

HCAHPS PERCENTILES

September 2010

| 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) | 85 | 89 | 79 | 78 | 71 | 85 | 75 | 89 | 82 | 85 |
| 90 th | 83 | 87 | 75 | 75 | 68 | 81 | 71 | 87 | 78 | 81 |
| 75 th | 79 | 83 | 69 | 72 | 63 | 76 | 64 | 85 | 72 | 75 |
| 50 th | 75 | 80 | 63 | 69 | 59 | 70 | 57 | 82 | 66 | 69 |
| 25 th | 72 | 77 | 57 | 66 | 56 | 65 | 50 | 78 | 61 | 62 |
| 10 th | 68 | 73 | 52 | 62 | 52 | 60 | 44 | 75 | 55 | 56 |
| 5 th (near worst) | 65 | 71 | 49 | 60 | 50 | 58 | 42 | 72 | 51 | 52 |
| BOTTOM-Box Score ² | | | | | | | | | | |
| 5 th (near best) | 2 | 1 | 3 | 3 | 13 | 3 | 3 | 11 | 3 | 1 |
| 10 th | 2 | 2 | 4 | 4 | 15 | 4 | 5 | 13 | 4 | 2 |
| 25 th | 4 | 3 | 7 | 5 | 19 | 6 | 8 | 15 | 6 | 3 |
| 50 th | 5 | 4 | 11 | 7 | 22 | 9 | 11 | 18 | 9 | 5 |
| 75 th | 7 | 6 | 14 | 9 | 25 | 12 | 16 | 22 | 11.5 | 7 |
| 90 th | 9 | 7 | 18 | 11 | 29 | 16 | 20 | 25 | 15 | 10 |
| 95 th (near worst) | 11 | 9 | 21 | 13 | 31 | 18 | 22 | 28 | 18 | 12 |

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 3,792 hospitals publicly reported on Hospital Compare in September 2010. Surveys are from patients discharged between January 2009 and December 2009. 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 85 or higher (95th percentile) in the "Top-box," while 5% scored 65 or lower (5th percentile). The median (50th percentile) score on this measure was 75.

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 2 or lower (5th percentile) in the "Bottom-box," while 5% scored 11 or higher (95th percentile). The median (50th percentile) score on this measure was 5.