

Statista Smart Hospitals Maturity Survey 2026

Welcome to the Statista Smart Hospitals Maturity Survey.

In the fall of 2025, Newsweek and Statista will, for the fifth time, award the “World’s Best Smart Hospitals”. The ranking will be published both in the Newsweek print edition and on “newsweek.com”.

Smart Hospitals use **state-of-the-art technology** to fundamentally rethink how care is delivered. The **goal of the survey** is to **highlight hospitals** who **systematically implement innovative technologies** for the improvement of care outcomes.

Please note:

- The survey is open for participation until **June 16th, 2025**.
- Statista reserves the right to **verify the accuracy of the data** provided in the survey.
- You may consider collecting required information prior to starting the survey. A pdf-preview of the previous survey version can be found [here](#).

For further information pertaining to the methodology, and terms of participation please visit our [website](#) or contact smarthospitals@ranking.statista-research.com.

Disclaimer: Please rest assured all answers given over the course of this survey will be used solely for the purpose of this project. The data will be treated confidentially and will not be shared with any third parties. Information about the timing of deleting personal data, the countries where we save data (e.g., U.S., EU, UK, Singapore), and the companies we collaborate with can be found in our [privacy statement](#).

1. [General Information](#)

Question 1.1

Please provide your own contact details as the person completing this survey:

(This information will only be used for follow-up questions related to the survey, if necessary.)

Title: [Textfield]

First name: [Textfield]

Middle Name: [Textfield] **[optional]**

Last name: [Textfield]

Position: [Textfield]

Email: [Textfield]

Phone: [Textfield] **[optional]**

Question 1.2

Please state the name of the hospital.

[Textfield]

Question 1.3

Please state the address details of the hospital.

Address: [Textfield]

City: [Textfield]

Postcode: [Textfield]

Country: [Textfield]

Website URL: [Textfield]

Question 1.4

Does the hospital have more than 50 staffed inpatient beds?

[Yes]

[No]

Question 1.5

This section of the survey concerns the extent of utilization of various subsystems within your hospital's information system.

Please indicate the degree to which the following subsystems are used in your hospital information system:

Laboratory information system	[Drop-down] Less than 5%: Not implemented 5% - 25%: Implementation started 26 - 50%: Partially implemented 51% - 75%: Mostly implemented More than 75%: Fully implemented
Picture archiving and communication system (PACS)	
Pathology information system	
Computerized physician order entry	
Telemedicine services	

2. Electronic functionalities

Electronic functionalities refer to the integration and utilization of electronic systems and devices within a Smart Hospital setting to enhance various aspects of healthcare delivery.

In this survey section, we seek to **gather insights on the structure** of how **patients and clinicians can access and use data** within the hospital system.

Question 2.1

Does the hospital offer a **patient portal**?

[Yes/No]

Question 2.2 [If "Yes" in Question 2.1]

Please indicate which **options patients have via the patient portal**.
Please select all that apply.

- **Messaging tool:** enables a secure, direct communication between healthcare providers and patients
- **Access to laboratory tests:** access allows healthcare professionals and patients to securely obtain laboratory results
- **Imaging and pathology reports:** access to documents detailing medical imaging and findings from pathological examinations
- **Clinical summary:** brief overview of patient's medical history, current health status, and treatment plans
- **Booking appointments:** ability to book appointments with healthcare provider
- **Patient education material:** digital content to inform and educate patients about their health
- **Radiology images:** viewing and sharing of medical imaging, e.g. MRI, X-ray
- **Patient-Reported-Outcome Measures (PROMs):** standardized, validated questionnaires completed by patients to measure their perception of their functional well-being and quality of life
- **Editing and submitting patient information:** patients have the ability to edit and submit relevant images or documents regarding their health
- Other [Textfield]
- **No data access** options available for patients.

Question 2.3 [If "Yes" in Question 2.1]

Please **provide examples of the data access options** you selected for **validation purposes**.

Examples also count towards the final score.

Please share relevant materials such as a website to access the patient portal, patient education material, reports, or screen shots of the documentation system.

Please share a URL link or upload a PDF document.

- a) URL Link [Textfield for link]
- b) File [Upload button]
- c) Both [Textfield and Upload Button]

3. Telemedicine

Telemedicine involves the use of technology to facilitate remote medical consultations and provide healthcare services to patients without physical proximity to healthcare providers.

