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World's Best Smart Hospitals 2027 - Methodology

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1 Introduction

Smart hospitals are transforming the healthcare landscape by leveraging cutting-edge technologies to rethink and optimize how care is delivered. These hospitals go beyond traditional models of care by integrating advanced digital solutions, such as artificial intelligence, telemedicine, robotics, and data analytics, into clinical workflows and hospital operations (TechTarget, 2025). The adoption of such technologies not only improves treatment outcomes and operational efficiency within hospitals but also contributes to broader healthcare goals, including prevention, population health management, and enhanced quality of life (Abernethy et al., 2022).

As healthcare systems worldwide continue to face challenges related to aging populations, workforce shortages, and rising costs, the implementation of smart technologies has become increasingly critical. Smart hospitals aim to meet these challenges with innovative, patient-centered approaches that promote safety, efficiency, and long-term sustainability (Jovy-Klein et al., 2024).

To promote transparency and acknowledge hospitals leading the way in digital transformation, Statista and Newsweek have partnered once again to present the ***World's Best Smart Hospitals 2027*** ranking.

This sixth edition recognizes the 400 leading *World's Best Smart Hospitals* worldwide. This year's ranking features hospitals from 33 countries and highlights standout categories in specific areas of digital innovation.

The ranking is primarily based on peer recommendations collected through an **international online survey** of medical professionals, including doctors, healthcare workers, and hospital administrators with expertise about smart hospitals. Additionally, implementation and usage of digital technologies in the hospital was assessed via the **Statista Smart Hospitals Digital Maturity Survey (SSHDMS)**. Furthermore, several national and international accreditations related to digital healthcare were included in the scoring model.

Desk research was performed for every nominated hospital as a validation of their technical innovations and leadership role in the field of smart hospitals.

2 Notable Changes

The following list provides a brief overview of the major changes in this year's edition, compared to the *World's Best Smart Hospitals 2026* ranking:

- **Updated Statista Smart Hospitals Digital Maturity Survey:** The survey, methodology, grading scale, and ribbons were revised this year to enhance how smart hospital digital maturity is evaluated.
- **Increased Statista Smart Hospitals Digital Maturity Survey weighting:** This year the weighting of the SSHDMS pillar increased from 15% to 20% within the scoring model to reflect the emphasis on data submitted to Statista on the implementation and usage of smart hospital technologies.
- **Replacement of JCI Accreditation by digital healthcare-related accreditations:** National and international accreditations related to digital healthcare were included.
- **Adjusted standout categories:** The standout categories were refined to better align with the structure and categories of the SSHDMS. The updated focus areas include Patient Support Technologies, Robotics & Automation, and Telemedicine & Remote Care.
- **Introduction of the *Leader in AI Innovation Distinction*:** A new distinction was introduced to recognize hospitals demonstrating both leading AI capabilities and a high level of AI maturity. Eligibility is based on performance in the AI Standout Pillar and the AI Maturity Pillar.

3 Ranking Framework and Evaluation Criteria

The following sections provide an overview of the study design, and the underlying methodology used to determine the ranking. The eligibility criteria are presented in chapter 3.1 while chapter 3.2 describes the general methodology. Chapter 3.3 explains the role of the global board of experts, and chapter 3.4 outlines the scoring model used to create the final list.

3.1 Eligibility

Hospitals that are not accessible to the public and / or are very small were excluded from the ranking, as they are not comparable in the range of services provided.

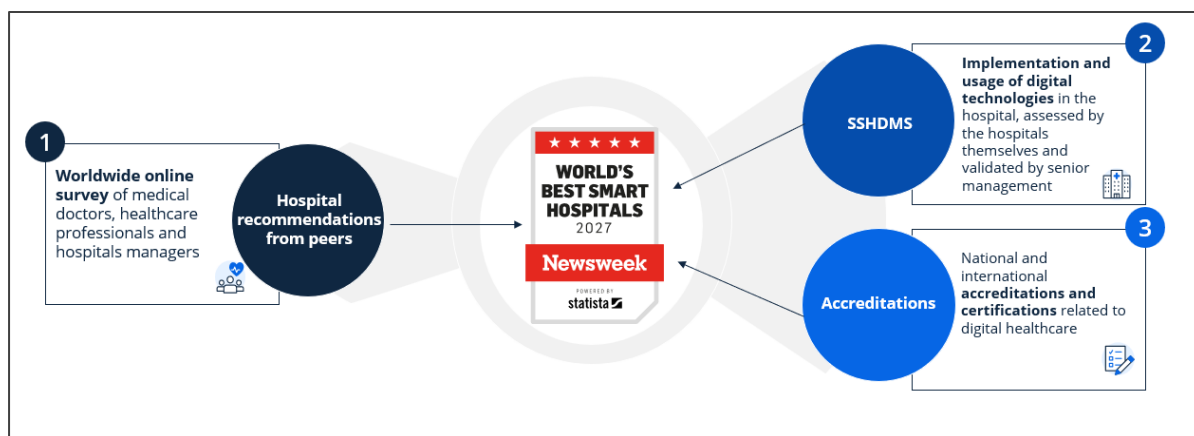
Furthermore, featured hospitals must demonstrate technical innovation and leadership within the smart hospital sector. Therefore, every nominated hospital underwent a

