

POLICY BRIEF: Canada's Hospital Google Reviews – 2026

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Executive Summary

It is not uncommon for Canadians to review a business's Google review score before deciding on a place to order takeout, selecting a new dentist, choosing a hotel and more. While hospitals are almost exclusively government-run services, each year thousands of Canadians review them on Google. Those scores – and the information provided in the reviews – are another tool with which the care those hospitals provided can be assessed.

This research paper examines the Google review scores that Canadians provided for 84 major hospitals across the country during the 2025 calendar year.^a Highlights from this year's report include:

- The average score during the year 2025 for the 84 hospitals was just 2.88 (out of five), down slightly from 2.91 in 2024.
- The five top-ranked and five lowest-ranked hospitals that year were:
 - 1)** Mount Saint Joseph Hospital in B.C. (4.25)
 - 2)** Mount Sinai Hospital in Ontario (4.01)
 - 3)** Centre Hospitalier Régional de Trois-Rivières in Quebec (3.85)

4) IWK Health Centre in Nova Scotia (3.81)

5) St. Michael's Hospital in Ontario (3.66)

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80) The Moncton Hospital in New Brunswick (2.24)

81) Windsor Regional Hospital – Metropolitan Campus in Ontario (2.23)

82) Niagara Health – Marotta Family Hospital in Ontario (2.21)

83) Saint John Regional Hospital in New Brunswick (1.96)

84) Seven Oaks General Hospital in Manitoba (1.64)

- The Health Sciences Centre hospital in Winnipeg improved the most (+0.97) over the previous year while Saint John Regional Hospital in New Brunswick declined (-1.35) the most.
- Provincial averages ranged from a low of 2.401 (New Brunswick) to a high of 3.061 (British Columbia). However, even first-place B.C. should not celebrate. A similar score for a restaurant would cause many customers to keep looking.

As one might expect, the thousands of comments left for these hospitals in 2025 include both positive and negative feedback. The comments also ranged from just a few short words (e.g. "Excellent hospital and good professional staff") to lengthy descriptions about a particular experience.

Patients most frequently left comments about wait times – overwhelmingly with a negative sentiment. There were several cases where patients even left comments surrounding death, suggesting a loved one died due to substandard care or that the person providing the comment believed they nearly died. Overall, there were more than 140 cases where patients gave a score of two or less and included the word "die" in their review. In one case, a New Brunswick patient even suggested

a) After building a list of 100 major hospitals across Canada, SecondStreet.org removed those with fewer than 30 reviews, leaving a list of 84 for examination.

it would be faster to fly to an emergency room in another country: *“Don’t bother coming to ER if you are conscious though just gave up after a 14 hour wait. Easier and faster to book a plane to South America/Europe and get treated there.”*

Ultimately, this research can help inform patients about the services provided by select hospitals in their province. It can also help hospitals with lower scores identify high-scoring hospitals they may want to contact and study in order to improve their own services.

More than anything, however, these findings reinforce the need for health care reform in Canada.

Introduction

Public opinion research routinely shows Canadians are dissatisfied with the health care system. For instance, a 2023 poll by Ipsos found that 85% of respondents felt “drastic changes are needed to the health care system to better meet the needs of people in their communities.”¹ Similarly, a 2024 poll by Leger (commissioned by SecondStreet.org) found that nearly half (47%) of Canadians avoid going to a hospital or doctor because they don’t believe they will receive timely treatment.²

Such public opinion research is important for understanding the public’s views of the system as a whole, but it is equally important to understand how the public feels about different parts of the system, including individual hospitals. That is why SecondStreet.org began analyzing Google review scores for major hospitals across Canada in 2025 and once again assessed their scores in 2026. Such analysis can help policymakers – and the public – understand which hospitals are performing poorly and which hospitals are leaders when it comes to the care provided.

