

## 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 |
|--------------------------------------|---------------------------|----------------------------|-------------------------------|-----------------------|------------------------------|----------------------------|-----------------------|-----------------|-----------------|------------------------|
| <b>TOP-Box Score <sup>1</sup></b>    |                           |                            |                               |                       |                              |                            |                       |                 |                 |                        |
| 95 <sup>th</sup> (near best)         | 91                        | 92                         | 87                            | 78                    | 89                           | 82                         | 94                    | 66              | 88              | 88                     |
| 90 <sup>th</sup>                     | 88                        | 89                         | 82                            | 73                    | 85                           | 77                         | 92                    | 62              | 84              | 84                     |
| 75 <sup>th</sup>                     | 83                        | 84                         | 74                            | 67                    | 78                           | 69                         | 89                    | 56              | 78              | 78                     |
| 50 <sup>th</sup>                     | 79                        | 79                         | 65                            | 61                    | 72                           | 62                         | 87                    | 51              | 72              | 71                     |
| 25 <sup>th</sup>                     | 76                        | 76                         | 58                            | 57                    | 67                           | 55                         | 84                    | 46              | 65              | 63                     |
| 10 <sup>th</sup>                     | 72                        | 72                         | 54                            | 53                    | 62                           | 49                         | 80                    | 42              | 59              | 56                     |
| 5 <sup>th</sup> (near worst)         | 69                        | 70                         | 51                            | 51                    | 59                           | 45                         | 77                    | 39              | 55              | 52                     |
| <b>BOTTOM-Box Score <sup>2</sup></b> |                           |                            |                               |                       |                              |                            |                       |                 |                 |                        |
| 5 <sup>th</sup> (near best)          | 0                         | 0                          | 1                             | 7                     | 1                            | 1                          | 6                     | 1               | 1               | 0                      |
| 10 <sup>th</sup>                     | 1                         | 2                          | 3                             | 11                    | 3                            | 3                          | 8                     | 2               | 3               | 1                      |
| 25 <sup>th</sup>                     | 3                         | 3                          | 6                             | 16                    | 6                            | 6                          | 11                    | 4               | 5               | 3                      |
| 50 <sup>th</sup>                     | 4                         | 5                          | 10                            | 20                    | 9                            | 9                          | 13                    | 6               | 8               | 5                      |
| 75 <sup>th</sup>                     | 6                         | 7                          | 14                            | 24                    | 12                           | 13                         | 16                    | 8               | 11              | 8                      |
| 90 <sup>th</sup>                     | 9                         | 9                          | 18                            | 27                    | 16                           | 18                         | 20                    | 10              | 15              | 11                     |
| 95 <sup>th</sup> (near worst)        | 10                        | 10                         | 20                            | 30                    | 19                           | 20                         | 23                    | 11              | 18              | 14                     |

\* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores include 4,442 hospitals that received HCAHPS scores in October 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 January 2021 and December 2021. Scores have been adjusted for survey mode and patient-mix.

<sup>1</sup> 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 91 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 79.

<sup>2</sup> 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.

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