rigorous review process, including desk research to assess the implementation of smart technologies and validate relevant information.

3.2 General Methodology

The *World's Best Smart Hospitals 2027* ranking is based on three pillars:

- International online survey: Hospital managers and health care professionals with expertise about smart hospitals were asked to recommend leading smart hospitals across the globe (see chapter 3.2.1).
- Statista Smart Hospitals Digital Maturity Survey: Implementation and usage of digital technologies in the hospital was assessed by hospitals and validated by Chief Digital / Information Officers or other members of senior management with responsibility for digital transformation (see chapter 3.2.2).
- Digital healthcare-related accreditations: Several national and international accreditations, related to the concept of smart hospitals, were included in the scoring model (see chapter 3.2.3).



3.2.1 Hospital Recommendations from Peers

The study design of the *World's Best Smart Hospitals 2027* ranking is based on a global survey of medical professionals.

In cooperation with Newsweek, Statista invited medical experts (medical doctors, hospital managers and other healthcare professionals) with expertise about smart hospitals to an online survey. Additionally, experts from all over the world were able to participate in the survey on [newsweek.com](https://www.newsweek.com).

The data was collected by Newsweek and Statista during an initial survey period from May to June 2026. Recommendations for own employer / hospital were not allowed. Statista applies plausibility and validity checks to all data, supported by automated quality assurance processes.

The recommendations were used to determine the **reputation score**. A score was assigned to each hospital based on the number of weighted recommendations. Recommendations from the 2026 and 2025 survey period were given less weight compared to those from 2027. International recommendations were weighted higher than national ones reinforcing the international focus of this ranking. Additionally, the professional experience of the participant was considered.

The hospital with the highest number of weighted recommendations was assigned a recommendation score of 100%. The next best hospitals received a score proportional to their number of weighted recommendations (e.g., if hospital A received the most votes with 100, then hospital B with 80 votes was assigned a score of $\frac{80}{100} = 80\%$).

Additionally, participants were given the opportunity to select a **standout category** for each recommended hospital based on their perception of the hospital's specialized expertise:

- Artificial Intelligence
- Patient Support Technologies
- Robotics & Automation
- Telemedicine & Remote Care

The weighted peer recommendations accounted for 67.5% of the overall score, with 39% coming from international recommendations and 28.5% from national recommendations.

3.2.2 Statista Smart Hospitals Digital Maturity Survey

The Statista Smart Hospitals Digital Maturity Survey is a questionnaire on the topic of digital maturity within healthcare institutions wherein hospitals can submit data on their own level of digitalization and implementation of healthcare-related technologies across a variety of domains. As no globally standardized set of Smart Hospital KPIs currently exists, the SSHDMS was developed to provide a structured and comparable assessment of hospitals' digital maturity and their implementation of smart technologies.

The survey was modified from previous years based on feedback received by the Statista Expert Board as well as leading international medical and healthcare professionals and administrators.

The survey period ran from April to July 2026. Participants were invited based on prior pre-registration, as well as via an open shareable link published via Statista social media channels.

The survey consisted of seven survey topics with the respective weightings towards the overall score (see [Appendix](#)):

- Digital Information Systems
- Digital Infrastructure
- Training and Feedback
- Artificial Intelligence
- Robotics and Automation
- Governance and Accreditation
- Evaluation and Auditing

For an overview of the specific questions, a PDF version of the Statista Smart Hospitals Digital Maturity Survey can be accessed [here](#).

Participating hospitals were required to provide evidence where applicable, for validation purposes. Additionally, a nominated member of **senior management** (e.g., CEO, CIO) was required to certify the accuracy of the responses.

Responses were graded based on the question type. For example, questions on level of implementation were awarded points based on the level of implementation of that digital healthcare technology/system, whereas questions on available services were graded based on the number of sub-services available.

