely be removed from our distribution.) Prepositions and articles such as "the," "to," "a," "in," "of," etc. were also removed. Once these adjustments were made, the following pattern of two-word-frequency distributions emerged:



Note: The larger the font size the more frequent the term came up.

In this word cloud graphic, “wait times” (and similar variations, such as “wait time”, “waiting time”, etc.) was the most common word pairing among comments left in 2024. While this term could be used in both a positive and negative light, sentiment analysis suggests users overwhelmingly used the word pairing in a critical manner (70%). The next most popular word pairing, “wait room,” saw 87% negative usage. “Hours waiting” was the third most common pairing with 95% of reviews being overall negative. Readers will note several references to the amount of time spent waiting: “12 hours,” “8 hours,” “7 hours,” etc.

Users left a wide range of comments, including everything from single words and short phrases (“great customer service”, “awful experience!”, etc.) to longer descriptions that help explain the score provided. As one can expect, comments were both positive and negative.

For example, one user left this comment (unedited) about their experience with childbirth at South Health Campus in Calgary:

“I just gave birth at this hospital to a beautiful babygirl. The care team and everybody that works there at the maternity ward was absolutely amazing [clapping emoji] they are the kindest and helped me with absolutely everything. They were so good to me and my daughter. Thank you all for such an amazing first birthing experience.”

Another user left this comment (unedited) about the care provided at the Victoria General Hospital in British Columbia:

“My 4 yr old grandson broke his arm badly above the elbow and required surgery. The entire medical team was fabulous. They gave him a beautiful stuffed monkey and he came out of surgery w/a cast on his arm & a cast on his favourite Spider-Man stuffy. Great expertise by the surgeon & team! So thoughtful and kind to go the extra mile for this sweet 4 yr old boy! He shows everyone his Spider-Man w/a cast [heart emoji]. Thank you VGH team... Jordan says a big thank you!!”

Comments that were critical of the system were numerous and included several serious complaints, including this comment (unedited) from a user about William Osler Health System – Brampton Civic Hospital:

“My cousin almost died here with a brain bleed. She had a seizure which we found out was a bleed, and the staff told us that there was nothing they could do. And she was just going to die. Keep in mind. She was twenty one years old. Thank God my mother-in-law is a nurse and forced them to transfer her to Sunny Brook, where she was treated and lived.”

Similarly, another reviewer had serious concerns about the lack of care at the lowest-ranked hospital reviewed, Surrey Memorial Hospital in British Columbia:

“Absolutely worst hospital. Watched one man go into cardiac arrest in a hall and I (barely able to stand) had to get staff to help. Also had a roommate who nearly died of low SP02 and high heart rate I again barely able to stand fresh out of surgery had to physically get staff to pay attention. They mistreated other patients around me and treated me horribly. Don't go here for serious medical attention. They're more of a broken bone hospital not a serious surgery hospital.”

Many other users also claimed that they or a loved one “almost died” as a result of visiting the facility or that someone did in fact die because of substandard care.

It was also interesting to see several instances of users contrasting their experience with care provided in other countries. Some unedited comparisons with other universal systems include:

“Very long wait in the ER compared to Germany but Dr Stefani was incredibly kind and competent, as was the rest of the staff.” (Patient commenting on Victoria General Hospital in B.C.)

"I was just returning from a trip to Japan where I also visited an emergency room. There, everything is resolved in 15 minutes in the emergency room and their population is 3 times larger and 83 times denser!" (Patient commenting on Hospital Saint-Jérôme in Quebec)

"Canadian doctors should do a mandatory internship in France to see what a consultation or even an emergency room looks like. I feel bad for the Canadians." (Patient commenting on Dr. Georges-L.-Dumont University Hospital Centre in New Brunswick)

"I had 6mm foreign body (metal piece) in my hand and visited ER had 2 doctors both checked and refused to do any treatment or operation. I asked for specialist and booked fracture clinic appointment. 10days later I met plastic surgeon and again refused to do operation. He tried to persuade me to leave in my hand. All 3 doctors in NYGH refused to operation and ended up I went to Korea and got it out same day without any appointment and operation was 15mins start to finish. These doctors are incompetent and don't care the patients." (Patient commenting on North York General Hospital)

Policy Considerations

The data contained within this report not only helps serve as a tool for examining patients' experiences with hospitals in Canada, but it can also help struggling hospitals identify better-performing facilities they may want to contact and learn from.

