

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 Score¹										
95 th (near best)	92	93	88	79	89	83	94	68	89	89
90 th	89	90	83	75	85	78	92	63	86	85
75 th	84	85	74	67	79	70	90	56	79	79
50 th	80	80	65	62	72	62	87	51	73	72
25 th	76	76	59	58	67	55	84	47	66	64
10 th	72	73	54	54	62	50	80	42	60	58
5 th (near worst)	69	70	51	51	59	46	77	39	56	53
BOTTOM-Box Score²										
5 th (near best)	0	0	0	7	1	1	6	1	0	0
10 th	1	1	2	10	3	2	8	2	2	1
25 th	3	3	6	15	6	6	10	4	5	3
50 th	4	5	10	20	9	9	13	6	7	5
75 th	6	6	13	23	12	13	16	7	10	7
90 th	8	9	18	27	16	17	20	10	14	11
95 th (near worst)	10	11	21	29	18	20	23	11	17	13

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores include 4,439 hospitals that received HCAHPS scores in January 2022. Because not all hospitals report their results on Care Compare, the number of hospitals may differ from those shown here. Surveys are from patients discharged between July 2020 and March 2021. 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 92 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 10 or higher (95th percentile). The *median (50th percentile) score on this measure* was 4.

† Please note: The January 2022 HCAHPS percentiles are based on three quarters of data (Q3 and Q4 2020, and Q1 2021) 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.

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