Similar to last year’s research, SecondStreet.org developed a list of 100 major hospitals in Canada. Data from the Canadian Institute for Health Information on bed counts for hospitals across the country helped guide this process. Adjustments were also made to ensure representation from each province. Hospitals with fewer than 30 reviews were then removed from the list, reducing the total to 84 hospitals. 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.³

Methodology and Considerations

SecondStreet.org used third-party services to obtain Google Review scores and comments that were provided for the 84 hospitals during the calendar year 2025. 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. The term “zero star” occurred 70 times in the comment sections left (e.g. “Wish I could give zero star”). For that reason, one should not convert, say, a score of one-out-of-five stars to 20%. Many hospitals would have lower scores if users were given the option of providing a zero. Nonetheless, all hospitals are subject to the same one-to-five scoring system.

Second, Google review scores are not foolproof and 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 it to occur.

The opposite is also true. A patient who received poor service could use multiple accounts to file negative reviews or ask friends or family to do the same. Various websites 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.”⁴ 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 do not represent 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 average score provided in 2025 to the 84 Canadian hospitals SecondStreet.org reviewed was 2.88. This was down slightly from the 2024 average of 2.91.

This is obviously not a positive outcome. Many consumers would keep looking if a restaurant they were considering had a score of just 2.88. Unlike restaurants that provide a meal, hospitals often handle emergency cases and important surgeries. The scores Canadian hospitals received are especially concerning when one reflects on other damning data related to the health care sector.

Just as SecondStreet.org reported last year, Mount Saint Joseph in Vancouver had the top score (4.25). Second place went to Mount Sinai Hospital in Toronto, which earned a score of 4.01. No other hospital earned over 4.00 in 2025.

At the opposite end of the list, we find Seven Oaks Hospital in Winnipeg, a community hospital that earned a score of just 1.64. This was considerably lower than last year’s lowest ranked hospital, Surrey Memorial (2.03).

The table below provides the scores for the 84 hospitals listed as well as the hospital’s average score over the previous five years (2020-24). Scores that are highlighted in green represent an increase over the five-year average while red-shaded scores represent a decline.

Table 1 Average Google review scores				
Rank	Hospital Name	Prov.	2020–24 Avg	2025
1	Mount Saint Joseph Hospital	BC	4.07	4.25
2	Mount Sinai Hospital	ON	3.68	4.01
3	Centre hospitalier régional de Trois-Rivières	QC	3.33	3.85
4	IWK Health Centre	NS	3.77	3.81
5	St. Michael's Hospital	ON	3.41	3.66
6	Hamilton General Hospital	ON	3.03	3.64
7	St. Paul's Hospital – BC	BC	3.82	3.64
8	Vancouver General Hospital	BC	3.18	3.53
9	Toronto General Hospital	ON	3.24	3.44
10	Kelowna General Hospital	BC	3.41	3.39
11	Centre hospitalier régional de Lanaudière	QC	3.22	3.38
12	Centre hospitalier de l'Université de Montréal	QC	3.63	3.36
13	Hospital Saint-Jérôme	QC	2.77	3.31
14	Pasqua Hospital	SK	2.93	3.28
15	St. Joseph's Healthcare Hamilton	ON	2.89	3.27
16	Victoria General Hospital – BC	BC	3.08	3.23
17	Trillium Health Partners - Queensway Health Ctr	ON	3.02	3.22
18	Montreal Sacred Heart Hospital	QC	2.94	3.21
19	Le Centre hospitalier de l'Université Laval	QC	3.27	3.21
20	Foothills Medical Centre	AB	3.10	3.20
21	Rockyview General Hospital	AB	3.29	3.15
22	St. Boniface Hospital	MB	2.85	3.14
23	Lions Gate Hospital	BC	3.36	3.12
24	North York General Hospital	ON	2.91	3.12
25	The Ottawa Hospital Civic Campus	ON	3.14	3.11
26	Saskatoon City Hospital	SK	3.64	3.10
27	Sunnybrook Health Sciences Centre	ON	3.21	3.08
28	L'Hôpital général Juif Sir Mortimer B. Davis	QC	2.96	3.06
29	Hôpital de l'Enfant-Jésus	QC	3.70	3.06
30	Health Sciences Centre Winnipeg	MB	2.72	3.05
31	Queensway Carleton Hospital	ON	2.96	3.05
32	Royal Jubilee Hospital	BC	3.40	3.03

