

HCAHPS "TOP-BOX" PERCENTILES -- MARCH 2010 Public Reporting*

Percentile among reporting hospitals**	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	Overall Hospital Rating	Recommend the Hospital
5th	63	70	48	59	49	57	40	72	49	51
25th	71	76	56	65	55	64	49	78	59	62
50th	75	80	62	68	59	69	56	81	65	69
75th	79	83	69	72	63	75	63	84	71	75
95th	85	89	79	78	70	84	75	88	81	85

*Percentiles for HCAHPS "top-box" scores of 3,776 hospitals publicly reported in March 2010 on *Hospital Compare*. Survey results are from patients discharged between July 2008 and June 2009. Scores have been adjusted for survey mode and patient-mix.

**For example, 5% of hospitals scored 63 or lower (5th percentile) in the "top-box" category of the "Communication with Nurses" measure, while 5% scored 85 or higher (95th percentile). The median "top-box" score (50th percentile) on this measure was 75.