

HCAHPS PERCENTILES

April 2011

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 Score¹										
95 th (near best)	86	89	80	78	71	85	76	89	83	85
90 th	83	87	76	76	68	82	71	88	78	82
75 th	79	84	69	72	64	76	64	85	73	76
50 th	76	80	63	69	60	70	58	82	67	70
25 th	72	77	58	66	57	66	51	79	62	63
10 th	69	74	53	63	53	61	45	75	56	57
5 th (near worst)	66	72	50	60	51	59	42	73	52	53
BOTTOM-Box Score²										
5 th (near best)	2	1	3	3	12	3	3	11	3	1
10 th	2	2	4	4	14	4	5	12	4	2
25 th	3	3	7	5	18	6	7	15	6	3
50 th	5	4	10	7	21	9	11	18	8	5
75 th	7	6	14	9	25	12	15	21	11	7
90 th	9	7	18	11	28	15	19	25	14	9
95 th (near worst)	11	9	20	13	30	17	22	27	17	12

* Percentiles for HCAHPS "Top-box" and "Bottom-box" scores of the 3,810 hospitals publicly reported on Hospital Compare in April 2011. Surveys are from patients discharged between July 2009 and June 2010. 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 86 or higher (95th percentile) in the "Top-box," while 5% scored 66 or lower (5th percentile). The median (50th percentile) score on this measure was 76.

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.