

HCAHPS PERCENTILES [†]

| Hospital Percentile* | Communication with Nurses | Communication with Doctors | Responsiveness of Hosp. Staff | Comm. About Medicines | Cleanliness of Hospital Env. | Quietness of Hospital Env. | Discharge Information | Care Transition | Hospital Rating | Recommend the Hospital |
|--------------------------------------|---------------------------|----------------------------|-------------------------------|-----------------------|------------------------------|----------------------------|-----------------------|-----------------|-----------------|------------------------|
| TOP-Box Score ¹ | | | | | | | | | | |
| 95 th (near best) | 93 | 94 | 89 | 80 | 90 | 85 | 95 | 69 | 90 | 90 |
| 90 th | 89 | 90 | 83 | 75 | 85 | 79 | 93 | 63 | 86 | 86 |
| 75 th | 84 | 85 | 74 | 68 | 79 | 70 | 90 | 57 | 79 | 79 |
| 50 th | 80 | 80 | 65 | 62 | 72 | 62 | 87 | 51 | 72 | 72 |
| 25 th | 76 | 76 | 59 | 57 | 67 | 55 | 84 | 47 | 66 | 64 |
| 10 th | 72 | 73 | 54 | 53 | 61 | 50 | 80 | 42 | 59 | 57 |
| 5 th (near worst) | 69 | 70 | 51 | 50 | 58 | 46 | 77 | 39 | 55 | 52 |
| BOTTOM-Box Score ² | | | | | | | | | | |
| 5 th (near best) | 0 | 0 | 0 | 6 | 0 | 0 | 5 | 0 | 0 | 0 |
| 10 th | 1 | 1 | 2 | 9 | 3 | 2 | 7 | 2 | 2 | 0 |
| 25 th | 2 | 3 | 6 | 15 | 6 | 5 | 10 | 4 | 5 | 3 |
| 50 th | 4 | 5 | 10 | 20 | 9 | 9 | 13 | 6 | 7 | 5 |
| 75 th | 6 | 7 | 14 | 23 | 13 | 13 | 16 | 7 | 11 | 7 |
| 90 th | 9 | 9 | 18 | 27 | 16 | 17 | 20 | 10 | 14 | 11 |
| 95 th (near worst) | 11 | 11 | 21 | 30 | 19 | 20 | 23 | 12 | 17 | 14 |

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores include 4,427 hospitals that received HCAHPS scores in October 2021. Because not all hospitals report their results on Hospital Compare, the number of hospitals may differ from those shown here. Surveys are from patients discharged between July 2020 and December 2020. Scores have been adjusted for survey mode and patient-mix.

† Please note: The October 2021 HCAHPS percentiles are based on two quarters of data (Q3 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

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 93 or higher (95th percentile) in the "Top-box," while 5% scored 69 or lower (5th percentile). The median (50th percentile) score on this measure was 80.

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 0 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 4.

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