Per-section scores were calculated as the average of the scores within each section. Where supporting evidence was required, questions or sections were scored only if the submitted evidence was successfully validated. The overall score was then calculated as the weighted sum of the section scores.

Each survey question and sub-question contributed to the overall SSHDMS score through a weighted point system. Points were aggregated across all survey domains to produce a final SSHDMS score expressed as a percentage of the maximum achievable score.

Based on this final score and relevant subscores, hospitals were assigned **between one and five ribbons** to reflect their level of smart maturity:

- 1 Ribbon: <60%
- 2 Ribbons: 60 to <70%
- 3 Ribbons: 70 to <80%
- 4 Ribbons: 80 to <90%
- 5 Ribbons: 90 to 100%

Please note that for the current ranking cycle, the SSHDMS was significantly expanded and the scoring methodology revised, including stricter proof requirements and a transition from a 3-ribbon system to a 5-ribbon scale. As a result, ribbon allocations may differ from previous years even in cases where hospitals have maintained comparable levels of digital maturity, as performance is now assessed across a broader and more detailed set of criteria.

Participation in the Statista Smart Hospitals Digital Maturity Survey was voluntary. For hospitals that did not participate, a standardized base score was applied for the SSHDMS pillar in the overall evaluation.

The Statista Smart Hospitals Digital Maturity Survey pillar accounted for 30% of the total evaluation score.

3.2.3 Digital Healthcare-Related Accreditations and Certifications

Accreditations and certifications were incorporated into the ranking to capture hospitals that demonstrated commitment to implementing recognized standards in digital healthcare, virtual care delivery, responsible health data management, and technology-enabled clinical excellence. These externally awarded recognitions provide objective evidence that hospitals have met predefined criteria established by independent organizations.

The following accreditations and certifications were included in the assessment:

- The [ARIS Centre of Excellence in Robotic](#) recognizes hospitals that demonstrate excellence in robotic-assisted surgery. The certification evaluates institutional commitment to robotic surgery, surgeon expertise, clinical outcomes, patient safety, multidisciplinary collaboration, training, and continuous quality improvement.
- The [NHS Global Digital Exemplar](#) is a program established by NHS England to recognize hospitals demonstrating exceptional digital maturity. Participating organizations implemented advanced electronic health records, interoperability

- solutions, digital clinical workflows, and data-driven decision-making, serving as exemplars for digital transformation across healthcare systems.
- The [Surgical Review Corporation \(SRC\) Center of Excellence in Robotic Surgery](#) recognizes hospitals that meet rigorous international standards for robotic surgical care. The accreditation evaluates surgeon qualifications, institutional infrastructure, patient safety protocols, clinical outcomes, quality improvement initiatives, and comprehensive robotic surgery programs.

The following certifications were also included in the methodology to ensure broad coverage of internationally recognized digital health standards. However, none of the hospitals included in the final ranking held these certifications at the time of data collection, and therefore they did not contribute to the final scoring:

- [The Joint Commission International \(JCI\) Telehealth Certification](#), which evaluates healthcare organizations providing high-quality virtual care services, including governance, clinical workflows, patient safety, technology infrastructure, cybersecurity, and quality management.
- [The Joint Commission Responsible Use of Health Data \(RUHD\)](#) which recognizes organizations demonstrating responsible governance and ethical use of health data, including data privacy, security, transparency, and data-driven quality improvement.
- The [NCQA Virtual Care Delivery Accreditation](#) which evaluates organizations delivering virtual healthcare services across areas such as access to care, care coordination, provider credentialing, patient experience, clinical quality, and privacy.

To ensure each accreditation contributed only once to the overall evaluation, **accreditations reported through the Statista Smart Hospitals Digital Maturity Survey were excluded from this pillar.** Hospitals received a score based on the verified attainment of the included accreditations and certifications. The scoring followed a graduated weighting scheme that reflected the extent of certification coverage, with hospitals holding a greater number of eligible certifications receiving higher scores. Overall, the Accreditations pillar accounted for 2.5% of the total evaluation score.

3.2.4 Leader in AI Innovation

The *Leader in AI Innovation* distinction is newly introduced in this edition and highlights the hospital's commitment to advancing healthcare through the effective implementation, strategic adoption, and responsible use of artificial intelligence. It recognizes hospitals demonstrating strong AI capabilities and maturity, including the

integration of AI solutions into clinical and operational processes, the development of AI-driven innovations, and the establishment of organizational structures that enable the sustainable and responsible adoption of AI technologies.