On a more macro level, a September 2024 report from SecondStreet.org highlights two ways governments can improve care provided to patients. Readers are encouraged to review the report in detail, but the following summarizes two points that are relevant for this paper:

First, governments should strip ideology out of health care and instead partner with whoever can provide quality services to patients at a competitive rate. In his *Policy Brief: Health Care Partnerships and Hospital Funding*, Bacchus Barua notes that only 1% of hospitals in Canada are considered non-government.⁶ The default mindset in government is often to provide services in-house instead of partnering with third parties. Barua reviews data from eight countries with better-performing universal systems and observes they feature a larger share of non-government hospitals, representing anywhere from 7-100% of the market.

Correlation does not necessarily prove causation, but it is well-known that competition can drive innovation and improve results for customers.

Second, Barua notes that while Canadian provinces tend to provide hospitals with an annual cheque that has to last the whole year, countries with better-performing health systems often use a different funding method: "activity-based funding." This method sees hospitals receive funding from the government each time they help a patient. For example, a hospital might receive, say, \$10,000 each time it provides a knee operation or \$20,000 each time it completes a hip operation. This incentivizes hospitals to help more patients as it results in more funding. This shift in incentives also encourages hospitals to use the funds they receive on expenditures that help patients (e.g. hiring nurses and doctors) rather than expenses that may not (e.g. hiring another vice-president).

Conclusion

Google scores and reviews help serve as a tool for examining patients' experiences with hospitals in Canada. The scores provided are not a perfect method for assessing the performance of hospitals, but they can provide additional insight on patients' experiences. The tool also helps empower patients to provide feedback – both positive and negative.

As noted, the research in this report can also help struggling hospitals. Those facilities can identify better-performing peers and reach out to learn more on how they could improve.

Overall, the comments provided by patients in Canada suggest a patient population that is quite frustrated with long wait times in the system and, in some cases, the care that is eventually provided. The fact that the average hospital scored less than three stars in 2024 is striking. If provincial governments copied reforms introduced in better-performing universal health care systems (decades ago) they could help improve the quality of care provided to patients.

About the Author

Colin Craig is President of SecondStreet.org. He has an MBA and a BA (Economics) from the University of Manitoba and is the author of *The Government Wears Prada*, a book that examines how governments could be more cost-effective and prepare for Canada's aging population. More recently, Colin authored several chapters for the eBooks, *Life After COVID: What's Next for Canada?* and *Healthcare Choice in Canada*. He has contributed to public policy changes at the federal, provincial and municipal levels in Canada.

Data Analysis

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Front page photo credit: View of SMH Critical Care Tower from King George Boulevard by Canuckle (CC BY-SA 4.0)

Appendix

British Columbia			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Mount Saint Joseph Hospital	4.051	4.340
2	St. Paul's Hospital	3.756	3.639
3	Vancouver General Hospital	3.200	3.570
4	Lions Gate Hospital	3.342	3.481
5	Kelowna General Hospital	3.381	3.311
6	Royal Jubilee Hospital	3.358	3.308
7	Nanaimo Regional General Hospital	2.975	2.946
8	Royal Columbian Hospital	3.105	2.858
9	Langley Memorial Hospital	2.429	2.831
10	Victoria General Hospital	3.100	2.605
11	Surrey Memorial Hospital	2.052	2.025

Alberta			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Rockyview General Hospital	3.309	3.560
2	Misericordia Community Hospital	2.619	2.952
3	Foothills Medical Centre	3.091	2.923
4	Royal Alexandra Hospital	2.899	2.916
5	University of Alberta Hospital	2.838	2.902
6	Peter Lougheed Centre	2.530	2.850
7	South Health Campus	3.019	2.759
8	Grey Nuns Community Hospital	2.639	2.640
9	Red Deer Regional Hospital Centre	2.678	2.434
10	Chinook Regional Hospital	2.720	2.254