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Average Google review scores (continued)				
Rank	Hospital Name	Prov.	2020-24 Avg	2025
33	Langley Memorial Hospital	BC	2.37	3.03
34	Hôpital Pierre-Le Gardeur	QC	2.60	3.01
35	Nanaimo Regional General Hospital	BC	2.96	3.01
36	Dr. Georges-L.-Dumont University Hospital Centre	NB	2.44	2.97
37	Victoria Hospital - London H.S.C.	ON	3.03	2.96
38	Victoria General Hospital - MB	MB	2.71	2.94
39	Red Deer Regional Hospital Centre	AB	2.61	2.94
40	Hotel Dieu Hospital of Lévis	QC	3.92	2.90
41	Lakeridge Health Bowmanville	ON	2.62	2.90
42	Regina General Hospital	SK	3.00	2.89
43	Mississauga Hospital	ON	2.55	2.87
44	Grace Hospital	MB	3.10	2.87
45	Juravinski Hospital	ON	2.74	2.82
46	South Health Campus	AB	2.90	2.80
47	Niagara Health - Welland Hospital	ON	2.89	2.79
48	University of Alberta Hospital	AB	2.80	2.79
49	St. Paul's Hospital - SK	SK	3.04	2.77
50	The Ottawa Hospital	ON	2.89	2.77
51	Royal Alexandra Hospital	AB	2.87	2.74
52	Credit Valley Hospital	ON	2.91	2.73
53	University Hospital - London H.S.C.	ON	2.75	2.69
54	Chinook Regional Hospital	AB	2.73	2.68
55	Hôpital Charles Lemoyne	QC	2.37	2.67
56	QEII Health Sciences Centre	NS	1.94	2.65
57	Southlake Health	ON	2.85	2.64
58	Maisonneuve-Rosemont Hospital	QC	2.48	2.64
59	Queen Elizabeth Hospital	PE	2.37	2.64
60	Royal Columbian Hospital	BC	3.11	2.60
61	Peter Lougheed Centre	AB	2.49	2.59
62	Grey Nuns Community Hospital	AB	2.59	2.54
63	Misericordia Community Hospital	AB	2.58	2.54
64	Lakeridge Health Oshawa	ON	2.24	2.53
65	WRHN @ Midtown (formerly Grand River Hospital, KW Campus)	ON	2.37	2.53
66	William Osler Health System - Peel Memorial Centre for Integrated Health and Wellness	ON	2.94	2.53

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Average Google review scores (continued)				
Rank	Hospital Name	Prov.	2020-24 Avg	2025
67	William Osler Health System - Etobicoke Gen.	ON	2.43	2.49
68	Cape Breton Regional Hospital (CBRH)	NS	2.01	2.48
69	Health Sciences Centre Eastern Health	NL	2.57	2.47
70	Windsor Regional Hospital - Ouellette Campus	ON	2.60	2.47
71	Dr. Everett Chalmers Regional Hospital	NB	2.31	2.43
72	Dartmouth General Hospital	NS	2.83	2.43
73	Kingston General Hospital	ON	3.17	2.42
74	Hôpital Cité de la Santé	QC	2.80	2.38
75	Concordia Hospital	MB	2.67	2.36
76	Surrey Memorial Hospital	BC	2.02	2.31
77	Royal University Hospital	SK	2.56	2.28
78	Niagara Health - Niagara Falls Hospital	ON	2.37	2.26
79	William Osler Health System - Brampton Civic Hospital	ON	1.89	2.25
80	The Moncton Hospital	NB	2.40	2.24
81	Windsor Regional Hospital – Metrop. Campus	ON	2.20	2.23
82	Niagara Health - Marotta Family Hospital	ON	2.42	2.21
83	Saint John Regional Hospital	NB	3.27	1.96
84	Seven Oaks General Hospital	MB	2.30	1.64

Overall, about half (43) of the hospitals reviewed saw an increase in their score compared with the previous five years while the other half (41) saw a decrease in their score. Hospitals with the most-improved scores for 2025 vs. 2024 include: Health Sciences Centre Winnipeg in Manitoba (+0.97), Dr. Georges-L.-Dumont University Hospital Centre in New Brunswick (+0.69), and St. Joseph's Healthcare Hamilton in Ontario (0.65). Conversely, those with the most significant declines include: Saint John Regional Hospital in New Brunswick (-1.35), Seven Oaks General Hospital in Manitoba (-0.82) and Hôpital de l'Enfant Jésus (-0.66).