In this survey section, the implementation and usage of technical equipment for **communication of patients with healthcare providers** and **remote collaboration among medical professionals** are assessed.

Question 3.1

Does the hospital offer **telemedicine services for clinical consultations**?

[Yes/No]

Question 3.2 [If "Yes" in Question 3.1]

Please select the types of **telemedicine options available for patients** at the hospital.
Please select all that apply.

- Virtual consultation via a **web application**
- Virtual consultation via a **mobile application**
- **Online patient portals** for e.g. messaging and appointments
- **Remote monitoring devices** (e.g. home based measurement, wearable health tech)
- Other [Textfield]

Question 3.3 [If "Yes" in Question 3.1]

Please indicate to what extent the telemedicine services are accessible to patients:

- a) **Fully accessible and remote:** all departments have access in and outside of the hospital
- b) **Fully accessible:** all departments have access in the hospital
- c) **Partially accessible:** some departments have access
- d) **Not accessible**

Question 3.4

Does the hospital have a policy in place that allows clinicians to work from home?

[Yes/No]

Question 3.5 [If "Yes" in Question 3.1]

Please provide **examples on the telemedicine technologies** you selected for **validation purposes**.

Examples also count towards the final score.

Please share relevant materials such as patient education material, or screen shots of the telemedicine services.

Please share a URL link or upload a PDF document.

- a) URL Link [Textfield]
- b) PDF Document [Upload button]
- c) Both [Textfield and Upload Button]

4. Artificial Intelligence

Artificial Intelligence (AI) refers to the development and utilization of computer algorithms and systems that can perform tasks and make decisions which typically require human intelligence, such as diagnosing medical conditions or analyzing patient data.

In this survey section, the **implementation and utilization of Artificial Intelligence** to improve healthcare delivery is assessed.

Question 4.1

Is **Artificial Intelligence (AI)** utilized in any services or departments within the hospital?

[Yes/No]

Question 4.2 [If "Yes" in Question 4.1]

Please specify to what extent the following **AI technologies** are utilized:

Diagnostic imaging interpretation in radiology	[Drop-down] Less than 5%: Not implemented 5% - 25%: Implementation started 26 - 50%: Partially implemented 51% - 75%: Mostly implemented More than 75%: Fully implemented
Diagnostic imaging interpretation in pathology	
AI-enhanced surgical planning and assistance	
Generative AI	

[If "Generative AI" in 4.2]

Please **specify the generative AI tool(s)** which are used in your hospital for clinical care:

[Textfield]

Question 4.3 [If "Yes" in Question 4.1]

Please indicate **whether the improvement of care via the implemented AI technologies is evaluated** at the hospital.

- **Yes**, there is an evaluation once after implementation.
- **Yes**, the impact is assessed at least yearly.
- **Yes**, there are evaluations every few years.
- **No**, there are no evaluations or I am not aware of any evaluations.

Question 4.4 [If "Yes" in Question 4.1]

Please provide examples of the **AI technologies** you selected for **validation purposes**.
Examples also count towards the final score.

Please share relevant materials such as papers, reports, screen shots, videos or if it is approved by a regulatory body.

Please share a URL link or upload a PDF document.

- a) URL Link [Textfield]
- b) PDF Document [Upload button]
- c) Both [Textfield and Upload Button]

5. Virtualization

Virtualization pertains to the use of Virtual Reality (VR) and Augmented Reality (AR) technologies to create simulated environments or enhance the real world with digital information in the context of healthcare.

In this survey section, the **Virtual Reality (VR) and Augmented Reality (AR) technologies which are implemented** in services at the hospital are assessed.

Question 5.1

Are Virtual Reality (VR) or Augmented Reality (AR) technologies integrated into any patient services or departments within the hospital?

[Yes/No]

Question 5.2 [If "Yes" in Question 5.1]

Please specify to what extent the following VR or AR technologies are utilized:

Providing immersive training experiences for medical professionals	[Drop-down] Less than 5%: Not implemented 5% - 25%: Implementation started 26 - 50%: Partially implemented 51% - 75%: Mostly implemented More than 75%: Fully implemented
Enhancing patient education e.g. by creating educational modules	
Improving surgical planning and outcomes e.g. utilizing 3D models	
Assisting in personalized rehabilitation programs e.g. through virtual exercises	
Enhancing medical imaging for diagnosis and treatment strategies	
Treatment for pain or anxiety, e.g. as substitution for sedation	
Surgical navigation during surgical procedures	

Question 5.3 [If "Yes" in Question 5.1]

Please indicate whether the improvement of care via the implemented Virtualization technologies is evaluated at your hospital.

