## HCAHPS PERCENTILES

## July 2013

| Hospital Percentile* |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | TOP-Box Score ${ }^{1}$ |  |  |  |  |  |  |  |  |  |
| $95^{\text {th }}$ (near best) | 87 | 90 | 83 | 80 | 75 | 86 | 78 | 91 | 84 | 86 |
| 90 ${ }^{\text {th }}$ | 85 | 88 | 78 | 77 | 71 | 83 | 73 | 89 | 81 | 83 |
| $75^{\text {th }}$ | 81 | 85 | 72 | 73 | 67 | 77 | 66 | 87 | 75 | 77 |
| $50^{\text {th }}$ | 78 | 81 | 66 | 71 | 63 | 72 | 60 | 85 | 70 | 71 |
| $25^{\text {th }}$ | 75 | 78 | 61 | 68 | 60 | 68 | 53 | 82 | 65 | 65 |
| $10^{\text {th }}$ | 72 | 75 | 57 | 65 | 56 | 64 | 48 | 79 | 59 | 58 |
| $5^{\text {th }}$ (near worst) | 69 | 73 | 53 | 62 | 54 | 61 | 45 | 76 | 55 | 54 |
|  | BOTTOM-Box Score ${ }^{2}$ |  |  |  |  |  |  |  |  |  |
| $5^{\text {th }}$ (near best) | 1 | 1 | 2 | 3 | 10 | 2 | 2 | 9 | 3 | 1 |
| $10^{\text {th }}$ | 2 | 2 | 4 | 4 | 12 | 4 | 4 | 11 | 4 | 2 |
| $25^{\text {th }}$ | 3 | 3 | 6 | 5 | 16 | 6 | 6 | 13 | 6 | 3 |
| $50^{\text {th }}$ | 4 | 4 | 9 | 7 | 19 | 8 | 10 | 15 | 8 | 4 |
| $75^{\text {th }}$ | 6 | 5 | 12 | 8 | 22 | 11 | 14 | 18 | 10 | 6 |
| $90^{\text {th }}$ | 8 | 7 | 16 | 11 | 25 | 14 | 18 | 21 | 13 | 9 |
| 95 ${ }^{\text {th }}$ (near worst) | 10 | 8 | 18 | 13 | 27 | 16 | 20 | 24 | 16 | 11 |

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 3,912 hospitals publicly reported on Hospital Compare in July 2013. Surveys are from patients discharged between October 2011 and September 2012. Scores have been adjusted for survey mode and patient-mix.
${ }^{1}$ The "Top-box" is the most positive response to HCAHPS survey items. Percentiles indicate how often patients gave positive assessments of their hospital experience. With "Top-box" scores, the higher, the better. For example, on "Communication with Nurses," $5 \%$ of hospitals scored 87 or higher (95th percentile) in the "Top-box," while $5 \%$ scored 69 or lower (5th percentile). The median (50th percentile) score on this measure was 78.
${ }^{2}$ The "Bottom-box" summarizes the least positive responses to HCAHPS survey items. Percentiles indicate how often patients gave negative assessments of their hospital experience. With "Bottom-box" scores, the lower, the better. For example, on "Communication with Nurses," $5 \%$ of hospitals scored 1 or lower (5th percentile) in the "Bottom-box," while $5 \%$ scored 10 or higher ( 95 th percentile). The median ( 50 th percentile) score on this measure was 4 .

