

Nemours Children's Health Receives NRC Health Excellence in Patient Experience Award for Third Consecutive Year

Award recognizes the pediatric hospital system's commitment to delivering exceptional patient care.

Orlando, Fla. (October 15, 2025) — Nemours Children's Health has once again been honored by NRC Health with a 2025 *Excellence in Patient Experience* Award. The award recognizes the top-performing hospitals and health systems in the nation for their excellence in delivering outstanding patient experiences across the continuum of care. This is the third consecutive year that Nemours Children's has received the award, and is one of only three award recipients in the pediatrics category out of 23 eligible facilities.

Providing exceptional patient care is at the heart of everything we do at Nemours Children's Health," said Peggy Greco, Ph.D, Vice President, Chief Patient Experience Officer for Nemours Children's Health. "Our entire team of doctors, nurses and clinical associates deeply care about the experience of every patient and family we see, and our non-clinical associates are dedicated to supporting those exceptional care experiences. We are honored to receive an award that recognizes the efforts of everyone at Nemours Children's."

Recipients are part of an elite group of winners that have demonstrated an exceptional commitment to improving the care experience and earning top satisfaction ratings from patients and their families. Winners are selected annually based on real-time Net Promoter Scores from direct patient surveys that determine whether a patient is willing to recommend the healthcare organization to others.

"This year's Excellence in Patient Experience Award winners have demonstrated an unwavering commitment to listening to patients and their families, and improving care in ways that reflect NRC Health's mission of Human Understanding," said Helen Hrdy, Chief Operating Officer at NRC Health. "This achievement highlights the dedication of their entire teams, and we're proud to celebrate their successes."

For the full list of 2025 *Excellence in Patient Experience* Award winners, visit the NRC Health website [here](#).

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About Nemours Children's Health

Nemours Children's Health is one of the nation's largest multistate pediatric health systems, which includes two free-standing children's hospitals and a network of more than 70 primary and specialty care practices. Nemours Children's seeks to transform the health of children by adopting a holistic health model that utilizes innovative, safe, and high-quality care, while also addressing children's needs well beyond medicine. In producing the highly acclaimed, award-winning pediatric medicine podcast *Well Beyond Medicine*, Nemours underscores that commitment by featuring the people, programs and partnerships addressing whole child health. Nemours Children's also powers the world's most-visited website for information on the health of children and teens, [Nemours KidsHealth.org](https://www.NemoursKidsHealth.org).

The Nemours Foundation, established through the legacy and philanthropy of Alfred I. duPont, provides pediatric clinical care, research, education, advocacy, and prevention programs to the children, families and communities it serves. For more



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information, visit [Nemours.org](https://www.nemours.org).

About NRC Health

For more than 40 years, NRC Health (NASDAQ: NRC) has led the charge to humanize healthcare and support organizations in their understanding of each unique individual. NRC Health's commitment to Human Understanding® helps leading healthcare systems get to know the patients, families, consumers, employees, and communities they serve on a human level. Guided by its uniquely empathic heritage, human-centered approach, unmatched national market research, and emphasis on consumer preferences, NRC Health is transforming the healthcare experience, creating strong outcomes across the healthcare journey.

NRC Health has received the [2025 Best in KLAS Award for Healthcare Experience Management](#). This recognition independently validates NRC Health's relentless pursuit of excellence in healthcare through innovation and deep partnerships, bringing together its comprehensive experience management platform, advanced technology, and proven techniques to drive the most human healthcare experiences.

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For further information: media@nemours.org

<https://stage.mediaroom.com/nemoursfoundation/ExcellenceinPatientExperience2025>