For the distinction, hospitals had to meet the following criteria:

- The hospital must score at or above the **70th percentile in both the AI Standout Pillar and the AI Maturity Pillar**.
- The **AI Standout Pillar** reflects peer recognition of hospitals demonstrating leading capabilities and achievements in artificial intelligence. In addition to the core Standout assessment, voluntary AI Excellence nominations are incorporated as an additional recognition signal. Hospitals achieving a voluntary AI Excellence nomination score at or above the **70th percentile receive a score uplift**, with a higher uplift applied for hospitals reaching the **80th percentile or above**. Hospitals that do not receive voluntary nominations are not penalized.
- The **AI Maturity Pillar** is based on the **Statista Smart Hospitals Digital Maturity Survey**, a voluntary survey based on self-reported data from participating hospitals. The pillar assesses hospitals' capabilities, implementation approaches, and strategic adoption of artificial intelligence solutions across clinical and operational areas.

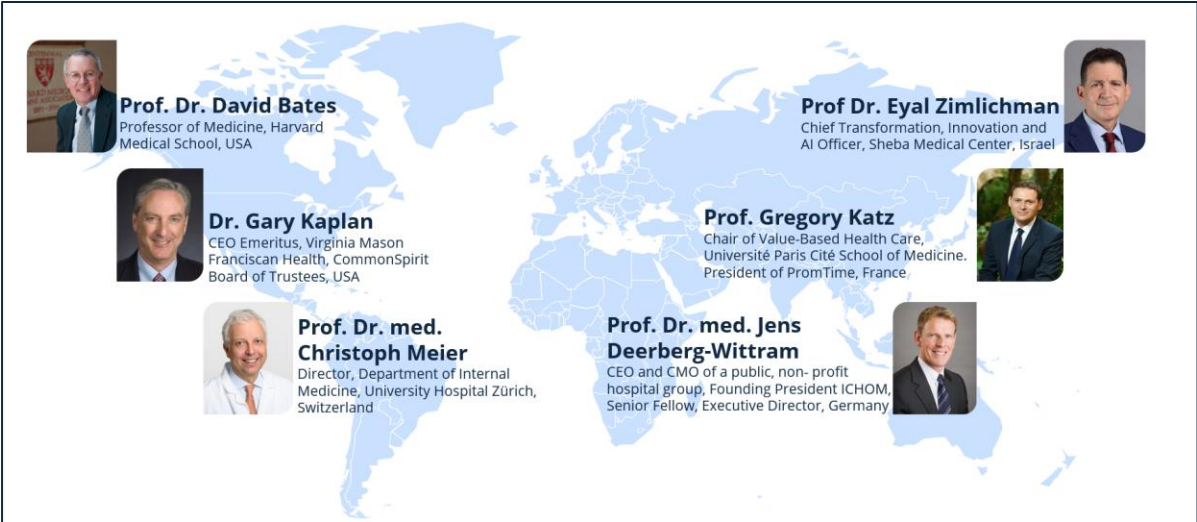
Hospitals meeting these criteria will be marked with a checkmark in the published ranking to indicate their achievement.

3.3 Methodological Input by the Expert Board

The following section outlines the function of the global board of experts which was founded by Statista to support the methodology development for Statista's global hospital rankings.

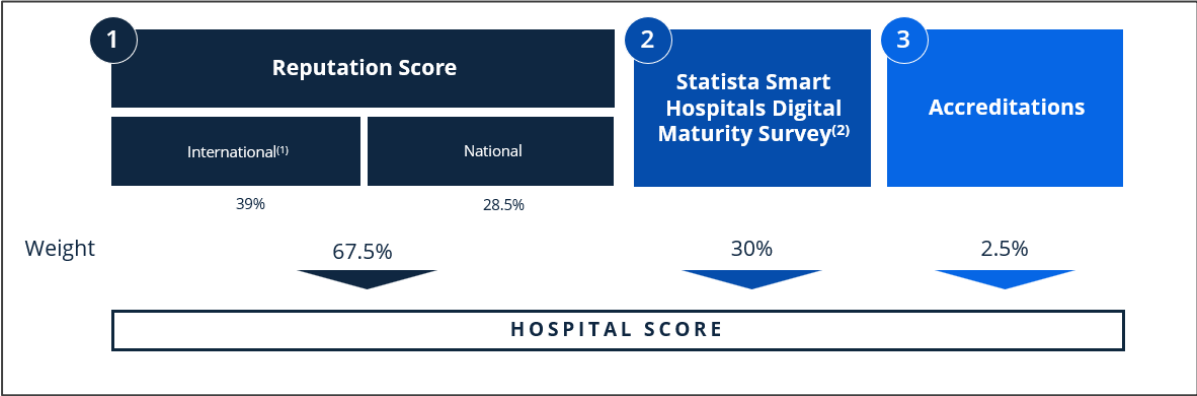
The idea behind the board of experts was to create an independent body that was tasked with the continuous development of the quality and scope of the project. The board of experts was tasked to provide input on possible improvements and expansions of the current questionnaires and methodology, most notably the SSHDMS. The members of the board of experts were carefully chosen based on their national and international expertise and decade-long experience in their respective medical fields as well as their scientific output.