Saskatchewan			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	St. Paul's Hospital	3.042	3.406
2	Regina General Hospital	2.967	3.400
3	Pasqua Hospital	2.944	3.333
4	Saskatoon City Hospital	3.545	3.204
5	Royal University Hospital	2.614	2.846

Manitoba			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Grace Hospital	3.084	3.424
2	St. Boniface Hospital	2.967	3.085
3	Concordia Hospital	2.703	2.800
4	Victoria General Hospital - MB	2.667	2.779
5	Seven Oaks General Hospital	2.269	2.455
6	Health Sciences Centre Winnipeg	2.803	2.081

Quebec			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Hôpital de l'Enfant-Jésus	3.779	3.714
2	Hotel Dieu Hospital of Lévis	3.958	3.372
3	Centre hospitalier de l'Université de Montréal	3.653	3.338
4	Montreal Sacred Heart Hospital	2.978	3.197
5	Hospital Saint-Jérôme	2.854	3.138
6	Le Centre hospitalier de l'Université Laval	3.386	3.083
7	Centre hospitalier régional de Lanaudière	3.275	3.061
8	L'Hôpital général juif Sir Mortimer B. Davis	2.964	2.841
9	Maisonnette-Rosemont Hospital	2.450	2.627
10	Hôpital de la Cité-de-la-Santé	2.787	2.599
11	Hôpital Pierre-Le Gardeur	2.558	2.553
12	Hôpital Charles Lemoyne	2.345	2.218

New Brunswick			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Saint John Regional Hospital	3.282	3.313
2	Dr. Everett Chalmers Regional Hospital	2.359	2.688
3	The Moncton Hospital	2.376	2.463
4	Dr. Georges-L.-Dumont University Hosp. Ctr.	2.387	2.277

Newfoundland and Labrador			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Health Sciences Centre Eastern Health	2.454	2.811

Ontario			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Mount Sinai Hospital	3.655	3.685
2	Trillium Health Partners - Queensway Health Centre	2.929	3.469
3	Hamilton General Hospital	3.017	3.438
4	Sunnybrook Health Sciences Centre	3.197	3.381
5	Niagara Health - Welland Hospital	2.884	3.268
6	Toronto General Hospital	3.382	3.179
7	St. Michael's Hospital	3.373	3.167
8	Credit Valley Hospital	2.925	3.102
9	The Ottawa Hospital	2.918	3.098
10	The Ottawa Hospital Civic Campus	3.154	3.065
11	Southlake Health	2.841	3.064
12	Juravinski Hospital	2.815	3.051
13	William Osler Health System - Peel Memorial Ctr.	2.939	3.021
14	North York General Hospital	3.031	3.008
15	Windsor Regional Hospital - Ouellette Campus	2.599	2.856
16	Queensway Carleton Hospital	2.928	2.786
17	Lakeridge Health Bowmanville	2.487	2.683
18	Niagara Health - Marotta Family Hospital	2.449	2.649
19	St. Joseph's Healthcare Hamilton	2.856	2.621
20	Windsor Regional Hospital - Metropolitan Campus	2.204	2.534
21	Victoria Hospital - London Health Sciences Centre	3.091	2.484
22	Mississauga Hospital	2.572	2.481
23	Kingston General Hospital	3.169	2.433
24	Niagara Health - Niagara Falls Hospital	2.401	2.400
25	Lakeridge Health Oshawa	2.202	2.363
26	University Hospital - London Health Sciences Centre	2.787	2.318
27	WRHN @ Midtown (formerly Grand River Hospital, KW Camp.)	2.360	2.183
28	William Osler Health System - Etobicoke General Hospital	2.466	2.133
29	William Osler Health System - Brampton Civic Hospital	1.881	2.037

Nova Scotia			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Valley Regional Hospital	3.294	3.767
2	Dartmouth General Hospital	2.814	3.084
3	Cape Breton Regional Hospital (CBRH)	2.009	2.806
4	QEII Health Sciences Centre	2.011	2.400

Prince Edward Island			
Rank	Hospital	2019-23 Avg Score	2024 Score
1	Queen Elizabeth Hospital	2.591	2.268