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 British Columbia had the highest average score

(3.061) in 2025, followed by Quebec (3.023). Conversely, New Brunswick had the lowest score (2.401), followed by Manitoba (2.712). Compared with 2024 scores, Saskatchewan saw the most significant change (-0.391), dropping from an average score of 3.193 to 2.802. Note: Both Prince Edward Island and Newfoundland and Labrador were not included in this table, as only one major hospital for each province was reviewed.

Again, these numbers are not encouraging. If these scores were for businesses, many consumers would consider not visiting them.

Table 2 Average Province-wide scores			
Rank	Province	Number of Hospitals Studied	Average Score
1	British Columbia	11	3.061
2	Quebec	13	3.023
National Average		84	2.884
3	Ontario	29	2.881
4	Alberta	10	2.815
5	Saskatchewan	5	2.802
6	Nova Scotia	4	2.795
7	Manitoba	6	2.712
8	New Brunswick	4	2.401

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

It is interesting to compare the scores among provinces, but readers should note that such comparisons can be problematic. In one province, patients might be used to a low level of care, so a four-star service to them might only be seen as a two-star service in another province. Regardless, it is telling that Canada's top performer only had a score of 3.061.

The comments provided by users are also interesting to examine. SecondStreet.org created a "word cloud" to determine trends within feedback left by patients. We analyzed nearly 9,000 comments for the 84 hospitals in this study for the year 2025 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.

Similar to last year's report, the most common feedback left by users related to long wait times: "wait time," "wait room," "hour wait" and "long wait". In each case, they were used with a net negative sentiment (ranging from 72% to 96%). This means that although these terms could be used in a positive light (e.g. "the wait time wasn't bad"), the vast majority of times it was used in a negative manner (e.g. "the wait time was horrible").

As one would expect, the nearly 9,000 comments include descriptions of both positive and negative experiences – often for the same facility. For instance, patients left these two comments (unedited) about Surrey Memorial Hospital:

"Had a surgical procedure. Not very pleasant to have any type of surgical procedure. The staff, nurses, admin were the best. Very supportive and professional! 10+ for me!"

"Avoid this hospital if you can. Staff are rude, look hung over most of the time and do not care to be bothered. Over crowded, staff doesn't care if your a patient sleeping they'll come start slamming things around and cleaning loudly at 12 or 1 am"

Many patients left heart emojis when describing the care provided by staff (captured in the word cloud by the word pairing “red heart”), and some noted the names of particular doctors or nurses who went the extra mile to provide quality care. The opposite was also true, however, with patients calling out staff and criticizing their work ethic or behaviour.

Perhaps most concerning were the comments about death – patients describing how they felt like they would have died due to what they considered to be substandard care, or commenting on care provided to a loved one. Below are some unedited comments left by patients:

“Well, my stepdad went there almost 2 years ago for what was very clearly symptoms of a heart attack, they told him it wasn’t a heart attack, he then went home and died of a heart attack. I’d give zero stars if possible.” – Refers to: Dr. Everett Chalmers Regional Hospital, NB

“Almost died in the waiting room cus I was hemorrhaging and they didn’t care, passed out from blood loss and after three hours or waiting there they finally got me in a wheelchair sent into a room...” – Refers to: Dr. Georges-L.-Dumont University Hospital Centre, NB

“Grand River Hospital is a scary and dangerous place for vulnerable people. My Dad died an inhumane death due to their “care”. My Mom was admitted to the hospital 4months later and experienced a very similar pattern of “care” that included repeated attempts to put her on a locked ward and daily medication errors. Do NOT leave anyone you love alone in their care.” – Refers to: WRHN at Midtown (Formerly Grand River), ON