- a) **Yes**, there is an evaluation once after implementation.
- b) **Yes**, the impact is assessed at least yearly.
- c) **Yes**, there are evaluations once every few years.
- d) **No**, there are no evaluations or I am not aware of any evaluations.

Question 5.4 [If "Yes" in Question 5.1]

Please provide examples of Virtualization technologies you selected for validation purposes.

Examples also count towards the final score.

Please share examples such as papers, reports, screen shots, or links to videos.

Please share a URL link or upload a PDF document.do

- a) URL Link [\[Textfield\]](#)
- b) PDF Document [\[Upload button\]](#)
- c) Both [\[Textfield and Upload Button\]](#)

6. Robotics

Robotics involves the use of automated machines or robotic systems to perform various tasks in healthcare settings, ranging from patient care to administrative functions.

In this survey section, the **level of implementation and evaluation of robotics** is assessed.

Question 6.1

Are **robotic systems integrated into any services or departments** within the hospital?

[Yes/No]

Question 6.2 [If "Yes" in Question 6.1]

Please specify the **services where robotics is employed** to enhance patient care.
Please select all options that apply and **provide an example of the specific robotic technology** used. Examples also count towards the final score.

- Automated **medication dispensing and preparation**: [Textfield]
- **Rehabilitation and physical therapy** using robotic devices: [Textfield]
- **Transport of supplies** around the hospital: [Textfield]
- **Teleconsulting** at the bedside: [Textfield]
- Robotic **companions for patient engagement** and comfort: [Textfield]
- Other: [Textfield]

Question 6.3 [If "Yes" in Question 6.1]

Please indicate whether **the improvement of care via the implemented robotic technologies is evaluated** at the hospital.

- **Yes**, there is an evaluation once after implementation.
- **Yes**, the impact is assessed at least yearly.
- **Yes**, there are evaluations every few years.
- **No**, there are no evaluations or I am not aware of any evaluations.

7. Employee and Patient Satisfaction Surveys

Patient satisfaction refers to the level of contentment and overall experience reported by patients receiving care within a Smart Hospital environment. It plays a critical role in influencing the perception of healthcare services and can have an impact on treatment outcomes.

Question 7.1

Is the hospital actively **collecting feedback from patients** regarding their satisfaction with the effectiveness of digital technologies and services?

- a) **Yes**, via surveys performed annually or more often online
- b) **Yes**, via surveys performed annually or more often on paper
- c) **No**, such feedback is not collected

Employee satisfaction refers to the contentment and overall well-being experienced by the employees working in a Smart Hospital environment, which can positively impact productivity, job performance, and ultimately, patient outcomes.

Question 7.2

Is the hospital actively **collecting feedback from employees regarding their satisfaction** with the effectiveness of digital technologies and services?

- a) **Yes**, via surveys performed annually or more often online
- b) **Yes**, via surveys performed annually or more often on paper
- c) **No**, such feedback is not collected

Question 7.3

Which **stakeholders** are informed of the employee and patient satisfaction survey results? Please select all that apply.

- Hospital management
- Board of directors or regulators
- Quality management
- Human resources department
- Clinical care team
- Patients
- Other [Textfield]

Question 7.4 [If "Yes" in Question 7.1 or 7.2]

Please **provide information regarding the satisfaction surveys** you selected for validation purposes.

Examples also count towards the final score.

Please share the corresponding IT section of the patient and/or employee surveys or upload the complete surveys.

Please share a URL link or upload a PDF document.

- a) URL Link [Textfield]
- b) PDF Document [Upload button]
- c) Both [Textfield and Upload Button]

8. Patient Safety Technologies

Question 8.1

Please indicate which of the following **decision support tools** are implemented in the hospital to identify potential risks and improve patient outcomes.

Please select all options that apply via the checkboxes below and **provide an example of the specific technology** used. Examples will count towards the final score.

Detection of sepsis or other types of acute events: [Textfield]

Personalized medication recommendations and dosages: [Textfield]

Detection of deep vein thrombosis in hospitalized patients: [Textfield]

Other: [Textfield]

None of the above

Question 8.2

Please provide examples on patient safety you selected for **validation purposes**. Examples **also count towards the final score**. Examples can be submitted as papers, reports, screen shots, or links to videos.

