

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 | Overall Hospital Rating | Recommend the Hospital |
|--------------------------------------|---------------------------|----------------------------|-------------------------------|-----------------|-----------------------|------------------------------|----------------------------|-----------------------|-----------------|-------------------------|------------------------|
| TOP-Box Score ¹ | | | | | | | | | | | |
| 95 th (near best) | 89 | 91 | 85 | 81 | 78 | 87 | 79 | 92 | 64 | 86 | 87 |
| 90 th | 86 | 89 | 80 | 78 | 74 | 84 | 75 | 91 | 60 | 82 | 84 |
| 75 th | 82 | 85 | 73 | 74 | 68 | 79 | 68 | 89 | 56 | 76 | 78 |
| 50 th | 79 | 81 | 67 | 71 | 64 | 73 | 61 | 87 | 52 | 71 | 72 |
| 25 th | 76 | 78 | 62 | 68 | 61 | 68 | 55 | 84 | 48 | 65 | 65 |
| 10 th | 73 | 76 | 57 | 65 | 57 | 64 | 49 | 81 | 44 | 60 | 59 |
| 5 th (near worst) | 70 | 74 | 54 | 62 | 55 | 62 | 46 | 78 | 41 | 56 | 55 |
| BOTTOM-Box Score ² | | | | | | | | | | | |
| 5 th (near best) | 1 | 1 | 2 | 2 | 9 | 2 | 2 | 8 | 2 | 2 | 1 |
| 10 th | 2 | 1 | 3 | 3 | 11 | 3 | 3 | 9 | 3 | 3 | 2 |
| 25 th | 3 | 3 | 6 | 5 | 15 | 5 | 6 | 11 | 4 | 5 | 3 |
| 50 th | 4 | 4 | 8 | 6 | 18 | 8 | 9 | 13 | 5 | 7 | 4 |
| 75 th | 6 | 5 | 11 | 8 | 21 | 11 | 12 | 16 | 6 | 10 | 6 |
| 90 th | 8 | 7 | 15 | 10 | 24 | 13 | 16 | 19 | 8 | 13 | 9 |
| 95 th (near worst) | 9 | 8 | 17 | 12 | 27 | 16 | 19 | 22 | 9 | 15 | 11 |

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 4,160 hospitals publicly reported on Hospital Compare in July 2015. Surveys are from patients discharged between October 2013 and September 2014. 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 89 or higher (95th percentile) in the "Top-box," while 5% scored 70 or lower (5th percentile). The median (50th percentile) score on this measure was 79.

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 9 or higher (95th percentile). The median (50th percentile) score on this measure was 4.