“Worst hospital on the South Shore. If you’d listened to them, my father would have died. They wanted to send him home, saying he had Covid because of his fever, even though he’d had tonsillitis for a year and all the symptoms of a heart attack patient; the fever was just an extra symptom. I had to insist they keep my father in the ER and perform a coronary angiography. It turned out he did indeed have three blocked coronary arteries and needed coronary bypass surgery at the CHUM (University of Montreal Hospital Centre). And they had the nerve to brush me off on the phone several times—no respect or professionalism whatsoever (from the doctors). Unscrupulous people who don’t like their jobs should simply resign instead of endangering people’s lives. These doctors are supposed to save lives, not end them...”
– Refers to: Hôpital Charles Lemoyne, QC

“My husband was a cardiac patient with them, first bypass failed a few months after the surgery, he had a heart attack and needed a second bypass. Was released from the hospital 2 weeks after, even though he couldn’t walk across the room without his heart rate going irregular. He died 4 days after he came home. And now 3 years later they are calling to see how he’s doing. HIS DOCTOR WAS INFORMED ABOUT HIS DEATH WHEN IT HAPPENED. They need to keep better track of their files, this reminder really hurts.”
– Refers to: L’Hôpital général Juif Sir Mortimer B. Davis, QC

“Almost died here burnt out emergency employees who have seen horrors. Nobody cares here, you will die here, if by the grace of god you survive this malpractice masquerading as a hospital please warn others not to go here. It’s not funded properly, doesn’t have the adequate staff, if this is life or death go anywhere but here. I never in my wildest dreams thought Canadian medical practice has gone this bad sepsis is better then dealing with the inhumanity and cruelty of your staff.” – Refers to: Peter Lougheed Centre, AB

"Dont come here even if you are dying, go straight to your grave. Rude staff that should be fired yesterday and pace of working like its the stone age medicals. Hope the government does some performance appraisal for such places that have emergency in their name" – Refers to: Credit Valley Hospital in Ontario

Finally, it was also interesting to see several cases of patients commenting on treatment abroad. One even noted that it would be faster to fly to another country for emergency treatment than to wait at the hospital they reviewed:

"Don't bother coming to ER if you are conscious though just gave up after a 14 hour wait. Easier and faster to book a plane to South America/Europe and get treated there." – Refers to: The Moncton Hospital, NB

"Just arrived from Europe – and I have to say, Canada has the worst healthcare system I've ever seen! I had to wait 10 hours in the emergency room. Nurses and doctors move like they're on pause – no sense of urgency, no empathy. It's like patients are invisible. Back home in Europe, things are far from perfect, but at least you're treated with dignity and care. Here, it feels like you're just left to suffer." – Refers to: Surrey Memorial Hospital

"Worst unhelpful doctors should all lose their license didn't listen to my kidney pain concerns to realize it was a cyst on the kidneys which I found out seven months later in a U.S. hospital when it already caused kidney damage" – Refers to: University Hospital – London HSC

"I had just returned from a trip to Japan where I had also visited an emergency room; there, everything is sorted out in 15 minutes in the emergency room, and their population is 3 times larger and 83 times denser!" – Refers to: Hospital Saint-Jérôme

Policy Considerations

The data contained within this report can help assess patients' levels of satisfaction and dissatisfaction with major hospitals across the country. Hospital administrators presiding over facilities with lower scores can consider using this report to identify better-performing peer hospitals and then seek their advice.²

On a more macro level, no single policy change will fix all the problems that plague hospitals across Canada. However, a September 2024 SecondStreet.org report examines two significant policy changes that could help improve the care provided to patients.

First, governments should remove ideology from health care and put patients first. This can be achieved by governments partnering with whoever can provide quality services to patients at a competitive rate. In *Policy Brief: Health Care Partnerships and Hospital Funding*, it is noted that only 1% of hospitals in Canada are considered non-government. Conversely, data from eight countries with better-performing universal systems shows they feature a larger share of non-government hospitals, representing anywhere from 7-100% of the total stock. Correlation does not necessarily prove causation, but it is well known that competition can drive innovation, improve results for customers and reduce costs (savings which can be reinvested in the system). A more diverse mix of hospital ownership may also help provide patients with more choice.