Please share a URL link or upload a PDF document.

- a) URL Link [Textfield]
- b) PDF Document [Upload button]
- c) Both [Textfield and Upload Button]

9. Accreditation

Please indicate which **accreditations or certifications** your hospital has obtained pertaining to information technology. Relevant accreditations/certifications are related to information security and protection, or assessments related to information quality.

- ISO Certification 27001/ISO Certification 27999
- HIMSS Analytics Electronic Medical Record Adoption Model (EMRAM)
- Other:
 - Name: [Textfield]
 - URL: [Textfield]
- No accreditation/certification pertaining to information technology

10. Contact Details

Question 10.1

Are you the contact person within the hospital which Statista can reach out to for validation purposes (if needed)?

- a) Yes
- b) No

Question 10.2 [If "No" in Question 10.1]

Please name a contact person within the hospital which Statista can reach out to for questions regarding the data provided (if needed). You can name yourself as the contact person.

Title: [Textfield]

First name: [Textfield]

Middle Name: [Textfield] [optional]

Last name: [Textfield]
Position: [Textfield]
Email: [Textfield]
Phone: [Textfield] [optional]

11. Data confirmation and Senior Management validation

Question 11.1

To include your survey responses in the evaluation, we require the following:

1. Confirmation of survey submission with an official work email address
2. The validation of survey from a senior management member of the hospital (e.g. Managing Director/Senior Management or Chief Information/Digital Officer)

The validation of the survey by a senior management member of the hospital is to ensure that the hospitals' responses accurately reflect the extent of implementation of innovative technologies.

Please note, the validating senior management member must have a **leadership role** and **strategic decision making** responsibility within the hospital.

Rest assured, no personally identifiable data will be shared, and all data will be collected and evaluated anonymously, within the scope of relevant regulations. This verification serves to prevent fraud.

Statista reserves the right to verify the accuracy of the data provided in the survey.

Please choose **only one** of the following:

- ☐ I confirm the use of the data provided for the World's Best Smart Hospitals 2026 ranking and in an anonymized and aggregated way for research purposes.
- ☐ I don't want to give an e-mail address, so my answers cannot be used for the evaluation.

Question 11.2

Please enter the information of the Senior Management member who will validate the responses, and select the validation format.

Name	
Email address	
Position	Dropdown: CEO Chief Medical Officer/Medical Director Chief Information / Digital Officer

	Director of Quality Management Other, please specify
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[Mouseover for Other: validation is only accepted by a senior/executive leader with strategic responsibility in the organization]

Question 11.3

Validation Format:

- The Senior Management member will validate the survey responses **online** via email [\[link to example validation text\]](#) to smarthospitals@ranking.statista-research.com by **June 16th, 2025**.

or

- The Senior Management member will validate the survey responses by downloading, and filling out the Validation form [\[link to validation form\]](#). The signed validation form must then be uploaded here as pdf to complete the validation process.

[\[If pdf form\]](#)

Please upload the Senior Management Validation pdf here:

Please note, the information submitted in this survey will not be processed until the Senior Management member has validated the submission.

Once the validation process has been completed (via email or uploaded pdf form), you will receive an email confirming that your survey responses have been successfully submitted.

[Note text: in the case that you have not received a confirmation email within 7 business days of submission, please contact smarthospitals@ranking.statista-research.com. Please ensure you have whitelisted the address smarthospitals@ranking.statista-research.com.]

Thank you for completing this survey.

Validation Email text:

I [insert name], [insert position], have reviewed and hereby validate the accuracy of the responses of the Statista Smart Hospitals Maturity Survey submitted on behalf of [hospital].

I confirm that the answers submitted in this survey can be used for the World's Best Smart Hospitals ranking 2026 published in 2025 by Statista.

Validation PDF Form:

I hereby confirm and validate the accuracy of the submitted responses of the Statista Smart Hospitals Maturity Survey.

I confirm that the answers submitted in this survey can be used for the World's Best Smart Hospitals ranking 2026 published in 2025 by Statista.

Full Name: _____

Position: _____

Hospital: _____

Email: _____

Signature: _____

Thank you for participating in the survey. To submit the responses, please click on the SUBMIT button on the lower right corner.

If you would like to leave any comments about this survey, please reach out to the Statista Health Care Team (smarthospitals@statista-research.com).

[Textfield]