

HCAHPS PERCENTILES
October 2012 Public Report
(January 2011 - December 2011 Discharges)

| 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 | Overall Hospital Rating | Recommend the Hospital |
|--------------------------------------|---------------------------|----------------------------|-------------------------------|-----------------|-----------------------|------------------------------|----------------------------|-----------------------|-------------------------|------------------------|
| TOP-Box Score ¹ | | | | | | | | | | |
| 95 th (near best) | 87 | 90 | 82 | 79 | 73 | 86 | 78 | 90 | 84 | 86 |
| 90 th | 84 | 88 | 77 | 76 | 70 | 82 | 73 | 89 | 80 | 82 |
| 75 th | 81 | 84 | 71 | 73 | 65 | 77 | 66 | 86 | 74 | 77 |
| 50 th | 77 | 81 | 65 | 70 | 62 | 72 | 59 | 84 | 69 | 71 |
| 25 th | 74 | 77 | 60 | 67 | 58 | 67 | 52 | 81 | 63 | 64 |
| 10 th | 71 | 74 | 55 | 64 | 55 | 63 | 47 | 77 | 58 | 58 |
| 5 th (near worst) | 68 | 73 | 52 | 62 | 53 | 60 | 44 | 75 | 54 | 54 |
| BOTTOM-Box Score ² | | | | | | | | | | |
| 5 th (near best) | 1 | 1 | 2 | 3 | 11 | 3 | 3 | 10 | 3 | 1 |
| 10 th | 2 | 2 | 4 | 4 | 13 | 4 | 4 | 11 | 4 | 2 |
| 25 th | 3 | 3 | 6 | 5 | 17 | 6 | 7 | 14 | 6 | 3 |
| 50 th | 4 | 4 | 10 | 7 | 20 | 8 | 10 | 16 | 8 | 4 |
| 75 th | 6 | 6 | 13 | 8 | 23 | 11 | 14 | 19 | 11 | 7 |
| 90 th | 8 | 7 | 16 | 11 | 26 | 14 | 18 | 23 | 14 | 9 |
| 95 th (near worst) | 10 | 8 | 19 | 12 | 29 | 16 | 21 | 25 | 16 | 11 |

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 3,867 hospitals publicly reported on Hospital Compare in October 2012. Surveys are from patients discharged between January 2011 and December 2011. 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 68 or lower (5th percentile). The median (50th percentile) score on this measure was 77.

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