The current members of the board of experts are:



3.4 Scoring Model

The scoring model is based on the reputation score, the SSHDMS score, and accreditation score and uses different weights for the individual components as shown in this overview:



As shown above, international recommendations from experts account for 39% of each hospital's reputation score. National recommendations from medical professionals received a weight of 28.5% towards the reputation score. International recommendations were weighted higher than national recommendations, reinforcing the international focus of this ranking. The total reputation score accounts for 67.5% of the overall hospital score. The SSHDMS accounts for 30% of the overall hospitals score and the Accreditation score for 2.5%.

Based on the overall hospital score, the 400 leading smart hospitals are ranked top to bottom. The results of this ranking are displayed in the lists published by Newsweek as follows:

Rank	Hospital	City	Country	Standout Category	Leader in AI Innovation	SSHDMS
1	Mayo Clinic - Rochester	Rochester	United States	Patient Support Technologies, Robotics & Automation, Telemedicine & Remote Care	✓	5 Ribbons
2	Cleveland Clinic	Cleveland	United States	Patient Support Technologies, Robotics & Automation, Telemedicine & Remote Care	✓	4 Ribbons
3	The Mount Sinai Hospital	New York	United States	Patient Support Technologies, Robotics & Automation, Telemedicine & Remote Care		4 Ribbons
4	Samsung Medical Center	Seoul	South Korea	Patient Support Technologies, Robotics & Automation, Telemedicine & Remote Care	✓	5 Ribbons
5	MD Anderson Cancer Center	Houston	United States	Robotics & Automation, Telemedicine & Remote Care	✓	3 Ribbons
[...]						

This year’s ranking features hospitals from 33 countries:

Country	Hospitals awarded
United States	101
Germany	27
France	22
South Korea	21
Taiwan	19
Saudi Arabia	18
Spain	18
United Kingdom	18
Italy	17
Brazil	15
Canada	15
United Arab Emirates	12
Switzerland	12
Singapore	12
Japan	10

The Netherlands	8
Australia	7
Israel	6
Norway	5
Belgium	4
Denmark	4
Finland	4
Mexico	4
Turkey	4
Malaysia	3
Sweden	3
Austria	2
Colombia	2
India	2
Thailand	2
Chile	1
Lebanon	1
The Philippines	1

4 Ranking Disclaimer

The Smart Hospitals ranking reflects a rapidly evolving field in which standardized global performance indicators and universally established benchmarks are still developing. As no globally standardized set of Smart Hospital KPIs currently exists, this year's assessment places particular emphasis on hospitals' digital and technological maturity, including their capabilities, implementation approaches, and strategic adoption of smart hospital solutions. This assessment is based on the Statista Smart Hospitals Digital Maturity Survey, a voluntary survey based on self-reported data provided by participating hospitals.

As a result, changes in ranking positions may be more pronounced compared with rankings in more established fields, particularly when driven by updated maturity assessments, survey responses, or newly available data. These changes reflect the

evolving understanding and measurement of smart hospital maturity and should be interpreted in the context of this assessment approach.

5 Legal Disclaimer

The rankings are comprised exclusively of hospitals that are eligible regarding the scope described in this document. A mention in the ranking is a positive recognition based on peer recommendations and publicly available data sources at the time. The ranking is the result of an elaborate process which, due to the interval of data-collection and analysis, is a reflection of the last calendar year. Furthermore, events preceding or following the period 01/07/2025-01/07/2026 and/or pertaining to individual persons affiliated/associated to the facilities were not included in the metrics. As such, the results of this ranking should not be used as the sole source of information for future deliberations.

The information provided in this ranking should be considered in conjunction with other available information about hospitals or, if possible, accompanied by a visit to a facility. The quality of hospitals that are not included in the rankings is not disputed.

Literature

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Appendix

Statista Smart Hospitals Digital Maturity Survey section	Weight
Digital Information Systems	25%
Digital Infrastructure	15%
Training and Feedback	10%
Artificial Intelligence	25%
Robotics and Automation	15%
Governance and Accreditation	5%
Evaluation and Auditing	5%