Second, while Canadian provinces tend to provide hospitals with an annual cheque that has to last the whole year (known as a "global budget"), countries with better-performing health systems often use a different funding method called "activity-based funding." This method is commonly used in Switzerland, the Netherlands, Germany and Japan (among others) and sees hospitals receive funding from the government each time they help a patient. For example, a hospital might receive, say,

b) In the second half of 2026, SecondStreet.org will be releasing a video that examines Mount Saint Joseph Hospital, the hospital with the highest score in 2024 and 2025.

\$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 provided as and when needed. 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).

In Japan, for instance, the government establishes how much it will pay for various procedures and then shares the reimbursement rate with all providers (government, non-profit and for-profit). This transparent, level-playing-field approach sees the money follow the patient. It is completely different from Canada where the default mindset in government is often to provide services in-house instead of potentially partnering with third parties.⁶

Japan is also a great example of the second fundamental difference – activity-based funding. In Japan, all providers compete to provide patients with timely and quality care because each service provided results in more funding.

Conclusion

Google reviews are another tool for assessing the care provided to patients across Canada. As noted, they are an imperfect measure, but they can help provide additional insights on patients' experiences. They also help give patients a voice – detailing both negative and positive experiences with the system.

The research in this report can help struggling hospitals identify better-performing peers and seek out their advice. Similar to last year's findings, the comments and scores 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 (out of five) again in 2025 is concerning, as is the reality that the national average has slightly worsened since 2024. Fortunately for policymakers, they don't need to reinvent the wheel. There are several countries with better-performing universal health care systems that have developed policies that provincial governments could copy. Doing so could ultimately improve the care provided to Canada – and likely lead to a rise in Google review scores.

About the Authors

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 the nation's aging population. Most 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. In 2022, he was awarded the Queen Elizabeth II's Platinum Jubilee medal for his work on improving public policy in Canada.

Bacchus Barua is Research Director for SecondStreet.org. He is a Canadian economist with over 15 years of experience in the think tank world. As the former Director of Health Policy Studies at the Fraser Institute, Bacchus researched a range of key health care topics and has helped shape public discourse in the field through frequent commentary on radio and television – including appearances on CBC, Global News, CTV, BNN and articles featured in the *Wall Street Journal*, *National Post*, *Globe and Mail*, *Maclean's* and *Forbes*. He was also invited to provide testimony for the House of Commons Standing Committee on Health (HESA) in 2022. Bacchus currently also serves as an affiliate scholar with the Canadian Health Policy Institute (CHPI).

Data Analysis

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Photo credit: "North York General Hospital" by Nephron / CC BY-SA 3.0.

Appendix

British Columbia			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Mount Saint Joseph Hospital	4.070	4.250
2	St. Paul's Hospital	3.820	3.640
3	Vancouver General Hospital	3.180	3.530
4	Kelowna General Hospital	3.410	3.390
5	Victoria General Hospital	3.080	3.230
6	Lions Gate Hospital	3.360	3.120
7	Royal Jubilee Hospital	3.400	3.030
8	Langley Memorial Hospital	2.370	3.030
9	Nanaimo Regional General Hospital	2.960	3.010
10	Royal Columbian Hospital	3.110	2.600
11	Surrey Memorial Hospital	2.020	2.310

Alberta			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Foothills Medical Centre	3.100	3.200
2	Rockyview General Hospital	3.290	3.150
3	Red Deer Regional Hospital Centre	2.610	2.940
4	South Health Campus	2.900	2.800
5	University of Alberta Hospital	2.800	2.790
6	Royal Alexandra Hospital	2.870	2.740
7	Chinook Regional Hospital	2.730	2.680
8	Peter Lougheed Centre	2.490	2.590
9	Grey Nuns Community Hospital	2.590	2.540
10	Misericordia Community Hospital	2.580	2.540

