

## HCAHPS PERCENTILES

| Hospital Percentile*                 | Communication with Nurses | Communication with Doctors | Responsiveness of Hosp. Staff | Pain Management | Comm. About Medicines | Cleanliness of Hospital Env. | Quietness of Hospital Env. | Discharge Information | Care Transition | Hospital Rating | Recommend the Hospital |
|--------------------------------------|---------------------------|----------------------------|-------------------------------|-----------------|-----------------------|------------------------------|----------------------------|-----------------------|-----------------|-----------------|------------------------|
| <b>TOP-Box Score <sup>1</sup></b>    |                           |                            |                               |                 |                       |                              |                            |                       |                 |                 |                        |
| 95 <sup>th</sup> (near best)         | 90                        | 92                         | 87                            | 82              | 79                    | 89                           | 81                         | 94                    | 65              | 88              | 88                     |
| 90 <sup>th</sup>                     | 87                        | 89                         | 82                            | 79              | 75                    | 86                           | 76                         | 92                    | 62              | 84              | 84                     |
| 75 <sup>th</sup>                     | 84                        | 85                         | 75                            | 74              | 69                    | 80                           | 69                         | 90                    | 56              | 79              | 79                     |
| 50 <sup>th</sup>                     | 80                        | 81                         | 68                            | 71              | 65                    | 74                           | 62                         | 88                    | 52              | 73              | 73                     |
| 25 <sup>th</sup>                     | 77                        | 78                         | 62                            | 68              | 61                    | 69                           | 55                         | 85                    | 48              | 68              | 66                     |
| 10 <sup>th</sup>                     | 74                        | 75                         | 58                            | 65              | 58                    | 65                           | 49                         | 82                    | 44              | 62              | 60                     |
| 5 <sup>th</sup> (near worst)         | 72                        | 74                         | 56                            | 62              | 55                    | 62                           | 46                         | 80                    | 41              | 58              | 55                     |
| <b>BOTTOM-Box Score <sup>2</sup></b> |                           |                            |                               |                 |                       |                              |                            |                       |                 |                 |                        |
| 5 <sup>th</sup> (near best)          | 1                         | 0                          | 1                             | 1               | 7                     | 1                            | 1                          | 6                     | 1               | 2               | 0                      |
| 10 <sup>th</sup>                     | 1                         | 1                          | 3                             | 3               | 10                    | 3                            | 3                          | 8                     | 2               | 3               | 1                      |
| 25 <sup>th</sup>                     | 2                         | 3                          | 5                             | 5               | 14                    | 5                            | 5                          | 10                    | 4               | 5               | 3                      |
| 50 <sup>th</sup>                     | 4                         | 4                          | 8                             | 6               | 17                    | 7                            | 8                          | 12                    | 5               | 7               | 4                      |
| 75 <sup>th</sup>                     | 5                         | 5                          | 11                            | 8               | 20                    | 10                           | 12                         | 15                    | 6               | 9               | 6                      |
| 90 <sup>th</sup>                     | 7                         | 7                          | 14                            | 10              | 23                    | 13                           | 16                         | 18                    | 8               | 12              | 9                      |
| 95 <sup>th</sup> (near worst)        | 9                         | 8                          | 17                            | 12              | 26                    | 15                           | 19                         | 20                    | 9               | 15              | 11                     |

\*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

\* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 4,316 hospitals publicly reported on Hospital Compare in April 2018. Surveys are from patients discharged between July 2016 and June 2017. Scores have been adjusted for survey mode and patient-mix.

<sup>1</sup> 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 90 or higher (95th percentile) in the "Top-box," while 5% scored 72 or lower (5th percentile). The median (50th percentile) score on this measure was 80.

<sup>2</sup> 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 9 or higher (95th percentile). The median (50th percentile) score on this measure was 4.

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