

HCAHPS PERCENTILES

Hospital Percentile*	Communication with Nurses	Communication with Doctors	Comm. About Medicines	Cleanliness of Hospital Env.	Quietness of Hospital Env.	Discharge Information	Hospital Rating	Recommend the Hospital
TOP-Box Score ¹								
95 th (near best)	90	90	76	88	79	93	88	87
90 th	88	88	73	85	75	92	84	84
75 th	83	83	66	79	67	89	78	78
50 th	80	79	61	73	60	87	72	71
25 th	76	76	57	68	53	84	66	64
10 th	73	73	53	62	47	81	60	57
5 th (near worst)	70	70	51	59	43	79	57	53
BOTTOM-Box Score ²								
5 th (near best)	1	1	9	2	2	7	2	0
10 th	1	2	11	3	3	8	3	2
25 th	2	3	16	5	5	11	5	3
50 th	4	5	20	8	9	13	8	5
75 th	6	6	23	11	13	16	11	7
90 th	7	8	27	15	18	19	14	10
95 th (near worst)	9	10	29	17	21	21	16	13

*Percentiles for HCAHPS "Top-box" and "Bottom-box" scores include 3,961 hospitals that publicly reported HCAHPS scores in January 2026. Scores have been adjusted for survey mode and patient-mix. Because not all hospitals report their results on Care Compare, the number of hospitals may differ from those shown here.

These results are based on hospitals with a minimum of 25 completed surveys from patients discharged between April 2024 and March 2025. Hospitals must have a minimum of 25 completed surveys in a four-quarter period for their HCAHPS results to be publicly reported.

Beginning with January 2026 public reporting, HCAHPS scores based on fewer than 25 completed surveys will not be included in national and state average calculations. However, the Public Reporting Preview Report, which a hospital can access during the preview period, will continue to include HCAHPS scores and number of completed surveys for all participating hospitals

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 90 or higher (95th percentile) in the "Top-box," while 5% scored 70 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 1 or lower (5th percentile) in the "Bottom-box," while 5% scored 9 or higher (95th percentile). The median (50th percentile) score on this measure was 4.

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