Saskatchewan			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Pasqua Hospital	2.930	3.280
2	Saskatoon City Hospital	3.640	3.100
3	Regina General Hospital	3.000	2.890
4	St. Paul's Hospital	3.040	2.770
5	Royal University Hospital	2.560	2.280

Manitoba			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	St. Boniface Hospital	2.850	3.140
2	Health Sciences Centre Winnipeg	2.720	3.050
3	Victoria General Hospital - MB	2.710	2.940
4	Grace Hospital	3.100	2.870
5	Concordia Hospital	2.670	2.360
6	Seven Oaks General Hospital	2.300	1.640

Quebec			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Centre hospitalier régional de Trois-Rivières	3.330	3.850
2	Centre hospitalier régional de Lanaudière	3.220	3.380
3	Centre hospitalier de l'Université de Montréal	3.630	3.360
4	Hospital Saint-Jérôme	2.770	3.310
5	Montreal Sacred Heart Hospital	2.940	3.210
6	Le Centre hospitalier de l'Université Laval	3.270	3.210
7	L'Hôpital général Juif Sir Mortimer B. Davis	2.960	3.060
8	Hôpital de l'Enfant-Jésus	3.700	3.060
9	Hôpital Pierre-Le Gardeur	2.600	3.010
10	Hotel Dieu Hospital of Lévis	3.920	2.900
11	Hôpital Charles Lemoyne	2.370	2.670
10	Maisonnette-Rosemont Hospital	2.480	2.640
11	Hôpital Cité de la Santé	2.800	2.380

New Brunswick			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Dr. Georges-L.-Dumont University Hospital Centre	2.440	2.970
2	Dr. Everett Chalmers Regional Hospital	2.310	2.430
3	The Moncton Hospital	2.400	2.240
4	Saint John Regional Hospital	3.270	1.960

Newfoundland and Labrador			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Health Sciences Centre Eastern Health	2.570	2.470

Ontario			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Mount Sinai Hospital	3.680	4.010
2	St. Michael's Hospital	3.410	3.660
3	Hamilton General Hospital	3.030	3.640
4	Toronto General Hospital	3.240	3.440
5	St. Joseph's Healthcare Hamilton	2.890	3.270
6	Trillium Health Partners - Queensway Health Centre	3.020	3.220
7	North York General Hospital	2.910	3.120
8	The Ottawa Hospital Civic Campus	3.140	3.110
9	Sunnybrook Health Sciences Centre	3.210	3.080
10	Queensway Carleton Hospital	2.960	3.050
11	Victoria Hospital - London Health Sciences Centre	3.030	2.960
12	Lakeridge Health Bowmanville	2.620	2.900
13	Mississauga Hospital	2.550	2.870
14	Juravinski Hospital	2.740	2.820
15	Niagara Health - Welland Hospital	2.890	2.790
16	The Ottawa Hospital	2.890	2.770
17	Credit Valley Hospital	2.910	2.730
18	University Hospital - London Health Sciences Centre	2.750	2.690
19	Southlake Health	2.850	2.640
20	Lakeridge Health Oshawa	2.240	2.530
21	WRHN @ Midtown (fmr. Grand River Hosp., KW Campus)	2.370	2.530
22	William Osler Health System - Peel Memorial Centre for Integrated Health and Wellness	2.940	2.530
23	William Osler Health System - Etobicoke General Hospital	2.430	2.490
24	Windsor Regional Hospital - Ouellette Campus	2.600	2.470
25	Kingston General Hospital	3.170	2.420
26	Niagara Health - Niagara Falls Hospital	2.370	2.260
27	William Osler Health System - Brampton Civic Hospital	1.890	2.250
28	Windsor Regional Hospital - Metropolitan Campus	2.200	2.230
29	Niagara Health - Marotta Family Hospital	2.420	2.210

Nova Scotia			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	IWK Health Centre	3.770	3.810
2	QEII Health Sciences Centre	1.940	2.650
3	Cape Breton Regional Hospital (CBRH)	2.010	2.480
4	Dartmouth General Hospital	2.830	2.430

Prince Edward Island			
Rank	Hospital	2020–24 Avg Score	2025 Score
1	Queen Elizabeth Hospital	2.370	2.640